



Department of Information Technology

Selection of Application Service Provider (ASP) for e-Procurement and e-Reverse / e-Forward Bidding Solution

RFP Ref. No. UCO/DIT/4334/2021-22 Date: 03.03.2022

Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s), Amendments, Addendums and Corrigendum's published on 23/03/2022

Sl. No.	RFP Page No.	RFP Clause No.	Original RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
1.	11	3. Eligibility Criteria – Sr. No.8	The service provider should have their Data Centre located only in India with a suitable DR setup for Business Continuity at a different seismic zone, with required hardware and software, application software etc.	Is it allowed to deploy the application on a Third party tier three data center? Please allow the same	Clause stands as per RFP. Further, It is clarified that the service provider should have their own or co-hosted Data Centre located only in India with a suitable DR setup for Business Continuity at a different seismic zone, with required hardware and software, application software etc.
2.	12	3. Eligibility Criteria – Sr. No.14	The service provider should have its presence across the country (preferably Bank's Zonal Office locations as per Annexure - XVI) either its	Is it allowed to provide the support from the centralized location with assurance of 100% SLA? As the zonal offices are spread across the country, the feasibility of having help desk across the offices are less. Please clarify.	The Selected service provider may support from the centralized location also. In case of need their representative/Authorised person should be available to support.

			own office or it should have tie-up arrangement with other agencies for support.		
3.	30	36. Audit by Third Party	Bank at its sole discretion may appoint third party for auditing the activities of onsite services and operations of entire services provided to the Bank before issuance of Letter of Intent and during the contract period. The audit charges shall be borne by the service provider.	Please clarify, audit by third party means STQC or any other audit, so that one can reach to costing.	Clause stands as per RFP. It is clarified that it can be any third party auditor.
4.	11	3. Eligibility Criteria point no: 10	E-Procurement & e-Auction solution proposed by the service provider and related system should conform to the requirements of CVC guidelines, Central Govt. guidelines, STQC certified as per latest laws / Govt. / regulatory guidelines mentioned on it, validity of which may be verified from the certifying authority.	Sir/Madam as per our understanding, any e-Procurement system (e-Tendering, Reverse e-Auction, Forward e-Auction) has to be tested and audited by STQC and has to be compliant with all the applicable requirements relating to security and transparency of the following guidelines" The conformity certificate of the following guidelines, extant CVC guidelines, GFR Rules and ISO 27001 (Information Security Management) Process Audit pertaining to e-Procurement application / system can be issued only by STQC department based at New Delhi. Guidelines for compliance to quality requirement of e-Procurement Systems dated 31st August 2011 of Department of Electronics and Information	Clause is self-explanatory. STQC certificate can be certificate issued from any centres under STQC Directorate, Government of India, ministry of Electronics and Information technology.

				<p>Technology (DeiTy), Ministry of Communications & Information Technology of the Government of India [DeiTy Guidelines] which Includes</p> <ol style="list-style-type: none"> 1. CVC Guidelines of e-Procurement application software as covered by the relevant provisions of Annexure-II of DeiTy – Guidelines 2. GFR 2017 as covered by Annexure III of DeiTy – Guidelines 3. IT Act 2000 (and its amendment 2008) as covered by Annexure IV of DeiTy – Guidelines. <p>We further bring to your kind notice that in recent times many service providers misguides concern government departments by submitting non-admissible certificates issued by Private / CERT-IN Test Labs or STQC empaneled test laboratories which is not valid.</p> <p>We request you to confirm that final certificate issued by STQC New Delhi will only be considered as valid STQC Certificate and not from any other empaneled or third party agencies like EQDC, Suma soft etc.</p>	
5.	61	40. Blacklisting Point No: ii	Any bidder whose Contract/Agreement with any Bank/Financial Institution/Central Government/State Government/any Central or State Undertaking or Corporation/Reserve Bank of India or any other Regulatory/Statutory	Any bidder whose awarded contract is cancelled, will they able to qualify or not?	Clause is self-explanatory.

			Authority has been terminated before the expiry of the Contract/Agreement for breach of any terms and conditions at any point of time during the last five years;		
6.	10 of 126	Part-I 3. Sl. No. 2	The bidder submitting the offer should have positive net-worth for the last three financial years i.e. 2018-19, 2019-20 & 2020-21. This must be the individual company turnover and not of any group of companies.	This criteria should be relaxed / exempted for MSMEs and Startups keeping in consideration various Policy Circulars and Office Memorandums of Department of Expenditure / Ministry of Finance, Govt. of India (Attached for your reference)	Clause stands as per RFP.
7.	10 of 126	Part-I 3. Sl. No. 3	The bidder should have a minimum annual turnover of Rs. 2 Crore per year during the last three financial years i.e. 2018-19, 2019-20 & 2020-21. This must be the individual company turnover and not of any group of companies.	This criteria should be relaxed / exempted for MSMEs and Startups keeping in consideration various Policy Circulars and Office Memorandums of Department of Expenditure / Ministry of Finance, Govt. of India (Attached for your reference)	Clause stands as per RFP.

