



UCO BANK
Department of Information Technology

Request for Proposal (RFP) for Supply of Digital Signature Certificates and Cryptographic USB tokens on Rate Contract Basis.

RFP REF NO: DIT/BPR&BTD/OA/2449/2020-21 Date: 07.12.2020

Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s), Amendments, Addendums and Corrigendum's

Sl. No	Page No	Clause No	Clause as per RFP	Description of Query/ Clarification sought by Bidder	Bank Response
1.	11	5	Eligibility Criteria for 1000 DSC with token supplied in BFSI	If similar Work Contract is acceptable with other PSU & Gov't Dept?	Clause stands as per RFP.
2.	13	3	Tender document and Fee	If bidder is MSME registered having valid UAN will EMD & Tender fee be exempted?	RFP clause is self-explanatory. Please refer RFP page no. 17 clause no. 16 "MSME Clause" for further clarification.
3.	30	2 c	Supply & Delivery of USB Crypto-tokens (installed with DSCs)	If delivery would be acceptable via courier? And Online support would be entertained by the client in case of any technical issue arise related to DSC & e-token hardware.	Yes, selected bidder can deliver the tokens through courier however it should be ensured that tokens are delivered in branches/offices as per the delivery schedule mentioned in RFP. Bidder can provide the Online support for resolving any technical issues arises related to DSC & e-token hardware. However, in case bidder fails to resolve the issue, onsite support has to be provided by the bidder with in the turnaround time.
4.	73	Annexure – IX	Undertaking Letter on the selected bidder's letterhead for Central Minimum Wages Act & Labour Laws	If the selected bidder not falling under the criteria?	Bidder has to mandatorily comply with Central Minimum Wages Act & Labour Laws. However, if bidder does not falls under the

					said category then supporting documents need to be submitted by the bidder.
5.	17	16	MSME	As per clause 16 (1) whether the tender cost and EMD will be waived off only for NSIC registered MSME entrepreneurs or is it same for MSME entrepreneur registered under Udyog Aadhaar Memorandum	RFP clause is self-explanatory. Please refer RFP page no. 17 clause no. 16 "MSME Clause" for further clarification.
6.	31	3	Online Portal	Whether online portal is required for certifying authority or vendor supplying digital signature	Please refer corrigendum
7.	13	1	Cryptographic USB tokens	It is not mentioned that whether bank is willing to purchase non-Chinese or Chinese token. However, it is pertinent to state that since UCO Bank is always procuring non-Chinese tokens (safenet 5110) as it is very safe for the bank data therefore bank should only consider non-Chinese USB tokens.	It is clarified that bank intends to purchase non-Chinese tokens compatible with Bank's existing applications like CERSAI 2.0.
8.	38	9	Performance Bank Guarantee	Whether bidder have to furnish the performance bank guarantee on the total cost of project or purchase order. However it is advisable that bank should ask for performance bank guarantee on the purchase order since the time period of completion of project is not certain.	Please refer corrigendum
9.	36	5. Delivery & Penalty	Issuance of Digital Signature Certificate after receipt of the duly filled Application Form within 2 Hrs.	Kindly increase the delivery timeline upto 48 Hrs.	Please refer corrigendum

