



UCO BANK

Department of Information Technology

Request for Proposal (RFP) For “Request for Proposal (RFP) Request for Proposal (RFP) For Appointment of IT Consultant on a Retainer Basis (Re-tendering)”

RFP Ref. No.: UCO/DIT/2120/2016-17 Date: 07/02/2017”

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

SL No	Page no	Clause	Description of Query/ Clarification sought by Bidder	Bank Response
1	35	Part – V 5. Payment Terms The Consultant's fees will be paid at the end of every quarter for the services rendered as per the rates which are described in the Commercial Proposal (Annexure H) and finally agreed between Bank and Consultant on a project to project basis.	Request the bank to modify the clause as follows: The Consultant's fees will be paid at the end of every month for the services rendered as per the rates which are described in the Commercial Proposal (Annexure H) and finally agreed between Bank and Consultant on a project to project basis.	Payment will be linked to execution of project in a phased manner mutually agreed between Bank and Consultant. No advance payment will be made by the Bank.
2	8	Part – I 3. Eligibility Criteria 3. Bidder should be a positive net worth or Profit making entity during any of the last three financial years i.e. 2013-14, 2014-15 and 2015-16.	Would like to clarify if only bidder's net worth or profitability will be considered under this clause? Any one of these two. In case Bank shall consider both the figures for eligibility evaluation, would request the bank to modify the clause as: "The Bidder should have a positive net worth during last 3 financial years and should be a profit	Clause stands as per RFP.

			making entity in at least 2 out of last 3 Financial years i.e. 2013-14, 2014-15 & 2015-16 respectively.	
3	18	PART - III Bid Opening and Evaluation Criteria - Technical Evaluation Credential Criteria - Point no. 1 to 4	Would like to clarify if credentials/ purchase orders/ contract agreement of ongoing projects will be considered for evaluation. As most of the projects are long term and multi-year assignments, hence that will bring up to date experience relevance to the Bank.	Credentials/purchase orders/ contract agreement of on-going projects awarded as of RFP publication date will be considered. However, a reference letter indicating the current status of the on-going projects should be submitted at the time of the submission of the bid.
4	19	PART - III Bid Opening and Evaluation Criteria - Technical Evaluation Credential Criteria Point no. 3. Should have prior experience in project management of implementation of and providing Consultancy services in Building of Data Centre, Disaster Recovery, Business Continuity Plan including RFP preparation, vendor evaluation, contract signing, project implementation, project governance etc.	Request bank to modify the clause as follows: "Should have prior experience in project management of implementation of and providing Consultancy services in Building of Data Centre or shifting of Data Centre , Disaster Recovery or shifting of Disaster Recovery , or evaluating Collated DC facilities based on the Banks requirement, Business Continuity Plan including RFP preparation, vendor evaluation, contract signing, project implementation, project governance etc.".	The modified clause may be read as : "Should have prior experience in project management of implementation of and providing Consultancy services in Building of Data Centre or shifting of Data Centre, Disaster Recovery, or evaluating Collated DC facilities based on the Banks requirement, Business Continuity Plan including RFP preparation, vendor evaluation, contract signing, project implementation, project governance etc."
5	19	PART - III Bid Opening and Evaluation Criteria - Technical Evaluation People - The SP (Service Provider) should have a pool of resources (at least 2 resources) in the below mentioned areas. The resources should have at least worked in the respective areas for at least 1 Banks / Govt. Financial Institution in India and should be with the firm for at least a period of 1 year.	Request the bank to modify the clause as follows: "The SP (Service Provider) should have a pool of resources (at least 2 resources) in the below mentioned areas. The resources should have at least worked in the respective areas for at least 1 Banks / Govt. Financial Institution in India and should be with the firm's payrolls".	Clause stands as per RFP.

6	31	<p>PART - IV Scope of Work : Provide assistance to the Bank to define and implement an effective IT governance framework:</p> <p>Point no."d" Assist in detecting and combating security-relevant weak points in the IT environment</p>	Does involve conducting detailed configuration review, VAPT and application security testing of the relevant IT infrastructure at UCO Bank? If so, please provide detailed scope. Is remediation of the detected weak points also part of the scope of work? Is this a one-time activity or periodic activity?	VAPT is being conducted separately by the Bank through IS auditors and hence will not come in the scope. Remediation of the detected weak points may be part of the scope.
7	24	<p>Part IV - Scope of Work Drafting of new Master Agreement, Terms & Conditions and Deliverables for New projects</p> <ul style="list-style-type: none"> • Draft new Master Agreement for implementation after expiry of Current Master Agreement with existing System Integrator 	Should the bidder consider Master Agreement creation for only one System Integrator? If more than one master agreement creation is in scope, kindly specify the number	<p>List of projects given under scope of works is indicative only. Bank may refer any IT Project for their Consultation for which project wise scope & no of man days will be finalised mutually.</p> <p>Bank does not guarantee minimum of man days commitment for any project.</p>
8	25	<p>Part IV - Scope of Work Providing Assistance to the Bank on all Information Technology related Aspects</p> <p>Gain understanding of the matter referred by the Bank</p>	Kindly elaborate on the kind of matters that may be referred by the Bank	
9	25	<p>Part IV - Scope of Work - Define Technology Road Map for the next 3 - 5 years</p> <p>Consultancy to achieve ISO 27001 for DC , DR and DIT which shall include preparing all necessary documents for ISO certification and also reviewing the security processes, carry out threat and vulnerability assessment, risk treatment plan, necessary training etc. required for certification.</p>	What are the other certifications which the bank plans to implement? Is the consultant expected to assess the gaps to get any certificate or perform program management during the certification exercise?	
10	26	<p>Part IV - Scope of Work Providing Assistance to the Bank on all Information Technology related Aspects</p>	Does it include developing SOC framework?	

