

.No .	Pre-bid Queries	Query No.	Page No.	Clause No.	Existing Clause	Bank's Reply
1	Will Bank provide vendor with the training venue or training partner has to arrange for it.	1	13	4.Viii	The selected Bidder(s) shall carry out the training program at one centre or different centres across the country on parallel basis so as to cover all the candidates under the training program within a timeline stipulated by the Bank.	Bank will provide training infrastructure, which includes computer labs, conference hall, food and beverages, stay arrangements. The selected partner is to take care of the other costs including travel allowances of its trainer.
2	Hard copy can be sent by any courier facilitator? or there is any condition that it need to be sent by speed post.	2	25	14.3	Technical bid	No, bidder has to submit the bid as defined in the RFP within the time frame by any of its convenient medium.
3	Annexure -M is missing in the RFP Document	3	57	7	Details of the Teaching / Hostel / Boarding facilities used (Annexure-M)	Please ignore Annexure M , as Bank has taken the responsibility of Hostel/Boarding facilities, it is not relevant.

4	For online assessments will bank provide the platform or training partner has to provide it. Who will be POC for the same or bank will provide the details of candidate or we have to submit the results to POC	4	13	4.iv	The training program/ course tenure should be of 2 days. For the marketing officers (at present 100, may go upto 200), training will be of 3 days. At the end of the training period, the institute/s should make provisions for online assessment(s) to be undertaken by each candidate. Candidates should undertake online assessment(s), assignments and other activities as predefined by the Bank. The "Course Certificate" should be awarded by the institute/s, only to the successful candidates who clear the aforementioned online assessment(s), assignments and other activities.	The technical platform is to be arranged / provided by the selected partner. Once the agreement is executed Bank will share the SPOC details and Escalation Matrix. Modalities of submission and Submission of results will be shared post agreement.
5	Course Certificate will be online only or we have provide physical copy of it and if yes then do we need to send physical copy of certificate to the branch or to POC.	5	13	4.iv	The training program/ course tenure should be of 2 days. For the marketing officers (at present 100, may go upto 200), training will be of 3 days. At the end of the training period, the institute/s should make provisions for online assessment(s) to be undertaken by each candidate. Candidates should undertake online assessment(s), assignments and other activities as predefined by the Bank. The "Course Certificate" should be awarded by the institute/s, only to the	Course certificate to be both online as well physical copy, address will be provided of the administrative offices/branches for sending the certificate.

					successful candidates who clear the aforementioned online assessment(s), assignments and other activities.	
6	The 2 / 3 days of training to be conducted by the selected bidder is going to be a residential or Non-residential program?	1	13	4 (iv)		Accommodation along with the infra like conference hall, computer lab if required will be provided by the Bank. The stay arrangement will be provided as per the eligibility of its senior manager officers. The stay arrangement can be done at Banks training colleges, or other stay tie-ups.
7	If the training is non-residential, is there lunch / refreshments expected to be arranged by the selected bidder to the candidates?	2	13	4 (iv)		Bank will arrange for the same.
8	Bidder's physical presence at the mentioned locations will be proved by having an office there or having classroom is mandatory?	3	15	4 (xxi)		Bidder is to submit the self declaration with the detail address of its physical presence at various locations.
9	During the 6 months of training, classroom training of 2 / 3 days will be a one-time activity or more than	4	13	4 (iv)		It is one time activity for the requested number of candidate as mentioned in the RFP.

	once?					
10	What will be the frequency of payments, batch-wise or monthly?	5				Please refer Payment terms as addendum.
11	What will be the turn around time for releasing payments after submission of bills?	6				Please refer Payment terms as addendum.
12	In event of employee resigning during the 6 months post training, what will be the effect on billing?	7				Payment will be done on the basis of training imparted to the number of trainees. For better clarity please refer to the Payment terms, published as addendum.
13	What will be the name of the course that will be mentioned on the certificates to be given to the candidates?	8	12	4 (i)		Details will be shared with the selected bidder.
14	Training venue and A/V setup is to be arranged by the bidder or the bank will provide infra?	9	15	4 (xxi)		Bank will provide required infra. Please refer RFP and pre bid reply for better clarity
15	Will this be done immediately on training location.	1	13	iv	On line assessment	The complete engagement will be for 6 months, detail plan to be formulated post selection of bidder.
16	Will lap tops be available to administer the test or can this be administered on Android Hand held device					As mentioned in the RFP, online assessment, daily feeder etc. to be made available in web based and app based system

						by the selected bidder.
17	How many lessons are required to happen. What if a candidate is unresponsive .Will UCO intervene in case of no response despite reminders	2	13	vi	Proposed e lessons before the start	The primary onus lies with the selected bidder in execution of the scope of the work. However, UCO Bank will coordinate and extend support in its execution. The bank will ensure cooperation and support from its employees, wherever required as per the scope of the work.
18	What are the locations for the ttt	3	13	ix	Locations for ttt	Please refer RFP.
19	Are all these people new recruits of have been in the system for a period of time	4	14	x	..start working with confidence post the training	It is a mix of people; most of them are permanent employee of the Bank.
20	...is access to computer necessary for the program	5	14	xiv	...mention of availability of computer labs	Training to be executed as per the scope of the Bank.
21	...are these generic audio visuals or does uco expect specific audio visuals need to be made for this program	6	14	xv(i)	Use of audio visuals	Yes generic as well UCO specific audio and video to be made and shared with the Bank.