10.	36	5. Delivery & Penalty	Delivery of USB Crypto Tokens to the applicant/bank office with 4 Days	Kindly increase the delivery timeline upto 2 weeks.	Please refer corrigendum
11.	14	EMD	Rs. 20,00,000/- (Rupees Twenty Lakh Only)	Request Bank to kindly reduce the EMD amount to Rs. 2,00,000/- (Rupees Two Lakh Only)	Clause stands as per RFP
12.	17	16	Tender fee/EMDMSME	As per clause 16 (1) MSME vendors are exempted for Tender fees and EMD or not?	RFP clause is self-explanatory. Please refer RFP page no. 17 clause no. 16 "MSME Clause" for further clarification.
13.	31	3	Web Application	Web based Registration Authority Managed portal is enough. We can show the demo	Please refer corrigendum
14.	16	1	Cryptographic USB tokens	Chinese Token should be barred from tender which is security hazard for the bank, PKI Token should be allowed only with Full body FIPS Certification	It is clarified that bank intends to purchase non-Chinese tokens compatible with Bank's existing applications like CERSAI 2.0.
15.	38	9	Performance Bank Guarantee	If PBG is for Entire rate contract , is there any minimum Guarantee of Delivery. If No. In Rate Contract , PBG should be deducted from invoice for the mentioned period.	Please refer corrigendum
16.	11	3	Eligibility Criteria	As per Eligibility Criteria , Bidder should have issued DSC to Govt. , But is it mandatory to have issued to Bank. Although we have issued many thousands DSC to Central Govt/ State Govt. Kindly remove the bank clause.	RFP clause is self-explanatory.

17.	Page 10	2	UCO Bank intends to onboard the vendor for supply of Digital Signature Certificates and Cryptographic USB tokens on Rate Contract Basis for performing the CERSAI related works at Branches/Zonal Offices / Administrative offices.	Please clarify with class of Signature is required, is it class-2 or Class-3 ??	It is clarified that Class-3 Digital Signature Certificates and Cryptographic USB tokens, compatible with CERSAI 2.0 is required.
18.	Page 36	5	Issuance of Digital Signature Certificate after receipt of the duly filled Application Form within 2 Hours and a Penalty at an incremental rate of 10% of per unit cost of Digital Signature for each day after 24 Hours timeline	We are capable in delivering the DSC within two hours but Penalty is on very higher side, is should not be more than 0.01%	Clause stands as per RFP
19.	Page 17 & 18	16	MSME firms who are in the process of obtaining registration will not be considered for EMD & Tender Fee / Cost exemption.	We are in the process of granting of NSIC Certification and it should be allowed to give said EMD Exemption to the companies who's NSIC Renewal is in process.	RFP clause is self-explanatory. Please refer RFP page no. 17 clause no. 16 "MSME Clause" for further clarification.
20.	Page 38	9	The selected Bidder shall, within a period of fifteen (15) days from the date of Letter of Intent (LOI) / Purchase Order (PO) have to furnish a Performance Bank Guarantee, format as per Annexure – V issued by any scheduled commercial bank (other than UCO Bank) equivalent to 10% of the project cost/Total Cost of Ownership (TCO) valid for a period of 39 months (36 months + a claim period of three (3) months) from the date of Letter of Intent (LOI)/Purchase Order (PO) for indemnifying any loss to the Bank. In case the Service Level Agreement/Contract is extended, the selected Bidder shall have to submit the	Office Memorandum issued by Department of Expenditure, Ministry of Finance dated 2nd November 2020, Procurement Policy Division has decide to reduce Performance Security from existing 5-10% to 3% of the value of the contract . These instructions will be applicable for all kinds of procurements viz. Goods, Consultancy, Works, non-consulting Services etc. and are issued under Rule 6(1) of the GFRs 2017 (Copy of the same is attached for your reference and request for change the Performance Guarantee Value in your tender also.	Please refer corrigendum

			Bank Guarantee equivalent to 10% of the project cost/Total Cost of Ownership (TOC) for the extended period along with a claim period of three (3) months.	At both the places it should be updated to 3% only.	
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Amendments, Addendums and Corrigendum's

