



UCO BANK

Department of Information Technology

RFP for Supply, Implementation and Management of Legal Management System

RFP Ref No: UCO/DIT/1015/2015-16 Dated 29/09/2015

Pre-Bid Replies / Clarifications to Queries raised by the Bidder(s) and Amendments

SI No	Page No / Clause No	Terms & Conditions as per RFP	Queries by the Bidder (s)	Bank's Response
1	Page No. 6	<b>Earnest Money Deposit (EMD)</b> Rs. 5,00,000/-(Rupees Five Lakhs only, in the form of BG)	EMD amount - on Page 5 says Rs. 5 Lacs and page 9 says Rs. 2 Lacs.  Under clause Earnest Money Deposit (EMD), Requirement as per RFP: EMD is quoted as Rs. 5, 00,000/-(Rupees Five Lakhs only, in the form of BG), however at Page 9 under clause no 5, the amount has been quoted as Requirement as per RFP: Earnest Money Deposit is mentioned as Rs. 2, 00,000/-.	The subject clause stands modified as under:  "The Bidder(s) must submit Earnest Money Deposit in the form of Bank Guarantee for <b>Rs 5,00,000 (Rupees Five Lacs Only) favouring UCO Bank.</b>
2	-----	Licenses	Is there a number OR unlimited users? Perpetual or time bound licenses?  Though the contract period is of 3 years, Page No 23 (third para) mentions about perpetual license. Even the commercial bid format says its perpetual enterprise license.  Point no 5 on page no 24 again talks about perpetual licenses.	It is clarified that the offered application / solution should be Enterprise Level perpetual license to Bank without any constraints / limitations of users, transactions etc.
3	Page No. 21, Clause No. 8.9	Option to update next hearing date through web crawling	Would it be possible to provide some more details on point 8.9 in the Scope?	The offered solution / application should use a technique to search public websites (authentic court websites) and read pages and other information (like hearing date) in order to create entries in the application.

4	Page No. 7, Clause No. 3 B	<p><b>Eligibility Criteria</b></p> <p>The bidder should have 3 years of continuous experience of development, implementation or support of software Solutions in Legal Management domain.</p>	<p>We have a ready Enterprise Legal Management System specially developed for PSBs. Our expertise in this domain / segment is over 3-4 years during the course of the product development phase. Our said solution was earlier technically shortlisted by a PSB in their recently released RFP. However, since such comprehensive legal automation requirements is still in its infancy in the Banking sector in India, and given the long associated product development life cycle for such solutions, the said solution is yet to have an implementation. In this background we find ourselves deprived of our participation given this eligibility requirement. We thus request the Bank to suitably modify the said eligibility requirements as under</p> <p><b>“The bidder should have 3 years of continuous experience of development of software Solutions.”</b></p> <p>We wish to propose a ready solution to the Bank as per the requirements of the captioned RFP. Our solution was earlier shortlisted in other PSB / Government institutions for their similar requirements. This software caters to the comprehensive legal functions of PSB like your and has been developed over the years and we are desirous to showcase the same to your Bank too. However, there is no prior customer reference due to which we are not able to participate (given this eligibility criteria) and thus not in a position to demonstrate our product strength to the Bank. We thus request</p>	<p>The subject clause stands modified as under:</p> <p>The bidder should have a minimum One year of continuous experience of development, implementation or support of software Solutions in Legal Management domain.</p> <p>It will be mandatory on the part of the bidder to comply 100% against scope of work / requirement compliance (Response to be Yes) given under Part-II in RFP document, to be signed / stamped and submitted along with the Bid. Non compliance of any of the line item will entail rejection of the bid.</p> <p>The bidders will be required to give demo to establish their capability in response to their technical Bid compliance. The Bank’s team will evaluate their technical bid response during the demo. If unable to showcase the capability, bid response will be rejected. Any decision of the Bank in this regard will be conclusive, final and the same is binding on the bidders.</p>
---	-------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

			<p>you to please consider waiving these criteria towards larger participation of the bidders and also for the wider choice for the bank. It will be very helpful if the said criteria be modified as under</p> <p><b>"The bidder should have 3 years of continuous experience of deploying software Solutions in India."</b></p> <p>The <b>bidder /OEM</b> should have 3 years of continuous experience of development, implementation or support of software Solutions in Legal Management domain.</p> <p>We request you to kindly consider reducing the period to 1.</p>	
5	Page No. 8, Clause No. 3 E	<p><b><u>Eligibility Criteria</u></b></p> <p>The bidder should have ready available software for Legal Management covering features as outlined in the bid document and implemented in 2 commercial Banks of which 1 should be Public Sector Bank.</p>	<p>We wish to submit that while our proposed software product is ready and comprehensively developed for PSBs catering to all requirements as laid in the RFP, the same has not been implemented in a Bank. We request the Bank to grant us an opportunity to demonstrate our product strength and thus permit us to compete with other solutions. Recently, other PSB/Government institutions had found our software technically qualified in their evaluation.</p> <p>We thus request the Bank to suitably modify the said eligibility requirements as under:</p> <p><b>"The bidder should have ready available software for Legal Management covering features as outlined in the bid document".</b></p> <p>We may note that such comprehensive legal automation requirements in the Banks</p>	<p>The subject clause stands modified as under:</p> <p>The bidder should have ready available software for Legal Management covering features as outlined in the bid document and implemented in atleast <b>One Scheduled Commercial Bank</b> in India as on RFP submission date.</p>

			<p>(specifically PSBs) is still emerging and there are not many cases of implementation of such systems in PSBs. Thus similar RFPs recently released by other PSBs was open to considering all ready products / solutions available in the market, notwithstanding its implementation in PSBs.</p> <p>Our solution was earlier shortlisted in other PSB / Government institutions for their similar requirements. Our software caters to the comprehensive legal functions of PSB like yours and has been developed over the years and we are desirous to showcase the same to your Bank too. However, there is no prior customer reference due to which we are not able to participate (given this eligibility criteria) and thus not in a position to demonstrate our product strength to the Bank. We thus request you to please consider waiving these criteria towards larger participation of the bidders and also for the wider choice for the bank. It will be very helpful if the said criteria be modified as under:</p> <p><b>"The bidder should have ready available software for Legal Management covering features as outlined in the bid document".</b></p> <p>The clause demanding implementation of the legal management software in at least 2 commercial Banks of which one should be Public Sector Bank, should be eliminated/amended and introduce newer clause allowing international OEM's to participate.</p>	
--	--	--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

			The <b>bidder/OEM</b> should have ready available software for Legal Management covering features as outlined in the bid document and implemented in 2 commercial Banks of which 1 should be Public Sector Bank.	
6	Page No.8 Clause No.3. Eligibility Criteria Sl. No. F	The bidder should have capability to generate output related to compliance reporting under ADF or otherwise from the system pertaining to Legal system and have capability to generate XBRL output as per the taxonomies to be released by RBI from time to time related to Legal system.	The <b>bidder/OEM</b> should have capability to generate output related to compliance reporting under ADF or otherwise from the system pertaining to Legal system and have capability to generate XBRL output as per the taxonomies to be released by RBI from time to time related to Legal system.	Requirement stands as per RFP.
7	Page No.12 Clause No.15. Payment Terms15	<b><u>Payment Terms:</u></b>  40% - On UAT Sign Off 30% - On Go Live 30% - After 90 days of Go Live	60% - On UAT Sign Off 30% - On Go Live 10% - After 90 days of Go Live  We request you to kindly consider rephrasing the Stage II option as On Go Live or 3 Months from UAT sign off. We request this since Go Live is dependent majorly on the Bank's Implementation Team. Any delays in this stage will preclude the releasing of payments. We request you considering the Implementation period as UAT period.  We would request for the following payment terms  50% Along with Purchase order 30% on UAT Sign Off 20% on Go live. Kindly do the needful	Requirement stands as per RFP.

