



**UCO BANK**  
Department of Information Technology

**Request for Proposal (RFP) for Procurement of Compliance Software**

**RFP Ref. No: UCO/DIT/983/2021-22 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.	26	32	INTEGRITY PACT	<ul style="list-style-type: none"> <li>Whether the integrity pact is required as a part of RFP Response?</li> <li><b>If Yes</b>, whether it has to be prepared on a non-judicial stamp paper ?</li> <li><b>If Yes</b>, please specify the value of the stamp paper required</li> </ul>	Please refer RFP page 27, it is clearly mentioned that all pages of Integrity Pact (IP) must be signed and stamped Integrity Pact (IP) should be deposited with IT Department undertaken procurement at the address mentioned along with RFP document. Value of the stamp paper varies from State to state. Please refer your state law for details.
2.	38-39	PART-IV aa) to mm)	<b>aa)</b> Platform of automated workflows and enriched information feeds that will help banks to stay abreast of regulatory changes, understand and implement the new/ changing requirements in a timely and efficient way. ..... .....	The clauses mentioned here seems to be wrongly added or intended as a part of consulting assignment, as the scope defined here cannot be covered in the software application. Request Bank to please clarify if these points are to be covered as a part of consultancy to Bank?	Bank does not seek consulting assignment. Bank needs Regulatory Insightful guidance and interpretation of regulations.

			mm) Structural and ongoing or specific advisory basis or on time-bound/result oriented review/assurance assignments for any or combination of the services.		
3.	42	PART -V, 2 Delivery & Installation	The web-based compliance management tool should be implemented within a period of 2 months from date of Purchase Order	<p>Generally, any software implementation requires System Requirement Study to be done before starting of the development. This particular activity requires longer time as it has to be detailed down, documented and signed-off. Typically, SRS signoff activity takes 1 to 1.5 month from the Bank side.</p> <p>Actual development may start only once the SRS document is signed-off and may take longer depending upon the requirements, gaps &amp; customizations. <u>Therefore, we request the Bank to consider this 4 Months from the date of SRS Sign-Off instead of 2 months from PO.</u></p>	Clause stands as per RFP
4.	PART – V, 5.	PAYMENT TERMS	<p><b>Software Licenses</b></p> <p><b>a. 50%</b> of the license cost on delivery of Software Licenses plus applicable tax (wherever applicable) at actuals. Original delivery Challans duly stamped and signed by the Bank Official to be submitted.</p> <p><b>b. 30%</b> of the license cost after go-live sign off from Bank. Go Live Sign Off in the form of Acceptance Test should be signed by both Bank's identified Project Manager &amp; vendor representative.</p>	<p><b>a. <u>Whether 50% of license cost of base product (un-customized) software will be paid ?</u></b></p> <p>b. "Go Live Sign Off in the form of Acceptance Test should be signed by both Bank's identified Project" <b>Does this mean UAT Sign-Off ?</b></p> <p>c. <b>"20%</b> of the license cost after Go-Live closure signoff from Bank. Go Live Closure Sign Off in the form of</p>	Clause stands as per RFP

