



UCO BANK
Department of Information Technology

Request for Proposal (RFP) For "Appointment of IT Consultant on a Retainer Basis

Ref RFP No:_UCO/DIT/1668/2016-17 Date: 06/12/2016"

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

SL No	Page no	Clause	Clause as per RFP	Description of Query/ Clarification sought by Bidder	Bank Response
1.	17	8 Payment Terms	The Consultant's fees will be paid at the end of every quarter for the services rendered as per the rates which are described in the Commercial Proposal (Annexure IV) and finally agreed between Bank and Consultant on a project to project basis.	Request the bank to modify the clause as follows: The Consultant's fees will be paid at the end of every month for the services rendered as per the rates which are described in the Commercial Proposal (Annexure IV) and finally agreed between Bank and Consultant on a project to project basis.	Clause stands as per RFP
2.	8	4 Eligibility Criteria for the Bidder	The bidder must be a Company registered under relevant statute in India under Companies Act 1956.	Request the bank to modify the clause as "The bidder must be a Company registered under relevant statute in India under Companies Act 1956 or a Partnership Firm registered under Indian Partnership Act 1932". In the point no. 4 of eligibility criteria bank already mentioned Consultancy Firm or its subsidiaries.....So, our request please modify the clause as mentioned above.	The existing clause is modified as "The bidder must be a Company registered under relevant statute in India under Companies Act 1956 / registered under Indian Partnership Act 1932."

3	8	4 Eligibility Criteria for the Bidder	Bidder should be a positive net worth or Profit making entity during each of the last three financial years i.e. 2013-14, 2014-15 and 2015-16.	Would like to clarify if only bidder's net worth or profitability will be considered under this clause? Any one of these two. In case Bank shall consider both the figures for eligibility evaluation, would request the bank to modify the clause as: "The Bidder should have a positive net worth during last 3 financial years and should be a profit making entity in at least 2 out of last 3 Financial years i.e. 2013-14, 2014-15 & 2015-16 respectively.	Clause stands as per RFP
4	20	17 Bid Opening and Evaluation Criteria	Point No 1: Should have prior experience in performing consultancy services comprising of IT strategy formulation such as IT Road map preparation, adapting of new technologies in Bank, Alternate Delivery Channels, Customer Relationship Management etc.	Would like to clarify if credentials/ purchase orders/ contract agreement of ongoing projects will be considered for evaluation. As most of the projects are long term and multi-year assignments, hence that will bring up to date experience relevance to the Bank.	Credentials/ Purchase orders/ contract agreement of ongoing projects awarded as of RFP publication date will only be considered for evaluation.
5	22	17 Bid Opening and Evaluation Criteria	People- The SP (Service Provider) should have a pool of resources (at least 2 resources) in the below mentioned areas. The resources should have at least worked in the respective areas for at least 1 public sector Commercial Bank in India and should be with the firm for at least a period of 2 years.	Request the bank to modify the clause as follows: "The SP (Service Provider) should have a pool of resources (at least 2 resources) in the below mentioned areas. The resources should have at least worked in the respective areas for at least 1 public sector Commercial Bank in India and should be with the firm's payrolls". Request bank to refer point no. 21 (Manpower) of the RFP and consider the same.	The existing clause is modified as: "The SP (Service Provider) should have a pool of resources (at least 2 resources) in the below mentioned areas. The resources should have at least worked in the respective areas, mentioned in Credentials criteria, for at least 1 public sector Commercial Bank in India and should be with the firm's payrolls for atleast a period of 1 year."
6	21	17 Bid Opening and Evaluation Criteria	Should have prior experience in project management of implementation of and providing Consultancy services in Building of Data Centre, Disaster Recovery, Business	Request bank to modify the clause as follows: "Should have prior experience in project management of implementation of and providing Consultancy services in Building of Data Centre or shifting of	Clause stands as per RFP

