UCO BANK
Department of Information Technology

Request for Proposal (RFP) for Selection of Service Provider for Implementation of Phone Banking Services
RFP Ref. No.: DIT/BPR & BTD/OA/3865/2018-19 Dated: 04/01/2019
Pre-Bid Responses/Clarifications to queries raised by the Bidder(s), Amendments, Addendums and Corrigendum's

Sl. No.	RFP Page No.	RFP Clause No.	Original RFP Clause	Subject/Description	QuerySought/ Suggestions	Bank Response
1	8	Bid Control Sheet	EMD	Rs.5,00,000/- (Rupees Five Lacs only) (in the form of Bank Guarantee)	Request reduction of the EMD to Rs. 2,00,000/-	Clause stands as per RFP.
2	20	2.24	Bid Price	The price should be inclusive of all taxes, duties, levies, charges, insurance, etc. except Service tax as applicable from time to time shall be paid separately. In case of any variation (upward or down ward) in Service tax quoted separately which has been included as part of the price bid, such variation will be borne by or passed on to the Bank. Variation would also include the introduction of any new tax/cess.	Please permit us to quote exclusive of GST	Clause to be read as: "The price should be inclusive of all levies, charges, insurance, etc. except applicable taxes/ GST as applicable from time to time shall be paid separately. In case of any variation (upward or down ward) in GST quoted separately which has been included as part of the price bid, such variation will be passed on to the Bank. Variation would also include the introduction of any new tax/cess."
3	25	Part-IV Point-2	Scope of Work	The Bidder is required to supply required Hardware (like Digital PBX. PRI lines and any other miscellaneous hardware to support the normal functioning of the solution) and Software (OS/Application) with	The PRI lines are to be procured by the bank. Bidder will provide PRI Gateway for terminating these lines. The agents are sitting in Kolkata.	Clause to be read as: "PRI lines to be procured by the Bank. Bidder is required to supply required Hardware (like Digital PBX. Any other

				required licenses, install & deploy the solution as DC at Bangalore and DR at Kolkata	Therefore, it is suggested that the Phone banking System are also installed in Kolkata to avoid carrying voice from in Bangalore to Kolkata (and the related bandwidth requirement).	miscellaneous hardware to support the normal functioning of the solution) and Software (OS/Application) with required licenses, install and deploy the solution as DC at Banglore and DR at Kolkata or as decided by Bank"
4	25	Part-IV Point-5	Scope of work	The solution/application should be capable of providing end to end customer grievance redressal mechanism i.e. registering the customer grievance details in the application, which can forward the grievance to respective departments. Further, sending grievance, status, tracking and capturing the solution followed by closure report in the form of SMS/e-mail to the respective departments and customer. The application should be capable to integrate with existing grievance redressal modules implemented in the bank.	Please provide the details of the existing customer grievance solution. What is the type of interface supported by the Grievance System? Should the departments be provided access to this system ? Sending of SMS/e-mail upon closure of the complaint should be done by the Customer Grievance system as the closure is being done there.	Clause to be read as: "The solution/application should be capable of providing end to end customer grievance redressal mechanism i.e. registering the customer grievance details in the application, which can forward the grievance to respective departments. Further, sending grievance, status, tracking and capturing the solution followed by closure report in the form of SMS/e-mail to the respective departments and customer."
5	26	Part IV Point-6	Scope of Work	The application should be capable to integrate with bank's MIS portal/dashboard/module and should have capacity to extract different MIS reports as required by the Bank.	Please clarify why this is needed? How should the extracted MIS reports be used by the proposed system?	Proposed solution should be able to provide desired data related to Phone banking to the bank as per requirement of the bank to be used for internal MIS portal.
6	28	Part IV Point 16	Scope of Work	The application should be capable to integrate with bank's MIS portal/dashboard/module and should have capacity to extract different MIS reports as required by the Bank.	Please clarify why this is needed? How should this is to be used by the proposed system ?	Clause is self-explanatory.
7	28	Part IV Point-16	Scope of Work	The bidder has to provide inbound call facility in the current scenario. But in future if any support is required by the Bank for outbound calls the bidder	Outbound dialer licenses are chargeable modules	Outbound call requirement is optional. However bidder has to quote commercial for the same

