**UCO BANK**
**Department of Information Technology**

**Request for Proposal (RFP) for Procurement of Software required for Centralised Information Management System (CIMS)  RFP REF NO: DIT/BPR & BTD/OA/0507/2020-21 Date: 17/06/2020 Pre-Bid Responses/Clarifications to queries raised by the Bidder(s)**
**Amendments, Addendums and Corrigendum's**

| Sl. No | RFP Page No. | RFP Clause No. | Original RFP Clause | Subject / Description | Query sought / Suggestions of the Bidder | Bank Response |
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| 1. | 28 | Part IV- Scope of Work | Technical Specification | I. IBM MQ Server (64 Bit) for Windows Quantity required: Required for Quad core server with Intel Processor. | 1. As per IBM PVU Calculator, for given specification, required no. of PVU (Processor Value Unit) for one server with one processor is 280 which is 4x70. Please confirm no. of server and no. of processor in each server. 2. Installation to be done in how many environments ? (production / development / dr etc.) 3. What are the DC and DR physical locations ?4. What is the operating system that will be for installation? | 1- Please refer Page-28 "Technical Specification" of RFP. 2- Installation to be done in only in production environment. 3- Location will be in Kolkata. |

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| 2. | 28 | Part IV-Scope of Work | Product Support, (b) | Back to Back active support should be available for the above products supplied by the successful Bidder in the contract and supporting documents for the same should be provided for releasing of respective payments | MAF/OSDAF will be given from respective OEM. What else as a supporting document is required here? Please specify. | For release of payment documents related to calls attended and resolved to be attached. |
| 3. | 28 | Part IV-Scope of Work | Product Support, (c) | The bidder should extend necessary onsite support whenever required by Bank keeping in view the urgency. | In present scenario, our engineers can ensure onsite support for Microsoft and IBM from any of your Bangalore based Office only. For other location, necessary remote connectivity should be ensured for accessing through Bangalore.<br><br>For SFTP, the support is always from OEM directly and the same will be available in 8x5 model. We can do necessary coordination only. | Clause stands as per RFP |

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| 4. | 29 | Part IV- Scope of Work | Product Support, (j) | Successful bidder is required to provide end to end integration of with Bank's MIS-ADF server, DB etc. to communicate with RBI server and acknowledge receipt, implement/ install and configure the provided solution to work properly as CIMS Solution. | Request to give more clarity here. Vendor's responsibility will be limited to the products to be supplied only and same products are uniformly and universally available. For integration with CIMS solution, respective application team should work on this. | Clause stands as per RFP.<br><br>Selected bidder has to provide end to end integration as per requirement of RFP.<br><br>For further clarification, a Brief description of the CIMS (Centralise Information Management System) architecture as shared by the RBI :<br><br>SFMS (V 6.0 or above) application which is used for transferring NEFT, RTGS and other financial transactions. A new component CIMS Client riding on SFMS infrastructure will be used to transfer Return files at bank. The updated version with these changes is provided by IDRBT, as a new patch in SFMS platform. This new component is exclusively built for CIMS files processing physically separated from SFMS application processing. CIMS Client at bank will connect to the ADF Server using SFTP, fetch the files, and process them. Once Bank CIMS client successfully receives the file from ADF server, it moves the file to a different location to avoid duplicate processing. These successfully received files are sending to CIMS Adapter at RBI in secured encrypted manner. Any residual files at end |

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| | | | | | | of processing at CIMS client shall be considered as erroneous.<br><br>Accordingly successful bidder has to provide following services (but not limited to):<br>1) Install/configure SFMS application and CIMS Client patch provided by IDRBT.<br>2) Install/Configure IBM MQ server and Oracle DB server. MQ server is to be configured as per the guideline provided by RBI team for CIMS process.<br>3) Configure SFTP server in MISADF server for hosting RBI returns.<br>4) End to End integration with MIS ADF server, CIMS Client in MQ server and RBI site for submitting returns to RBI. |
| 5. | 31 | Part V, 5.b | TERMS OF PAYMENT | 100% payment of Licenses will be released after delivery and successful installation of the licenses and sign off certificate from competent authority. | Query: Since there is separate provision for making payment for implementation, we request to consider detachment of installation and sign-off from delivery of License.<br><br>Suggestion: Kindly amend the payment terms to be:<br><br>100% payment of Licenses | Clause stands as per RFP. |