22	...if so how many?					Minimum 12, rest depends on the selected bidder.
23	...is the training partner expected to upload a daily news letter ...ie 180 days =180 uploads	7	14	Xv(j)	A daily news feeder	Yes...
24	Is it essential the trainer needs to have specific Banking experience if so how many years of Banking experience?	8	15	xvii	...practical banking experience...	Please refer RFP and revised Technical evaluation criteria.
25	...how elaborate does it need to be ...approx. no of pages?	9	15	xxsufficient copies of training material needs to be distributed	The content should be clear enough to communicate the message in letter and spirit. The content to be verified by the Bank team before circulation.
26	Can this be done centrally in the form of a help desk...Pl clarify it will happen telephonically	10	16	Xii(f)	A dedicated coach to answer/guide trainees needs to be available	Yes...
27	We will provide the content ...will this be housed on LMS platform or will you be using the platform belonging to the training partner	11	16	Xxii(g)	Interactive on line tool ...mobile and web based	Platform is of the partner.
28	Do these need to be specially created for UCO or can generic tools be used.	12	16	Xxii(h)	Audio visual tools	Yes generic as well UCO specific audio and video to be made and shared with the Bank.

29	What will be the e tendering format ?	13	18	7	(Reverse auction/e tendering)	Reverse auction
30	Does this include venue/lunch/laptop and projector?	14	29	14.4.3 E	All cost factors to be provided by training agency	Bank will provide training infrastructure, which includes computer labs, conference hall, food and beverages, stay arrangements. The selected partner is to take care of the travelling allowances of its trainer.
31	In lieu of certificates will Purchase orders supported with bank statement confirming receipt of payment suffice ?	15	53	2	Relevant certificates for proof to be submitted	Please refer the RFP.
32	Pl clarify is it only banking related or similar contracts can be non banking related as well?	16	54	6	Executed similar customized training programs ...	It may be Banking or Non Banking fulfilling the eligibility criteria and scope of the work.
33	Is it correct to understand it can be either Banking Industry related or PSU related(can be non banking as well?)	17	57	4	Have you conducted trainings for banking industry /PSU in particular, if yes please specify	It may be Banking or Non Banking fulfilling the eligibility criteria and scope of the work
34	Annexure M is missing	18	57	7	Details of Hostel/Boarding facilities	Bank will provide training infrastructure, which includes computer labs, conference hall, food and beverages, stay

						arrangements. The selected partner is to take care of the travelling allowances of its trainer.
35	PI Clarify if Agency LMS is to be used or UCO LMS?	19	58	1D	On line assessment of trainees	Selected Partner is to provide the Platform.
36	UCO Bank will share details for construct of the Program?	20	74	3	Branch Banking Functions ,due diligence & risk compliance	The primary responsibility lies with the selected partner however Bank will extend its all support wherever feasible and possible for successful execution of the program.
37	What really is the requirement .No of Faculty deployments varies from project to project. Kindly clarify the expectation	21	86	4	Existing Faculty per class room	The number of faculty to be engaged to train the per batch/class.
38	This clause is similar to clause 7 ? Under Clause 4 on page 57 you had indicated banking Industry or PSU.Where as on page 86 it mentions only banking sector specific. Kindly clarify the difference between clause 6 & 7?	22	86	6 & 7	No of long term academic training programs completed for Banks ;Would it mean that weightage for banking sector teaching experience is 10+20=30 points both PSBs and private sector) in the last 5 years.	RFP clause stand clear....since ours is banking industry, relevant weightage has been assigned in clause 7 (Banking industry) , whereas clause 6 speaks of training program completed for BFSI, NSE/BSE listed companies (both PSBs and Private sector) , refer revised Technical

						Evaluation Criteria.
39	Fourth Quadrant Learning Solution (May 2009) has moved the business from proprietary firm to Fourth Quadrant LLP (Oct 2018) limited liability firm. We can provide proof for this. We should be allowed to bid on FQLLP	1	53	ANNEXURE B: ELIGIBILITY CRITERIA	The bidder must be established and registered - Company / Firm / Trust / University Education Institute for last 3 years	The bidder must be established and registered - Company / Firm / Trust / University Education Institute/ LLP and must be working in this field for last 3 years
40	Axxenure M is missing	2	57	Axxenure D - point 7	Axxenure M is missing	Annexure M stands deleted.
41	Additional box is required for Marketing officer pricing	3	76	Axxenure E: INDICATIVE FINANCIAL BID	Additional box is required for Marketing officer pricing	Please refer corrigendum.
42	How projected trainee nos. will be bifurcated or any ratio is been decided between two training agencies	1	12	4 (i)	The Bank aims to avail services of Two Professional Training Agencies for training approximately 3350 Employees and awarding them certificates of successful completion	Please refer RFP, the contract will be awarded in 60:40 ratio, for better clarity refer RFP.