				should be capable of providing both facilities.		(if applicable) is to be submitted in revised Annexure–E for TCO calculation.
8	65	Annexure-F	Eligibility Criteria	The bidder should be in business of providing similar service/ application for at least 3 years and must have provided similar services/ applications in at least 2 scheduled commercial banks / BFSI in India as on date of submission of bid.	Kindly clarify if experience in 1 scheduled commercial bank & 1 scheduled bank would be permissible as per the current clause. If not, we earnestly request the Bank to modify the clause as: *The bidder should be in business of providing similar service/ application for at least 3 years and must have provided similar services/ applications in at least 1 scheduled commercial bank / BFSI in India as on date of submission of bid.*	Clause to be read as: "The bidder should be in business of providing similar service/ application for at least 3 years and must have provided similar services/ applications in at least 1 scheduled commercial banks / BFSI in India as on date of submission of bid."
9	8	Bid Control Sheet	Tender submission Sheet	Tender Submission Date	Tender submission date to be extended by 1 month from the original submission date	Clause stands as per RFP.
10	10	3.1	Incorporation Date	Bidder should be a company registered in India under the Companies Act, 1956/2013 since last three years as on RFP submission date.	Company Y merger happened in 2018. We request to be permitted to provide incorporation documents of the erstwhile separate	The bidder have to ensure that the entities involved in such purported merger, individually fulfills each of the eligibility criteria of the RFP under reference and related documents is to be submitted by the bidder.

							entities
11	10	3.6		The bidder should be in business of providing similar service/application for at least 3 years and must have provided similar services/applications in at least 2 scheduled commercial banks / BFS inIndia as on date of submission of bid.	We can provide for Company X & Company Y individually	The bidder have to ensure that the entities involved in such purported merger, individually fulfills each of the eligibility criteria of the RFP under reference and related documents is to be submitted by the bidder.	
12	28	PartIV-17		The Successful bidder should maintain Uptime of 99.95% of the Solution both at DC and DR during contract period.	Request for 98.5%	Clause stands as per RFP.	
13	28	Part IV-Point-17		The bidder should provide "Voice Logger" facility to the Bank where the call recordings can be kept for 6 months. The solution should be capable of storageand retrieval of data for 10 years or backup of these can be taken in any external devices. The selected bidder will have to help the bank in extractingthe information from these external device and this clause will be effective till 10 years after cession of the contract.	The general practice is to store recordings for 6 months in our recording system & push the data files along with voice files to IT SERVER system of the client. Request to consider this integration or clarify if on premise is mandated & the proposal should include such cost for 10 year timeline	Clause is self- explanatory.	
14	10			The Bidder should have minimum annual turnover of Rs. 2 Crores per yearduring the last three financial years (2015-16, 2016-17 & 2017-18).	Company X & Company Y have merged to form new company Z. We can	The bidder have to ensure that the entities involved in such purported merger, individually fulfills each of the eligibility criteria of the RFP under	

					provide for any of the erstwhile separate entities.	reference and related documents is to be submitted by the bidder.
15	10				Bidder should be a Net profit (profit after tax) making company in any two of the last three financial years (2015-16, 2016-17 & 2017-18).	Company X & Company Y have merged to form new company Z We can provide for any of the erstwhile separate entities.	The bidder have to ensure that the entities involved in such purported merger, individually fulfills each of the eligibility criteria of the RFP under reference and related documents is to be submitted by the bidder.
16					The bidder should have positive net worth for the last three financial years (i.e. 2015-16, 2016-17 & 2017-18)	Company X & Company Y have merged to form new company Z We can provide for any of the erstwhile separate entities.	The bidder have to ensure that the entities involved in such purported merger, individually fulfills each of the eligibility criteria of the RFP under reference and related documents is to be submitted by the bidder.

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Commercial Bid(Revised)   **(Amount in Rs.)**

Table -1. Application/Licenses Cost (including database)

Application Module/ Database Proposed/Software Details	Cost of Software/Services including ATS for 1st year					ATS for 2nd year					ATS for 3rd year					Total cost for 3 years (A1+A2+A3) (Excluding Taxes)
	Type	Units	Price Per Unit	GST	Total Cost (A1) (Excluding Taxes)	Type	Units	Price Per Unit	GST	Total Cost (A2) (Excluding Taxes)	Type	Units	Price Per Unit	GST	Total cost (A3) (Excluding Taxes)	
Phone Banking Solution Pricing (Add additional rows as per requirement)																
IVR Pricing (Add additional rows as per requirement)																
Database Pricing ((Add additional rows as per requirement))																
Outbound Dialer Licensing Pricing																

Other Software/application/License Pricing (Add additional rows as per requirement)

Total cost quoted(In figures)	
Total cost quoted(In Words)	

Table -2. Hardware Cost (Including Warranty up to 3 Years)

Sl. No	Item Description	Quantity	Cost	IGST (if applicable) (in %)	CGST (If applicable) (in %)	SGST/UGST (if applicable) (in %)	Total Cost Excluding Taxes
	(1)		(2)	(3)	(4)	(5)	(6)
1	Digital PBX						
2	Servers						
3	Logger Pricing						
4	**Any other Hardware required for the solution, if any(With Details).**						
	Total cost quoted(In figures)						
	Total cost quoted(In Words)						

TABLE-3

Sl. No	Item Description	Cost	IGST (if applicable) (in %)	CGST (If applicable) (in %)	SGST /UGST(if applicable) (in %)	Total Cost Excluding Taxes
	(1)	(2)	(3)	(4)	(5)	(6)
1	**Implementation cost for the proposed solution and allied software (for 3 years) (1+2 ATS)**					
2	**Cost of integration of the application with Bank's different AD channels, ATM switch, Core Banking solution etc. as mentioned in scope for entire period of contract.**					
3	**Others, if any, for the implementation of the above project,**					

		please specify.					
Total cost quoted(In figures)							
Total cost quoted(In Words)							

We confirm that: -

1. The calculation for arriving at TCO is properly mentioned in the appropriate columns and we also confirm that the above mentioned rates are accurate. In case of any anomalies in the calculation for arriving at TCO the Bank will have the right to correct the same and it will be binding upon our company.