8.	10 of 126	Part-I 3. Sl. No. 4	The service provider should have conducted minimum Fifty (50 nos.) e-procurement processes and One Thousand (1000 nos.) e-reverse / forward auctions for corporate clients, Government/PSU/Banks in India in last Two (02) years.	This criteria should be relaxed / exempted for MSMEs and Startups keeping in consideration various Policy Circulars and Office Memorandums of Department of Expenditure / Ministry of Finance, Govt. of India (Attached for your reference)	Clause stands as per RFP.
9.	12 of 126	Part-I 3. Sl. No. 13	The e-procurement solution proposed by the service provider and related systems should conform to the requirements of the IT Act 2000 / 2008 including all amendments.	This criteria should be relaxed / exempted for MSMEs and Startups keeping in consideration various Policy Circulars and Office Memorandums of Department of Expenditure / Ministry of Finance, Govt. of India (Attached for your reference)	Clause stands as per RFP.
10.	21 of 126	Part-II 3. Sl. No. 13	The bids (along with soft copy preferably in non-optical drives) shall be dropped/submitted at UCO Bank's address given in Bid Control Sheet Table, on or before the date specified therein.	Please clarify specifically for no-optical drives whether a bidder has to submit in Pen-drives or CD	The subject "preferably in non-optical drives" stands deleted; others remain same in the clause.

11.	11	3. Eligibility Criteria point no: 10	E-Procurement & e-Auction solution proposed by the service provider and related system should conform to the requirements of CVC guidelines, Central Govt. guidelines, STQC certified as per latest laws / Govt. / regulatory guidelines mentioned on it, validity of which may be verified from the certifying authority	As per the STQC Guidelines Digital Signature Certificate is must for the compliance of Guidelines of e-Procurement (Pl. refer the Clause : 5 Page No.30, 31 and Annexure II – Checklist for eSecurity Compliance (including CVC Guidelines) Point 19 on page no. page 47 of the of the guidelines, and Reference Document – 1 eTendering Processes page 78-79 http://egovstandards.gov.in/sites/default/files/Compliance%20to%20Quality%20Requirements%20of%20e-Procurement%20Systems.pdf) but when we checked for the recent e-Auction Notice it doesn't ask for Digital Signature Certificate. We would like to know if the current e-Auction doesn't use Digital Signature Certificate. If So, the eAuction solution without using Digital Certificate being used by UCO Bank is STQC certified?	Clause stands as per RFP.
12.	11	3. Eligibility Criteria point no: 11	E-Procurement & e-Auction solution proposed by the service provider and related system should conform to the requirements of CVC guidelines, Central Govt. guidelines, STQC certified as per latest laws / Govt. / regulatory guidelines mentioned on it, validity of which may be verified from the certifying authority	<p>STQC has asked the application to be audited after deployment & before implementation & not beforehand, the same can be clarified with STQC directorate.</p> <p>Nowhere in the STQC / CVC guidelines it is states that for the bidder to participate in the tender for e-Tendering Portal, the application has to be audited by STQC in advance?</p> <p>Therefore, we Request :</p> <p>We request you to allow the participating bidders based on the technical ability of providing the solution and the proposed application should be audited by STQC after is developed in line with the requirement of Uco Bank</p>	Clause stands as per RFP.