			<p><b>c. 20%</b> of the license cost after Go-Live closure signoff from Bank. Go Live Closure Sign Off in the form of Final Acceptance Test should be signed by both Banks identified Project Manager &amp; vendor representative. Operational Issues will be part of managed Services and not part of Go-Live Sign Off.</p>	<p>Final Acceptance Test should be signed by both Banks identified Project Manager &amp; vendor representative." <b>Whether this payment milestone is against Go-Live sign-off ? If Yes what are the parameters for Final closure Acceptance ?</b></p>	
5.	PART – V, 5.	PAYMENT TERMS	<p><b>Implementation Cost (OTC)</b>  <b>a. 30%</b> of Implementation Cost plus applicable tax after Implementation, Customization &amp; UAT Sign off in the form of Acceptance Form should be signed by both Bank's identified Project Manager &amp; vendor representative.  <b>b. 40%</b> of Implementation Cost plus applicable tax after go-live sign off from Bank. Go Live Sign Off in the form of Acceptance Test should be signed by both Banks identified Project Manager &amp; vendor representative.  <b>c. 30%</b> of Implementation Cost plus applicable tax after Go-Live closure signoff from Bank. Go Live Closure Sign Off in the form of Final Acceptance Test should be signed by both Bank's identified Project Manager &amp; vendor representative.</p>	<p>a. <b><u>Whether 30% of implementation cost after customized software will be paid ?</u></b>  b. "40% of Implementation Cost plus applicable tax after go-live sign off from Bank. Go Live Sign Off in the form of Acceptance Test should be signed" <b>Does this mean UAT Sign-Off ?</b>  c. "20% Go Live Closure Sign Off in the form of Final Acceptance Test should be signed by both Banks identified Project Manager &amp; vendor representative." <b>Whether this payment milestone is against Go-Live sign-off ? What are the parameters for Final Acceptance Test ?</b></p>	<p>Clause stands as per RFP</p>
6.	PART – V, 6.	Uptime & Penalty	<p>A &lt; 98%  Penalty at an incremental rate of 1% (in</p>	<p>This penalty is really high, and we request Bank to keep an upper cap on</p>	<p>Clause stands as per RFP</p>

			addition to a base of 5%) of cost of monthly ATS charges for every 0.1% lower than the stipulated uptime	the same.	
7.	PART – V, 9.	PERFORMANCE BANK GUARANTEE	In case the Service Level agreement/Contract is extended, the selected Bidder shall have to submit the Bank Guarantee equivalent to 10% of the project cost/Total Cost of Ownership (TOC) for the extended period along with a claim period of three (3) months	Once the contract period i.e. 5 years is over, for extended period a BG of 10% on TCO would be higher than the actual cost. Also, it is not a standard practice as 5 years contract period is enough to amortize the onetime cost incurred for the project. Therefore we request the Bank to remove the BG Clause for the extended period.	Please read the clause as below:  In case the Service Level agreement/Contract is extended, the selected Bidder shall have to submit the Bank Guarantee equivalent to <b>3%</b> of the project cost/Total Cost of Ownership (TOC) for the extended period along with a claim period of three (3) months
8.	PART - V, 10.	PRICE VALIDITY	The selected bidder will be required to keep the price valid for a period of <b>01 year</b> (12 months) from the date of issuance of Purchase Order. There shall be no increase in price for any reason whatsoever during the period of 12 months and Bank may place the additional Purchase Orders to the selected bidder for any or all of the services at the agreed unit rate for line items as mentioned in the commercial format i.e. Annexure – XX during the price validity period of 12 months.	While as per the Part -II, clause 21 Bid Validity specifies the bid shall be valid for 180 days, the price mentioned in the bid would also be valid for 180 days. We therefore request the Bank to revisit this clause and change the same from 12 months to 180 days (i.e. 6 months) as both the clauses contradicts each other.	It is clarified that "Price Validity" & "Bid validity" are different things. "Bid Validity" refers to the validity of bid documents, whereas "Price Validity" refers to the validity of price that the selected bidder offered.
9.	12	Clause 3	Bidder should be a limited company (Public/Private) registered in India under the Companies Act, 1956/2013 for the last 3 years as on RFP issuance date	Avantis is a company which is incorporated as on 12.10.2018. Earlier the business of Avantis was carried out under Avantis Softech LLP which was incorporated as on 05/12/2016. The business of Avantis Softech LLP was transferred to Avantis Regtech Private	It is clearly mentioned that Bidder should be a limited company (Public/Private) registered in India under the Companies Act, 1956/2013 for the <b>last 3 years as on RFP issuance date.</b>