2. The TCO will be inclusive of cost of "Outbound call".

3. Bank has discretion to keep any of the item mentioned above as optional as per Bank's requirement.

4. If the cost for any line item is indicated as zero or blank, then Bank may assume that the said item is provided to the bank without any cost. All cost is quoted in INR only.

5. If cost of any item is left blank then bank will follow the system of normalization, where it will insert the "highest of all bid" cost and will arrive at the TCO.

6. In case of any discrepancy between figures & words, the amount in words shall prevail.

7. Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.

8. We have ensured that the price information filled in the Commercial Offer at appropriate column is without any typographical or arithmetic errors. All fields have been filled in correctly.

9. The prices quoted by the bidder shall be exclusives of all applicable taxes i.e. GST (SGST/UGST, CGST & IGST). GST will be paid on actual on production of original invoice.

10. Lowest Bidder (L1) will be determined on Grand Total of Table 1, Table-2 and Table-3 for the period of contract i.e. 3 years **(Total Cost of Ownership, i.e. TCO)**.

11. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which is conditional and/or qualified or subjected to suggestions.

12. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which contain any deviation in terms & conditions or any specification.

13. We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.

14. Please note that any Commercial Offer which is conditional and/ or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated XX.XX.2018 and subsequent pre-bid and amendments.

Company Seal   **Authorized Signatory**

Date

Name & Designation:

Masked Commercial Bid(Revised) (Amount in Rs.)

Table -1. Application/Licenses Cost (including database)

Application Module/ Database Proposed/Software Details	Cost of S/W including ATS for 1st year					ATS for 2nd year					ATS for 3rd year					Total cost for 3 years (A1+A2+A3) (Excluding Taxes)
	Type	Units	Price Per Unit	GST	Total Cost (A1) (Excluding Taxes)	Type	Units	Price Per Unit	GST	Total Cost (A2) (Excluding Taxes)	Type	Units	Price Per Unit	GST	Total cost (A3) (Excluding Taxes)	
Phone Banking Solution Pricing (Add additional rows as per requirement)																
	XXX		XXX	XXX	XXX	XXX		XXX	XXX	XXX	XXX		XXX	XXX	XXX	XXX
IVR Pricing (Add additional rows as per requirement)																
	XXX		XXX	XXX	XXX	XXX		XXX	XXX	XXX	XXX		XXX	XXX	XXX	XXX
Database Pricing (Add additional rows as per requirement)																
	XXX		XXX	XXX	XXX	XXX		XXX	XXX	XXX	XXX		XXX	XXX	XXX	XXX
Outbound Dialer Licensing Pricing																

	XXX		XXX	XXX	XXX	XXX		XXX	XXX	XXX	XXX		XXX	XXX	XXX	XXX

Other Software/application/License Pricing (Add additional rows as per requirement)

	XXX		XXX	XXX	XXX	XXX		XXX	XXX	XXX	XXX		XXX	XXX	XXX	XXX

Total cost quoted(In figures)		XXX
Total cost quoted(In Words)	XXXX	

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	(1)		(2)	(3)	(4)	(5)	(6)
1	Digital PBX		XXXX	XXXX	XXXX	XXXX	XXXX
2	Servers		XXXX	XXXX	XXXX	XXXX	XXXX
3	Logger Pricing		XXXX	XXXX	XXXX	XXXX	XXXX
4	Any other Hardware required for the solution, if any(With Details).		XXXX	XXXX	XXXX	XXXX	XXXX
	Total cost quoted(In figures)						XXXX
	Total cost quoted(In Words)	XXXXX					

TABLE-3

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	(1)	(2)	(3)	(4)	(5)	(6)
1	One time Implementation cost for the proposed solution and allied software (for 3 years) (1+2 ATS)	XXXX	XXXX	XXXX	XXXX	XXXX
2	Cost of integration of the application with Bank's different AD channels, ATM switch, Core Banking solution etc. as mentioned	XXXX	XXXX	XXXX	XXXX	XXXX

	in scope for entire period of contract.					
3	Others, if any, for the implementation of the above project, please specify.	XXXX	XXXX	XXXX	XXXX	XXXX
Total cost quoted(In figures)						XXXX
Total cost quoted(In Words)		XXXXX				

We confirm that:-

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Company Seal   **Authorized Signatory**

Date

Name & Designation: