



**UCO BANK**

**Department of Information Technology**

**Request for Proposal (RFP) For “End to End Reconciliation solution for Card Transaction, ATMs and other transactions”**

**RFP REF NO: DIT/BPR & BTD/OA/848/2019-20 Date: 29/05/2019**

**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	15	Part – II: Invitation for Bids and Instructions to Bidders 5. MSME Exemption	<ul style="list-style-type: none"> <li>Exemption from submission of EMD shall be given to bidders who are Micro, Small &amp; Medium Enterprises (MSME) and are registered with National Small Scale Industrial Corporation Ltd. (NSIC) under its "Single Point Registration Scheme". The bidder has to submit necessary document issued by NSIC to avail the exemption. To qualify for EMD exemption, firms should necessarily enclose a valid copy of registration certificate issued by NSIC which are valid on last date of submission of the tender documents. MSME firms who are in the process of obtaining NSIC registration will not be considered for EMD exemption. (Traders are excluded who are engaged in trading activity without</li> </ul>	<ol style="list-style-type: none"> <li>We are registered under MSME. As per Public Procurement Policy for Micro and Small Enterprise (MSEs) Order 2012, All the MSEs having Udyog Aadhar Memorandum are also exempted from the payment of RFP tender fee and EMD guarantee. Public Sector Banks are not insisting for the RFP tender fees and EMD Guarantee. <b>Udyog Aadhar Certificate along with the notification is attached.</b></li> <li>Query:- We Have only MSME but we don't have NSIC, should we pay EMD/Application fees?</li> <li>If the bidder is having only MSME</li> </ol>	Clause stands as per RFP.

			<p>value addition/ branding/ packing. In such a case they will have to submit EMD and Tender Cost).</p> <ul style="list-style-type: none"> <li>Bids received without EMD for bidders not having valid NSIC registered documents for exemption will not be considered. However, Performance Bank Guarantee has to be submitted by the bidder under any circumstance.</li> </ul>	<p>registration, would the bidder be eligible for EMD exemption? As per the clause the bank is expecting MSME with NSIC registration. All PSU bank tenders are allowing MSME certificate alone for exemption.</p>	
2	21	<p>Part – II: Invitation for Bids and Instructions to Bidders 22. Documents Constituting the Bid</p>	<p>k. Performa for Performance Bank Guarantee (Annexure – K) : (To be included in eligibility bid)</p>	<p>Performance Guarantee has to be provided by the successful bidder. Request the bank whether we should attach proforma of the performance guarantee along with the bid documents</p>	<p>Yes, Performa for Performance Bank Guarantee should be submitted along with the bid.</p>
3	25	<p>Part – III: Bid Opening and Evaluation Criteria Phase 2 – Technical &amp; Functional Evaluation</p>	<p>Weighted Technical Score (WTS): <b>Bidder's Total Technical Score</b> = _____ X 0.70 <b>Highest Technical Score amongst all bidders</b> If for example, there are two bidders "A" and "B" who score 80 and 90 marks respectively, their "WTS" would be as under: <b>Bidder "A" = 80 / 90 X 0.70 = 0.62, Bidder "B" = 90 / 90 X 0.70 = 0.70</b></p>	<p>Request the Bank whether the bidder has scored maximum marks in the technical evaluation but may not be L1 vendor in the commercial bid. In such scenario bank will consider only technical marks and go for the lowest bid of the bidder.</p>	<p>RFP clause is self – explanatory.</p>
4	27	<p>Part – IV: Scope of Work 1.1 Expectations from the bidders:</p>	<p>Note: Bank may add or remove any Network / Channel / Application / Payment System from the scope of the work at its own discretion i.e. bank does not guarantee transactions from all Networks / Channels / Applications / Payment Systems are included in reconciliation activity.</p>	<p>Sometimes it may happen that the proposed changes requested by the bank may take time for development. Suggest the L1 vendor may discuss with the bank about the timelines and approximate mandate so as to have the commercials to be mutually agreed.</p>	<p>Clause stands as per RFP.</p>
5	29	<p>Part – IV: Scope of Work 1.1 Expectations from the bidders: Point no. 16</p>	<p>All reconciliations should be done on T + 1 day as per the regulatory guidelines. In future, if there is any change in the reconciliation process as per the regulatory guidelines then the same has to be carried out or to be implemented into the system by the vendor accordingly without any additional cost.</p>	<p>Generally we do reconciliation on T+1 basis but due to change in cut over of switch / CBS / Network it took T+2.</p>	<p>Clause stands as per RFP.</p>
6	29	<p>Part – IV: Scope of</p>	<p>The selected bidder may also ask to carry out</p>	<p>Request the bank the number of RRBs'</p>	<p>At Presently there is only</p>

		Work 1.1 Expectations from the bidders: Point no. 22	the reconciliation of transactions of Bank's sponsored RRBs (Regional Rural Banks) with the same transaction cost.	sponsored by them are to be reconciled.	one RRB is there (PBG). In future, if any addition / deletion of RRBs should be covered in the Scope of work.
7	31	Part – IV: Scope of Work 2. Hardware, software and other infrastructure:	Selected bidder has to attend the call from branches on the dedicated phone number and e-mail from the branches and customers on e-mail given by the Bank and act promptly on time bound manner. Call recording facility may be provided to record number of calls attended / unattended in their system.	Please confirm that the bank will provide the required facility including the call recording facility.	Voice Call recording is out of scope. However incident reporting, call received through phone / e-mail from branches shall be duly captured, stored and reported periodically to the Bank.
8	33	Part – V 2. Schedule of Implementation	The existing contract will be expired by 30.09.2019. Hence, the migration should be started earlier by the selected bidder within 2 weeks as on the issuance of P.O. The selected bidder should interact with the existing vendor to collect all the old data in order to migrate with the new system.	Two weeks' time is too short for the selected bidder to migrate the data into the new system. We need three months' time for migration of data from the date of issue of purchase order as we have to undertake the gap study. Further, the data has to be provided by the existing vendor as per the format of the successful vendor for the smooth migration. It may happen that the bidder may need the assistance of the bank for the successful migration.	Clause Stands as per RFP.
9	59	Annexure – F Detailed Scope of Work	<ul style="list-style-type: none"> <li>• Present volume of the transactions</li> <li>• DETAILED SCOPE OF WORK: Monthly Average Transactions (Transactions in Thousands)</li> </ul>	<ol style="list-style-type: none"> <li>1. The bank has stated daily transaction volume of 9.62 lakhs per day. However, the commercial format on page number 81 Annexure – H the volume projected is 160 crores for three years which appears to be on higher side. We request the bank to give the projection on year basis which will help us to size the hardware requirements.</li> <li>2. The current volume is mentioned in the document. May we also have the following for suggesting the HW SW configuration basis the projection? The</li> </ol>	Clause Stands as per RFP.

				projected volume for the next 3 years or 5 years for every item mentioned.	
10		General	Cash in ATM	Request the bank to advise whether the cash loading is done by the outside agency for all the ATMs. Also the number of vendor who are engaged in this activity.	Presently, for On-site ATM, cash loading is done by Bank's own staff and for Off-site ATM's only one vendor is engaged in Cash loading activity.
11	27	Part – IV: Scope of Work 1.1 Expectations from the bidders:	iii) Discover Financial Services (DFS), Japan Credit Bureau (JCB), Union Pay (UPI), Dinners Club International, Pulse for POS & ATM RuPay International Transaction	<ol style="list-style-type: none"> <li>1. Request the bank to provide us clarity on Pulse for POS and ATM.</li> <li>2. ATM transactions for DFS, JCB, UPI, Diners club and pulse. We understand this will be acquiring and Bank is not in Issuing of DFS, JCB, UPI, Diners club and pulse schemes</li> </ol>	The vendor has to do end to end reconciliation for all type of transactions done by our Cardholders as per the scope of RFP.
12	27	Part – IV: Scope of Work 1.1 Expectations from the bidders:	xii) Co-Brand Credit Card	<ol style="list-style-type: none"> <li>1. What are the expectations of the bank on this point?</li> <li>2. Schemes to be considered. Request bank to list the schemes involved in issuing credit card</li> </ol>	At present, Bank is not issuing any credit card. However in future if Bank starts credit card business, the selected bidder has to do the reconciliation of transactions as per the scope of work.
13	29	Part – IV: Scope of Work 1.1 Expectations from the bidders: Point no. 15	The software solution to be deployed by the successful bidder should have flexibility and scalability for acceptance of changes in file structure of Bank's switch for implementing in the solution in a time bound manner. The bidder should also have capability to provide Reconciliation Services for any other Switch that Bank may acquire in future. (Pricing if any for future modifications / Switch migration would be borne by the selected bidder)	<ol style="list-style-type: none"> <li>1. In event of any major changes to be made in our software system consequent upon change in switch vendor, the successful vendor will assess it including the mandate cost and will discuss with the bank for mutually agreed terms.</li> <li>2. We request bank to limit the scope to the requirement instead of generalized requirement which would help us enable to arrive proper commercials. Any new inclusions post initial implementation, we request bank to be made through Change request for the mutually agreed charges.</li> </ol>	Clause stands as per RFP.

14	29	Part – IV: Scope of Work 1.1 Expectations from the bidders: Point no. 18	GST accounting: The accounting should enable the Bank to submit the relevant data/reports to the GST authority.	We provide unloadable vouchers for J.V. inclusive of GST calculation.	Clause Stands as per RFP
15	53	Annexure – B General details of the provider	Enclosed copies of Purchase Orders should be in name of the service provider only as references.	Request the Bank to accept SLA along with the reference letter from the concerned banks which shows our continuity of services.	Bidder has to submit copies of Purchase Orders / SLA in the name of service provider along with the reference letter.
16	62	Annexure – F Detailed Scope of Work 1.1.1 Generation of Reports and vouchers on daily, monthly, quarterly and yearly basis	Generation of Potential chargeback reports and vouchers	Request the Bank to provide more clarity on this point.	Failed Transactions which has a potentiality chargeback / disputed transactions in future to be identified and report to be submitted to the Bank on daily basis.
17	64	Annexure – F Detailed Scope of Work	1.3 Merchant Enrolment, Merchant Management, Merchant payment and Reconciliation	Since it involves substantial activities, request the bank to add a line item in the commercial bid format to quote separately.	Clause Stands as per RFP.
18	83	Annexure – I	Format of Submission of Technical Bid	On perusal of the scoring pattern we observe that marks are allotted for ATM transaction reconciliation and cash in ATM reconciliation. It is silent about other activities such as IMPS, AEPS, etc.	Please refer to the Corrigendum of revised Annexure – I.
19	81	Annexure – H	<ul style="list-style-type: none"> <li>Commercial Format</li> <li>-&gt; IGST (if applicable) (in %) (3)</li> <li>-&gt; CGST (if applicable) (in %) (4)</li> <li>-&gt; SGST/UGST (if applicable) (in %) (5)</li> <li>-&gt; Total Project Cost for the 3 years contract period (in words)</li> <li>-&gt; under Note Part</li> </ul> <p><b>Sl. No. i.</b> 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</p>	<ol style="list-style-type: none"> <li>Request the bank to consider auto reversal also as financial transaction for the commercial purpose.</li> <li>(i) Taxes. Request bank to consider the quote exclusive of all the taxes, as bank will be paying taxes to the bidder at actuals (ii) We understand that bidder is required to mention the commercials quoted in line item 1 and the same in word format in this row (i.e. line item 2)</li> </ol>	<ol style="list-style-type: none"> <li>Clause stands as per RFP.</li> <li>(i) Clause Stands as per RFP. (ii) Please refer to the corrigendum for revised Annexure – H. (iii) Please refer to the corrigendum for revised Annexure – H. (iv) RFP clause is self-</li> </ol>

			<p>Bank without any cost. All cost is quoted in INR only.</p> <p><b>Sl. No. j.</b> 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.</p> <p><b>Sl. No. m.</b> Lowest Bidder (L1) will be determined on the Sl. No. 6, i.e. Grand Total for the entire contract period.</p>	<p>request bank to confirm.</p> <p>(iii) Request bank to explain relevance of this clauses as the template contains only one line item</p> <p>(iv) We understand that contract will be awarded based on the techno-commercial evaluation, Request bank to confirm.</p>	<p>explanatory.</p>
20	118	Annexure – T	<p>Man-Power details (24X7)</p>	<p>The details of the manpower will be provided only upon we emerge as L1 bidder. Request the bank to accept a self-declaration from the bidder stating that adequate resources will be provided carrying the activities mentioned in the RFP.</p> <p>We also refer to annexure-M (Sr. No. d) which states "We undertake that adequate number of resources, if required by the Bank, will be deployed for the project to complete the assignment within stipulated time."</p>	<p>Please refer to the corrigendum for revised Annexure – T.</p>
21	120	Annexure – V (Letter to be submitted by the Manufacturer on firm's letter head)	<p>MANUFACTURERS' AUTHORIZATION FORM (MAF)</p>	<p>The solution offered is in-house developed and we own the IPR for it. Request the bank accept self-declaration to this effect along with the copy of IPR.</p>	<p>Clause Stands as per RFP.</p>
22	11 & 54	<p>Part – I 3. Eligibility Criteria Point no. 4 &amp; Annexure – C Eligibility Criteria Compliance Point no.4</p>	<p>The vendor should have minimum of 3 years of experience in implementation &amp; execution for end to end Reconciliation solution for Card Transaction, ATMs and other transactions in at least two scheduled commercial Banks in India and handling such operations as on RFP submission date.</p> <p><b><u>Proof of Documents to be submitted:</u></b> Letter from such Bank to be enclosed with the Technical Bid document, where the bidder should ensure: a. Their reconciliation works are / was up to their</p>	<p>1. Banks usually provide certificate for the services being provided to them mentioning their experience with the services. Such letters from the banks may be accepted.</p> <p>2. <b>QUERY:-</b> Is this only vendor or OEM please clarify.</p> <p>3. Request bank to consider The vendor should have minimum of 3 years of experience in implementation &amp; execution for end to end Reconciliation solution for Card</p>	<ul style="list-style-type: none"> <li>• Clause Stands as per RFP.</li> <li>• The experience will be considered for both the vendor &amp; the proposed solution.</li> <li>• <b><u>The modified clause to be read as:</u></b> <b>Part – I : 3. Eligibility Criteria, Point no. 4 &amp; Annexure – C : Eligibility</b></li> </ul>

			<p>satisfaction.</p> <p>b. There is / were no pendency in the reconciliation works during these tenure.</p>	<p>Transaction, ATMs and other transactions in at least two scheduled commercial Banks / at least 10 RRB`s in India and handling such operations as on RFP submission date.</p> <p>4. The Bidder / OEM should have minimum of 3 years of experience in implementation &amp; execution for end to end Reconciliation solution for Card Transaction, ATMs and other transactions in at least two scheduled commercial Banks in India / a bank abroad and handling such operations as on RFP submission date.</p> <p>5. (i) The bidder has 4+ years of experience in implementing various enterprise reconciliation transactions other than ATM &amp; Cards. Since the clause is talking about "Other transactions" will the bidder be eligible. Whether ATM and Cards implementation experience in Small Finance Banks will be considered?  (ii) Bidder has 5 years of implementation experience in end to end reconciliation processes. Particularly in ATM and Cards, the bidder has 2 years of experience. Request the bank to consider 2 years of experience in implementation of ATM and Cards for the eligibility clause.  (iii) Can the 3 years of experience in ATM and Card reconciliation be relaxed to 2 years in the eligibility criteria?  (iv) The bidder does not have the direct implementation experience as said in the clause. The OEM has 5+</p>	<p><b>Criteria Compliance, Point no.4</b></p> <p><b>The Bidder / OEM</b> should have minimum of 3 years of experience in implementation &amp; execution for end to end Reconciliation solution for Card Transaction, ATMs and other transactions in at least two scheduled commercial Banks in India and handling such operations as on RFP submission date.</p> <p><b><u>Proof of Documents to be submitted:</u></b></p> <p>Letter from such Bank to be enclosed with the Technical Bid document, where the bidder should ensure:</p> <p><b>a.</b> Their reconciliation works are / was up to their satisfaction.</p> <p><b>b.</b> There is / were no pendency in the reconciliation works during these tenure.</p>
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				years of experience in implementation of end to end reconciliation. Will the OEM experience be considered as bidders experience for the eligibility for this RFP?	
23	11 & 54-55	Part – I 3. Eligibility Criteria Point no. 6 & Annexure – C Eligibility Compliance Point no. 6 Criteria	Bidder should have its own Transaction Reconciliation software or OEM license to use the same and further the bidder should have capability to process at least 15 lakhs transactions per day on average basis. <b><u>Proof of Documents to be submitted:</u></b> Copy of OEM Certificate and Certificate from such Bank to be submitted.	<ol style="list-style-type: none"> <li>The solution is in-house developed which are deployed at various banks. The certificate from such banks mentioning the average number of transactions being processed may be accepted.</li> <li>Query:- Is this only vendor or OEM please clarify.</li> <li>Bidder should have its own Transaction Reconciliation software or OEM agreement to sell the software and further the bidder should have capability to process at least 15 lakhs transactions per day on average basis.</li> <li>The bidder does not have the direct implementation experience as said in the clause. The OEM has 5+ years of experience in implementation of end to end reconciliation. Will the OEM experience be considered as bidders experience for the eligibility for this RFP?</li> </ol>	<ol style="list-style-type: none"> <li>Clause stands as per RFP.</li> <li>The experience will be considered for both the vendor &amp; the proposed solution.</li> <li>Clause Stands as per RFP.</li> <li>Clause Stands as per RFP.</li> </ol>
24	24	Part – III: Bid Opening and Evaluation Criteria Phase 2 – Technical & Functional Evaluation	<b>Point no. d:</b> In addition to the above, bidder shall arrange for site visits (if required) for Bank's team, where the bidder's software is already functional / implemented.	QUERY:- Is this only vendor or OEM please clarify.	The experience will be considered for both the vendor & the proposed solution.
25	30	Part – IV: Scope of Work 2. Hardware, software and other infrastructure:	The project is to be executed on an OPEX Model; where in the required application reconciliation software including hardware (Server, etc.) and the manpower for reconciliation services is to be supplied by the	<ol style="list-style-type: none"> <li>Query:- Will the bidder also provide servers (hardware) for installation also. Will it be for both DC or DR?</li> <li>Request bank to provide clarity on the number of resources required for</li> </ol>	<ol style="list-style-type: none"> <li>Please refer to Annexure –D, Technical specification, point no. 9</li> <li>The minimum number of</li> </ol>



			bidder and sized to meet the current and projected requirement.	carrying out the operations in each shift & also the number of shifts required for the same	resources is to be mentioned as per Annexure – I. Number of resources and working hours to be assigned as per the volume of work.
26	30-31	Part – IV: Scope of Work 2. Hardware, software and other infrastructure:	The bidder should provide all interfaces with their reconciliation hardware / software to collect data from CBS, ATM Switch, DCMS, Web services, other packages provided by the networks, Dispute Tracker of the bidder and any other systems. After interfacing, the hardware / software should be able to provide proper MIS report as discussed in Annexure – F.	<b>Query:-</b> Do Reconciliation software needs to be integrated with Bank CBS or switch for automatic fetching of the data. Ideally input files will be provided by Bank at SFTP location	For chargeback claim / dispute resolution, the reconciliation software has to be integrated with Bank's CBS / Bank's website. And for other purposes like switch file, host file and interchange file, etc., input files shall be provided.
27	11 & 54	Annexure – C Eligibility Criteria Compliance Point no.5 & Part – I 3. Eligibility Criteria Point no.5	The bidder should have technical support Centre in India along with DC and DR as on date of bid submission of the RFP. <b><u>Proof of Documents to be submitted:</u></b> Undertaking to be given by the bidder.	<ol style="list-style-type: none"> <li>1. Query:- Will the bidder also needs to have their own DR and DC sites since it is an OPEX model? Please clarify</li> <li>2. The bidder / OEM should have technical support Centre in India along with DC and DR as on date of bid submission of the RFP.</li> <li>3. The bidder is having technical support center in India and DR site on cloud. Will this setup be considered as eligibility for the clause?</li> </ol>	DC & DR sites will be at Bank's specified location. Bandwidth cost will be borne by the Bank. However, the servers and required infra to be provided and maintained by bidder.
28	68	Annexure – F Detailed Scope of Work 1.9 "Cash In ATM" Reconciliation	Automated Cash forecasting for ATM and cash Recyclers	Bank want cash forecasting tool as part of recon application , please clarify	Clause is Self-explanatory.
29	72	Annexure – F Detailed Scope of Work 2. Dispute Management	Once the claim lodged into the portal, SMS should be sent to the concerned branch officials as well as to the customer along with the requisite information. The latest updated status and alerts should also be sent to them.	Bank will provide SMS gateway for this activity. Bank will provide customer's mobile number for sending SMS.	<b><u>The modified clause to be read as:</u></b> Once the claim lodged into the portal, SMS should be sent to the concerned branch officials as well as to

					the customer along with the requisite information. The latest updated status and alerts should also be sent to them. <b>Bank will be providing SMS gateway for this activity. However, the selected bidder should integrate the proposed solution with Bank's SMS gateway</b>
30	11 & 54	Annexure – C Eligibility Criteria Compliance Point no.2 & Part – I 3. Eligibility Criteria Point no.2	The bidder submitting the offer should be profit making company (profit after Tax) for the last two financial years. <b><u>Proof of Documents to be submitted:</u></b> Copy of the audited balance sheet of the company showing profit, net-worth and turnover of the company for the consecutive last three financial years should be submitted.	<ol style="list-style-type: none"> <li>1. The Bidder submitting the offer should have positive net worth for the last two financial years.</li> <li>2. (i) Request Bank to consider profit for any two of the last three financial years i.e. FY 16, FY 17, FY 18. (ii) Request Bank to amend this clause as follows: "... should be profit making company (profit after Tax) for two out of last three financial years i.e. FY 16, FY 17, FY 18.</li> </ol>	<b><u>The modified clause to be read as:</u></b> <b>Bidder should have maintained a positive net-worth in the last two financial years.</b> <b><u>Proof of Documents to be submitted:</u></b> Copy of the audited balance sheet of the company showing net-worth and turnover of the company for the consecutive last three financial years should be submitted."
31	18	Part – II: Invitation for Bids and Instructions to Bidders	<b>16. Acceptance of Terms</b> A Recipient will, by responding to Bank RFP, be deemed to have accepted the terms as stated in the RFP.	Bidder requests that the acceptance of the terms of the RFP shall be subject to the clarifications contained herein. Bidder also requests that the final binding agreement shall be negotiated mutually and submission of response to RFP shall not be stated as a reason to accept the terms in the final contract without negotiation.	Clause Stands as per RFP.
32	18	Part – II: Invitation for Bids and Instructions to	<b>17. RFP Response</b> • If the response to this RFP does not include	Bidder would like to clarify that the Bid submissions are made for the sole purpose	Clause Stands as per RFP.