				Limited through Business Transfer Agreement. Based on above is the Company eligible to participate as bidder?	
10.	13	Clause 3	The bidder should have a minimum annual turnover of Rs 1 Crore per year during the last three financial years i.e. 2017-18, 2018-19 & 2019-20. This must be the individual company turnover and not of any group of companies.	During the financial year 2018-19 business of Avantis Softech LLP was sold by way of slump sale to Avantis Regtech Private Limited which is incorporated on 12th October, 2018, hence for financial year 2018-19 combined turnover for firm and company were reported which exceeds the Rs. 1Cr	Clause stands as per RFP
11.	15	Part – II Invitation For Bids and Instructions To Bidders	A complete set of tender documents can be obtained from the following address during office hours on all working days on submission of a written application along with a non-refundable fee of Rs. 1,500/- (Rupees One Thousand Five Hundred Only) in the form of Demand Draft or Banker's Cheque in favour of UCO BANK, payable at Kolkata.	There is no Tender documents hosted on the website	Please refer tender section under Bank's website <a href="http://www.ucobank.com">www.ucobank.com</a>
12.	23	Part – II Invitation For Bids and Instructions to Bidders	Submission of offer	<ul style="list-style-type: none"> <li>Are the bids required to be submitted in physically as well as through email?</li> <li>Is the bid document required to be submitted in one copy or multiple copies?</li> </ul>	<ul style="list-style-type: none"> <li>Bidder should submit Physical copy of the bid documents.</li> <li>One copy of the documents will suffice the requirement.</li> </ul>
13.	101	Technical/ Functional Specification	Solution must have inbuilt feature to build, modify and customize necessary information and ability to select and/or modify standard clauses for the purpose of compliance of internal / regulatory	Need Clarity on the respective feature	The user must be able to build, modify and customize necessary information and ability to select and/or modify standard clauses for the purpose of compliance of internal / regulatory

			guidelines.		guidelines as per requirement.
14.	101	Technical/ Functional Specification	The proposed solution should prompt User of the missing fields and ensure validation of data integrity, accuracy and quality of data.	Need Clarity on the respective feature	The solution must prompt User of the missing fields and ensure validation of data integrity, accuracy and quality of data with the input and requirements.
15.	101	Technical/ Functional Specification	MIS capabilities - To generate customized reports required by the owner, with provision to make changes suitably. User should be able to export the results generated of screening through email or PDF or print.	Need Clarity on the respective feature	The solution must be able to generate customized reports required by the owner, with provision to make changes suitably and able to export the results generated of screening through email or PDF or printable formats.
16.	102	Technical/ Functional Specification	Solution should be able to integrate with	Need Clarity on scope of integration with HRMS	Clause modified as below:  Solution should be able to integrate with Windows Active Directory.
17.	42	Part V	Delivery and Installation	Does the time frame of 2 months include all 3000+ branches or only Head offices?	Clause stands as per RFP
18.	104 and 106	Annexures	--	What is the difference between Masked Commercial bid and Commercial bid	In Masked Commercial bid, bidder should mask the offered price & it should be submitted along with the technical bid envelop, whereas in Commercial bid, bidder should quote their offered prices & it should be kept in separate envelope in duly sealed condition.  Please refer RFP page 24 for more details.
19.	19	14 (i) Part – I	Exemption from submission of EMD and Tender Fee / Cost shall be given to bidders who are Micro, Small & Medium Enterprises (MSME) and registered under provisions of the Policy i.e. registration with District Industries Centre (DIC) or	For qualification of MSME criterion, we have the Udyog Aadhar Certificate as issued by the Ministry of MSME, Government of India. This is accepted by all PSUs as proof of MSME registration and the same can be	RFP clause is self-explanatory

			Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other Body specified by Ministry of MSME Bids received without EMD and tender cost from bidders not having valid NSIC registered documents for exemption will not be considered.	verified on the Government's Udyog Aadhar Portal. We feel this should be sufficient proof. Could you kindly clarify.	
20.	34	2.2 Part – III	Bidder should comply with all the requirements given in Annexures – XVII. Non-compliance to any of the requirement in Annexures – XVII may attract rejection of the proposal.	Considering all the pointers are necessary for a suitable compliance software, <b>does the Bank intend to introduce a third option which states that 'CC – Can be customized'?</b> <b>Further, for customizations (if any), during the 5 year contract, how does the Bank intend to seek customization charges (per man day) since the same is unavailable in the commercial bid?</b>	All the requirement mentioned in Annexure- XVII are compulsory and required to be inbuilt.  Customization, if required, beyond the Scope & Terms of present RFP, shall be done on mutual basis.
21.	36	Scope of Work Part – IV	The maker, checker should be configurable on each hop on the workflow defined as part of SRS which enables to the Bank to turn it on/off at any time.	Since there is no timeline for SRS drafting, prior to commencing the implementation, can the Bank articulate a separate timeline for SRS finalization, not included within the 2 month implementation timeline?	clause stands as per RFP. Please refer RFP page 42 clause no. 2 for more details.
22.	36	Part – IV A	The solution will have basically three management tools, viz., (a) Monthly Compliance Certificate, (b) Quarterly Compliance Test Check Report and (c) Quarterly Progress on Annual Compliance Plan and the system should	The bidders experience notwithstanding, can the Bank elaborate on the expectations and vision it has with regards to each of the three modules / parts of compliance software?	It is clarified that, the user must be able to generate (a) Monthly Compliance Certificate, (b) Quarterly Compliance Test Check Report and (c) Quarterly Progress on Annual Compliance Plan according to internal as well as

			have capacity to build, configure, and customize the necessary parameters of the periodic reporting tools, to comply with statutory/ regulatory/ Bank's internal guidelines, as and when issued.	It would be very important to understand what the Bank currently undertakes as compliance activity and what does it aim to achieve (and how) from this compliance automation?	regulatory present / future requirements.
23.	37	Part – IV G	<p>The system should be able to allow the Corporate users the following functionalities:</p> <p><b>I.</b> Accept the report  <b>II.</b> Validate the Report  <b>III.</b> Raise queries on any of the parameters of the report.  <b>IV.</b> Close the Query  <b>V.</b> Generate customized MIS reports including flash report for abnormal values.  <b>VI.</b> View Dashboard – for any single territory/all territories.  <b>VII.</b> Options to add/delete/modify parameters of the reports, to comply with regulatory/internal/statutory guidelines.</p>	<p>Can the Bank clarify if steps I - VII are required for all the 3 areas mentioned above, i.e. Monthly Compliance Certificate, Quarterly Compliance Test Check or Quarterly Progress on Annual Compliance Plan?</p> <p><b>If not all 3 areas, can the Bank suggest which modules (specifically), would require these steps and for what purpose?</b></p>	Yes it is required for all three functional tools.
24.	37	Part – IV K	The system should carry out the arithmetical validations for statistical part of the reports and should be able to generate relevant MIS reports for the statistical information for a given period.	Can the Bank kindly elaborate on the kind of validations required?	The solution must be able to generate relevant reports according to algorithm validations .
25.	38  101	Part – IV P  Annexure – XVII Point 4	<p>The Vendor should also provide the customized reports, MIS reports as per requirement of the Bank.</p> <p>MIS capabilities - To generate customized reports required by the owner, with provision to make changes suitably. User should be able to export the results generated of screening through email or</p>	Request you to kindly elaborate on the kind of expectations with regards to MIS? Would it be feasible to share some sample formats?	The solution must be able to generate relevant reports according to algorithm validations.



			PDF or print.		
26.	38	Part – IV Q	There will be approx. 20 dashboard reports, with limitations of accessibility of such reports based on the user role.	Can the Bank enlist and define the parameters and permutations of the 20 dashboard reports that are expected?  Alternatively, the Bank may choose to define the requirements of MIS reports (and parameters thereof) without a binding requirement on 20 reports.	The parameters and permutations should be changeable and the number of reports may increase according to requirements.
27.	38	Part – IV R	Implementation of the proposed solution should be completed within a period of 2 months from date of signing of SLA (Service level agreement) between Bank and Successful vendor.	Given that the scope of the project covers several different points, could the Bank consider a possibility of fixing separate implementation schedules for (a) Finalization of SRS post exhaustive demos of the product, (b) Deliverable relating to Compliance Policy and Framework, (c) Implementation of Software for 3 modules	Clause stands as per RFP
28.	38	Part – IV V	The vendor to support closure of all vulnerabilities identified during Internal/External Security audit according to Bank's schedule.	Kindly clarify what shall be the frequency of the internal and external security audits. <b>Further, if an empaneled third-party security certificate is provided for the application, shall it still have to undergo security audit at the bank?</b>	The frequency may be monthly, quarterly, yearly as per requirements of regulator /internal guidelines.
29.	39	Part – IV DD]	Updation through management information dashboards	The requirement is not clearly understood. Could you indicate what updations are expected? Are these related to compliance software or part of consultancy relating to regulatory instructions or regulatory compliance obligations? Please clarify	Not consultancy, the dashboard should be able to indicate major changes and status of the regulatory requirements.


