



UCO BANK

Department of Information Technology

RFP for Supply, Implementation and Management of Legal Management System (Re-tendering)

RFP Ref No: UCO/DIT/1413/2015-16 Dated 24/12/2015

Pre-Bid Replies / Clarifications to Queries raised by the Bidder(s) and Amendments

Sl No	Page No / Clause No	Terms & Conditions as per RFP	Queries by the Bidder (s)	Bank's Response
1	Page No. 20 Scope of Work /Requirements Clause No. 7.9	Banking Ombudsman should also be Extracted/ Recorded.	Bidder has requested to kindly clarify the ombudsman system details requirement briefly.	<p>The Banking Ombudsman Scheme, 2006 enables an expeditious and inexpensive forum to bank customers for resolution of complaints relating to certain services rendered by banks. The Banking Ombudsman Scheme is introduced under Section 35 A of the Banking Regulation Act, 1949 by RBI with effect from 1995. Banking Ombudsman may award compensation, if any, to be paid by the bank to the complainant for any loss suffered by the complainant is limited to the amount arising directly out of the act or omission of the bank or Rs 10 lakhs, whichever is lower.</p> <p>Hence, legal management system to facilitate Bank to extract/record the complaint filed against the Bank before Banking Ombudsman, their updates etc., from the website of RBI after getting access to the same.</p>

2	_____	General Query	Bidder has requested to clarify whether OEM / OSD has the large experience in the field of Litigation Management having mixed exposure of Large PSU / Private Banks, their experience can be counted while we bid as front end bidder	Requirement stands as per RFP.
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All other terms & conditions as given in the referred RFP document remain unchanged.

Place: Kolkata

Date: 07.01.2016