		Bidders	<p>the information required or is incomplete or submission is through Fax mode or through e-mail, the response to the RFP is liable to be rejected.</p> <ul style="list-style-type: none"> <li>All submissions will become the property of Bank. Recipients shall be deemed to license, and grant all rights to, Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or Banking documents.</li> </ul>	of evaluation of the Bidder w.r.t RFP and thus the response may be used for the said purpose and not otherwise.	
33	27	Part – IV: Scope of Work 1.1 Expectations from the bidders:	v) Payment Gateway / Aggregator (Bill-desk and other 11 Online Payment Gateway)	Files involved. Request bank to confirm if the aggregator data will be used for recon, if so, will we be getting one format from all aggregators for different format files.	The selected bidder should convert all any format received from aggregator to a standard required format for reconciliation.
34	27	Part – IV: Scope of Work 1.1 Expectations from the bidders:	vii) Prepaid Cards	<p><b>1. Schemes and GL flow for prepaid.</b></p> <p>(i) Request bank to confirm if it is domestic prepaid cards or forex</p> <p>(ii) Schemes involved for both domestic and forex.</p> <p><b>Forex card related queries;</b></p> <p>If forex card is in scope, kindly let us know if it is single currency card or Multi-currency in single card</p> <p><b>(i)</b> How is the GLs and Pool accounts managed for Visa and Master card including the GL used for loading / reloading</p> <p><b>(ii)</b> Brief on how recon is expected for GLs and Pool account.</p> <p><b>(iii)</b> Can funds movement from one</p>	Domestic/international. Multi-currency as per the VISA/RUPAY authority and reconciliation has to be carried out as per the direction of regulatory authority.

				currency to another currency wallet possible, if so, how is the GL impacted. <b>(iv)</b> Is load/reload recon part of the requirement.	
<b>35</b>	27	Part – IV: Scope of Work 1.1 Expectations from the bidders:	x) Bharat Bill Payment System (BBPS) (in portal already started)	Input sources for BBPS recon. Request bank to confirm if the scope includes considering biller files also as part of BBPCU recon. If so, how many billers to be considered, and that if billers would give same file formats or different	For customer operating unit, biller files will not be considered. For Biller Operating Unit, the biller file for which the biller is integrated with UCO Bank will be considered.
<b>36</b>	27	Part – IV: Scope of Work 1.1 Expectations from the bidders:	xiv) AEPS, Micro ATM	Input sources for AEPS recon. Request bank to confirm if Business correspondents (BC) file to be considered for recon process. If so, how many BCs and if the formats are same from all BCs.	For AEPS transactions, the file generated from AEPS gateway server (Switch file) will be taken for reconciliation process along with CBS / Host file and files from NPCI. The switch file will contain all the transactions happening through micro ATM's used by all the BC's approximately 3600+.
<b>37</b>	28	Part – IV: Scope of Work 1.1 Expectations from the bidders:	<b>Point no. 1</b> Any other Network / Channel / Application / System being used at present or to be used in future as per bank's requirement or due to any regulatory requirement will be included under scope of the project at bank's discretion without any additional cost to the bank. Bidder has to customize the same or introduce / modify the exiting process / file formats as per bank's requirement or due to any regulatory requirement without any additional cost to the bank.	<b>1.</b> (i) We request bank to limit the scope to the requirement instead of generalized requirement which would help us enable to arrive proper commercials. Any new inclusions post initial implementation, we request bank to be made through Change referred to request for the mutually agreed charges. (ii) Additional Channels in future. Request Bank to provide details of those future requirements bank is mentioning about	Clause Stands as per RFP.
<b>38</b>	28	Part – IV: Scope of Work	<b>Point no. 5</b> Once the bidder has been selected as L1, the	<b>1.</b> (i) Request bank to confirm on the following;	The selected bidder has to give training to Bank's

		1.1 Expectations from the bidders:	selected bidder should give complete training for each product to the Bank without any additional cost to the Bank.	<p>a.How many training sessions to be done</p> <p>b.How many people would attend for each training session</p> <p>c.Location of the training session</p> <p>d.No of days expected for training session</p> <p>(ii) Training. Request bank to provide following details: number of resources to be trained, frequency of training, duration, location of training</p>	reconciliation team on need basis.
39	28	Part – IV: Scope of Work 1.1 Expectations from the bidders:	<b>Point no. 7</b> User should be able to upload any type of supporting documents which should be stored and preserved in reconciliation system.	Kindly elaborate the requirement please. Is this for attaching files for chargeback purpose	The proposed solution should have the capability to provide facility for the users to attach / upload any type of files for any kind of reconciliation.
40	31	Part – IV: Scope of Work 2. Hardware, software and other infrastructure:	The bidder must have the provision to customize the solution if required during the tenure of the contract for any type of file format from any source required for reconciliation. Bank will not pay any additional cost to the selected bidder/vendor for such customization other than the reconciliation charge per transaction as quoted in the bid.	We request bank to limit the scope to the requirement instead of generalized requirement which would help us enable to arrive proper commercials. Any new inclusions post initial implementation, we request bank to be made through Change request for the mutually agreed charges.	Clause Stands as per RFP.
41	32	Part – IV: Scope of Work 2. Hardware, software and other infrastructure:	Bidder should be able to develop system for new products within 30 days of requirement/intimation.	Request bank to reconsider this clause. The depth of the changes involved varies from requirement to requirement. Hence, for each requirement, an agreed date to be finalized between bank and vendor for implementation	Clause Stands as per RFP.
42	32	Part – IV: Scope of Work 2. Hardware, software and other infrastructure:	Successful Bidder should be able to store all data along with all legacy data and migrated data into the system up to the contract period which may be extendable for another two years (i.e. 4th year & 5th year).	Contract period. We understand that contract may extend by 2 more years based on mutual agreement between Bank and the bidder, Request bank to confirm.	Clause stands as per RFP.
43	36-37	Part – V 13. Award of Contract	The bidder who qualifies in the technical evaluation will qualify for commercial	Evaluation. As per RFP Pg-24 & 37, it is mentioned that the evaluation would be	<b><u>The modified clause to be read as under:</u></b>

			<p>evaluation. The bidder who's Bids has been determined to be responsive and quote least price will be treated as L1 Bidder. Bank will award the contract to the L1 bidder and will notify the name of the selected Bidder by means of Letter of Intent (LOI). Bank may release the order either in Full or in part or place more than one order towards the contract based on project plan. The selected Bidder shall submit the acceptance of the order within seven days from the date of receipt of the Letter of Intent (LOI). No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected Bidder shall be the date of acceptance of the order by the Bidder. Bank reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.</p>	<p>based on techno - commercial score i.e. 70% weightage to technical evaluation and 30% to commercial. However here it is mentioned that contract will be awarded to bidder who is L1. Request bank to amend the clause accordingly to avoid the confusion.</p>	<p><b>Part – V</b>  <b>13. Award of Contract</b>  The bidder who qualifies in the technical evaluation will qualify for commercial evaluation. The bidder who's Bids has been determined to be responsive and quote least price will be treated as L1 bidder &amp; technically qualified bidder as H1 bidder. Bank will award the contract to the selected bidder through T1L1 concept and will notify the name of the selected Bidder by means of Letter of Intent (LOI). Bank may release the order either in Full or in part or place more than one order towards the contract based on project plan. The selected Bidder shall submit the acceptance of the order within seven days from the date of receipt of the Letter of Intent (LOI). No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected Bidder shall be the date of acceptance of the order by the Bidder. Bank reserves its right to consider at its</p>
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					sole discretion the late acceptance of the order by selected Bidder.
44	38	Part – V 17. Cancellation of Contract & Realization of Compensation	<p>The bank reserves the right to cancel the order placed on the selected bidder and realize compensation on the following circumstances:</p> <p><b>i.</b> The bidder commits a breach of any of the terms and conditions of the offer or any of the terms and conditions of the Purchase Order / SLA.</p> <p><b>ii.</b> The bidder goes into liquidation voluntarily or otherwise.</p> <p><b>iii.</b> An attachment is levied or continues to be levied for a period of 7 days upon the effects of the order.</p> <p><b>iv.</b> The progress regarding execution of the order accepted made by the vendor is found to be unsatisfactory.</p> <p><b>v.</b> If deductions on account of liquidated damages exceed more than 10% of the total order price.</p> <p><b>vi.</b> In case the bidder fails to deliver the solutions / services as stipulated in the RFP, the Bank reserves the right to procure the same or similar solutions / services from alternate sources at the risk, cost and responsibility of the selected bidder.</p> <p><b>vii.</b> If the bidder does not perform satisfactorily or delays execution of order, UCO Bank reserves the right to get the balance order executed by another party of its choice by giving 10 days" notice for the same. In this event the bidder is bound to make good the additional expenditure, which UCO Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled.</p> <p><b>viii.</b> UCO Bank reserves the right to recover any dues payable by the bidder from any amount outstanding to the credit of the bidder, including the bills and /or invoking the Bank Guarantee</p>	Bidder requests that any and all termination has to be on mutual basis; further the parties may terminate for material breach and with sufficient cure period of minimum 90 days to rectify the breach, if any.	Clause Stands as per RFP.

			<p>under this purchase order.</p> <p><b>ix.</b> Non-compliance of the scope of the job.</p> <p><b>x.</b> Repetitive failure of the deployed personnel to perform the job to the satisfaction of the bank.</p> <p><b>xi.</b> On the events of data piracy / privacy / system failures / security failures.</p>		
45	38	Part – V 15. Payment Terms	<p>The Bank shall make the payments on a quarterly arrear basis based on the bill submitted by the vendor for the actual work undertaken under this contract. The vendor should raise Bill to the paying authority as informed by the Bank from time to time. The bill should accompany a certificate regarding successful completion of the work as well as with number of transaction details.</p>	Request bank to make payment on monthly basis as bidder will be incurring the costs monthly	<p><b><u>The clause has been modified as :</u></b></p> <p>The Bank shall make the payments <b>on a monthly arrear basis</b> based on the bill submitted by the vendor for the actual work undertaken under this contract. The vendor should raise Bill to the paying authority as informed by the Bank from time to time. The bill should accompany a certificate regarding successful completion of the work as well as with number of transaction details.</p>
46	39	Part – V 22. Limitation of Liability	<p>Notwithstanding anything to the contrary contained in the contract, bidder's aggregate liability arising out of or in connection with the contract, whether based on contract or statutory warranty or otherwise, shall be limited to the amount actually paid by the Bank to the bidder in respect of the items supplied / services rendered under the contract, that are subject matter of a claim up to Total Cost of Ownership (TCO).</p>	Bidder requests that the cap on liability be limited to the amount paid in the 12 months immediately preceding the date of the claim.	Clause Stands as per RFP.
47	40-41	Part – V 27. Signing of Contract	<ul style="list-style-type: none"> <li>The selected bidder(s) shall be required to enter into a service level agreement (SLA) with UCO Bank, within 15 days of the award of the Bid through a Letter of Empanelment</li> </ul>	Bidder requests that the final binding agreement & the deed of indemnity shall be mutually negotiated considering the interests of both the parties. NDA has to	Clause stands as per RFP.