8	Page No. 23, Clause No. 03	The Bidder shall guarantee an uptime of 99.95% during Warranty Period and also during ATS period if entered into, which shall be calculated on quarterly basis.	Bidder Legal being a non-Transactional system, the uptime requirement is less demanding and we request you to kindly consider uptime requirement at 95% level. To maintain 99.95% uptime, hardware redundancy requirement is very high causing unnecessary escalation in the hardware & software costs	The subject clause stands modified as:  "The Bidder shall guarantee an uptime of <b>97%</b> during Warranty Period and also during ATS period if entered into, which shall be calculated on quarterly basis".
9	Page No. 23, Clause No. 04	<b><u>Facility Management</u></b> The Facility Management Services should be available from 9:30 AM to 6:00 PM on all working days for 02 years period post implementation. For providing Facility Management services, one techno / functional resource to be provided and resource will be responsible for providing data entry work like feeding data in the system collected from various sources, courts, advocates etc.	We request you to keep Data entry work outside the scope of FM support as entry of data for the Bank as a whole at central level will not be possible utilizing the services of a single resource person as you will surely agree. Generally the FM person is involved in supporting/resolving technical issues reported by the Bank / Branches / Offices.	Requirement stands as per RFP.
10	Page No. 24, Clause No. 06	<b><u>Schedule of Implementation</u></b> The Selected Bidder must implement the solution within 5 weeks from the date of issuance of the Purchase Order.	We request you to kindly extend the time to 12 weeks from issuance of Purchase order or 8 weeks from SRS Sign off.	The subject clause stands modified as: "The Selected Bidder must implement the solution within <b>8</b> weeks from the date of issuance of the Purchase Order".
11	Page No. 5	Cost of Tender Document	Since we have downloaded your tender document from UCO Bank website, can we pay the tender document fees as DD along with the technical proposal	Yes, All participating bidders are required to pay the tender fee of Rs10,000/- in the form of DD and to be submitted along with the Bid document.
12	Page No. 5	Bidder should be ISO 9001 : 2008	Bidder is a leading software company	It is clarified that requirement of ISO 9001:

	Clause No. 3 G	/ 2015 certified	focusing on LOS, LMS and Monitoring system. We have already implemented our LOS at UCO Bank. Our module credit monitoring and legal solution has a high fitment to your RFP and its already running at 5 leading Banks in India. Since we don't have ISO Certification, we are we unable to participate in the RFP. We have participated directly with other PSU banks bids by seeking exemption for this clause Request the Bank to provide relaxation	2008 / 2015 is desirable but not mandatory.
13	<b>Clause No.</b> <b>5.Hardware Sizing, Database and Operating System</b> <b>(Page No. 24)</b>	<b>N.B:</b> Bidder to also note that Bank may provide the servers in Virtualized environment (Combination of Blade Servers (DELL make) running Microsoft Windows 2012 as Operating System and Microsoft Hyper-V for VMs, SAN storage (DELL Make) out of which required Virtual Servers with OS may be provided along with required space to be allocated for Legal Management System project). The Database instance of MS SQL or Oracle may be provided for Legal Management System purpose.	-----	The subject clause stands modified as under:  "Bidder to note that Bank will provide the Application Server ( 6 Core CPU, 12 GB RAM and 100GB disk space ) in Virtualized environment (Combination of Blade Servers (DELL make) running Microsoft Windows 2012 Data Centre Edition as Operating System for VMs will be provided for Legal Management System project. The Database instance of MS SQL 2008 or Oracle 12 C will be provided for Legal Management System from the Central Database and schema will be created as per the requirement".

**Note:** All the prospective bidders to note that the Last date of Bid submission which was originally scheduled on 30/10/2015 is hereby extended upto 12/11/2015 (Thursday) upto 4:00 PM and Eligibility and Functional & Technical Bids will be opened on the same day at 4:30 PM.

Place: Kolkata  
Date: 28.10.2015

----- END OF THE DOCUMENT -----