		I. SOC implementation review and security baseline configuration assessment may be included in the scope		
11	27	Part IV - Scope of Work Testing Services e. Perform / Assist the bank in performing user acceptance testing and hardware and infrastructure acceptance testing	Is the bidder expected to bring any testing tools for performing UAT? Are there any minimum specifications for such tools?	Testing tool may be used by the Consultant for performing UAT based on the requirement. However, payment will be based on the number of Junior / Senior resource cost.
12	30	Part IV - Scope of Work Provide assistance to the Bank on IT Transformation within the bank d. Upgrade, replacement and modification for future expansion and requirements	Is the Bank expecting to upgrade, replace and modify CBS with the incumbent system integrator? Is creation of RFP for selection of systems integrator or CBS system in scope?	Scope in the RFP is self-explanatory.
13	30	Part IV - Scope of Work Provide assistance to the Bank on IT Transformation within the bank e. Identify the requirements for upgrade, replacement and modification jointly with Bank and/or the system integrator covering the following: i. Software and licenses requirements ii. Hardware requirements iii. Data base and operating system requirements iv. Data centre and disaster recovery site requirements and infrastructure v. Network, security and bandwidth requirements vi. Facilities management	Does it include a comprehensive assessment of device/ software obsolescence status?	Broad scope of the work to be undertaken the Consultant is indicative only and based on the requirement or need, bank may assign future projects.
14	31	Part IV - Scope of Work Provide assistance to the Bank for Review, modification and formulation of all IT related Policies including Business Continuity Planning	Will the consultant update the policy and procedure document or share document gap assessment report only?	The consultant may require updating the policy and procedure document.

15	31	Part IV - Scope of Work Provide Assistance to the Bank for Implementing Gopal Krishna Committees Recommendations	Does bank want to evaluate current implementation status against GG Krishna committee recommendation or help the bank to plan for its implementation?	The bank may avail services of the consultancy to evaluate implementation status, gap analysis of the current /future projects, including regulatory requirements.
16	31	Part IV - Scope of Work Provide assistance to the Bank to define and implement an effective IT governance framework d. Assist in detecting and combating security-relevant weak points in the IT environment	Is the consultant expected to perform any IT Security assessment like VAPT, etc as part of this scope?	VAPT is being conducted separately by the Bank through IS auditors and hence will not come in the scope. Remediation of the detected weak points may be part of the scope.

Revised Masked Commercial Bid

Table-A

Scope of Work (a)	Resource Level (b)	Cost/Man day (c)	No. of Days (d)	Applicable Taxes in (%age) and in Rs. (e)	Total Cost (f)= ((a*b)+c
Scope of Work defined	Junior Resource		500		
	Senior Resource		200		
	Total Cost	xxxxxxxxxxxxxxxx	xxxxxxxxxxxxxxxx		

Table-B

	Cost/visit (a)	No. of indicative Visits in 3 years (b)	Applicable Taxes in (%age) and in Rs. (c)	Total Cost (d)= ((a*b)+c
Expenditure of Top level executives/senior partner visit charges**		24		
Total Cost	xxxxxxxxxxxxxxxx	xxxxxxxxxxxxxxxx		

Table C

Total cost of ownership, C=total cost of table A+ total cost of table B (in figures)	
Total cost of ownership, C=total cost of table A+ total cost of table B (in words)	

Terms and Conditions

- In case there is a mismatch between the words and figures for TCO, the amount mentioned in words will be considered.
- Number of the visits is indicative in nature only.
- Bank will deduct applicable TDS, if any, as per the law of the land.
- Further, we confirm that we will abide by all the terms and conditions mentioned in the Request for Proposal document.
- No. of man days will be considered for calculation of TCO (Total Cost of Ownership) (Table C) only.
- Payment will be made on actual man days required for completion of job / project assigned.

**** The IT Consultant has to attend the meetings of IT Steering Committee and IT Strategic Committee/Board. They should have physical appearance in these meetings. Hence for such meetings, IT Consultant has to visit our office at Kolkata or the venue decided (mostly Metros) atleast twice in a quarter.**

Signature of Bidder: _____

Place: _____

Name: _____

Date: _____

Business Address: _____

Bid Control Sheet

Sl. No	Page No.	Existing Clause	Modified Clause
1	6	Last Date and Time of receipts of tender bids – 28/02/2017 at 03:00 PM	Last Date and Time of receipts of tender bids – 03/03/2017 at 03:00 PM
2.	6	Last Date and time of opening of technical bids – 28/02/2017 at 03:30 PM	Last Date and Time of opening of technical bids – 03/03/2017 at 03:30 PM