43	Elaborate on other activities as specified by bank.	2	13	4(iv)	Candidates should undertake online assessment(s), assignments and other activities as predefined by the Bank.	Please refer scope of work, Training tools/Mechanism, Pre-Designed Set of Curriculum etc. to better the skills and meet the expectations of the RFP.
44	The mentioned e-lessons has to be host on bank's platform or mail to common id to make readily available for participants before the training and if so, than how it would be tracked to comply on the same.	3	13	4(vi)	The training shall propose e-lessons for the prospective trainees which should be covered by the candidates before they start their training.	The training lessons and other such activities as mentioned in the RFP to be hosted by the bidder.
45	The option is with the agency to spread in one location or different ? Any how much trainee nos. shall agency consider to plan within the stipulated time?	4	13	4(vi)	The selected Bidder(s) shall carry out the training program at one centre or different centres across the country on parallel basis so as to cover all the candidates under the training program within a timeline stipulated by the Bank.	Please refer the RFP.
46	All deliverable from training agency has been mentioned in the list but whether training is residential or non-residential and who shall arrange the training centres i.e. Bank or Agencies	5	16	4(xxii)	As a part of undertaking this training assignment, it will be the responsibility of the agency to provide the followings at the location(s) where training will be imparted.	Bank will provide training infrastructure, which includes computer labs, conference hall, food and beverages, stay arrangements. The selected partner is to take care of the travelling and other related expenditures, not

						covered above of its trainer / employee.
47	3 online test of each individual at different intervals is minimum requirement?	6	17	5(vii)	Online assessment test (atleast 3 test for all trainees) to be conducted on regular basis during the 6 months period, to assess the trainees	Yes it is one of the requirements. Apart from this, refer RFP for rest of the requirement.
48	So, EMD will be ideally valid for 210 days ? (180 days plus addition of 30 days)	7	22	12	The Bidder(s) must submit Earnest Money Deposit along with Eligibility Bid in the form of Bank Guarantee valid for a period of 180 days, with a further claim period of 30 days from the date of opening of Eligibility/Technical Bid in the format given in Annexure H (ii), in favour of UCO Bank payable at Kolkata	Yes...
49	Please clarify whether centres and administrative staff will be provided by bank in each location	8	27	14.3 (viii)	The requirements for staff and facilities including administrative support, office space, equipment, data, etc. to be provided by UCO Bank to be clearly specified.	Yes...
50	Any filled up sample copy is available for reference to fill up pricing excel or shall we mention the price per trainee per item and tax rate in details column	9	58	Annexure E (Indicative financial bid)	What needs to fill in details column in pricing excel and how to bifurcate the tax and rate of tax component	Please refer commercial format provided in RFP.

51	Annexure M is missing from the RFP doc	10	57	Annexure D (Sno. 7)	Details of the Teaching / Hostel / Boarding facilities used (Annexure-M)	Annexure M stands deleted.
52	Annexure F has to given in plain paper or stamp paper now with RFP submission?	9	59	Annexure F	To be stamped in accordnace with stamp act	Stamp paper.
53	Annexure O has to be given in plain paper, once shortlisted stamped will be taken care? Please clarify	10	77	Annexure O	To be stamped in accordnace with stamp act	Stamp paper
54	CV required for propsoed faculty who will be associated with this project, if shortlisted by bank. Please clarify?	11	85	Exhibit III	CURRICULUM VITAE (CV) FOR PROPOSED FACULTY (USE SEPARATE SHEETS FOR EACH PROPOSED FACULTY)	Yes.
55	The training program/course is mentioned for 2 days whereas training will be for 3 days is ambiguous and needs clarity. The candidates need to login to training agency's server for online assessments/assignments or on the LMS portal of Bank.	1	Page No 13	4. Scope of Work (iv)	The training program/ course tenure should be of 2 days. For the marketing officers (at present 100, may go upto 200), training will be of 3 days. At the end of the training period, the institute/s should make provisions for online assessment(s) to be undertaken by each candidate. Candidates should undertake online assessment(s), assignments and	Training of 3 days will be imparted to approx. 200 staff and for rest of the staff it will be of 2 days. There may be variation upto 20% on both side in indicative number of trainees, mentioned in the RFP.

					other activities as predefined by the Bank.	
56	The training partner needs to understand the demographic needs in developing content only or it needs to be developed and delivered in the respective vernacular language.	2	Page No 13	4. Scope of Work (v)	The selected partner needs to understand the demographical presence of the Bank and training program content must be prepared .to bring the behavioral changes, positive attitude, Marketing Skills , Soft Skills etc.	RFP clause stands, training to be delivered in English and Hindi.
57	What would be the nature of e lessons. Approximately how many e lessons to be developed as per the scope of work. Need more clarity in this regard.	3	Page No 13	4. Scope of Work (vi)	The training shall propose e-lessons for the prospective trainees which should be covered by the candidates before they start their training. The Institute shall convey to and ensure completion of the same by the candidates.	The selected bidder should be clear in its objective to meet the expectation of the Bank as per the scope of the work. However the course and content finalization will be done on mutual basis before kick start of the project.

