



UCO BANK
Department of Information Technology

Request for Proposal (RFP) for Selection of vendor for implementation of National Electronic Toll Collection (NETC) as an Issuer under OPEX Model for issuance of FASTag(Re-tendering)

RFP Ref No: DIT/BPR&BTD/OA/130/2020-21 Date: 30.04.2020


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 |
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| 1 | 8 | | Last Date and Time for receipts of tender bids: 10/06/2020 at 04:00 PM | Requested for an extension of 1 week. | Clause stands as per RFP |
| 2 | 8 | | Bids to be submitted: Tender box placed at: UCO BANK, Head Office-2 | Will there be a scope of submitting the docs online? considering the COVID 19 lockdown situation. | Bidder has to submit hard copy of the bid document |
| 3 | 74 | Annexure-M | Certificate from CA | If the Financials are audited, will there be still need for certificate from CA | Certificate signed by Chartered Accountant is mandatory in case of submission of Provisional Balance sheet. |
| 4 | 105 | Annexure-U | Deed of Indemnity | We understand this is not applicable for BID submission and only required for the selected Bidder. | Deed of Indemnity is integral part of RFP. Bidder has to submit the same. |
| 5 | 8 | Bid Control Sheet | Last Date and Time for receipts of tender bids 10/06/2020 at 04:00 PM | Considering the scope of the requirement and the complexities involved, request the bank to provide an extension of at least 15 | Clause stands as per RFP |

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| | | | | Working Days post removal of the COVID-19 related Lockdown for the Submission of Bid. | |
| 6 | 31, 97 | Functional Requirement s, Annexure – R : (ii) Scope of Work Compliance | Updating the customer pass and toll exemption details in the customer profile and central NETC portal as per the respective toll plaza guidelines. | Pass management is currently handled by Acquirer. Issuer has no role in the same. Hence, pass updation in NETC Mapper will be done by Acquirer. Please confirm. | If as per the existing NETC system the Pass Management is not a part of issuer role, the same can be relaxed. In near future if pass management becomes part of the issuer system the selected bidder has to implement the same. |
| 7 | 31, 95 | xix, 19, Functional Requirement s, Annexure – R : (ii) Scope of Work Compliance | Selected bidder has to securely transmit data to any other parties through the necessary cryptographic keys as needed for the correct operation of the system | The data is currently not shared with any third party. Please specify if it has to be shared what would be format in which data has to be shared. | Example - If the FASTag embossing data is being shared with any other third party vendor the same must be shared securely using any encryption mechanism. The format of the data to be shared with third party will be discussed and finalized with the selected bidder as per the requirement of the Bank. |
| 8 | 33, 96 | xxiii (f), 23.f, Functional Requirement s, Annexure – R : (ii) Scope of Work Compliance | Temporary blocking/ unblocking of FASTag. | This option is currently not provided to customer over a portal. This option is enabled at Call Centre. Please confirm. | If the provision of blacklisting has been provided through Call Centre then it should be enabled accordingly. However in future if NPCI enabled this feature to be done from the customers then accordingly it should be done without any additional cost to the Bank. |
| 9 | 46 | 19 | Penalty | Bidder Requests the Bank to Cap the various Penalties mentioned in the RFP at 10% of the Annual Billing. | Clause stands as per RFP |

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| 10 | 48 | 22, Contract Period | The performance of the selected bidder shall be reviewed every quarter and the Bank reserves the right to terminate the contract at its sole discretion by giving Two (02) months' notice without assigning any reasons. | Request the bank to provide a Three (03) month's notice in case of termination for convenience. | Clause stands as per RFP |
| 11 | 49 | 26, | Indemnity | Bidder Requests the Bank to Cap the overall liability of the Bidder @ 10% of the Annual Billing. | Clause stands as per RFP |
| 12 | 57 | 44, Limitation of Liability | Bidder's aggregate liability under the contract shall be limited to a maximum of the contract value. | Bidder Requests the Bank to Cap the overall liability of the Bidder @ 10% of the Annual Billing. | Clause stands as per RFP |
| 13 | 94 | 8, Annexure – R : (ii) Scope of Work Compliance | Selected bidder will maintain the FASTag rate as provided in response to the RFP for next 5 years. However, Bank reserves the right to re-negotiate the rate on time to time basis based on the market rate. Also Bank reserves right to procure the FASTag from any other vendor and in that case the selected bidder will manage the inventory and other activities as per the scope of this RFP. | <p>If the tags are procured from some other vendor, how will the successful Bidder manage inventory from their end as the tags will be personalized and dispatched from perso vendor's end only.</p> <p>Also, the successful Bidder won't have any control on the wasted tags / wastage done during personalization of tags. Please confirm / advise.</p> <p>Further, if the tags are procured from some other vendor then in such a case, the successful Bidder will not be able to track dispatch and delivery of tags as successful Bidder won't have any control on bank appointed vendors. Please confirm/Advise.</p> | In case, the FASTags are procured from different vendors, management and address details of the FASTags will be the responsibility of the Bank. |
| 14 | 94 45 | 4,18, Annexure – R : (ii) Scope of Work | The whole solution should be hosted with proper high availability (24x7 availability with 99.99% precision) and 100% DR | Bidder requests the Bank to provide Clarity on what does the Bank to imply by 99.99% precision when the Uptime requirement as | It is Bank's expectation that the issuer host solution will be available with 99.99% precision. However for the calculation of |

