



UCO BANK
Department of Information Technology

RFP for Selection of Vendor for Supply, Implementation & Maintenance of Board e-Meeting Solution (BeMS)

RFP Ref. No. DIT/BPR & BTB/OA/4347/2018-19 Date: 04/02/2019

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

Sl. No	RFP Page No.	RFP Clause No.	Original RFP Clause	Subject/ Description	Query Sought /Suggestions of the Bidder	Bank Response
1.	22	Part-II Clause 2.1 Point No-8	The bidder/OEM/OSD should have service centres with engineers having experience in proposed solution for providing support at Kolkata.	यूको बैंक Eligibility criteria:	<p>We are currently having a ready Meeting Management Solution which we have implemented in various organizations pan - India and supported them during and post implementation without any glitches /challenges from our Mumbai office.</p> <p>Is it really necessary to have a Support Center in Kolkata, if the vendor can certify competency to support at short notice from UCO Bank's Mumbai Office? This would enable SMEs to also competitively bid, especially those having substantial experience in providing the proposed software to several Banking institutions and cannot afford to have support centers in every city of India where PSU Banks float RFPs.</p>	<p>In case Bidder is not having support centre at Kolkata, bidder should furnish an Undertaking as well as ensure that he will set up his own support centre or with partner at Kolkata within three months issuance of LOI/PO.</p>

2	27	Part-IV Clause 4.1.5 Point No-e	Level one failure should be resolved within 2 hours. Any other failures is required to be resolved by the Bidder in maximum 2 working days.	Scope of the work: Implementation:	<p>Basis our Service Level Agreement (SLA) for Product Support Services & Provision of Other Service(s) with all our existing clients, any S1 (Critical / Fatal) failure (Production server is down or has had a substantial loss of service.</p> <p>The issue affects critical functionality or impacts usage of large parts of the software, e.g., Server crash, Login errors, Runtime errors, etc.) is resolved within 4 hours.</p> <p>Request you to kindly suggest if bidders can propose their SLA and the same can be agreed in mutual discussion with the Bank.</p>	Clause Stands as per RFP
3	28	Clause 4.2. Sub Clause 1 Point No-d	Viewing additional content	Scope of the work: Functional & Technical Requirements: Salient Features:	Kindly clarify on what additional content is likely to be added/viewed and for/by whom?	It refers to any additional document/information/feature etc. related to the meeting proposed.
4	28	Clause 4.2 Sub Clause 2 Point No-f	Document Rights Management	Scope of the work: Functional & Technical Requirements: Security	<p>Kindly elaborate on the functionality expected?</p> <p>The particulars of a Document Rights and Document Management System do not fall under the scope of a Board Meeting Management Solution, which is a specialized software in itself. Hence, request to kindly eliminate the point and restrict it to meeting management only.</p> <p>Alternatively,</p> <p>kindly give clarity on what is expected since the documents would be secured and controlled in the mobile app anyway and cannot be forwarded /printed, etc.</p>	<p>Clause is self-explanatory. Document right management refers to access, control and backup of agendas, minutes and other documents related to the BeMS.</p> <p>The proposed solution must be device agnostic and able to integrate and work seamlessly on IPAD (IOS), desktop, laptop, tab, MacBook, mobile, etc.</p>

5	29	Clause 4.2 Sub Clause 4 Point No-f & g	f. Digital signature by Secretary of the Board. g. Integration of Digital Signature of the Board members for signing of items with their input.	Scope of the work: Functional & Technical Requirements: Security & Technology Requirements:	Kindly elaborate on how is this functionality expected to work? Which Directors shall be using Digital Signature for signing items beyond the MD? Which Issuing Authority's DSC is being used at UCO Bank?	Requirement is Self-Explanatory IDRBT is the Digital Signature Certificate (DSC) issuing authority for UCO Bank.
6	30	Clause 4.2 Sub Clause 9 Point No-e	The Solution should be integrated with the DMS (Document Management System).	Scope of the work: Functional & Technical Requirements: Technology Requirement	Kindly elaborate on the functionality expected? The particulars of a Document Rights and Document Management System do not fall under the scope of a Board Meeting Management Solution, which is a specialized software in itself. Hence, request to kindly eliminate the point and restrict it to meeting management only. Alternatively, Kindly give clarity on what is expected since the documents would be secured and controlled in the mobile app anyway and cannot be forwarded /printed.	Clause is self-explanatory. Document right management refers to access, control and backup of agendas, minutes and other documents related to the BeMS. The proposed solution must be device agnostic and able to integrate and work seamlessly on IPAD (IOS), desktop, laptop, tab, MacBook, mobile devices, etc.
7	32	Clause 4.2 Sub Clause 17 Point No-i	Supporting Captcha features	Scope of the work: Functional & Technical Requirements: Other:	We already have a 3-factor authentication built into the proposed software. Is it really necessary to provide a Captcha feature despite heavy security layers, since Captcha is primarily crucial for web portals where open access is possible. Since the proposed software has authentication driven login, we feel this feature is irrelevant. Kindly consider!	Clause Stands as per RFP

8	32	Clause 4.2 Sub Clause 18 Point No-a	Should have multiple entity support & creation	Scope of the work: Functional & Technical Requirements: Admin Panel:	Kindly elaborate on what entities are being referred here as we understand this is being procured only for UCO Bank. Multiple entity feature has a direct impact on costing for those who license the product for one entity irrespective of number of users in present or future.	Multiple entity refers to various types of meeting viz.Board,ITPAC etc.
9	34	Clause 4.2 Maintenance Point No-6	<p>The Bidder will be required to provide on-site support during the 3 years of Warranty Period, applicable for software. The date of start of warranty period would be the date of issue of “GO-Live” by the Bank. During the Warranty period the Bidder would be required to undertake all necessary modifications/customization and maintenance and as when required without any additional cost to Bank. Post implementation support and</p> <p>RFP REF No. DIT/BPR & BTD/OA/4347/2018-19 Date: 04/02/2019 Page: 35 of 95</p> <p>maintenance will be required during the 2 years of ATS period on an on-site basis only.</p>	Scope of the work: Maintenance:	<p>We are currently having a ready Board Meeting Solution which we have implemented in various organizations pan – India and supported them during and post implementation without any glitches / challenges from our Mumbai office. In our experience, this software does not require an on-site resource. Hence, we request the Bank to set this as an optional service to be opted, if really felt desirable, instead of mandating the service as an inclusion. This would enable the Bank to save on costs and would allow a reasonable competition to ensue amongst bidders.</p>	<p>In case Bidder is not having support centre at Kolkata, bidder should furnish an Undertaking as well as ensure that he will set up his own support centre or with partner at Kolkata within three months issuance of LOI/PO.</p>