30.	13  100	Part – I 3.  Annexure - XVI	Bidder should have successfully delivered & installed the auditing or compliance related tool in at least 3 (three) Schedule Commercial Banks OR BFSI OR any Government organization in India in last three years, as on date of bid submission	It is noted that the Bank is open to inviting Audit Software / Firms providing auditing software for this project, as evidenced in Eligibility Criteria (no. 5). As per RBI's 2007 Circular on Compliance Function in Banks, the Regulator expects Audit & Compliance to be at arm's length distance from each other. In light of this, does the Bank yet intend to accept auditing software / firms with experience of auditing software, instead of exclusively focusing on firms specializing in Compliance Management & Compliance Consulting, especially if this may create a variance with RBI's expectations from Compliance functionaries? <b>We request the Bank to reconsider this position of on-boarding an audit software / firms having primarily audit software experience, lest it may deviate from the Bank's intended vision.</b>	RFP clause remains unchanged. Cited reference has relevance in this case.
31.	39	Part – IV FF)	Design and implementation of regulatory compliance framework that would include: I. Drafting and maintaining relevant policies II. Designing controls and reviewing/assessing their efficacy III. Designing and implementing Framework to manage risks around Suitability and Appropriateness IV. Management of Business and Personal	Drawing reference to the mentioned clauses, it is presumed that the Bank desires to have a bidder with some Consulting experience or perhaps, seeks an embedded Consultancy Assignment for: a. Detailed guidance on regulatory changes and expectations thereto, b. Practical advice on required procedural and control changes, c. Tracking of potential and	Not consultancy, rest same as per RFP.

			Conflicts within the organization	<p>prospective regulatory changes and facilitating regulatory interface and advocacy,</p> <p>d. Design and implementation of regulatory compliance framework that would include drafting and maintaining relevant policies,</p> <p>e. Designing controls and reviewing/assessing their efficacy,</p> <p>f. Designing and implementing framework to manage risks around suitability and appropriateness,</p> <p>g. Management of Business and Personal Conflicts within the Organization.</p> <p><b>In such a scenario, we request to Bank to:</b></p> <p><b>a. reiterate this requirement as a Consulting Proposal alongside the Software requirement</b></p> <p><b>b. provide an additional field in commercial quotation for this (not combined in additional charges)</b></p> <p><b>c. provide credit points/eligibility requirements for experienced bidders having past experience in Compliance-related Cons</b></p>	
32.	39	Part – IV		<p>It is observed that the RFP and the Bank has not included any requirement for providing content bundled with the software. We refer to provision of an exhaustive list of UCO Bank specific Regulatory &amp; Statutory content</p>	<p>The requirements could not be exhaustive, it will include all the Regulatory &amp; Statutory content provision that shall be directly applicable to UCO Bank's lines of business</p>

