



UCO BANK

Department of Information Technology

**Request for Proposal (RFP) For "Implementation of Centralised Software for Official Language (Hindi Rajbhasha)"**

**RFP REF NO: UCO/DIT/2730/2017 Date: 31/03/2017"**

**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	24	<b>Part IV</b> <b>Clause No:4 - SCOPE OF WORK</b> The scope of the work would cover for RFP for Implementation of Centralised Software for Official Language (Hindi Rajbhasha) for the offices/branches across the country for the contract period. The scope of the work would cover following areas: 1. The solution should provide the facility of passbook printing for all the deposit account types such as SB current, Recurring Deposit, etc., which should provide the facility of printing in Hindi. 2. There would be a facility of printing DD/FDR/Cheque pay order in Hindi. 3. Welcome letters sent to all customers are in Hindi. 4. Recovery letters would be in Hindi. 5. Account details for customers would be in Hindi. 6. By default, passbooks in „क“ region would be printed in Hindi. 7. Facility of generation of SMS in Hindi	<ul style="list-style-type: none"> <li>• <b>Centralized Translation solution Server side.</b> When fetching data from Server for English printing do they have control of data on server side before sending to printer if so then they can all our API at the server level i.e., when a printing command is sent to server Finacle application sends the data for printing, if they can forward this data to our API we can translate the same. For this, we can give a small piece of code or a jar to call our API which is resident on the server along with the Dictionary and transliteration tool and we can.</li> <li>• <b>Centralized Translation solution - Server Centric Client.</b> If above not possible we will install our virtual printer on each client which will communicate with the Rajbhasha application in the server side where all the dictionary and transliteration tool will also be residing.</li> <li>• <b>Finacle Working Version</b></li> </ul>	<ul style="list-style-type: none"> <li>• Bank is looking for the centralized solution fulfilling the software as per scope defined in the RFP.</li> <li>• The present Finacle version is 7.0.25. However, Bank may decide to upgrade to next higher available version in near future.</li> <li>• Clause stands as per RFP.</li> </ul>

			<p>What version is the Finacle?</p> <ul style="list-style-type: none"> <li>• <b>Tracking</b> Will you provide SMTP connection and email id for email tracking.</li> <li>• <b>Monitoring</b> Will you provide remote VPN Dongle?</li> <li>• <b>Dictionary</b> Will UCO bank maintain the Dictionary we will train The teams to maintain the dictionary. We will also provide appropriate Documentation</li> <li>• <b>Phonetic Engine</b> Will you provide database access to tune and train our phonetic tool</li> <li>• <b>Dictionary Buildup</b> Will you provide us access to the records stored regarding printed on Statement of accounts and Passbook for phrases, sentences, words, clauses, Acronyms</li> </ul>	
2	24	Penalty	<p><b>Penalty:</b> Delay from bank side should not penalize Vendor</p>	Requirement stands as per RFP.
3			<p><b>MSME Certification</b> Any benefits regards RELAXATION OF EMD, eligibility</p>	Please refer to the corrigendum.