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| | | | | | will be released after delivery of the licenses. | |
| 6. | 31 | Part V, 5.c | TERMS OF PAYMENT | ATS amount will be released in quarterly arrear basis on submission of invoice in duplicate. | Query: For ATS , this payment terms is not in line with OEM where OEM takes payment 100% in Advance.<br><br>Suggestion: Kindly amend the payment terms to be:<br><br>ATS amount will be released yearly in advance basis on submission of invoice. | Clause stands modified as: "ATS amount will be paid annually on submission of invoice in duplicate with proof of renewal/extension of license validity for subsequent year" |
| 7. | 31 | Part V, 7 | PENALTY | In case in the event of failure of bidder to provide updates of IBM Enterprise Software or failure to provide support under the terms of this RFP, the Bank will be entitled to charge penalty and such amount shall be recovered from the amount due to the vendor or realization from Bank guarantee as the case may be. | Query: Updates are provided by the OEM only. Under ATS, for any sort of issue, customer is required to raise a Service Request (SR) which gets addressed by OEM only. Hence such Penalty clause is no way applicable to bidders/vendors.<br><br>Suggestion: Kindly remove this clause. | Clause stands as per RFP.<br><br>Selected bidder will be responsible for timely informing and updating the application of Bank. |
| 8. | 32 | Part V, 8 | LIQUIDATED DAMAGE | Notwithstanding the Bank's right to cancel the order, liquidated damages at 1% (one percent) per week of the TCO will be charged for every week's delay in the specified implementation schedule. The Liquidated Damages including Service | Since the given percentages are not in line with market standards, request to amend this clause as follows:<br><br>Notwithstanding the Bank's right to cancel the order, liquidated damages at 0.5% | Clause stands as per RFP. |

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| | | | | Level Penalties would be subject to a maximum of 10% of the total project cost. | per week of the TCO will be charged for every week's delay in the specified implementation schedule. The Liquidated Damages including Service Level Penalties would be subject to a maximum of 5% of the total project cost. | |
| 9. | 65 | Annexure IX | Undertaking Letter on the vendor's letterhead for Central Minimum Wages Act & Labour Laws | Undertaking Letter on the vendor's letterhead for Central Minimum Wages Act & Labour Laws | We've submitted this against other RFPs in the past. But is it relevant in such product? If no, request you to delete this Annexure please. | Clause stands DELETED. |
| 10. | 70 | Annexure - XIV | Undertaking for Authorization | As per the content, it seems the document is to be issued by OEM. | There is already Annexure XIII [Original Solution / Software Developer Authorisation form (OSDF)]. Request you to confirm removal of this Annexure. | Annexure XIV need not to be submitted. |
| 11. | 88 | Annexure - XX | Technical Requirement | Quantity | Request you to specify quantity against each line items to ensure uniformity from compliance as well as TCO calculation point of view. For each product, there is definite License Policy in place, for IBM: For Intel based server, no. of required PVU (A) will be, A=L*M*N*70, where L=> No. of Server, M=> No. of Processor in each server, N=> No. of | Please refer Page-28 "Technical Specification" of RFP and quote respective licenses. |

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| | | | | | Core in each Processor and 70=> Core Factor for Intel Based Servers<br><br>for Microsoft: For each server, required no. of core Licenses will be 16 or A , whichever is higher, where A= M*N/2, M=> No. of Processor, N=> No. of Core in each processor. You can derive total no. of required cores by multiplying this number with no. of servers.<br><br>for SFTP: You already have specified 10 Concurrent user License is required. Hence, you can specify the quantity in the Table. | |
| 12. | 92 | Annexure XXIII | **Format of Commercial** | One Time end to end CIMS implementation cost.(Y) | Request you to elaborate detailed scope of this **One Time end to end CIMS implementation** | Cost refers to implementation/integration charges |
| 13. | 92 | Annexure XXIII | **Format of Commercial** | ATS Charges | This is actually not required separately. For Microsoft, ATS (Software Assurance) for first 2-year is an integral part of the License. Hence once can't quote it separately. For IBM too, first year's support is an integral part of License and if required, License may come with first 2-year support together. For SFTP also, one can buy | ATS includes License along with technical support for CIMS application. |