			<p>or within such extended period as may be specified.</p> <ul style="list-style-type: none"> <li>• The SLA shall be based on the requirements of this RFP, the terms and conditions of purchase order, the letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the proper performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract.</li> <li>• The selected bidder will also sign a Non-Disclosure Agreement and Deed of Indemnity with the Bank on a format prescribed by the Bank.</li> </ul>	<p>be on mutual basis to protect the confidentiality of information of both the parties.</p>	
48	41 & 42	Part – V	<p><b>31. Dispute Resolution Mechanism</b></p> <p>The Bank and the supplier Vendor shall make every effort to resolve amicably, by direct informal negotiation between the respective project directors of the Bank and the Vendor, any disagreement or dispute arising between them under or in connection with the contract. If the Bank project director and Vendor project director are unable to resolve the dispute after thirty days from the commencement of such informal negotiations, they shall immediately refer the dispute to the senior authorized personnel designated by the Vendor and Bank respectively.</p> <p>If after thirty days from the commencement of such negotiations between the senior authorized personnel designated by the Vendor and Bank, the Bank and the Vendor have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution through formal arbitration.</p>	<p>Bidder requests the seat of arbitration and jurisdiction to be Chennai.</p>	<p>Clause Stands as per RFP.</p>

All questions, disputes or differences arising under and out of, or in connection with the contract or carrying out of the work whether during the progress of the work or after the completion and whether before or after the determination, abandonment or breach of the contract shall be referred to arbitration by a sole Arbitrator: acceptable to both parties OR the number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as the chairman of the proceedings. The award of the Arbitrator shall be final and binding on the parties. The Arbitration and Conciliation Act 1996 or any statutory modification thereof shall apply to the arbitration proceedings and the venue of the arbitration shall be Kolkata.

If a notice has to be sent to either of the parties following the signing of the contract, it has to be in writing and shall be first transmitted by facsimile transmission by postage prepaid registered post with acknowledgement due or by a reputed courier service, in the manner as elected by the Party giving such notice. All notices shall be deemed to have been validly given on (i) the business date immediately after the date of transmission with confirmed answer back, if transmitted by facsimile transmission, or (ii) the expiry of five days after posting if sent by registered post with A.D., or (iii) the business date of receipt, if sent by courier.

This RFP document shall be governed and construed in accordance with the laws of India. The courts of Kolkata alone and no other courts shall be entitled to entertain and try any dispute or matter relating to or arising out of this RFP document. Notwithstanding the above, the

			Bank shall have the right to initiate appropriate proceedings before any court of appropriate jurisdiction, should it find it expedient to do so. <b>32. Jurisdiction</b> The jurisdiction of the courts shall be Kolkata.		
<b>49</b>	43 & 44	Part – V	<b>34. Termination</b> The Bank shall be entitled to terminate the agreement with the selected bidder at any time by <b>giving ninety (90) days</b> prior written notice to the selected bidder.	Request bank to remove this clause as bank cannot terminate bidder without any specific reason	Clause Stands as per RFP.
<b>50</b>	45	Part – V	<b>38. Termination for Convenience</b> The Bank, by written notice sent to the vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.	Request bank to remove this clause as bank cannot terminate bidder without any specific reason.	Clause Stands as per RFP.
<b>51</b>	46	Part – V	<b>42. Taxes</b> General	Request Bank to consider the quote exclusive of all the taxes as bank will be paying the taxes to bidder at actual.	Clause stands as per RFP.
<b>52</b>	47	Part – V	<b>43. Penalty</b> The turnaround time for reconciliation of any transaction shall be T+1 day. For each day delay in carrying the reconciliation will attract penalty of Rs. 10000/-.	<b>1.</b> (i) T+1 reconciliation can only be done if all data is made available for recon on T+1 before 9am. (ii) Request bank to limit over all penalty to 10% of the contract value	Clause stands as per RFP.
<b>53</b>	50	Part – V <b>45. Compliance with Laws</b> <b>Point no. c</b>	If at any time during the term of this Agreement, if UCO Bank is informed or information comes to its attention that the selected service provider is or may be in violation of any terms and conditions mutually agreed between the UCO Bank and the service provider, which proves to be unsatisfactory to the UCO Bank, then the UCO Bank shall be entitled to terminate this Agreement by giving <b>not less than one month notice in writing.</b>	Bidder requests that the termination shall be subject to providing <b>minimum 90 days cure period</b> to remedy the breach, if any.	Clause Stands as per RFP.
<b>54</b>	61	Annexure – F	<b>Point no. q)</b>	We request bank to limit the scope to the	Clause Stands as per RFP.

		Detailed Scope of Work 1.1 Debit Cards / ATM & PoS Transactions	Reconciliation for all existing and new products on tie up present and future.	requirement instead of generalized requirement which would help us enable to arrive proper commercials. Any new inclusions post initial implementation, we request bank to be made through Change request for the mutually agreed charges.	
55	62	Annexure – F Detailed Scope of Work 1.1.1 Generation of Reports and vouchers on daily, monthly, quarterly and yearly basis:	Generation of Fraud monitoring Reports.	Request bank to elaborate the requirement. As fraud monitoring is usually not part of the Recon system. May we understand what is expected out of this	All fraudulent transaction related reports as and when required by the Bank to be submitted.
56	62	Annexure – F Detailed Scope of Work 1.1.1 Generation of Reports and vouchers on daily, monthly, quarterly and yearly basis:	Generation of Potential chargeback reports and vouchers	Chargeback. Request bank to elaborate the requirement on how to identify the potential chargeback, please.	Failed Transactions which have a potentiality chargeback / disputed transactions in future to be identified and report to be submitted to the Bank on daily basis.
57	62	Annexure – F Detailed Scope of Work 1.1.1 Generation of Reports and vouchers on daily, monthly, quarterly and yearly basis:	Generation of Merchants payment file	Generation of Merchant payment is through the Merchant application where the MDR rates, one time fees, Annual fees, etc. are all preconfigured. Recon can handle only transaction level reconciliation. Kindly exclude this requirement please	Currently, Bank is in the process of handling such Merchant Recon and Settlement to be carried out by a single Recon vendor. The whole process is to be handled by the selected bidder.
58	63	Annexure – F Detailed Scope of Work 1.2 Fee & Charge Management System Calculation:	It should aids in analysis of Fees at the transaction level, Card Type Level, Network Level, Device Type Level.	Request bank to elaborate the requirement for device type level analysis	It is required for internal analysis for business purpose.
59	64	Annexure – F Detailed Scope of	System should be able to calculate the following types of charges / fees / penalty like	Fees. Request bank; 1. to confirm on number of <b>PSPs involved</b>	1: All PSPs under NPCI network.

		Work 1.2 Fee & Charge Management System Calculation:	interchange fees / switching fees / Approved fee / settlement charges / <b>PSP fee</b> , at transactional level only which should be compared / reconciled with the incoming settlement summary of VISA / MasterCard / RuPay / NFS / NPCI / other banks / Payment gateway.	2. to confirm on the requirement, as fees related to schemes and NPCI files alone are usually done in Recon system. Whereas, Payment gateway or other fees are not part of recon system 3. Also, penalties and other charges cannot be derived in recon system, this can be done if inputs for the same are available through the interchanges / aggregators	2: Whatever the fees and charges are sent through settlement voucher that should be reconciled with the number of transactions and total amount involved in reconciliation. 3: System should be able to capture those inputs which are available through the vouchers.
60	68	Annexure – F Detailed Scope of Work 1.9 "Cash In ATM" Reconciliation	Automated Cash forecasting for ATM and cash Recyclers	ATM. Cash forecasting is part of ATM monitoring system. Request bank to remove this clause please	Clause stands as per RFP.
61	71	Annexure – F Detailed Scope of Work 1.13 Bharat Bill Payment System (BBPS). Settlement Agency NPCI	NPCI raw XML File extraction from NPCI Canvas portal, Transactions from Bank BBPS Switch file and Concerned Channel (M-Banking/e-Banking, UPI, UCOPAY+)/ Payment Gateway file for doing 3-way reconciliation in order to generate reports for successful and exceptional transactions.	BBPS. Request bank to confirm, if the complaints in canvas will be downloaded and given to us as file? Request bank to confirm if the concerned channels files should also be used for recon process, if so, how many channels and if all the channels will give same file format	The BBPS transaction reconciliation should be done as per NPCI Operating guidelines. At present there are 5 channels is ready to start for reconciliation. However, the proposed solution of the selected bidder should have the capability to incorporate all types of channels introduced by the Bank in future.
62	73	Annexure – F Detailed Scope of Work 2. Dispute Management	Collection of charge slip from Merchants for chargeback, Retrieval request and other Dispute Received	Merchants. Collection of charge slip usually is done by POS vendor. However the operations team can raise request to bank for the same. Trust the requirement is in the same lines.	<b><u>The modified clause is to read as:</u></b> <b>Annexure – F</b> <b>Detailed Scope of Work</b> <b>2. Dispute Management</b> Bidder has to follow-up with the POS vendor for Collection of charge slip from Merchants for

					chargeback, Retrieval request and other Dispute Received. <b>Currently, Bank is in the process of handling such Merchant Recon and Settlement to be carried out by a single Recon vendor. The whole process is to be handled by bidder.</b>
63	74	Annexure – F Detailed Scope of Work 3. Accounting and Third Party Reconciliation.	Preparation of QOC, QMR and monthly reports for VISA, Master card and RuPay Respectively.	Interchange. Transaction related data required for this report can be produced by Recon system. Trust the requirement is in the same lines	The scope of the RFP is self – explanatory.
64	74	Annexure – F Detailed Scope of Work 4. MIS Reports and Decision Making system	ATM performance report	ATM performance report is usually part of ATM monitoring tool and not recon. Request bank to remove this clause please	The selected bidder has to carry cash tally in the ATM as per the scope of RFP and submit the MIS accordingly.
65	74	Annexure – F Detailed Scope of Work 4. MIS Reports and Decision Making system	<ul style="list-style-type: none"> <li>• Card Base Report for ATM/Non ATM branches</li> <li>• Card Base report as per card management system</li> <li>• Monthly card base report Region wise branch wise</li> </ul>	ATM. Card base is not part of Recon system, request bank to request bank to remove the clauses please	These clauses are removed.
66	74	Annexure – F Detailed Scope of Work 4. MIS Reports and Decision Making system	<ul style="list-style-type: none"> <li>• Monthly Insurance reports as required by Bank</li> <li>• Monthly ATM deploying reports</li> <li>• Foreign transaction report according to FEMA.</li> </ul>	ATM. The mentioned clauses are not part of recon system, request bank to remove the clause please.	<p><b><u>The following two points are removed:</u></b></p> <ul style="list-style-type: none"> <li>• Monthly Insurance reports as required by Bank</li> <li>• Monthly ATM deploying reports</li> </ul>
67	84	Annexure – I Format of Submission of Technical Bid	<b>Point no. 1.6</b> Provision for matching of entries with any selected period (Day/Week/Month/Year etc.) either forward or backward and/or all periods	Request bank to remove this clause, as the forward period for not more than 7 days is advisable. As the reference number could start getting duplicated	Clause stands as per RFP.