58	Approx,at how many places bank expects to conduct these training programs simultaneously. Will it be residential or non residential training program, since the program duration will be 2-3 days. Who will be responsible for arranging of training venue and other arrangements of training.	4	Page No 13	4. Scope of Work (viii)	viii. The selected Bidder(s) shall carry out the training program at one centre or different centres across the country on parallel basis so as to cover all the candidates under the training program within a timeline stipulated by the Bank.	Please refer earlier reply and RFP for better understanding.
59	Train The Trainer program for all the trainers of training agency will be conducted at one location or at different locations of the bank.Which will be the location(s) in that case.	5	Page No 13	4. Scope of Work (ix)	The successful Bidder(s) will have interaction with UCO Bank faculty while imparting the training for the trainees for any specific Bank products/services for clarification. Selected Institutes to depute their faculty members to attend the "Train the Trainer program" for one or two days at our Training Colleges, immediately after entering into the contract, at their cost.	This may happen at one central location, if not than on the defined locations of the RFP.
60	What will be the approximate number for each program	6	Page No 14	4. Scope of Work (xi)	There may be difference in the exact number of persons attending this training and the Bank reserves its right to alter the figure.	Batch size is defined in the corrigendum.

61	In this point, training infrastructure mentioned will be provided by the bank or to be arranged by the training agency.	7	Page No 14	4. Scope of Work (xiv)	Similarly, the allocation of the officer shall be decided by the Bank and communicated to the institutes, depending upon the infrastructure, availability of seats during the training period including the computer labs of specified capacity, faculty support and the geographical concentration of candidates vis-a-vis location of the institutes selected and proximity of Bank's branches to the centres.	Refer earlier reply.
62	Is there any specific Psychometric evaluation is required or it will be developed and customized for employees in consultation with the bank. More clarity is required on daily news feeder/periodical case studies during the contract period	8	Page No 14	4. Scope of Work (xv)	The training program is expected to deploy the following tools/mechanisms for training/development of the candidates (Annexure L): d) Psychometric evaluation j) A daily news feeder/periodical case study on the training/soft skills content/cross selling improved methodologies to be carried out during the 6 months of the contract.	The same will be finalized post selection of the bidder however selected partner must be in ready state to start the training at the earliest.
63	Is the training agency required to do Train The Trainer Program for bank faculty members. What will be the numbers,duration & location.	9	Page No 17	5.Timelines (v)	Faculty member of the Bank to be adequately trained so that they in turn can train the trainees in future.	Yes.RFP is clear on this. Trainer number will be between 40- 50. Please refer RFP for location and earlier reply.

64	In which envelope, Integrity pact to be submitted as it is not listed in the checklist of documents for Technical Bid - Eligibility or Technical Bid - Detailed	10	Page No 17	6. Eligibility (c)	The Bidder shall also submit PRE-CONTRACT INTEGRITY PACT along with technical Bid as prescribed by the Govt. of India (Annexure - O) duly signed by the Bidder on each page and witnessed by two persons. The agreement shall be stamped as applicable in the UCO Bank where it is executed. Bid submitted without PRECONTRACT INTEGRITY PACT, as per the format provided in the RFP, shall not be considered.	In technical bid Detailed.
65	Annexure M is missing in the bid document.	11	Page No 57	Annexure D - Technical Bid	Details of the Teaching / Hostel / Boarding facilities used (Annexure M)	Annexure M stands deleted.
66	What is the criteria of Long Term academic training. Is it the duration of the training program or the duration of the project	12	Page No 88	Exhibit IV (6)	No. of Long Term academic training programs completed for BFSI, NSE/BSE listed companies (both PSBs and private sector) in the last 5 years	Please refer revised Technical Evaluation Criteria. Ignore the word Long term.

67	What is the context of existing faculty in the evaluation criteria. It depends on the nature of the training program and number of participants and 1-2 faculty are deployed as per requirement.	13	Page No 86	Exhibit IV (4)	Existing Faculty per classroom	Deployment of the faculty member for execution of training programme for a batch.
68	What is the criteria of Long Term academic training. Is it the duration of the training program or the duration of the project	14	Page No 88	Exhibit IV (6)	No. of Long Term academic training programs completed for BFSI, NSE/BSE listed companies (both PSBs and private sector) in the last 5 years	Please refer revised Technical Evaluation Criteria. Ignore the word Long term.
69	<p>Our understanding is that two roles are to be trained:</p> <p>1. Identified persons as Point of Contact (Relationship Manager) in Branches - 3250 in number - 2 day training</p> <p>2. Marketing officers - 100 to 200 in number - 3 days training</p> <p>Q1 - Please confirm if the above understanding is correct.</p> <p>Q2 - What is the age, education and experience level of these employees?</p> <p>Q3 - Please share detailed</p>	1	13	4. Scope of work Clause iv	The training program/ course tenure should be of 2 days. For the marketing officers (at present 100, may go up to 200), training will be of 3 days.	Please refer RFP and earlier reply for the scope of work and other queries.