			Continuity Plan including RFP preparation, vendor evaluation, contract signing, project implementation, project governance etc.	Data Centre, Disaster Recovery or shifting of Disaster Recovery, or evaluating Collated DC facilities based on the Banks requirement, Business Continuity Plan including RFP preparation, vendor evaluation, contract signing, project implementation, project governance etc."	
7	22	17 Bid Opening and Evaluation Criteria	People profile and number of resources mentioned L1, L2, L3	In this section bank mentioned L1, L2 and L3 resources but in the commercial bid bank asked for senior resource and team member. Request bank to remove L1, L2, L3 and ask for the Senior Resources with minimum experience of 12 years (Partner, Project Director, Manager) & Junior Resources with minimum experience of 2 years to 10 years (Sr. Consultant, Consultant, Assistance Manager, Analyst, etc.) Ideally L1, L2,L3 are resource description for helpdesk management resources and facility management resources	Please refer Corrigendum
9	22	5.7 Technical evaluation	ITIL/PIM	Request bank to clarify if, "PIM" should be read as PMI	It is correctly stated as "PIM i.e Personal Information Manager"
10	22	5.7 Technical evaluation	The SP (Service Provider) should have a pool of resources (at least 2 resources) in the below mentioned areas. The resources should have at least worked in the respective areas for at least 1 public sector Commercial Bank in India and should be with the firm for at least a period of 2 years.	Request bank to consider resources with minimum experience of one (1) year in the firm. Request the Bank to revise the clause as under: "The SP (Service Provider) should have a pool of resources (at least 2 resources) in the below mentioned areas. The resources should have at least worked in the respective areas for at least 1 public sector Commercial Bank in India and should be with the firm for at least a period of 1 year. "	The existing clause is modified as "The SP (Service Provider) should have a pool of resources (at least 2 resources) in the below mentioned areas. The resources should have at least worked in the respective areas, mentioned in Credentials criteria, for at least 1 public sector Commercial Bank in India and should be with the firm's payrolls for atleast a period of 1 year."

11	37	Annexure IV	Template	<p>We request the bank to define the minimum number of resources in the template. As otherwise, this will bring in ambiguity wherein the comparison might not be on level playing field with unequal number of resources being provisioned by each participant. It is evident that, Bank is desired to operate on multiple legs of operations which will involve resources and experiences from IT Advisory, IT Risk Advisory and business reengineering team.</p> <p>Bank has capped the Team Members effort to 500 Man Days for 3 years which is only 57% of the overall Man days and for practical purpose the requirement might be higher looking at the extent of the SOW. Hence request the Bank to raise the Effort acing to at least 75% for Team Members and for Senior resources to 45%. This will bring more fairness to the actual effort required. The equation to arrive at the total value will only derive the commercial value of Tax component hence needs correction</p> <p>NOTE - Revised commercial template is shared for Bank's reference, Please refer to Sheet 1 of this worksheet</p>	Please refer Revised Commercial Format
12	37	Annexure IV	<p>The fee per man-day rates quoted above is in lump sum (fixed price) amount and any additional amount will not be payable by the Bank for whatsoever reasons during the contract period of 36 months, extendable to further 24 months.</p>	<p>Request the Bank to consider reframing the line as "The fee per man-day rates quoted above is in lump sum (fixed price) amount and any additional amount will not be payable by the Bank for whatsoever reasons during the contract period of 36 months, but if the contract is extended further by 24 months, additional cost will be negotiated based on extrapolation of the first 3 years commercials and the</p>	Please refer Revised Commercial Format

				industry inflation of 10% under consideration Request Bank to consider taking estimate for each of the functions in the SOW	
13	37	Annexure IV	The Current Template shows Tax inclusive wherein the Total cost has component of Tax included in the same Whereas the payment term says, the quote is tax exclusive	Request Bank to align the same in the revised Commercial template	Please refer Revised Commercial Format
14	17	8 Payment Terms		Request Bank to consider defining definitive payment terms based on milestone for each of the work streams. As other-wise this creates challenges in Business Finance approval as realization cannot be computed	Clause stands as per RFP
15	16	5.10 b	Assist in formulating "Online Share Trading Policy"	Since this requirement is under the "IT related" policies, is this requirement specific to the IT trading platform of UCO bank? Please elaborate	Yes, this requirement is specific to the IT Trading platform.
16	16	5.9 d	Assist in detecting and combating security-relevant weak points in the IT environment	Does involve conducting detailed VAPT, configuration review and application security testing of the relevant IT infrastructure at UCO Bank? If so, please provide detailed scope. Is remediation of the detected weak points also part of the scope of work? Is this a one-time activity or periodic activity?	VAPT is being conducted separately by the Bank through IS Auditors and hence will not come in the scope. Remediation of the detected weak points will also nit come in the scope. However, new security measures to be taken to bridge the gap and review and testing of security measures taken and will apply to the scope.
17	11	5.3 l	SOC implementation review and security baseline configuration assessment may be included in the scope	Please elaborate on the requirement for Security Operation Center Implementation review. What are the solutions which have been implemented as part of SOC at UCO bank?	Presently, Bank has implemented HP Arcsight SIEM (Security Information and Event Management), WAF (Web Application Firewall), DAM (Database Activity Monitoring), PIM (Privileged Identity Management), NBA (Network