			should be available		
68	86	Annexure – I Format of Submission of Technical Bid	<b>Point no. 3.6</b> In case of loading differences, the same have to be resolved by contacting the branch, or the MSP vendor or the MOF vendors in case of branch ATMs, offsite ATMs and MOF ATMs and any other vendor as appointed from time to time under ATM business model.	ATM Cash Tally. Trust the MSP vendors will furnish report in one single file format as required for ATM cash Tally on T+1 before 9am. If it is different, kindly let us know the MSP vendors involved	Clause stands as per RFP
69	89	Annexure – I Format of Submission of Technical Bid	<b>Point no. 7.1</b> Dispute module is capable of handling the disputes related to ONUS, acquirer, issuer, POS and E-commerce transactions and for all other network transactions. The Dispute module is web-based and accessible by users across various branches. System should be able to accept and process the disputes downloaded from Bank's CBS.	Dispute. Merchant related disputes / complaints are usually not part of recon system. Trust the requirement is in-line with that	Clause Stands as per RFP.
70	90	Annexure – I Format of Submission of Technical Bid	<b>Point no. 7.17</b> Once the claim lodged into the portal, SMS should be sent to the concerned branch officials as well as to the customer along with the requisite information. The latest updated status and alerts should also be sent to them.	SMS interface. SMS to customer is usually not sent from Recon system, as the system might not have Customer mobile information. It is assumed that SMS gateway will be provided by the bank. Kindly confirm	Bank will be providing SMS gateway for this activity. However, the selected bidder should integrate the proposed solution with Bank's SMS gateway.
71	90-91	Annexure – I Format of Submission of Technical Bid	<b>Point no. 7.19</b> Each and every necessary document and up-to-date information should be available in the portal along with the video graphic demonstration which can easily train the user that how to use the portal.	Tutorial. Request bank to reconsider the video graphic demonstration, the same would be provided as online help tool to handle the bandwidth better.	Clause stands as per RFP.
72	112	Annexure – P NON-DISCLOSURE AGREEMENT 9. Arbitration and Equitable Relief	<b>Point no. (d)</b> Indemnification: The Receiving Party shall indemnify the Bank and hold the Bank harmless against any loss caused to it as a result of the non-performance or improper performance of this Agreement by the Receiving Party, or its servants or agents to perform any aspect of its obligations forming part of the subject matter of this Agreement.	Bidder requests deletion of indemnity from NDA.	Clause Stands as per RFP.

73	113	Annexure – P NON-DISCLOSURE AGREEMENT 12. General Provisions	<b>Point no. (f)</b> Jurisdiction of Court: All disputes under this Non-Disclosure Agreement are subject to the jurisdiction of Courts of Kolkata only.	Bidder requests for Chennai jurisdiction	Clause Stands as per RFP.
74	16 & 109	Part – II: INVITATION FOR BIDS AND INSTRUCTIONS TO BIDDERS 11. Confidentiality and Secrecy & Annexure – P NON-DISCLOSURE AGREEMENT		Bidder requests that confidentiality obligations have to be applied on mutual basis to protect the interests of both the parties. Hence request to make the clause mutual in the NDA format Annexure P.	Clause Stands as per RFP.
75	43-45	Part – V	<b>34. Termination</b> <b>36. Termination for Default</b> <b>38. Termination for Convenience</b>	Bidder requests deletion of termination right without cause. <b>Any and all termination under the agreement shall be with cause and after giving notice of minimum 90 days to remedy the breach, if any.</b> The termination right has to be agreed on mutual basis.	Clause stands as per RFP.
76	64	Annexure – F Detailed Scope of Work 1.2 Fee & Charge Management System Calculation:	System should provide inputs for calculating merchant profitability.	Is End to End Merchant Management in scope? i.e. Onboarding, Merchant settlement, Interchange settlement etc.	Clause stands as per RFP.
77	64	Annexure – F Detailed Scope of Work	1.3 Merchant Enrolment, Merchant Management, Merchant payment and Reconciliation:	<ul style="list-style-type: none"> <li>• Please provide complete list of the schemes/ Interchanges to be supported?</li> <li>• Please specify system should support only POS merchant or PG (E-com) merchants as well?</li> <li>• For PG Merchant settlement if applicable, what are payment methods required to be supported (e.g. Debit card, Credit Card, Prepaid cards etc.)</li> <li>• For hardware sizing, projections are</li> </ul>	<ul style="list-style-type: none"> <li>• It should support VISA / NPCI / Master Schemes / Interchanges.</li> <li>• System should support POS / PG / BHIM-Aadhaar and any other merchant programs initiated by the Bank.</li> <li>• For PG merchant settlement, it should support all types of cards / transactions.</li> </ul>



				<p>required for next 5 years. For each year, following projections to be provided,</p> <ul style="list-style-type: none"> <li>a. Current Merchants and Terminals counts if any</li> <li>b. Total Daily Transaction Count, current if any and projection for 5 years</li> <li>c. Total Number of Bank Portal Users</li> <li>d. Total Number of Concurrent Bank Portal Users</li> <li>e. Total Number of Concurrent Merchant Portal Users</li> </ul>	<ul style="list-style-type: none"> <li>• For hardware sizing, please refer the Annexure – F as mentioned in the RFP.</li> </ul>
78	11 & 54	<p>Part – I 3. Eligibility Criteria Point no. 3 &amp; Annexure – C Eligibility Criteria Compliance Point no.3</p>	<p>The bidder should have a minimum annual turnover of Rs.10 Crore per year during the last three financial years.</p> <p><b><u>Proof of Documents to be submitted:</u></b> Copy of the audited balance sheet of the company showing profit, net-worth and turnover of the company for the consecutive last three financial years should be submitted.</p>	<p>Can the clause of having minimum 10 Crore turn over per year be relaxed to less than 5 Crore per year. This clause of 10 Cr cap would prevent the fin tech start-ups to participate. Request the bank to consider this clause.</p>	<p><b><u>The modified clause is to be read as:</u></b> <b>Part – I : 3. Eligibility Criteria, Point no. 3 &amp; Annexure – C : Eligibility Criteria Compliance, Point no.3</b> The bidder should have a <b>minimum annual turnover of Rs. 5 Crore per year</b> during the last three financial years. <b><u>Proof of Documents to be submitted:</u></b> Copy of the audited balance sheet of the company showing profit, net-worth and turnover of the company for the consecutive last three financial years should be submitted.</p>

## Corrigendum

Sl. No.	Existing Clauses	Modified Clauses
1	<p><b><u>Part – I</u></b>  <b><u>3. Eligibility Criteria : Point no. 2 &amp; Annexure – C, Eligibility Criteria Compliance : Point no. 2</u></b>                      The bidder submitting the offer should be profit making company (profit after Tax) for the last two financial years.  <b><u>Proof of Documents to be submitted:</u></b>                      Copy of the audited balance sheet of the company showing profit, net-worth and turnover of the company for the consecutive last three financial years should be submitted.</p>	<p><b><u>Part – I</u></b>  <b><u>3. Eligibility Criteria : Point no. 2 &amp; Annexure – C, Eligibility Criteria Compliance : Point no. 2</u></b>  <b>The Bidder should have maintained a positive net-worth in the last two financial years.</b>  <b><u>Proof of Documents to be submitted:</u></b>                      Copy of the audited balance sheet of the company showing net-worth and turnover of the company for the consecutive last three financial years should be submitted.</p>
2	<p><b><u>Part – I : 3. Eligibility Criteria, Point no. 3 &amp; Annexure – C : Eligibility Criteria Compliance, Point no.3</u></b>                      The bidder should have a minimum annual turnover of Rs.10 Crore per year during the last three financial years.  <b><u>Proof of Documents to be submitted:</u></b>                      Copy of the audited balance sheet of the company showing profit, net-worth and turnover of the company for the consecutive last three financial years should be submitted.</p>	<p><b><u>Part – I : 3. Eligibility Criteria, Point no. 3 &amp; Annexure – C : Eligibility Criteria Compliance, Point no.3</u></b>                      The bidder should have a <b>minimum annual turnover of Rs. 5 Crore per year</b> during the last three financial years.  <b><u>Proof of Documents to be submitted:</u></b>                      Copy of the audited balance sheet of the company showing profit, net-worth and turnover of the company for the consecutive last three financial years should be submitted.</p>
3	<p><b><u>Part – I : 3. Eligibility Criteria, Point no. 4 &amp; Annexure – C : Eligibility Criteria Compliance, Point no.4</u></b>                      The vendor should have minimum of 3 years of experience in implementation &amp; execution for end to end Reconciliation solution for Card Transaction, ATMs and other transactions in at least two scheduled commercial Banks in India and handling such operations as on RFP submission date.  <b><u>Proof of Documents to be submitted:</u></b>                      Letter from such Bank to be enclosed with the Technical Bid document, where the bidder should ensure:</p> <ol style="list-style-type: none"> <li>a. Their reconciliation works are / was up to their satisfaction.</li> <li>b. There is / were no pendency in the reconciliation works during these tenure.</li> </ol>	<p><b><u>Part – I : 3. Eligibility Criteria, Point no. 4 &amp; Annexure – C : Eligibility Criteria Compliance, Point no.4</u></b>  <b>The Bidder / OEM</b> should have minimum of 3 years of experience in implementation &amp; execution for end to end Reconciliation solution for Card Transaction, ATMs and other transactions in at least two scheduled commercial Banks in India and handling such operations as on RFP submission date.  <b><u>Proof of Documents to be submitted:</u></b>                      Letter from such Bank to be enclosed with the Technical Bid document, where the bidder should ensure:</p> <ol style="list-style-type: none"> <li>a. Their reconciliation works are / was up to their satisfaction.</li> <li>b. There is / were no pendency in the reconciliation works during these tenure.</li> </ol>

4	<p><b><u>Part – V</u></b>  <b><u>13. Award of Contract</u></b>  The bidder who qualifies in the technical evaluation will qualify for commercial evaluation. The bidder who's Bids has been determined to be responsive and quote least price will be treated as L1 Bidder. Bank will award the contract to the L1 bidder and will notify the name of the selected Bidder by means of Letter of Intent (LOI). Bank may release the order either in Full or in part or place more than one order towards the contract based on project plan. The selected Bidder shall submit the acceptance of the order within seven days from the date of receipt of the Letter of Intent (LOI). No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected Bidder shall be the date of acceptance of the order by the Bidder. Bank reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.</p>	<p><b><u>Part – V</u></b>  <b><u>13. Award of Contract</u></b>  The bidder who qualifies in the technical evaluation will qualify for commercial evaluation. <b>The bidder who's Bids has been determined to be responsive and quote least price will be treated as L1 bidder &amp; technically qualified bidder as H1 bidder. Bank will award the contract to the selected bidder through T1L1 concept and will notify the name of the selected Bidder by means of Letter of Intent (LOI).</b> Bank may release the order either in Full or in part or place more than one order towards the contract based on project plan. The selected Bidder shall submit the acceptance of the order within seven days from the date of receipt of the Letter of Intent (LOI). No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected Bidder shall be the date of acceptance of the order by the Bidder. Bank reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.</p>
5	<p><b><u>Part – V</u></b>  <b><u>14. Selection Process</u></b>  The selection of the bidder will be decided on T1L1 concept. The detailed description of the process is elaborated in evaluation process. Technically qualified bidder with the lowest quote based on TCO as quoted in Annexure – H will be considered as the L1 bidder.</p>	<p><b><u>Part – V</u></b>  <b><u>14. Selection Process</u></b>  The selection of the bidder will be decided on T1L1 concept. The detailed description of the process is elaborated in evaluation process. Technically qualified bidder <b>H1</b>, with the lowest quote <b>bidder L1</b>, based on TCO as quoted in Annexure – H will be considered as the <b>selected bidder</b>.</p>
6	<p><b><u>Part – V</u></b>  <b><u>15. Payment Terms</u></b>  The Bank shall make the payments on a quarterly arrear basis based on the bill submitted by the vendor for the actual work undertaken under this contract. The vendor should raise Bill to the paying authority as informed by the Bank from time to time. The bill should accompany a certificate regarding successful completion of the work as well as with number of transaction details.</p>	<p><b><u>Part – V</u></b>  <b><u>15. Payment Terms</u></b>  The Bank shall make the payments <b>on a monthly arrear basis</b> based on the bill submitted by the vendor for the actual work undertaken under this contract. The vendor should raise Bill to the paying authority as informed by the Bank from time to time. The bill should accompany a certificate regarding successful completion of the work as well as with number of transaction details.</p>
7	<p><b><u>Annexure – F, Detailed Scope of Work</u></b>  <b><u>2. Dispute Management</u></b>  Once the claim lodged into the portal, SMS should be sent to the concerned branch</p>	<p><b><u>Annexure – F, Detailed Scope of Work</u></b>  <b><u>2. Dispute Management</u></b>  Once the claim lodged into the portal, SMS should be sent to the concerned branch officials as well as</p>