	<p>job description of both these roles.</p> <p>Q4 - Does the bank have a coverage outline available?</p> <p>Q5 - Can we suggest a longer duration program (5-6 days) since soft skills practice would help employees perform better?</p>					
70	<p>Q1 - What does the bank intend to test the trained participants on?</p> <p>Q2 - Are there any specifications of the assessment or can the institute define the parameters and scoring criteria?</p> <p>Q3 - How will we have access to the trainees once they join the bank?</p>	2	13	4. Scope of work Clause iv	<p>At the end of the training period, the institute/s should make provisions for online assessment(s) to be undertaken by each candidate. Candidates should undertake online assessment(s), assignments and other activities as predefined by the Bank.</p> <p>Online assessment test (at least 3 test for all trainees) to be conducted on regular basis during the 6 months period, to assess the trainees.</p>	<p>Please refer scope of the RFP . The assessment to be done based on the scope of the RFP and if require Bank may define few other criterion, which will be shared or finalized with the selected partner.</p>
71	<p>Q1 - Will UCO bank share some information to help understand the demographical presence. Can the bank also facilitate a brief study where a few of our representatives can meet bank roles holders and their managers to understand their profile in</p>	3	13	4. Scope of work Clause v	<p>The selected partner needs to understand the demographical presence of the Bank and training program content must be prepared to bring the behavioural changes, positive attitude, Marketing Skills , Soft Skills etc.</p>	<p>Bank is having presence across the country, please refer RFP for details. The training to be in English and Hindi.</p>

	<p>detail?</p> <p>Q2 - What would be the language of training delivery? Do we need to prepare the content in different languages?</p>					
72	<p>We understand each employee will go through this flow:</p> <p>Self study through e-lessons -> 2 or 3 days of classroom training -> assessment.</p> <p>Q1 - How much is the e-learning component (duration and number of modules) – before and during the training?</p> <p>Q2 - Does the bank have a list of topics of e-lessons?</p> <p>Q3 - Will the bank host the e-learning modules through its existing Learning management system (LMS) or do we need to provide LMS as well?</p>	4	13	4. Scope of work Clause vi	The training shall propose e-lessons for the prospective trainees which should be covered by the candidates before they start their training.	Please refer RFP for details. The solution is to be managed and hosted by the selected bidder.

73	<p>Q1 - Does the training needs to be residential or non-residential? Are there specific requirements for the classrooms, such as class size, Internet bandwidth to run UCO bank videos, or any other?</p> <p>Q2 - Are there any specifications for the food menu?</p> <p>Q3 - Can we plan Saturdays also as training days?</p> <p>Q4 - Can the institute decide the start dates of the training batches at various locations?</p>	5	13	4. Scope of work Clause vii	The selected Bidder(s) shall carry out the training program at one centre or different centres across the country on parallel basis so as to cover all the candidates under the training program within a timeline stipulated by the Bank.	Please refer early reply on the query, training dates will be decided by the Bank.
74	There is a mention of computer lab in the clause. We understand that participants will access micro modules on mobile app before and after the training. Since the training is largely soft skills, a computer lab will not be required. Please confirm if computer labs are needed for a specific purpose.	6	14	4. Scope of work Clause xiv	Similarly, the allocation of the officer shall be decided by the Bank and communicated to the institutes, depending upon the infrastructure, availability of seats during the training period including the computer labs of specified capacity, faculty support and the geographical concentration of candidates vis-a-vis location of the institutes selected and proximity of Bank's branches to the centres.	The infrastructure will be provided by the Bank, however selected partners to provide web and app based solution for news feed, queries, interaction, digital tutorials, test etc. Please refer RFP and reply of pre bid for clarity.

75	<p>1. Do we have an estimate of nos. of residential as well as non residential candidates?</p> <p>2. Of the given locations which are the preferred locations of the bank?</p> <p>3. Do we need to plan the programs at the given locations only?</p> <p>4. If the number of candidates at a given location is less. Can we include those candidates along with the candidates at another location? We understand travel of bank employees would be at their own expense.</p>	7	15	4. Scope of work Clause xvi	<p>The candidates would be distributed among selected locations as per convenience of the Bank.</p> <p>As Bank is having pan India presence, Bank may arrange the required training at selected cities (30-40) cities across country. List of Bank administrative office is as under:-</p>	<p>The entire training program to be residential arranged by the Bank, travel expense of Bank employee will be taken care by the Bank. The city list provided is the most preferred training locations however for the convenience of the Bank, it may be changed.</p>
76	Are there any specifications for the platform/ mobile app, such as compatibility, hosting etc.	8	16	4. Scope of work Clause xxii	(g) A interactive online tool to refresh the training contents, a daily flash messages/education tips, during the contract period. Bank would prefer to have mobile app for above activities in addition to web based solution.	Mobile and web app platform to facilitate the all the trained employees at a time, there should not be any compromise on concurrency. Please refer RFP for rest of the queries.