					Behaviour Analysis), Anti APT (Advanced Persistent Threat) etc. More security modules will be added in future.
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Corrigendum

SI No	Page No	Clause No	Clause as per RFP	Amended Clause
1	26	22	The contract period will be for a period of 3 years which may be extended for another one year by the bank at the same cost.	The contract period will be for a period of 3 years which may be extended for another one year by the bank on mutually agreed price .
2	23	Technical Evaluation	Successfully completed project in last 5 years and with more than 10 members	Successfully completed/on-going project in last 5 years and with more than 10 members
3	26	23 Order Placement		Banks will place the work order for Scheduled Commercial Banks and UCO Bank sponsored RRBs (Regional Rural Banks) also.

People- The SP (Service Provider) should have a pool of resources (at least 2 resources) in the below mentioned areas. The resources should have at least worked in the respective areas for at least 1 public sector Commercial Bank in India and should be with the firm for at least a period of 1 year. The areas of expertise are:

Criteria	Evaluation Parameters	Max Marks	Scoring Methodology
	Nos. of manpower involved in consultancy project for Senior Resource	7	<ul style="list-style-type: none"> ❖ 7 – more than 14 members are involved ❖ 6- from 12-14 members are involved ❖ 5 – from 12-10 members are involved ❖ 4- from 10-8 members are involved ❖ 3- from 8-6 members are involved ❖ 2- from 6-4 members are involved ❖ 1- where 3 members are involved
	Nos. of manpower involved in consultancy project for Junior Resource	4	<ul style="list-style-type: none"> ❖ 4 – more than 25 members are involved ❖ 3- from 15 to 25 members are involved

			❖ 2 – from 5 to 15 members are involved ❖ 1 – less than 5 members are involved
	If either of Engagement Manager/Overall Person responsible is having qualification : CISA/CISSP/CISM	1	❖ 1 mark - if more than 4 personnel meet the criteria
	ITIL/PIM	2	❖ 2 marks – if more than 5 personnel meet the criteria ❖ 1 mark - if less than 5 personnel meet the criteria
	CCMI/CCNP	1	❖ 1 mark - if more than 3 personnel meet the criteria
	OCP	1	❖ 1 mark – if more than 2 personnel meet the criteria
	Successfully completed project in last 5 years and with more than 10 members	4	❖ 4 marks - more than 4 projects have been successfully completed. ❖ 3 marks - more than 3 projects have been successfully completed. ❖ 2 marks - more than 2 projects have been successfully completed. ❖ 1 mark - more than 1 project has been successfully completed.
	Sub-Total	20	

Revised Commercial Bid Format

Scope of Work	Resource Level	Cost/Man day	Man Days per Annum assumed (290 Working days)	Applicable Taxes in (%age) and in Rs.	Total Cost (d)= ((a*b)+c)
		(a)	(b)	(c)	(d)
Scope of work as defined	Team Member		500		
	Senior Resource		200		
	Total Cost	xxxxxxxxxxxxxxxxxx	xxxxxxxxxxxxxxxxxx		

Terms and Conditions

- ❖ It may be noted that Bank will not pay any amount/expenses/charges/fees/travelling expenses/boarding expenses/lodging expenses/conveyance expenses/out of pocket expenses other than the "Agreed Professional fee".
- ❖ The fee per man-day rates quoted above is in lump sum (fixed price) amount and any additional amount will not be payable by the Bank for whatsoever reasons during the contract period of 36 months, extendable to further 12 months.
- ❖ Bank will deduct applicable TDS, if any, as per the law of the land.
- ❖ The fee quoted also includes the cost of deliverables for all the phases of the Project.
- ❖ Further, we confirm that we will abide by all the terms and conditions mentioned in the Request for Proposal document.
- ❖ The fee quoted is inclusive of all applicable taxes and any other Government cess/levies as may be in force.

Place: _____

Date: _____

Signature of Bidder: _____

Name: _____

Business Address: _____