	officials as well as to the customer along with the requisite information. The latest updated status and alerts should also be sent to them.	to the customer along with the requisite information. The latest updated status and alerts should also be sent to them. <b>Bank will be providing SMS gateway for this activity. However, the selected bidder should integrate the proposed solution with Bank's SMS gateway.</b>
8	<b><u>Annexure – F, Detailed Scope of Work</u></b> <b><u>2. Dispute Management</u></b> Collection of charge slip from Merchants for chargeback, Retrieval request and other Dispute Received	<b><u>Annexure – F, Detailed Scope of Work</u></b> <b><u>2. Dispute Management</u></b> Bidder has to follow-up with the POS vendor for Collection of charge slip from Merchants for chargeback, Retrieval request and other Dispute Received. <b>Currently, Bank is in the process of handling such Merchant Recon and Settlement to be carried out by a single Recon vendor. The whole process is to be handled by bidder.</b>
9	<b><u>Annexure – F</u></b> <b><u>Detailed Scope of Work</u></b> <b><u>4. MIS Reports and Decision Making system</u></b> <ul style="list-style-type: none"> <li>Monthly Insurance reports as required by Bank</li> <li>Monthly ATM deploying reports</li> <li>Foreign transaction report according to FEMA.</li> </ul>	<b><u>Annexure – F</u></b> <b><u>Detailed Scope of Work</u></b> <b><u>4. MIS Reports and Decision Making system</u></b>  <b><u>The following two points are removed:</u></b> <ul style="list-style-type: none"> <li>Monthly Insurance reports as required by Bank</li> <li>Monthly ATM deploying reports</li> </ul>
10	<b><u>Annexure – F</u></b> <b><u>Detailed Scope of Work</u></b> <b><u>4. MIS Reports and Decision Making system</u></b> <ul style="list-style-type: none"> <li>Card Base Report for ATM/Non ATM branches</li> <li>Card Base report as per card management system</li> <li>Monthly card base report Region wise branch wise</li> </ul>	<b><u>Annexure – F</u></b> <b><u>Detailed Scope of Work</u></b> <b><u>4. MIS Reports and Decision Making system</u></b>  These clauses are removed.
11	<b><u>Bid Control Sheet</u></b> Last Date and Time for receipts of tender bids: <b>15.07.2019 at 04:00 pm</b>	<b><u>Bid Control Sheet</u></b> Last Date and Time for receipts of technical bids: <b>19.07.2019 at 04:00 pm</b>
12	<b><u>Bid Control Sheet</u></b> Opening of Eligibility and technical bids: <b>15.07.2019 at 04:30 pm</b>	<b><u>Bid Control Sheet</u></b> Opening of Eligibility and technical bids: <b>19.07.2019 at 04:30 pm</b>

## Masked Commercial Format

Sl. No.	Item Description (1)	Per transaction Basis Cost (in Rs.) (2)	IGST (if applicable) (in %) (3)	CGST (if applicable) (in %) (4)	SGST/UGST (if applicable) (in %) (5)	Total Cost including Taxes for 160 Crore transactions (in Rs.) (6) = { (2) + (3) + (4) + (5) } * 160,00,00,000
1	End to End Reconciliation of all types of Financial & Non-Financial Transactions as per the scope mentioned in RFP for the entire contract period of 3 years					
2	Total Project Cost for the 3 years contract period (in figures)					
3	Total Project Cost for the 3 years contract period (in words)					

**Note:**

- a. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.
- b. The "per transaction rate" quoted should be exclusive of all taxes.
- c. GST will be paid at actuals at the time resultant billing.
- d. The prices quoted above are for TCO (Total Cost of Ownership) calculation purposes only. Payment would be done on pro-rata basis per transaction.
- e. The rate arrived shall be valid for the entire contract period.
- f. No counter condition/assumption in response to commercial bid will be accepted. Bank reserves the right to reject such bid.
- g. In case of discrepancy between figures and words, the amount in words shall prevail.

- h.** 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.
- i.** 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.
- j.** 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.
- k.** Bank has discretion to keep any of the line item mentioned above as optional as per Bank’s requirement.
- l.** 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.
- m.** Lowest Bidder (L1) will be determined on the Sl. No. 6, i.e. Grand Total for the entire contract period.
- n.** We have not added or modified any clauses / statements / recording s/ declarations in the commercial offer, which contains conditional and / or qualified or subjected to suggestions / any deviations in terms & conditions or any specifications.
- o.** We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.
- p.** 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 & conditions or any specifications, if so such offer will be summarily rejected.

**We hereby agree to abide by all the terms and conditions mentioned herein above the Bank’s RFP dated 29.05.2019 and subsequent pre-bid and amendments.**

**Place:**

**Date:**

**Signature of Bidder:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Business Address:** \_\_\_\_\_

## Commercial Format

Sl. No.	Item Description (1)	Per transaction Basis Cost (in Rs.) (2)	IGST (if applicable) (in %) (3)	CGST (if applicable) (in %) (4)	SGST/UGST (if applicable) (in %) (5)	Total Cost including Taxes for 160 Crore transactions (in Rs.) (6) = { (2) + (3) + (4) + (5) } * 160,00,00,000
1	End to End Reconciliation of all types of Financial & Non-Financial Transactions as per the scope mentioned in RFP for the entire contract period of 3 years					
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**Note:**

- a. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.
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- i.** 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.
- j.** 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.
- k.** Bank has discretion to keep any of the line item mentioned above as optional as per Bank’s requirement.
- l.** 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.
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- o.** We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.
- p.** 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 & conditions or any specifications, if so such offer will be summarily rejected.

**We hereby agree to abide by all the terms and conditions mentioned herein above the Bank’s RFP dated 29.05.2019 and subsequent pre-bid and amendments.**

**Place:**

**Date:**

**Signature of Bidder:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Business Address:** \_\_\_\_\_



**Format of Submission of Technical Bid**

(To be included in Technical Bid) The number of marks attributable against various parameters is indicated in column – Marks

Sl. No.	Description	Marks
1	General	20
2	ATM Transaction Reconciliation	30
3	Cash in ATM Balancing	30
4	Third party Reconciliation and Accounting	40
5	Monitoring Interchange and Switching Fees	15
6	Chargeback Management	30
7	Dispute & Claim Management	45
8	Point of Sale Transactions / E-Commerce Transactions	40
9	MIS / Reports	60
10	Experience for reconciliation under OPEX Model	50
11	Any other / IMPS / AePS / UPI, etc.,	40
12	Total	400

Sl. No.	Description	Maximum Marks	Bidder Response (A/C/N) *	Reason for Negative Marks
		Marks Distribution		
1	General	20		
1.1	License based software for in house reconciliation of ATM transactions, 4-way reconciliation is to be done for ONUS and Acquirer transactions; 3-way reconciliation is to be done for Issuer - ATM and POS transactions.	2		
	Cash in ATM Balancing	1		
	Third Party Transactions Reconciliation	1		
	Chargeback Management, Dispute and Claim Management	2		

	<b>Point of Reconciliation of Sale transactions on various financial networks</b>	<b>1</b>		
	<b>Preparation of settlement vouchers, generation of up loadable files and exception reporting.</b>	<b>1</b>		
<b>1.2</b>	<b>The software should have the provision to provide extensive financial reporting and Management Reporting.</b>	<b>1</b>		
<b>1.3</b>	<b>The software should support existing financial network (Visa/MasterCard/RuPay/NFS/DFS/Bilateral Consortium Networks/ Visa Card to card transfer/VISA Fast Fund/ Visa Money Transfer/ RRBs tie ups under NFS/ Micro ATM transactions Reconciliation and addition of any other new tie ups that may happen in future etc.)</b>	<b>2</b>		
<b>1.4</b>	<b>The software should include Safety features like password to users at different levels to enter/modify various parameters at different security levels should be available</b>	<b>1</b>		
<b>1.5</b>	<b>The software should provide for Perfect matching of entries and Forced Matching (ignoring specified parameters)</b>	<b>1</b>		
<b>1.6</b>	<b>Provision for matching of entries with any selected period (Day/Week/Month/Year etc.) either forward or backward and/or all periods should be available</b>	<b>1</b>		
<b>1.7</b>	<b>Audit trails at the application level based on user, events, access to records and files etc.</b>	<b>1</b>		
<b>1.8</b>	<b>Application user passwords should be internally encrypted.</b>	<b>1</b>		
<b>1.9</b>	<b>If a wrong password is entered a predefined number of times (configurable), typically three, the login-id should be automatically deactivated for a significant period of time.</b>	<b>1</b>		
<b>1.10</b>	<b>The software should force users to change their passwords after the expiry of a configurable period.</b>	<b>1</b>		
<b>1.11</b>	<b>The software should automatically disconnect a log-on session if no activity has occurred for a period of time (configurable).</b>	<b>1</b>		
<b>1.12</b>	<b>Modules meant for a particular level of authority should be available for operation to the user with that level of authority only. The software should allow giving module wise rights (add/delete/modify/view/print) for</b>	<b>1</b>		

	each user/user group.			
2	<b>ATM Transactions Reconciliation</b>	<b>30</b>		
2.1	The software should be able to receive settlement files, chargeback claim file and raw data file and any other available required files from NPCI Net, NFS, DFS, Visa, Master, RuPay and other Bilateral Consortium Networks.	2		
	The system should have the provision for enhancements for including any other network which the Bank decides to join in future and also make the modifications / alterations if the same is done in the existing network.	2		
2.2	The software should be able to store/retrieve the data received from Branches/Switch/GL & financial networks in specified File format with proper validation.	2		
2.3	The system should be capable of performing 4-way reconciliation (i.e. Switch, CBS, EJ and CBR) for ATM Transactions (ONUS and Acquirer Transactions – credit leg) and 3 way reconciliation (i.e. Switch, CBS, and Network Switch) for Acquirer transactions-debit leg.	2		
2.4	The unmatched entries upon completion of the four way reconciliation to force matched based on the parameters set by the Bank	2		
2.5	Generation of un-reconciled entries report per ATM and ATM Network wise on daily basis.	1		
2.6	Generation of up loadable files as per CBS format to post exception entries to CBS as per Bank's Accounting System	2		
2.7	For acquired transactions, uploading of the chargeback received in the system and generation of the report for the same citing the status in the ATM and EJ. Generation of LORO failed transaction report for upload at Finacle.	2		
2.8	Generation of Accounting Entries for failed transactions for which chargeback is received from various financial networks	2		
2.9	In case of acquiring transaction on Bank ATM, if the claim is payable from overage/excess amount for ATM for the day, the system should be capable to reduce the available balance after claim settlement (ATM suspense account). The system should also be capable of adding the fresh excess/	2		