## Corrigendum

Sl. No	Page No. / Clause No.	Existing Clauses	Modified Clauses
1	7	<p><b>Part – I</b>  <b>Clause No:3 Eligibility Criteria</b>  <b>Point No:2</b>  The Annual turnover / revenue of Vendor could not be less than Rs. 1 (One) Crore during the past 3 financial years (2013-14, 2014-15, 2015-16)</p> <p>Where the proof of documents to be submitted from Certified/Audited P &amp; L and Balance Sheets for last 3 financial years (2013-14, 2014-15, 2015-16)</p>	<p><b>The modified Clause may be read as:</b>  The Annual turnover / revenue of Vendor should not be less than <b>Rs. 20 Lacs (Rupees Twenty Lacs)</b> during the last 3 financial years i.e., (2013-14, 2014-15, 2015-16); However, the Annual Turnover/revenue of vendor for the current financial year i.e., 2016-17 may also be considered for evaluation, if available. In such preceding 3 years will be considered.</p> <p>The vendor should submit the proof of documents from Certified/Audited Profit &amp; Loss statement and Balance Sheets for last financial years i.e., (2013-14, 2014-15, 2015-16 / 2016-17)</p>
2	7	<p><b>Part – I</b>  <b>Clause No:3 Eligibility Criteria</b>  <b>Point No:3</b>  The Vendor must have positive net worth during any 1 (one) of the last financial years (2013-14, 2014-15, 2015-16)</p> <p>Where the proof of documents to be submitted from Copy of certified / audited profit and loss statement and Balance sheet for any 1 (one) of the last financial years to be submitted as a proof by the vendor indicating the positive net worth of Vendor.</p>	<p><b>The subject clause stands modified as under:</b>  The Vendor should have positive net worth during any 1 (one) of the last financial years i.e., (2013-14, 2014-15, 2015-16); However the positive net worth for the current financial year i.e., 2016-17 may also be considered for evaluation, if available.</p> <p>The vendor should submit the proof of documents from certified / audited profit and loss statement and Balance sheet for any 1 (one) of the last financial years to be submitted as a proof by the vendor indicating the positive net worth of Vendor.</p>
3	56	<p><b>Annexure-I:</b>  <b>Table B – Point no.1:</b> Enterprise License Cost for Centralised software for Official Language with 5 years warranty</p>	<p><b>The modified Clause may be read as:</b>  <b>Table B – Point no.1:</b> Enterprise wide License Cost for Centralised software for Official Language with 3 years warranty period. The offered license should be without any restrictions i.e., no limit to user / branches etc.</p>
4	5	<p><b>Bid Control Sheet</b>  Last Date and Time for receipts of technical bids: <b>25.04.2017</b> at <b>3:00 pm</b></p>	<p><b>Bid Control Sheet</b>  Last Date and Time for receipts of technical bids: <b>08.05.2017</b> at <b>3:00 pm</b></p>
5	5	<p><b>Bid Control Sheet</b>  Last Date and Time for opening of technical bids: <b>25.04.2017</b> at <b>3:30 pm</b></p>	<p><b>Bid Control Sheet</b>  Last Date and Time for opening of technical bids: <b>08.05.2017</b> at <b>3:30 pm</b></p>

**Part –II: INVITATION FOR BIDS AND INSTRUCTIONS TO BIDDERS****4. Earnest Money Deposit**

The Bidder(s) must submit Earnest Money Deposit in the form of Bank Guarantee valid for a period of 180 days in favour of UCO Bank payable at Kolkata for an amount mentioned hereunder:

<b>Particulars of Job to be undertaken</b>	<b>EMD</b>
Implementation of Centralised Software for Official Language (Hindi Rajbhasha)	<b>Rs. 1,00,000 /- (One Lac Only)</b>

Non-submission of Earnest Money Deposit will lead to outright rejection of the Offer. The EMD of unsuccessful bidders will be returned to them on completion of the implementation process. The EMD (Earnest Money Deposit) of successful bidder(s) will be returned on submission of Performance Bank Guarantee.

The Earnest Money Deposit may be forfeited under the following circumstances:

- a. If the bidder withdraws its bid during the period of bid validity (180 days from the date of opening of bid).
- b. If the bidder makes any statement or encloses any form which turns out to be false, incorrect and / or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
- c. The bidder violates any of the provisions of the terms and conditions of this tender specification.
- d. In case of the successful bidder, if the bidder fails:
  - To sign the contract in the form and manner to the satisfaction of UCO Bank.
  - To furnish Performance Bank Guarantee in the form and manner to the satisfaction of UCO Bank within the stipulated time period.

**Note: Exemption from submission of EMD shall be given to bidders, who are Micro, Small and Medium Enterprises (MSME), and are registered with National Small Scale Industrial Corporation (NSIC) under its “Single Point Registration Scheme”. The bidder has to submit necessary document issued by NSIC to avail the exemption. To qualify for EMD exemption, firms should necessarily enclose a valid copy of registration certificate issued by NSIC which are valid on last date of submission of the tender documents. MSME firms which are in the process of obtaining NSIC certificate will not be considered for EMD exemption.**

**(It is clarified that necessary and valid documents should be submitted by the Micro and Small Enterprises and SC/ST Micro and Small Enterprises owners to avail the preference.)**

**The Bank details for Bank Guarantee (EMD) are as below:**

- ✓ Account Number-18700210000755
- ✓ Account Name- M/S H.O. DIT
- ✓ Branch- DD Block, Salt Lake branch
- ✓ IFSC- UCBA0001870
- ✓ MICR-700028138