13.	11	3. Eligibility Criteria point no: 12	E-Procurement & e-Auction solution proposed by the service provider and related system should conform to the requirements of CVC guidelines, Central Govt. guidelines, STQC certified as per latest laws / Govt. / regulatory guidelines mentioned on it, validity of which may be verified from the certifying authority	<p>Recently many other government organizations like (i) Northern Coalfields Ltd. (ii) Nuclear Power Corporation Ltd. (iii) MHADA, Govt of Maharashtra (iv) CIDCO Ltd., Govt of Maharashtra have invited tenders for "eAuction" & while inviting the bids, have asked the participating bidders to submit the undertaking of "Getting the proposed solution STQC certified after deployment" (if required ref. tender document can be shared). Therefore, we Request: The same should be allowed in case of this tender of UCO BANK.</p>	Clause stands as per RFP.
14.	11	3. Eligibility Criteria point no: 13	E-Procurement & e-Auction solution proposed by the service provider and related system should conform to the requirements of CVC guidelines, Central Govt. guidelines, STQC certified as per latest laws / Govt. / regulatory guidelines mentioned on it, validity of which may be verified from the certifying authority	<p>As per (i) Ministry of Finance, (ii) Ministry of MSME & (iii) Ministry of Heavy Industries & Public Enterprise's guidelines in their respective office memorandum (enclosed), they have asked for "Relaxation of condition in prior experience & prior turnover for Start-ups / MSMEs". Our e-Auction solution have been audited & certified by CERT.in & STQC empanelled auditor for the compliance of the STQC guidelines on e-Procurement & the process of getting it audited by STQC is also under process. Therefore, we Request: Considering the guidelines & give relaxation as per attached Office Memorandum to the Start-ups & MSEs like us in the prior experience (pre-audited by</p>	Clause stands as per RFP.

				STQC in this case) as we are meeting the technical requirements.	
15.	12	3. Eligibility Criteria point no: 14	E-Procurement & e-Auction solution proposed by the service provider and related system should conform to the requirements of CVC guidelines, Central Govt. guidelines, STQC certified as per latest laws / Govt. / regulatory guidelines mentioned on it, validity of which may be verified from the certifying authority	As per the STQC website, none of the Startup company has STQC certificate for the e-Tendering Portal, certified by STQC itself. Keeping such criteria will only restrict the emerging companies to bid, in spite of the technical capability further make this tender limited to the 3-4 companies who have STQC certified product. Hence request you to relax the criteria for better participation & fair competition.	Clause stands as per RFP.

Corrigendum

Existing Date	Revised Date
Last date and time for bid submission-30/03/2022 by 04:00 PM	Last date and time for bid submission-06/04/2022 by 04:00 PM
Bid opening date and time-30/03/2022 by 04:30 PM	Bid opening date and time-06/04/2022 by 04:30 PM

All other terms and conditions remain as per RFP documents and subsequent corrigendum/addendum



UCO BANK

Department of Information Technology

Selection of Application Service Provider (ASP) for e-Procurement and e-Reverse / e-Forward Bidding Solution

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Amendments, Addendums and Corrigendum's published on 23.03.2022

Annexure – III

FORMAT OF EARNEST MONEY DEPOSIT (EMD)

(The Bidder shall fill in this Format in accordance with the instructions as indicated)

To,

**Deputy General Manager (DIT, BPR & BTD)
UCO Bank, Head Office-II
Department of Information Technology
5th Floor, 3&4, DD Block, Sector-I
Salt Lake, Kolkata -700064**

Dear Sir(s),

Sub: Selection of Application Service Provider (ASP) for e-Procurement and e-Reverse / e-Forward Bidding Solution

In response to your RFP for Selection of Application Service Provider (ASP) for e-Procurement and e-Reverse / e-Forward Bidding Solution. RFP REF NO: UCO/DIT/4334/2021-22 Date: 03/03/2022 M/s _____ having their registered office at _____ (hereinafter called the 'Vendor') wish to respond to the said Request for Proposal (RFP) for Selection of Application Service Provider (ASP) for e-Procurement and e-Reverse / e-Forward Bidding Solution. RFP REF NO: UCO/DIT/4334/2021-22 Date: 03/03/2022 and to provide related services as listed in the RFP document.

Whereas the 'Vendor' has submitted the proposal in response to RFP, we, the _____ Bank having our head office _____ hereby irrevocably guarantee an amount of Rs..... (Rupees only) as EMD as required to be submitted by the 'Vendor' as a condition for participation in the said process of RFP.

The Bid security for which this guarantee is given is liable to be enforced/ invoked:

1. If the Vendor withdraws his proposal during the validity period of the proposal;
or
2. If the Vendor, having been notified of the acceptance of its proposal by the Bank during the period of the validity of the proposal fails or refuses to enter into the contract in accordance with the Terms and Conditions of the RFP or the terms and conditions mutually agreed subsequently.

We undertake to pay immediately on demand to UCO Bank the said amount of Rs.... (Rupees _____) without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by UCO Bank which shall be conclusive and binding on us irrespective of any dispute or difference raised by the vendor.

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed Rs_____ (Rupees _____ only).
2. This Bank guarantee will be valid Upto _____; and
3. We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before_____.

In witness whereof the Bank, through the authorized officer has sets its hand and stamp on this ___ day of ___at _____.