	overages on a day to day basis			
2.10	Check for duplicate posting for single claim, and also check to stop processing the same file more than once.	1		
2.11	Reconcile of transaction done through Cash Recycler/Cash Deposit machines connected to ATM Switch and NFS Network and its subsequent GL Heads of CBS.	2		
2.12	Upload of reconciled and un-reconciled files, raising of proactive credit adjustments, debit adjustments, and technical chargebacks on the basis of 4-way reconciliation for ONUS and acquirer transactions and network credit adjustments files in the Bidder's Dispute Management System.	4		
2.13	<u>Generation of Up loadable files for :</u> a. Re credit to cardholders of our bank and to other banks for credit adjustments.	1		
	b. Successful transactions not debited to cardholders of our bank and from other banks for debit adjustments	1		
	c. Recovery of charges / surcharge/ tips not debited in cases of issuer transactions at other network ATMs or POS terminals and e-Commerce transactions.	2		
3	Cash in ATM Balancing	30		
3.1	The software should be able to upload, download, store/retrieve Cash Balancing Report (CBR) along with Switch, CBS & EJ data, and reconcile the same with Bank records.	2		
3.2	A Cross verification of actual cash loaded and logical cash loaded by comparing ATM cash counters with admin transactions.	2		
	Reconciliation of ATM GL cash	2		
	Switch Cash Balance with Physical cash at ATM.	2		
3.3	Reporting of overages and shortages of CBR dispensation vis-a-vis Switch Data, CBS Data and EJ and storing the same in the system	2		
3.4	In case of shortages, analysis of Switch Data and EJ Data to identify transaction and reason for shortage.	2		

	Intimation to Bank for the reason and initiate the necessary corrective action i.e. generate up-loadable files for debiting customer's account, raise claims with other Banks within Network TAT, report for claiming from ATM Vendor	4		
3.5	In case of overages, analysis of Switch Data and the EJ Data to identify the transaction for settlement of chargeback claim received & proactive Credit Adjustments.	3		
3.6	In case of loading differences, the same have to be resolved by contacting the branch, or the MSP vendor or the MOF vendors in case of branch ATMs, offsite ATMs and MOF ATMs and any other vendor as appointed from time to time under ATM business model.	4		
3.7	On a daily basis, report needs to be generated providing balances of all ATM Cash accounts	2		
	Issuer office accounts & acquirer office account of particular network along with the receivables, payables, outstanding amount	2		
3.8	Maintain mirror accounts of ATM Cash accounts and Network pool accounts and balancing of the same with the credits and debits received and reporting the same to the Bank	1		
3.9	Bank maintains settlement accounts with different banks for different ATM Networks (For Visa Bank maintains account with Bank of America and RBI for NFS Network). On daily basis, the software has to provide reports for funding these accounts based on the settlement files.	1		
3.10	The software should provide up-loadable files in CBS format for internal transfer of settlement amount to the different office accounts of the Bank	1		
4	Third Party Reconciliation and Accounting	40		
4.1	3-way reconciliation is to be done for Issuer – ATM and POS transactions by checking bank switch, network switch and CBS. Capability to do reconciliation of Issuer Transactions, generation of un-reconciled entries and capability to handle all types of settlements and reconciliation works related to payments and receipts to these networks (Visa/Master card/RuPay/NFS/DFS/ Bilateral Consortium Networks/Visa C2C/ VMT/Visa	4		

	Fast Fund etc.) including but not limited to chargebacks, dispute resolution as per mechanism set out by these networks.			
4.2	Reconciliation of Sponsored Bank's /RRBs -reconciliation of issuer and transactions, automated accounting entries for tie-up/ sponsored/ Associate Bank transactions, Generation of settlement files bank wise, Transaction Based accounting and computation of fees for Issuer /Acquirer transactions. Communication to be sent to RRBs (settlement voucher / raw data etc.) on daily basis to concerned staff of RRBs.	3		
4.3	Reconciliation of all new products and tie-ups that may happen in future.	6		
4.4	System should be able to extract the document proof from the respective Network DMS and host the same for issuer transaction in the Bidder's Dispute Management System.	3		
4.5	Reconciliation of Transactions of our customers through ATM, Mobile and Internet Banking.	3		
4.6	For Debit Card Transactions on other bank ATMs, downloading and processing of re presentments received and up-dation of the same in Dispute Tracker of the Bidder.	1		
4.7	Generation of settlement vouchers (after reconciliation) for posting the entries in Finacle-CBS of respective networks.	1		
4.8	Reconciliation of incoming and outgoing files w.r.t VISA / Master/ RuPay/NFS/ DFS.	1		
4.9	Creation of outgoing files for raising chargeback for VISA / Master/NFS/ RuPay / Cashnet/ Bancs/Bilateral Consortium Networks in the specified formats of Basell /IPM / xml and as per requirement of the network.	2		
4.10	Reconciliation of Surcharge entries debited online and generation of difference of Base1 Base 2 file after taking into account the online entries pertaining to surcharge.	1		
4.11	Computation of the settlement amounts and verification of the same with the settlement received from various networks.	1		
4.12	Cross tallying of Settlement Bank A/c foreign and local for VISA and MasterCard transactions with GL advice.	1		

4.13	Computation of foreign exchange fluctuation, difference for international transactions and appropriate accounting in the respective network settlement voucher as per Bank's Accounting System.	1		
4.14	Tracking of inflated transactions such as: Petrol, Railways, Tip adjustments, Other Option's and Option to debit/Credit the respective GL's	1		
4.15	Tracking various fees/ Charges/ penalties by VISA/MasterCard/NFS/DFS/RuPay / Cashnet, Bancs, Bilateral consortium networks.	1		
4.16	Computation of Issuer fees, acquirer fees, balance enquiry fees and any other charges/difference in charges for debiting to cardholders account	1		
4.17	Balancing of acquirer and issuer pool accounts, settlement accounts, chargeback accounts	4		
4.18	Uploading of new and modified customer mobile numbers in En-stage Software for verification of OTP during e-commerce transactions, and also any other activity related to the same in future.	2		
4.19	Processing of VISA Card to Card Transactions on a Daily Basis within TAT reconciliation and reconciliation and balancing of the VISA card to card transactions	3		
5	<b>Monitoring Interchange and Switching Fees</b>	15		
5.1	Monitoring and maintaining MIS of Interchange Fee and other charges levied by various ATM Networks and informing bank on exceptional variances found, if any in daily settlement	3		
5.2	Generation of report on overall sum of daily transaction report and tax of Issuer and Acquirer wise ATM Financial and Non-Financial Transactions along with transaction count on the basis of Settlement report, and also calculation of TDS on Issuer Switching Fees	3		
5.3	Check should be made available to identify and ensure that there is no duplication of levying of Interchange and Switching Fees	1		
5.4	Monitoring and checking of fees, charges, penalties levied by Visa, MasterCard, NFS in settlement checking against reports and appropriate accounting as per Bank's Accounting System	3		

5.5	Provision for generation of up-loadable files and MIS reports for Allocation of Interchange income earned for Acquirer Transactions of various Networks. These entries generated in up-loadable files will be passed to the branches by uploading in Finacle.	5		
6	Chargeback Management	30		
6.1	Identification of the appropriate reason code of chargeback. Automated processing and raising of chargeback/retrieval request in the respective network. Check if the transaction was done with 2 Factor Authentication.	4		
6.2	Creation of chargeback/arbitration chargeback for onward transmission to MasterCard/Visa/RuPay/NFS/DMS/Cashnet/Bancs/ Bilateral Consortium Network. Generation of outgoing chargeback files. Acceptance of arbitration chargeback and generation of Pre-arbitration/Arbitration/Pre-compliance/Compliance letters wherever necessary.	4		
6.3	Details of Transaction lifecycle to be provided-History of retrieval request, chargebacks and remedy-Fulfillment-Documents sent to cardholder , Dates and other particulars of 1st chargeback, second presentment received, document received, arbitration chargeback, credit processed to cardholders-arbitration received, accepted /referred to MasterCard/Visa/RuPay, retrieval fees chargeback - references decision of MasterCard/Visa/RuPay w.r.t compliance , pre-compliance etc.	4		
6.4	Up loadable file to be provided for chargeback, representment, debit adjustment, credit adjustment, pre-arbitration, pre-arbitration representment, arbitration and good faith for both issuer and acquirer which will include penalty as well as per files downloaded from NFS-DMS site(format as per banks specifications )	4		
6.5	Generation of files for debiting or crediting the Card holder for the amount of Chargeback or Representment.	2		
6.6	Creation and completion of necessary chargeback questionnaire in VISA / Master / RuPay while raising the chargeback	4		
6.7	Facility to upload / download / capture / store scanned documents / images, videos and other necessary proof of documents in the system for	6		



	<b>Chargeback and Retrieval Request.</b>			
<b>6.8</b>	<b>Menu for processing of miscellaneous debits/ credits/ charges/ fees to acquirers/issuers. Reversal of wrong debits received through incoming files.</b>	<b>2</b>		
<b>7</b>	<b>Dispute and Claim Management</b>	<b>45</b>		
<b>7.1</b>	<b>Dispute module is capable of handling the disputes related to ONUS, acquirer, issuer, POS and E-commerce transactions and for all other network transactions. The Dispute module is web-based and accessible by users across various branches. System should be able to accept and process the disputes downloaded from Bank's CBS.</b>	<b>2</b>		
<b>7.2</b>	<b>Upload of reconciled and un-reconciled transactions (after confirming NIL proxy entries) in the Dispute Module of the Bidder for all the networks.</b>	<b>2</b>		
	<b>Capable of downloading the disputes from the dispute module for all networks- ONUS and OFFUS.</b>	<b>2</b>		
	<b>Automated processing, Dispute Management &amp; settlement of dispute resolution at different stages under various networks, and with tie-up banks and third party transactions as per regulatory guidelines of each network.</b>	<b>2</b>		
<b>7.3</b>	<b>Check for duplicate entry for single claim. Check for duplicate claims and ensure that posting for single claim is done only once.</b>	<b>2</b>		
<b>7.4</b>	<b>Validate the transaction from database and from the Electronic Journal available.</b>	<b>2</b>		
<b>7.5</b>	<b>Tracking of Disputes w.r.t dispensed amount and claimed amount- Customer wise, Branch wise. Tracking of turnaround time of dispute resolution and variance with standard time.</b>	<b>1</b>		
<b>7.6</b>	<b>Maintaining mirror account of the : Chargeback account and balancing of the same with credits and debits received and reporting to Bank. Issuer transactions and balancing of the same with credit /debit received on account of the debit adjustments, credit adjustments, good faith transactions. Acquirer transactions and balancing of the same with credit /debit received on account of the debit adjustments, credit adjustments, good faith transactions. Maintaining mirror account of Network pool accounts and balancing of the same with the</b>	<b>3</b>		

	credits and debits received and reporting the same to the Bank.			
7.7	Monitoring the disputes at every stage and escalating within the specified period to bidder, branches and higher authorities within the department. After the dispute is settled, originator of disputes to be informed with the status and provided the supporting documents. The same has to be updated in the Dispute Tracker of the Bidder.	3		
7.8	System is having the Provision for Bank Staff to view & track the following: pending claims age wise, settled claims with date of settlement, successful claims with proof and email sent to branches regarding successful claims, Claims for which penalty paid and penalty amount paid (in respect of all transactions - issuer and acquirer.) Any other details as and when required.	3		
7.9	Reporting of frauds to networks and filing of necessary formats and documents like VISA Fraud Reporting (TC40), Master SAFE Online etc.	2		
7.10	Preservation and Retrieval of records for production before ombudsman / any other authority.	2		
7.11	Resolving the disputes within the period specified by RBI/network regulations at present and if modified in future.	3		
7.12	The portal should have the facility to lodge multiple chargeback claims under single claim id against a single customer for all transactions initiated in a particular day. The same facility is available under NPCI portal for bank.	2		
7.13	The selected bidder should provide the facility under same portal, directly to the customer, through link shortening service, to lodge complaint into the portal without visiting the branch regarding any disputed transactions under multiple chargeback claims having single claim id similar to NPCI portal and same should be displayed at branch level also.	2		
7.14	Provide facility to customer care centre to lodge complaint in the same portal.	2		

