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
RFP REF NO: UCO/DIT/982/2021-22 Date: 20.07.2021
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.	11	5	The bidder / OEM should have minimum active base of 50,000 domestic customers or above in any organization in India.	Request bank to consider the following The bidder / OEM should have implemented minimum 3 Online Accounting system in any organization in India.	Clause modified as below: The bidder / OEM should have minimum active base of **15,000** domestic customers or above in any organization in India.
2.		General Query		Where application and database will rest?	It is responsibility of the Selected Bidder to host the Application and Database.
3.		General Query		Who will be managing the application?	Selected bidder will be managing the application.
4.		General Query		How the after online support mechanism will be?	Please refer RFP page 38 clause no. 3.
5.		General Query		Whether integration required with Bank data required?	Please refer RFP page 35 clause " Integration with UCO Bank."

6.		General Query		What is an expectation from the application if customers are maintaining multiple Bank accounts?	Transactions should be done through UCO Bank account only. Also Please refer RFP page 35 clause " Integration with UCO Bank" for more details.
7.	34	Inventory Management	Inventory Management	What are the kind of inventories used by Banking customers	Since customers are from different business verticals, so inventory will be different as per customer's business.
8.	35	Integration with UCO Bank	For receipt of any payment, Bank will provide file in predefined format to the customers on their mail, which can be uploaded and reconciliation can be done in proposed system.	What is this predefined format. Need sample.	Shall be shared with Successful Bidder.
9.	38	Helpdesk Services	The Successful Bidder is required to provide help desk services. These services include the following: a. Providing Help Desk facility with multiple lines as single point of contact for all customer related issues for proposed solution.. b. Proactive problem resolutions. c. Round-the-clock remote support to customers and Bank Official. d. Web portal for lodging complains	Will customers be calling the helpdesk beyond office hours. This for round the clock support requested .	RFP clause is self-explanatory
10.	36	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	Will there be a change in scope or extension of scope during the Amalgamation/Merger of UCO Bank.	RFP clause is self-explanatory.

11.	39	III	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.	What are the design modification or application addition to the Bank's network envisaged	Shall be shared with Successful Bidder.
12.	99	Annexure – XVI – Eligibility Compliance Point No. 5	The bidder / OEM should have minimum active base of 50,000 domestic customers or above in an organization in India.	We are one of the Accounting and Billing Software providers empanelled by GSTN and we are also a an approved GSP, which implies our application can interact with GST Network on real time basis. We have an active customer base of 15000+ customers and our solution is integrated with IRP portal for eInvoicing and eWay Bill System. We are grateful for getting an opportunity to participate in the captioned RFP Hence, we request UCO Bank to kindly alter the clause to the limited extent as mentioned below "The bidder / OEM should have	Please refer corrigendum

				minimum active base of 15,000 domestic customers or above in any organization in India." We once again request Bank to consider this clause and give relaxation on active customer base from 50,000 to 15,000.	
13.	41	Part - V, clause 4	Payments Terms	A minimum commitment of 1000 licenses for 3 years contract (without termination of convenience)	Clause stands as per RFP
14.	35	Part – IV, clause 1	Integration with UCO Bank.	1. What are the modules of integration expected? eg. Bank Feeds, Vendor Payments, GST Payment... 2. Whether APIs are available for all of these integrations? 3. Integration cost will be added based on reviewing the APIs provided by the Bank and also the integration modules requested	1. Integration with Bank's CBS system for payment & reporting. 2. APIs are available with Bank. 3. Query not admissible
15.	40	Part - V, clause 2	Delivery & Installation	Completion timeline within 6 weeks is a short time period	Clause modified as below: The selected bidder shall deliver the application within **Ten (10) Weeks** from the date of receiving the purchase order over email/letter and operationalize it along with necessary customizations failing which the

					Bank reserves its right to levy liquidated damages as mentioned in liquidity damage clause
16.	40	Part - V, clause 1	. Order Details	What is required in onboarding for 2 years	Please refer RFP Scope of Work for details
17.	50	Part - V, clause 21	Order Cancellation	Need clarification on "If the bidder does not perform satisfactorily- the bidder is bound to make good with the capping of 125% of the original quoted cost for such deliverable as per commercial bid"	RFP clause is self-explanatory
18.	57	Part - V, clause 33	Service Level Agreement	SLA to be Vendor's default one	Clause stands as per RFP
19.	101	1	Record Stock Transfers & Wastage	The said feature/option will have development efforts	Development required if any, will be done by the selected bidder without any additional cost to the Bank
20.	101	1	Currency Gain or Loss Report	The said feature/option will have development efforts	Development required If any, will be done by the bidder without any additional cost to the Bank
21.	102	2	The proposed solution should be integrated with bank's system. The custon Banking, m-Banking, UPI or Debit Card. However in case of payment made through the branches, option of recording the payment is available in module.	The said feature/option will have development efforts	Development required If any, will be done by the bidder without any additional cost to the Bank
22.	102	4	In case of Amalgamation/Merger of UCO Bank, the products & Services to be provided by the selected bidder	The said feature/option will have development efforts	Development required If any, will be done by the bidder without any additional cost to the Bank

			under this RFP will be extended to the New/Merged Entity, at no additional cost and with the same terms & conditions		
23.	104	20	Any cost for the development of the interface or its customization at the SB's end has to be borne by the Successful Bidder.	The said feature/option will have development efforts	Development required If any, will be done by the bidder without any additional cost to the Bank
24.	105	22	All Regulatory/Statutory/NPCI/RBI/UIDAI etc. guidelines, Industry regulations and audit compliance published before bid submission date required to be complied by successful bidder without any additional charges to the Bank. If there is any additional hardware change required for compliance of Regulatory/Statutory/NPCI/RBI/UIDAI etc. guidelines published after bid submission date, same will be done by the successful bidder without any additional cost to Bank. Testing cost, if any, has to be borne by the bidder for both hardware and software. Bank may also procure the necessary compatible software which the bidder has to install at no additional cost to the Bank.	The said feature/option will have development efforts	Development required If any, will be done by the bidder without any additional cost to the Bank

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<u>Amendments, Addendums and Corrigendum's</u>

<u>Part-I (3. Eligibility Criteria)</u>

<u>Existing Clause</u>	<u>Modified Clause</u>
The bidder / OEM should have minimum active base of **50,000** domestic customers or above in any organization in India.	The bidder / OEM should have minimum active base of **15,000** domestic customers or above in any organization in India.

<u>Part-V (2. Delivery & Installation)</u>

<u>Existing Clause</u>	<u>Modified Clause</u>
The selected bidder shall deliver the application within **six Weeks** from the date of receiving the purchase order over email/letter and operationalize it along with necessary customizations failing which the Bank reserves its right to levy liquidated damages as mentioned in liquidity damage clause.	The selected bidder shall deliver the application within **Ten Weeks** from the date of receiving the purchase order over email/letter and operationalize it along with necessary customizations failing which the Bank reserves its right to levy liquidated damages as mentioned in liquidity damage clause.

<u>Place- Kolkata</u>
<u>Date- 02.08.2021</u>