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| | | Compliance Uptime | <p>replica. Highly scalable application should be capable of handling very high volume plazas transactions.</p> <p>Service Providers should maintain round-the-clock connectivity of the issuing host network and related things etc. for ETC services, users of FASTags, NPCI etc. with an up- time of 99.00 % of their Host systems.</p> | per the RFP is 99.00%. Please advise. | penalties we are keeping the up-time requirement as 99.00%. |
| 15 | 95 | 18) C Customer queries through Email | Customer queries can come through email, website or telephone calls. | Whether IC will be given by bank domain mail Id to handle the queries of customers or Bidder's generic mail Id will be used to send or receive mails from customers. Please confirm/advise. | To handle the queries of customers, Bank will provide mail id. |
| 16 | 95 | 18) Annexure – R : (ii) Scope of Work Compliance | Help Desk (Setting of Centralized Call Centre) functionality to be provided to Bank for support of FASTag users/ customers. | Bidder requests the Bank to please confirm on customer base and daily volume expected. Further, please confirm if Service required is via both channels "Voice" and "Mail" only. | Kindly refer Scope of work mentioned in the RFP. The service is required via both channels. |
| 17 | 96 | 22/n, Annexure – R : (ii) Scope of Work Compliance | Passage History | Reconciliation status would not be there & for NETC there is no failed transactions, all toll transactions will be considered as approved or deemed approved transactions. Please confirm. | Reconciliation status against a specific transaction should be mentioned, i.e. pending, approved, settled etc. |
| 18 | 97 | 25, Annexure – R : (ii) Scope of Work Compliance | There should also be facility for customer to apply a FASTag through online process / mobile app / e-mail. | Bidder requests the Bank to provide detailed information on the process of a customer applying FASTag through email? | The process should be in line with guidelines of regulatory authority and it shall be finalised with selected bidder. |
| 19 | 97 | 28, Annexure – R : (ii) Scope of Work Compliance | Discounts module for FASTag should be a part of the solution. | Bidder requests the Bank to provide clarity on the implementation of discount management on issuer side; we believe this is the part of acquiring | If Bank wants to provide any discount at issuer level, there should be provision to implement the same. |

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| | | | | side. Please advise. | |
| 20 | 99 | iAnnexure – R : (ii) Scope of Work Compliance | <p>Fleet Management: System have an efficient and easy to use fleet management module which consists of – Fleet Onboarding: Fleet Onboarding is multi-step operations and the system has tabular view for ease of access to the user. The following details are captured while on boarding of fleet customer:</p> <ul style="list-style-type: none"> • Group Master • Company Master • Division Master (Optional) • Document • Wallet Verification | Bidder requests the Bank to provide details to be captured as Group master etc. and how does bidder show it in a tabular view. | The necessary details of the fleet management module will be shared with the selected bidder at the time of implementation. |
| 21 | 37 | Limited trial/pilot requirements I the RFP document | <p>The Vendor should comply with Bank's IS Security policy etc. in key concern areas relevant to the RFP. Some of the key areas are as under</p> <ol style="list-style-type: none"> Responsibilities for data and application privacy and confidentiality Responsibilities on system and software access control and administration Data Encryption/Protection requirement of the Bank |  <ol style="list-style-type: none"> Adherence to Cyber Security Policy of the UCO bank – Does the bank has centralized key management policy as part of the cyber security policy. Does the customer data needs to be encrypted with encryption keys to be managed separately by key management solution as per security practice and RBI guidelines on key management. Does bank's cyber security policy enforces decoupling the encryption keys from the encrypted data? How do we achieving separation of duties in encryption process | <ol style="list-style-type: none"> Management of key should be as per industry standard. Yes, data needs to be encrypted as per guidelines of regulatory authority. Encryption keys need to be maintained separately. Key management should also |

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| | | | | <p>implemented in applications?</p> <p>a. How do you ensure that the Sys admin is not able to see the PII data from the data base?</p> <p>5. Do the respective application owners of bank manage and own the ssl encryption keys used for sensitive data encryption?</p> <p>6. How are the encryption keys and policies managed for data in motion and data at rest encryption?</p> <p>7. What is the rotation schedule of these keys and how are they managed and audited?</p> <p>8. Is your encrypted data and keys used for them being managed and owned by the same custodian?</p> <p>9. Does the data back up to be provided needs to be kept encrypted and has to be decrypted when giving to the bank</p> | <p>be as per industry standard. However Bank suggest to maintain key custodians at organization level.</p> <p>5. the details Will be discussed with selected bidder.</p> <p>6. This will be as per the NETC system for data in motion. However, encryption for data in rest should be maintained as per industry standard.</p> <p>7. As per industry standard</p> <p>8. As Bank is taking the solution in OPEX model the management of the data and keys are bidders responsibility.</p> <p>9. Yes, it is to be kept encrypted and decrypted during giving to the Bank.</p> |
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