7.15	The portal should be able to capture / upload / download / store the necessary proof of documents, videos, images etc. for any type of future correspondences and for audit purpose. System should also be capable to prompt the user about the requirement of remaining necessary proof of documents, if missed out during upload.	2		
7.16	Each and every updates of the disputes should be captured / stored on daily basis which shall be viewable for each user.	1		
7.17	Once the claim lodged into the portal, SMS should be sent to the concerned branch officials as well as to the customer along with the requisite information. The latest updated status and alerts should also be sent to them.	2		
7.18	In case if user forgot the password then password resetting option should be available in the system under secured mode.	1		
7.19	Each and every necessary document and up-to-date information should be available in the portal along with the video graphic demonstration which can easily train the user that how to use the portal.	1		
7.20	Any changes in the portal should have proper audit log.	1		
7.21	The selected bidder should migrate all old disputes into their dispute management system / portal along with all necessary proof of documents, images, videos, etc. which are currently available with existing vendor.	2		
8	Point of Sale (POS) Transactions / E-commerce Transactions	40		
8.1	Three Way recon between bank switch, network switch and CBS. The unmatched entries upon completion of reconciliation to force matched based on parameters set by the Bank	5		
8.2	The software should be able to store/retrieve network settlement files (Visa Base II, MasterCard IPM, NPCI, RuPay etc.) and match its authorization transaction.	4		
8.3	The No Base 2 transaction records to be kept separately and matched on subsequent days with the Base 2 records. In case the record in No Base2 exists even after 30 days, then the upload file is to be prepared for reversing the debit to the customer's account.	4		

8.4	Mechanism should be there to identify No Base1 records, late presentments and duplicate processing. Immediate action is required to be taken against such transactions as per the Bank's policy.	5		
8.5	Reconciliation of POS transactions done on UCO Bank POS terminals as well as other network POS terminals (Visa/MasterCard/NPCI etc.)	2		
8.6	Generation of exception reports w.r.t entries matched / unmatched.	1		
8.7	Generation of upload file as per CBS format to post exception entries to CBS as per Bank's Accounting System	2		
8.8	Provision for uploading for acceptance of claim received from Bank. These claims should be assigned a unique identification number by the software in the league with Bank's identification numbering method. The software must validate the claim/transaction in system whether it exists.	2		
8.9	Check for duplicate entry for a single claim.	1		
8.10	Downloading and processing of re-presentments received, originator of disputes to be informed with the status and provided the supporting documents. The same has to be updated in the Dispute Tracker of the Bidder.	4		
8.11	Adjustments of accepted claims with an up-loadable file in CBS format as per Bank's Accounting System	1		
8.12	Refund Received from any Networks are to be matched with the Chargeback cases and with pending receivable entries and entries in No Base2. The entries from No Base2 records to be deleted once the refund is processed so as to avoid double credit to the customers.	4		
8.13	Monitoring and checking of fees / charges/ penalties levied by VISA / MasterCard/ RuPay in Settlement, checking against reports, preparation of settlement vouchers and appropriate accounting as per Bank's accounting system.	5		
9	MIS/Reports	60		
9.1	Daily reports on outstanding entries, receivables and payables	2		
9.2	Daily reports of claims received, settled and outstanding claim network wise	2		

9.3	Daily reports of claims paid late and penalty amount paid with reason	1		
9.4	Daily report of exception in Cash Loading.	1		
9.5	Daily reports of accounts with large Debit/Credit Balances	1		
9.6	Daily report of ATM transactions with zero hits, abnormal frequency and below normal hits	1		
9.7	Monthly and quarterly report of reconciliation, outstanding entries, receivables and payables	2		
9.8	Monthly reports of chargeback received (accepted and rejected), penalty paid; pending claims, good faith claims with other Banks and with Bank. Monthly/Quarterly/half yearly/yearly details of chargeback report	1		
9.9	MIS on Break up of Interchange & No of transactions Network wise	1		
9.10	Generation of reports - entries un-reconciled per ATM and ATM Network wise and also POS/ e- commerce entries. Exception reports on Switch O/s, Core O/s, Tie Up Bank O/s, Visa/Master/NFS O/s.	3		
9.11	Daily Reconciliation and balancing reports.	2		
9.12	Provision for creation of reports for funding the settlement accounts of VISA/ Master/ NFS/ RuPay any other network based on the settlement files.	2		
9.13	Day end report showing amount of chargeback/ pre-arbitration / arbitration / credit adjustment / debit adjustment / representment as per different networks and uploaded in database. Provision for generation of accepted and pending for recovery status cases for Debit Adjustments. Report for No Base1 cases where chargeback is to be initiated or recovery is to be done.	3		
9.14	List of heavy cash drawing customers List of customers using the ATM heavily for drawing low amounts List of Cards frequently used for booking Railway tickets. List of Cards sorted as per MCC sectors List of Cards frequently used abroad	2		
9.15	Age-wise summary of un-reconciled transactions based on the parameters specified by the Bank with number of transactions and amount.	2		
9.16	Age wise Daily Report giving the Details of ATMs for which CBR is not obtained. Age wise Daily Report giving the Details of ATMs for which EOD is	4		

	not done. Age wise Daily Report giving the Details of ATMs for which the GL level reconciliation of ATM is not done. Age wise Details of differences in ATMs.			
9.17	Audit trail of the entire application with periodical backup of the data to be provided to the Bank in a format readable by the Bank and specified by the Bank	1		
9.18	Transaction Details based on Date / Card Number VISA/MasterCard/NFS ISSUER SETTLEMENT SUMMARY VISA/MasterCard/NFS ACQUIRER SETTLEMENT SUMMARY VISA/MasterCard/NFS INFLATED SETTLEMENT SUMMARY VISA/MasterCard/NFS Money Transaction Report VISA/MasterCard/NFS Credit Voucher Report VISA/MasterCard/NFS Petrol Transaction Difference Report VISA/MasterCard/NFS Railway Transaction Difference Report. VISA/MasterCard/NFS Foreign Exchange Transaction Difference Report VISA/MasterCard/NFS TIPS/Other Transaction Difference Report VISA/MasterCard POS income Report Issuing/Acquirer POS fees Identification and Report generation Interchange Fee Identification and Report generation VISA/MasterCard/NFS Issuing/Acquiring Fees Identification and Report Generation. VISA/MasterCard/NFS Interchange Fee Identification and Report Generation VISA/MasterCard/NFS Maintenance and Report generation of all Exceptional/dispute Transactions. VISA/MasterCard/NFS BOA/BOI/RBI Settlement (Tallied) Report Generation	10		
9.19	Monthly/Quarterly/Half yearly report to Board of directors/VISA/MasterCard. Preparation and submission of various reports /information to Sharing Networks / Service Providers about Cards Transactions / ATMs etc., as required at Monthly / Quarterly or other such intervals.(QMR & QOC/MCR etc.)	5		
9.20	Report on number of ATMS which are not tallied for more than 15 days.	5		
9.21	Monthly reports on Number of Disputes Received, Resolved, Carried over to next month. MIS reports for Disputes Received along with status ( per day / per month / per network) :	4		

	<ul style="list-style-type: none"> <li>• ATM wise</li> <li>• Date wise</li> <li>• Branch wise</li> <li>• Tie-up bank wise</li> <li>• Others (As required by bank)</li> <li>• Day end report showing amount of chargeback / pre-arbitration / arbitration / credit adjustment / debit adjustment / re-presentment as per different networks and uploaded in database.</li> </ul>			
9.22	Should be able to generate periodical as well as ad- hoc reports as per the requirements of the Bank. Any other report required time to time from Bank/RBI or other governing bodies at no additional cost.	5		
10	Experience for reconciliation under OPEX Model	50		
10.1	Reconciliation Software services running in scheduled commercial banks under OPEX Model	10		
	a. 4 or more banks	5		
	b. 3 or more banks	3		
	c. In 2 banks only	2		
10.2	Reconciliation Software services under OPEX Model running in banks since number of years	10		
	a. More than 3 years	5		
	b. More than 2 years	3		
	c. More than 1 year	2		
10.3	The software has the ability to process volume of transactions per day	10		
	a. More than 20,00,000 transactions	5		
	b. More than 15,00,000 transactions	3		
	c. More than 10,00,000 transactions	2		
10.4	Presentation / Site visit and Demonstration of the Product	20		
11	Any other / IMPS / AePS / UPI, etc.,	40		

**Note:**

(\*) = The bidder should mention in the Column under 'Bidder's Response' whether modules for all the required features/specifications as mentioned above are:

A – Readily Available (Allotted full marks will be given)

C – Customizable, free of cost, in the current version itself, before acceptance of the Software by the Bank (Half marks of the allotted marks will be given)

N – Not complied the above two (not available / cannot be made available) (Zero “0” marks will be given)

- Negative Marks will be awarded if any of the details found incorrect.

We hereby agree to abide by all the terms and conditions mentioned herein above the Bank’s RFP dated 29.05.2019 and subsequent pre-bid and amendments.

Place:

Date:

Signature of Bidder: \_\_\_\_\_

Name: \_\_\_\_\_

Business Address: \_\_\_\_\_



**Man-Power details (i)**

<b>Sl. No.</b>	<b>No. of persons</b>	<b>Minimum Educational Qualification</b>	<b>No. Of. Experience in this relevant area</b>	<b>Shift Details (Timing, etc.)</b>	<b>Support at DC / DR</b>	<b>Support to be provided for – DB / Server / App / OS / Reconciliation Activities</b>
<b>1</b>						
<b>2</b>						
<b>3</b>						
<b>4</b>						
<b>5</b>						

For.....

**Designation:**

**(Signature and seal of authorized person)**

**Bidder's corporate name:**

**Place:**

**Date:**

Addendum

Annexure – W

Man-Power details (ii)

Sl. No.	Name of the person	Educational Qualification	No. Of. Experience in this relevant area	Shift Details (Timing, etc.)	Contact Details	Email Address	Support at DC / DR	Support to be provided for – DB / Server / App / OS
1								
2								
3								
4								
5								

Note:

- The selected bidder has to submit the above Annexure – W within 10 days from the date of submission of LOI.

For.....

Designation:

(Signature and seal of authorized person)

Bidder's corporate name:

Place:

Date:

Note:

All other terms and conditions, clauses of the subject RFP remain unchanged. The reply to pre-bid queries responses / clarifications / corrigendum / addendum & changes in the RFP clause mentioned herein above will be part & parcel of the RFP.

Place: Kolkata

Date: 11/07/2019

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