				<p>provision that shall be directly applicable to UCO Bank's lines of business spanning 25+ Regulators that UCO Bank complies with in addition to RBI and Central Statutes that are also binding upon UCO Bank. Every Indian PSU &amp; Private Bank has an exhaustive list of regulatory and statutory content provided by the software provider of repute as a single-hub.</p> <p>Additionally, most Banks also seek a separate Content AMC for providing updated content every month/defined frequency in order to keep the content updated.</p> <p>However, in the RFP concerned, there seems no expectations enlisted in Scope of Work (except the consultancy-related portion mentioned above) nor is there any expectation enlisted in Commercial Bid Annexure for provision of one-time content + content AMC.</p> <p><b>Can the Bank kindly clarify its position on this critical part of Compliance Management automation?</b></p>	
33.	39	Part – IV II)	A structured, effective and ongoing training programs/curriculum customised and tailored to UCO Bank's needs and requirements. Which will help banks meet and comply with mandatory training requirements and the regulatory expectations around the role of learning	<p>Can the Bank elaborate on the expectation of the mandatory training requirements mentioned in the scope? Are periodic, ongoing trainings expected with respect to the compliance software or are there additional expectations regarding</p>	The service provider must provide training on solution and the software must be able to provide customised and tailored programs/ curriculum for UCO Bank's needs and requirements

			and development in a bank's risk management process.	scope of trainings?  Is the bidder expected to quote for these additionally expected training? If yes, kindly help us address the aforementioned query?	
34.	39	Part – IV MM)	Structural and ongoing or specific advisory basis or on time-bound/result-oriented review/assurance assignments for any or combination of the services.	Could you kindly elaborate on the expectation from this point?	The solution should be able to provide ongoing or specific advisory basis or on time-bound/result-oriented review/assurance for any regulatory / internal requirements.
35.	43	5.	20% of the license cost after Go-live closure sign-off...	We request the Bank to define upper cut-off limit / maximum time and expectation tagged to Go-live closure sign-off.	Clause stands as per RFP
36.	45	6. 7.	<p>The uptime percentage would be calculated on monthly basis and the calculated amount would be adjusted from every subsequent quarter payment.</p> <p><b>Liquidated Damage</b></p> <p>Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of the undelivered portion of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the total cost of ownership.</p>	<p>(a) Penalty Computation is related to Monthly ATS Charges. The ATS may have combination of the following items:</p> <p>1. One or more Software Solution, each of which would be functioning independently and may have separate ATS charges, as such Monthly ATS Charges applicable to the related software to be considered and not full ATS.</p> <p>2. If periodical review is required for one-time Consultancy Assignment for design and implementation of Compliance Policy &amp; Framework, then ATS will include these review charges with a separate pricing component for these services. Also, these services would not have down-time, but only possibility of delay. Accordingly, the</p>	Clause stands as per RFP

				<p>penalty clause for delay in provision of such services to be segregated.</p> <p>3. If monthly updates are to be provided for content updating (compliance obligations that need to be monitored), these charges will also become a separate component of ATS. In case of these services also, there shall not be any down-time, but only possibility of delay. Accordingly, the penalty clause for delay in provision of such services to be segregated.</p> <p>(b) The meaning and implication of words on page 45 "The SLA charges will be subject to an overall cap of 10% of the Monthly ATS Charges and thereafter", needs to be clarified.</p> <p>(c) Liquidated Damages Clause 7 – Clarification is required in regard to words highlighted in yellow and green "Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of the undelivered portion of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the total cost of ownership" Do the words in yellow mean charges related only to undelivered portion of the order value. Also, the words in green should be modified to read as "total cost of undelivered portion".</p>	
--	--	--	--	--	--

37.	101	Annexure – XVII Point 3	The proposed solution should prompt User of the missing fields and ensure validation of data integrity, accuracy and quality of data.	Request you to kindly indicate Bank's expectation on this point?	The solution must prompt User of the missing fields and ensure validation of data integrity, accuracy and quality of data with the input and requirements.
38.	101	Annexure – XVII		<b>Can a functional discussion be held with the Compliance Team (prior to bid submission) to understand the process followed today, the proposed process to be automated and the granularity expected from the same?</b> This will help us deliver a solution that will truly meet the Compliance Teams intent and vision.	Shall be discussed with the Successful bidder .
39.	102	Annexure – XVII Point 17	Solution should be able to integrate with Windows Active Directory & <b>PKI banks existing HRMS</b>	<b>Can the Bank provide details of the HRMS system to understand feasibility for integration? Further, what details are required to be fetched from HRMS?</b>  HRMS integration may exceed the scope of 2 months as additional development effort for the same shall be required, which can begin only once the scope of HRMS integration is finalized.  <b>Does the Bank not have any other user management system (Windows AD) other than HRMS due to which HRMS integration is being sought?</b>	Clause modified as below:  Solution should be able to integrate with Windows Active Directory.
40.	102	Annexure – XVII Point 21	Ability of the application to support all latest version of browsers i.e. Internet Explorer, Chrome, FireFox, Mozilla and mobile phone browsers etc.	As the Bank may be aware, IE Support is officially ending in August 2021. In line of this, can the Bank exclude this expectation for IE beyond August 2021?	Clause modified as below:  Ability of the application to support all latest version of browsers i.e. Internet Explorer/ <b>Edge</b> , Chrome, FireFox, Mozilla