77	<p>Q1 - Will UCO bank provide the content for bank-specific orientation, products, sales methodology, and operations?</p> <p>Q2 - How many days/weeks in advance of the training will we receive the content from UCO bank?</p>	9	74	ANNEXURE K	<p>ANNEXURE K: PRE-DESIGNED SET OF CURRICULUM</p> <ol style="list-style-type: none"> 1. Orientation with UCO Bank 2. Knowledge of General Banking environment 3. Branch banking functions, due diligence and risk compliance 4. Sales/Marketing of Banking Products with special emphasis on digital and asset products 5. Behavioural change 6. Soft skills 7. Customer centricity 8. Psychometric evaluation 9. Evaluation test 	Please refer RFP for clarity. Before start of the training program, selected partner will meet the Bank officials for better coordination.
78	<p>Q1 - What decision do you want to make based on the results of the psychometric tests? Are you looking at a personality assessment or a domain/ behavioural kind of assessment to define the developmental needs of each candidate?</p> <p>Q2 - When would the psychometric test be undertaken? Is it part of pre / during / post training?</p>	10	75	ANNEXURE L: TRAINING TOOLS/ MECHANISMS	<ol style="list-style-type: none"> a) Group/ team-building activity b) Training through mix of e-learning, pre-reads and case studies c) Peer group performance d) Psychometric evaluation e) Role-play f) Marketing & selling techniques g) Training in soft skills h) Audio Visual Technique i) Web and Mobile based digital channels for daily feeders, assessment test etc. 	Please refer RFP for clarity.

79	How will the trainees access the dedicated coach? Does bank have a virtual platform or should we plan to deploy a virtual platform? Alternatively, can we plan to use telephonic or face-to-face coaching?	11	16	4 xxiii (f)	As a part of undertaking this training assignment, it will be the responsibility of the agency to provide the followings at the location(s) where training will be imparted. (f) A dedicated coach to answer/guide trainees during the 6 month schedule.	Selected partner has to provide the dedicated coach.
80	How many profiles are to be submitted?	12	85	Exhibit III	Curriculum Vitae for Proposed Faculty	Please refer RFP.
81	What happens if a candidate drops out of the program mid-way?	13	NA	General Queries	Students Discontinuing	Bank will take care of such cases, if any.
82	Q1 - Will the employees be allocated to batches by UCO bank in advance? Q2 - What is the minimum no. of participants for stating the batch? Q3 - What happens if at a certain location, a batch has less than 25 participants? Will the batch get rescheduled?	14	NA	General Queries	Insufficient batch size	Bank will ensure the sufficient batch size.

83	Please share an approximate trainee profile - new or existing, age groups, gender for better customisation	1	12	4(i)	The Bank aims to avail services of Two Professional Training Agencies for training approximately 3350 Employees and awarding them certificates of successful completion	Most probably all the permanent employees of the Bank having work experience will be part of the training.
84	Will the certificates be issued physically or digitally? 1. If physical - will the certificates be issued during the training or later? If later - how? 2. If digital - what will be the issuance mechanism?	2	13	4(iv)	The "Course Certificate" should be awarded by the institute/s, only to the successful candidates who clear the aforementioned online assessment(s), assignments and other activities	Both types of certificate to be issued. Certificate to be issued post completion of the entire self assessment test and training. Please refer previous reply on the query.
85	Is the Bank expecting regional language translation for the offline and online content, assessment etc.? If so, how many languages?	3	13	4(v)	The selected partner needs to understand the demographical presence of the Bank and training program content must be prepared .to bring the behavioral changes, positive attitude, Marketing Skills , Soft Skills etc.	Please refer previous reply.
86	What is the duration of the digital pre-read?	4	13	4(vi)	The training shall propose e-lessons for the prospective trainees which should be covered by the candidates before they start their training.	The entire contract period.

87	How will the prospective trainees access the digital pre-read?	5	13	4(vi)	The training shall propose e-lessons for the prospective trainees which should be covered by the candidates before they start their training.	Please refer previous reply and RFP.
88	Who will provide the infrastructure for training? This is unclear as it is not mentioned that infrastructure is required in Clause 4(xxii) Page 16	6	13	4(viii)	The selected Bidder(s) shall carry out the training program at one centre or different centres across the country on parallel basis so as to cover all the candidates under the training program within a timeline stipulated by the Bank	Please refer RFP and previous reply.
89	Is the infrastructure to be residential or non-residential?	7	13	4(viii)	The selected Bidder(s) shall carry out the training program at one centre or different centres across the country on parallel basis so as to cover all the candidates under the training program within a timeline stipulated by the Bank	Please refer RFP and previous reply.

90	Will the news feeder/periodical case study be shared with participants for the entire duration of 6 months or only during training?	8	14	4(xv) (j)	A daily news feeder/periodical case study on the training/soft skills content/cross selling improved methodologies to be carried out during the 6 months of the contract.	For entire contract period.
91	Will the news feeder/periodical case study be shared offline as well or only through the mobile/web app?	9	14	4(xv) (j)	A daily news feeder/periodical case study on the training/soft skills content/cross selling improved methodologies to be carried out during the 6 months of the contract.	Online with the facility to save/download the content.
92	Is there a prescribed structure or minimum requirement for the no. of people to be deployed in the project management team?	10	15	4(xvi)	Training Program management implementation has to be done by setting up a training program management team. The selected institutes(s) shall provide a single point of contact to the Bank and give updates/feedback, on a regular basis, to DGM (Marketing & TBD), UCO Bank Head Office, Kolkata-700001 or any other designated authority as decided.	Please refer RFP.