PART – IV

SCOPE OF WORK


Existing Clause	Modified Clause
<p><u>Mode-1:</u> Bank will be responsible only for the provision of the complete application forms to the vendor. All subsequent process from verification, issuance of DSCs to delivery of USB Crypto Tokens containing DSCs will be done by the vendor. Vendor need to execute the scope of work as per line item 1.b, 1.c & 1.d for which cost needs to be factored in the Commercial Bid against line item "Additional Services".</p> <p><u>Mode-2:</u> Bank will responsible for provision of the complete application forms to the vendor, downloading of DSC, transferring DSCs into USB Crypto Tokens & delivery of the USB Crypto Tokens containing DSCs. Verification & Issuance of DSCs will be done by the vendor so that the DSC is available for download at bank's end.</p>	<p><u>Mode-1:</u> Clause stands deleted.</p> <p><u>Mode-2:</u> Bank will responsible for provision of the complete application forms to the Certifying/Registration Authority, downloading of DSC, transferring DSCs into USB Crypto Tokens & delivery of the USB Crypto Tokens containing DSCs. Verification & Issuance of DSCs will be done by the Bank so that the DSC is available for download at bank's end. Bidder can provide the online portal of its own or of Certifying Authority to the Bank for issuance of digital signature.</p>

PART-V

5. DELIVERY & PENALTY

Existing Clause			Modified Clause		
Deliverables	Timeline	Penalty Details	Deliverables	Timeline	Penalty Details
Issuance of Digital Signature Certificate after receipt of the duly filled Application Form.	2 Hours	Penalty at an incremental rate of 10% of per unit cost of Digital Signature for each day after 24 Hours timeline	Delivery of USB Crypto Tokens to the applicant/bank office	4 Days	Penalty at an incremental rate of 10% of cost of USB Crypto Token for each day after 4 Days timeline
Delivery of USB Crypto Tokens to the applicant/bank office	4 Days	Penalty at an incremental rate of 10% of cost of USB Crypto Token for each day after 4 Days timeline	<p>The penalty would be calculated on monthly basis and the calculated amount would be deducted from every subsequent monthly payment. The SLA charges will be subject to an overall cap of 30% of total cost of per unit cost of Digital Signature & USB Crypto Token.</p> <p>If any of the service as per the scope of work is not available for any reason (eg. unavailability of portal, non-service of raised issues etc) then successful vendor has to achieve the required timelines against the deliverables as per scope by any alternate mechanism. Non-compliance of any timelines will attract penalty as per the terms & conditions.</p> <p>If Vendor materially fails to meet successful delivery of timelines without any penalty for three (03) consecutive months, the Bank may have the right to terminate the contract. In case if there are no pending invoices to be paid by the Bank to the vendor, the vendor has to submit a Demand Draft payable at Kolkata in favour of UCO Bank for the same within 15 days from the notice period from the Bank, failing which suitable legal action may be taken by the bank.</p> <p>The vendor needs to submit Monthly DSC Delivery Report with TAT achieved (Turnaround Time) along with the invoices.</p>		

9. PERFORMANCE BANK GUARANTEE

Existing Clause	Modified Clause
<p>The selected Bidder shall, within a period of fifteen (15) days from the date of Letter of Intent (LOI)/Purchase Order (PO) have to furnish a Performance Bank Guarantee, format as per Annexure – V issued by any scheduled commercial bank (other than UCO Bank) equivalent to 10% of the project cost/Total Cost of Ownership (TCO) valid for a period of 39 months (36 months + a claim period of three (3) months) from the date of Letter of Intent (LOI)/Purchase Order (PO) for indemnifying any loss to the Bank.</p> <p>...</p> <p>यूको बैंक </p>	<p>The selected Bidder shall, within a period of fifteen (15) days from the date of Letter of Intent (LOI)/Purchase Order (PO) have to furnish a Performance Bank Guarantee, format as per Annexure – V issued by any scheduled commercial bank (other than UCO Bank) equivalent to 10% of the project cost/Total Cost of Ownership (TCO) of which first 5% PBG of TCO (group) shall be deposited on receipt of LOI as mentioned above. Additional 5% PBG of TCO (group) shall be deposited by the bidder immediately after receipt of order of 40% of estimated quantity mentioned in their Letter of Empanelment; valid for a period of 39 months (36 months + a claim period of three (3) months) from the date of Letter of Intent (LOI)/Purchase Order (PO) for indemnifying any loss to the Bank.</p> <p>... UCO BANK</p>

Date 19.12.2020

Place- Kolkata