					and mobile phone browsers etc.
41.	104 & 106	Annexure – XIX & XX	Enterprise License Cost	For the purpose of license cost, are the bidders expected to consider the two overseas branches as well in addition the domestic network of UCO Bank? Can the Bank outline the requirements as far as overseas branches are concerned?	Yes, overseas branches should also be considered.
42.	44 104 & 106	Part - V 5. Annexure – XIX & XX	<u>Onsite Support Charges</u> After successful completion of the implementation phase, the vendor is liable to provide onsite support to bank as & when required during the tenure of 5 years contract period. Cost is Payable at the end of each successful completion of service/support delivered with proof of deliverables duly sealed & signed by the concerned head where the service/support was delivered.  <b>One Time Cost:</b> Commercial Quote expected for 45 Days onsite Support	Is this on-site support expected at the Bank's Head Office / Salt Lake Office or Is it expected at the Bank's Regional / Zonal Office in close proximity to the Bidder?  Especially in light of Covid-19, what would be the Banks stance on this?	It is clarified that On-site support should be available at the Bank's Head Office I & II.
43.	78	Annexure – VI	UNDERTAKING FOR NON-BLACKLISTING / NON-DEBARMENT OF THE BIDDER	In the current circumstances is notarization mandatory or will submission on stamp paper suffice?	Please refer RFP clause notarization is mandatory wherever required.
44.	Page No. 43	Clause No. 5  Payment Terms	<u>Software Licenses</u> 50% on delivery of software license 30% after go live sign off 20% after go live closure sign off  <u>Implementation Cost</u> 30% after implementation, customisation & UAT sign off 40% after go live sign off	Request Bank to alter the payment terms as mentioned below:  <u>Software Licenses</u> 80% on delivery of software license 10% after go live sign off 10% after go live closure sign off  <u>Implementation Cost</u>	Clause stands as per RFP



			30% after go live closure sign off	60% after implementation, customisation & UAT sign off 30% after go live sign off 10% after go live closure sign off	
45.	Page No. 45	Clause No. 6 Uptime & Penalty	A<98% - Penalty at an incremental rate of 1% (in addition to a base of 5%) of cost of monthly ATS charges for every 0.1% lower than the stipulated uptime  The SLA charges will be subject to an overall cap of 10% of the Monthly ATS Charges and thereafter	A<98% - Penalty at an incremental rate of 1% of cost of monthly ATS charges  The SLA charges will be subject to an overall cap of 5% of the Monthly ATS Charges and thereafter	Clause stands as per RFP
46.	45	Part – V 6. Uptime & Penalty	Vendor will have to guarantee a minimum uptime of 99.5%, calculated on a monthly basis. Application (As a whole / any module of the application) availability will be 99.5% on 24x7x365	The nature of compliance tool does not require uptime of 99.5% on 24x7x365 basis which will increase infrastructure setup costs provisioned by Bank and also the ATS/ supports costs.  Therefore, Bank may optimize the uptime as 95% on 9x6 basis.	Clause stands as per RFP
47.	39	Part – IV SCOPE OF WORK	ee)Tracking of potential and prospective regulatory changes and facilitating regulatory interface and advocacy	Please share the details of regulatory interface & advocacy to be facilitated for compliance management tool	Tracking of potential and prospective regulatory changes and facilitating regulatory interface and advocacy to Regulatory & Statutory content provision that shall be directly applicable to UCO Bank's lines of business
48.	113	Annexure XXV	Bidder need to submit sizing requirement along with technical bid	Total number of users and concurrent users accessing the application to workout the sizing requirement	Shall be shared with the selected bidder
49.	42	Part – V 2. Delivery and	The Web-based Compliance Management Tool should be implemented within a period of 2 months from date of	Request the bank to allow 90 days for the implementation of compliance management tool from the date of signing SLA between Bank & successful	Clause stands as per RFP