93	Are there any minimum/prescribed qualifications for the project management team members?	11	15	4(xvi)	Training Program management implementation has to be done by setting up a training program management team. The selected institutes(s) shall provide a single point of contact to the Bank and give updates/feedback, on a regular basis, to DGM (Marketing & TBD), UCO Bank Head Office, Kolkata-700001 or any other designated authority as decided.	The project management team must have atleast bachelor's degree along with the desired experience.
94	The contract stipulates training of almost 3350 employees. How many coaches are required to be made available? Is the allocation of coaches batch-wise?	12	16	4(xxii) (f)	A dedicated coach to answer/guide trainees during the 6 month schedule.	It is up to the selected partner keeping in view the asked queries to be responded within 24 hrs.
95	How will the trainees contact the coach? Will it be through an email or through the app? Please specify	13	16	4(xxii) (f)	A dedicated coach to answer/guide trainees during the 6 month schedule.	The tool is to be provided by the selected partner, it can be combination of multiple factors like app, web, email, IVR etc.

96	Should the mobile app be Android or iOS compliant or both? Which version(s) should it be compliant with?	14	16	4(xxii)(g)	A interactive online tool to refresh the training contents, a daily flash messages/education tips, during the contract period. Bank would prefer to have mobile app for above activities in addition to web based solution	Both will be preferred.
97	Should the mobile app be Android or iOS compliant or both? Which version(s) should it be compliant with?	15	16	4(xxii)(g)	A interactive online tool to refresh the training contents, a daily flash messages/education tips, during the contract period. Bank would prefer to have mobile app for above activities in addition to web based solution	Both will be preferred.
98	How many Faculty members from the Bank are to be trained in this TTT?	16	17	5(vi)	Faculty member of the Bank to be adequately trained so that they in turn can train the trainees in future	Around 50-60.
99	What is the duration of the Bank Faculty TTT?	17	17	5(vi)	Faculty member of the Bank to be adequately trained so that they in turn can train the trainees in future	Please refer RFP.

100	How do we specify the cost burden of TTT of Bank faculty in the financial bid? Is it to be mentioned separately or included in the per participant cost?	18	17	5(vi)	Faculty member of the Bank to be adequately trained so that they in turn can train the trainees in future	Commercial to be submitted as per the format given in corrigendum.No changes in commercial format will be accepted, any changes may lead to disqualification.
101	Is there a prescribed study material or facilitator manual to be issued to Bank faculty after TTT?	19	17	5(vi)	Faculty member of the Bank to be adequately trained so that they in turn can train the trainees in future	All the trained employees including faculty to be provided the training material and other relevant content as per the scope of the RFP. The content may be in soft copy format.
102	Do the Bank Faculty require mobile app access as well? If so, what access rights are to be given?	20	17	5(vi)	Faculty member of the Bank to be adequately trained so that they in turn can train the trainees in future	Please refer RFP.
103	Is there a format for the same?	21	24	12 MSME(iii)	MSME bidder has to submit a self-declaration accepting that if they are awarded the contract and they fail to sign the contract or to submit a Performance Bank Guarantee before the deadline defined by the Bank, they will be suspended for a period of three years from being eligible to submit bids for	No, bidder to be given the self-declaration, in no case the essence of the clause to be diluted.

					contracts with the Bank.	
104	In case infrastructure is to be provided by the Bidder, is the infrastructure cost to be specified under Others (Item F) or as a separate head?	22	58	Annexure E	Indicative Financial Bid format	Commercials to be submitted as per the defined format. Please refer RFP and previous reply.
105	Kindly clarify. Does this mean that if out of the 7 heads, if the bidder gets 0 even in one head, the party will fail technical evaluation, even if otherwise the total score is more than 70?	23	86	Exhibit IV	Detailed Evaluation and scoring on technical aspects of the proposal: In each head, bidder has to obtain minimum marks assigned	Yes.
106	Please define Presence - we are assuming it is the availability of trainers in that particular location	24	87	Exhibit IV (3)	Pan India presence as per the list provided by Bank	Please refer corrigendum. The clause to be understood as the total number of trainers enrolled in the company payroll in India.

107	Different sessions have different requirements. Does this clause mean the no. of faculty we plan to deploy or what we have deployed in the past?	25	87	Exhibit IV (4)	Existing Faculty per Classroom	The plan to deploy number of faculty per batch.
108	What is the level of the participants? Are they all in Scale 1 or different Scales? If different, what are the Scales and their average experience in the Bank?	1	2		Training of Marketing Department and Employees of UCO Bank	Please refer RFP and previous reply.
109	One of the eligibility criteria says Institute must have the experience of handling five (05) training programs. Please clarify whether it is the number of programs or number of company/organizations/Banks. We would request you to consider number of training programs.	2	88	Exhibit V	No. of Long Term academic training programs completed for BFSI, NSE/BSE listed companies (both PSBs and private sector) in the last 5 years	Number of different training programs.

