



UCO BANK
Department of Information Technology

Request for Proposal (RFP) for On-boarding of Online accounting application for dynamic QR Code generation and GST integration on OPEX model for Bank's customers (Re-tendering)

RFP REF NO: UCO/DIT/1741/2021-22 Date: 16.09.2021

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.	40	3	Delivery & Installation - The selected bidder shall deliver the application within Ten Weeks from the date of receiving the purchase order	Requesting Bank to extend the delivery timelines by 12 Weeks	Clause stands as per RFP
2.	41	4	Payment Terms - Payment towards onboarding services shall be paid on monthly basis which means payment of all customer on boarded in a month will be done in next month subject to submission of invoice and necessary documents.	We request Bank to consider a minimum commitment of 1000 licenses per year for 3 years contract period.	Clause stands as per RFP
3.	43	9	Performance Bank Guarantee – Selected vendor to submit a Performance Bank Guarantee, equivalent to 3% of the project cost/Total Cost of Ownership (TCO) valid for a period of 39 months (36 months + a claim period of three (3) months)	Since Bank guarantee has to be submitted for Total Cost of Ownership (TCO) valid for a period of 39 months i.e., for 1000 licenses. We also request bank to consider a minimum commitment of 1000 licenses for 3	Clause stands as per RFP

				years contract period.	
4.	34	Scope	Bank has around 6 lakh customers with current account and around 7 Lakh Cash Credit customers (Excluding KCC). Currently most of these customers are using unstructured accounting application. Hence they are not able to get the benefits of proper accounting standard. Selected Vendor will provide Online Accounting Application with following facilities:-	Will the online Accounting Application format be shared ?	Shall be shared with the successful bidder
5.	34	Scope	Inventory Management	What kinds of materials are used for inventory? Need to decide UOM and other parameters. Also need to know if kits and spares are used .	Since customers are from different business verticals, so inventory will be different as per customer's business
6.	35	Scope (Banking Transactions)	Banking Transaction	Need to know if all banking transactions are to be used like standing instructions, stop payments and its charges etc.	RFP clause is self-explanatory
7.	36	1.2	1.2 In case of Amalgamation/Merger of UCO Bank, the products & Services to be provided by the selected bidder under this RFP will be extended to the New/Merged Entity, at no additional cost and with the same terms & conditions	Need to know the details of Amalgamation/Merger impact. In case of amalgamation will the application be extended to the new bank and its branches? What will the cost implications? What would be the new terms and conditions imposed ?	RFP clause is self-explanatory
8.	37	1.15	At the request of the Bank, the Successful bidder should provide more rounds of user/administrative training if required, without any extra cost.	How many rounds of training are there and how many rounds of extra training is to be provided? What are the levels of training to be provided?	Shall be shared with the successful bidder

				Can all the trainings be online ?	
9.	38	Helpdesk Service	Round-the-clock remote support to customers and Bank Official.	Will this be required every day or only for a few instances ?	RFP clause is self-explanatory
10.	38	Customization	If any processes at Successful Bidder's end needs to be changed, upgraded, re designed, the same has to be done at no additional cost to the Bank.	Cosmetic changes or small changes can be carried out. In case of huge changes, there needs to be an estimate.	Clause stands as per RFP
11.	39	Compliance To Regulatory Guidelines	In future, Bank may carry out design modification and/or application addition to the Bank's network, including modification for the security policy implementation. Accordingly, Successful Bidder should carry out necessary configuration changes in their network, as advised by the Bank time to time and no additional cost will be borne by the Bank in this regard.	Would have to study the impact of the design modification carried out by the bank and its impact and changes to be carried on our application.	Clause stands as per RFP
12.				Who would Host the server? Data will remain on the UCO Bank server or Vendor's Server	It is responsibility of the successful bidder to host the data of their application
13.				In the case of a Merger, will our existing software be used by the Parent bank or not?	Please refer RFP page 36 clause 1.2
14.				Who's liability will it be to merge our Accounting software with the Parent Bank's Book of Account?	Please refer RFP page 36 clause 1.2
15.				Will UCO bank does its own accounting as well in this required accounting software application for cash credit customers?	Bank has its own accounting. However, the required accounting software

					application will be used by Bank's customer for their accounting requirement.
16.				How many beneficiaries would be using this application at a given point in time?	Forecasting is not possible at this point of time
17.				We require Detailed Scope of Work for all the modules mentioned.	RFP clause is self - explanatory
18.				We could not locate the EMD amount in the RFP. Kindly clarify.	In place of EMD, bid security declaration is required to be submitted. In this regards, please refer Govt. recent guidelines for more details.

Place- Kolkata

Date- 28.09.2021