		Installation	purchase order	vendor.	
50.	42	Part – V 2. Delivery and Installation	Bidder will have to pay late delivery charges to Bank @ 1% of the Contract value inclusive of all taxes, duties, levies etc., per week or part thereof, for late implementation of Web-based Compliance Management Tool beyond due date of delivery, to a maximum of 5% of the overall Contract value inclusive of all taxes, duties, levies etc. beyond that Bank reserves the right to cancel the contract.	Kindly revise the late delivery charges @ 0.25% of contract value per week as per industry norms	Clause stands as per RFP
51.	54	Part – V 21. Order Cancellation	IV) In case of cancellation of order, any advance payments (except payment against ATS) made by the Bank to the Vendor for implementation of project, would necessarily have to be returned to the Bank, if bidder fail to return such payment within 30 days, then vendor have to be returned amount to the Bank with interest @ 15% per annum , further the Vendor would also be required to compensate the Bank for any direct loss suffered by the Bank due to the cancellation of the contract/purchase order and any additional expenditure to be incurred by the Bank to appoint any other Vendor. This is after repaying the original amount paid.	UCO BANK If the bank cancel the order for its own convenience, payment made by bank will not be returned by Vendor.	Clause stands as per RFP
52.			General Query	Whether implementation of compliance management tool involve data migration from existing systems.	Data migration from existing systems is not applicable, however data may be required to be fetched from various systems as per requirement to meet the

				If so, please provide the details.	functionality.
53.	13	Clause no 3, Eligibility Criteria, SI no 2	The bidder should be an OSD or their authorized representative in India. In case OSD participates in the tender process directly, authorized representative will not be permitted to participate in the same tender process.	We would also like to involve global OSD's companies	Clause stands as per RFP
54.	46	Clause no 7, Liquidated Damage	Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of the undelivered portion of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the total cost of ownership.	We would request to reduce the Liquidity Damages from 10% to 5%.	Clause stands as per RFP
55.	45	Clause 6, Uptime & Penalty	Uptime & Penalty: The uptime percentage would be calculated on monthly basis and the calculated amount would be adjusted from every subsequent quarter payment. The SLA charges will be subject to an overall cap of 10% of the Monthly ATS Charges and thereafter,	We would request to reduce the SLA Penalty from 10% to 5%.	Clause stands as per RFP
56.	23	Clause 31. Submission of Offer – Three Bid System	The bids (along with soft copy preferably in non-optical drives) shall be dropped/ submitted at UCO Bank's address given in Bid Control Sheet Table, on or before the date specified therein	We would request to allow Online Submission and omit Hardcopy Submission.	Clause stands as per RFP



**UCO BANK**  
**Department of Information Technology**

**Request for Proposal (RFP) for Procurement of Compliance Software**

**RFP Ref. No: UCO/DIT/983/2021-22 Date: 20.07.2021**

**Amendments, Addendums and Corrigendum's**

---

**Annexure – XVII (Technical/Functional Specification)**

SL No	Existing Clause	Modified Clause
17	Solution should be able to integrate with Windows Active Directory & <b>PKI banks existing HRMS.</b>	Solution should be able to integrate with Windows Active Directory.
21	Ability of the application to support all latest version of browsers i.e. Internet Explorer, Chrome, FireFox, Mozilla and mobile phone browsers etc	Ability of the application to support all latest version of browsers i.e. Internet Explorer/ <b>Edge</b> , Chrome, FireFox, Mozilla and mobile phone browsers etc

**Place- Kolkata**

**Date- 04.08.2021**