110	<p>Under eligibility criteria it is mentioned that faculty should have 10 years of teaching experience. In another place it is mentioned that they should have 5 years of teaching experience. Please note that our kind of training organizations always have highly skilled and experienced professionals (bankers in this example) who have put in decades of service in the domain. They all have passion for teaching and facilitation. Hence, you may amend this clause as “all faculty handling this assignment must have relevant experience and have teaching experience”. Keeping a minimum number of years in teaching may reduce the chances of considerable reduction in the number of good faculty being eliminated. Please note that all the faculty members in our institutes have relevant domain experience and have undergone Train the Trainer</p>	3	86	Exhibit IV	<p>Number of Faculty with 5 years of relevant experience in teaching for Banking/FI/listed coprporet positions.</p>	<p>The experience to be treated as 5 years.</p>
-----	--	---	----	------------	---	---

	program before handling any live session.					
111	<p>Out of 3350 trainees employees, upto 200 will be Marketing Officers, can they be trained at one location since the number is small.</p> <p>There is no express mention of residential accommodation, tea/coffee, lunch & dinner to be provided by the training partner. Will the bank take care of all the above infra? In other words the scope only includes academic activities, assessment, online learning, classroom + faculty, coaching, request bank to confirm.</p> <p>Can we get Zone wise numbers for 3350 along with approximate gender ratio in case accommodation to be provided</p>	1	12	4(1)	<p>Professional Training Agencies for training approximately 3350 Employees and awarding them certificates of successful completion, as per the terms and conditions For the marketing officers (at present 100, may go upto 200),</p>	Bank will take the call on this. Please refer RFP for clarity.

112	<p>Will the program be 2 days of classroom training for Relationship Managers and 3 days of classroom program for Marketing Officers?</p> <p>Recommendation : In view of criticality of the program we recommend for at least 5 training days</p> <p>Whether for initial 2 days both Marketing officers/identified officers can be combined in a class room or is it an exclusive curriculum for marketing officer</p>	2	13	4 (IV)	The training program/ course tenure should be of 2 days. For the marketing officers (at present 100, may go upto 200), training will be of 3 days.	RFP clause stands.
113	Whether the training for all 3350 employees is completed within 6 months at a stretch					Yes.
114	Please advise whether Bank has finalised the eLearning component and classroom portion in the curriculum mentioned in RFP and schedule for 6 months.	3	74	Annx K	Curriculum:	Curriculum will be communicated and discussed with selected bidder.

115	Also the Purpose of the providing Computer Labs as part of the training program. Is the Bank proposing hands on practice in the Lab of any Bank specific products & processes in which case connectivity need to be established with your training server.	4	14	4 (XIV) and (xiii)	Similarly, the allocation of the officer shall be decided by the Bank and availability of seats during the training period including the computer labs of specified capacity, faculty support	Please refer RFP and previous reply.
116	Is it 6 months from the commencement of 1 st Batch. Clarity on access to E-learning portal with start and end date is required				A dedicated coach to answer/guide trainees during the 6 month schedule	Please refer RFP and previous reply.
117	Is there any bank specific tool to administer or can we decide based on the traits to be assessed for these officers? Can we have uniform tool for both Marketing Officers & Relation Manager in Branches.	5	15	4(XV)	Psychometric evaluation	Bank does not have any specific tool, it is to be provided by the selected partner. However Bank will discuss with the selected partner before the commencement of the training.
118	Whether it means 6 months schedule during the course of 1 year	6	16	5(ii)	Tie up will be for a period of one year	Tie up will be for 1 year, it means in future if required Bank may extend the number of participants with the discovered price.

119	Is there any time restrictions during the business days as well as on holidays to conduct the tests Are these assessments to be proctored?	7	16	5(vi)	Online assessment for 3 times during the course schedule	Please refer RFP.
120	We suggest successful Bidder aggregate liability under this Agreement, shall be capped at total fees paid by Bank to Bidder prior to six (6) months prior to claim.	8	35	Pt 20	Bidder Liability	RFP clause stands.
121	1 week notice is too short (We Suggest this be read as one month notice in line with Pt. 29)- because of commitment of space for longer duration	9	36	Pt 24	Termination of Contract	RFP clause stands.
122	We suggest Bank to provide 30 days notice of convenience prior to termination	10	38	Pt 29	Termination for Convenience	RFP clause stands.
					QUERIES REGARDING THE NDA CONTRACTUAL AGREEMENT, PRE-CONTRACT INTEGRITY PACT	
123	What is the value of the Stamp Paper: When do we submit it and would it be as part of the Technical Bid as per Annexure D	11	29	14.4.6	Annexure F NDA	It is to be submitted with the bid, on Rs. 100 stamp paper.

124	What is the value of the Stamp Paper: When do we submit it and would it be as part of the Technical Bid as per Annexure D	12	66		Annexure H (i) Performance Bank Guarantee	It is to be submitted with the bid, on Rs. 100 stamp paper.
125	When do we submit and would it be part of the Technical Bid as per the Annexure D (see Annexure J Checklist)	13	69		Annexure H (ii) Format of Bank Guarantee	It is to be submitted with the bid, on Rs. 100 stamp paper.
126	What is the value of the Stamp Paper: When do we submit it and would it be as part of the Technical Bid as per Annexure D	14	77		Annexure O Pre-Contract Integrity Pact	It is to be submitted with the bid, on Rs. 100 stamp paper.