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| | | | | | License with 2-year support together.<br><br>Request you to take appropriate decision here and make necessary changes in the format. | |
| 14. | 31 | 5 | Terms of Payment | | Requested Payment Terms:<br>1. 50% of payment of Licenses will be released submission of PBG after award of PO<br>2. 50% payment of Licenses will be released after delivery and successful Installation of the licenses and sign off certificate from competent authority.<br>3. ATS amount will be released in quarterly arrear basis on submission of invoice in duplicate.<br>4. One time implementation cost will be paid upon successful implementation of the offered product, if availed by the Bank. | Clause stands a per RFP except for changes suggested in any clause.<br>Refer sl. No. 6 of pre-bid responses. |
| 15. | 28 | **PART-IV Scope of Work** | | | Required version of IBM MQ is not mentioned in the Scope Of Work. | Latest version of IBM MQ server compatible with SFMS V 6.0 or above.<br>(IBM MQ Advanced PVU based Client software version 9.1 or higher) |

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| 16. | | **PART-IV Scope of Work** | | | It is mentioned that 'The latest versions as and when released should be made available to Bank within 2 weeks of release.' New version of IBM MQ may require procurement of new licenses. | This clause intended that new patches of procured version as and when released to be made available and install within 2 weeks of release. |
| 17. | | **PART-IV Scope of Work** | | | Only installation, monitoring and maintaining licenses of IBM MQ is required or configuration of queues in MQ is also required. | Installation along with configuration and end to end integration with Bank's MIS ADF server to RBI server for CIMS to be done by successful bidder. |
| 18. | | **PART-IV Scope of Work** | | | It is mentioned that IBM MQ required for 'end to end integration between Bank's MIS system to RBI's site for implementation of CIMS project.' However, MIS server can send required data to RBI only through SFMS-NEFT server (with SFMS version 6.1) and hence need to get clarification on how MIS server will communicate with SFMS-NEFT server to send data to RBI. | Please refer answer to query no-4 above. |
| 19. | | **PART-IV Scope of Work** | | | As per the document received from RBI for CIMS environment, SFMS-NEFT services will fetch necessary files from MIS server using SFTP and will further send them to RBI. Files which are to be fetched by SFMS-NEFT services, supposed to be | As mentioned in point no 4 and 18 |

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| | | | | | present in a particular folder of MIS server. IBM MQ does not have any role in fetching files from MIS server and hence we need to understand the setup required for CIMS project by the client. | |
| 20. | 86 | Annecure XIX- Eligibility Compliance | The bidder should have **Supplied**, Installed and must have experience of minimum two years in maintenance of the proposed product / solution in two Public Sector Bank / Govt. Organization / Commercial Bank / RRBs / BFSI in India in last five financial years. | We have successfully installed and maintained Software asked by the Bank. Whereas License of the software was already owned by our clients. | Requesting to modify it: The bidder should have, Installed and must have experience of minimum two years in maintenance of the proposed product / solution in **Two** Public Sector Bank / Govt. Organization / Commercial Bank / RRBs / BFSI in India in last five financial years. | RFP clause stands modified as: "The bidder should have experience of minimum two years in **maintenance/supply** of proposed product/solution in two Public sector banks/ Government Organisation/ commercial Banks/RRBs/ BFSI in India in last five financial years " |
| 21. | 30 | **2. Schedule of Implementation** | a) The selected bidder has to supply and install required numbers of licenses as per the 'Scope of Work' mentioned herein above within three (03) weeks from the date of award of contract / issuance of Letter of Intent/issuance of Purchase Order. | | We request the Bank to change the clause to: a) The selected bidder has to supply and install required numbers of licenses as per the 'Scope of Work' mentioned herein above within six (06) weeks from the date of award of contract / issuance of Letter of Intent/issuance of Purchase Order. | Clause stands as per RFP. |

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| 22. | 30 | **3. Warranty and Annual Subscription and technical suppost (** | The selected bidder shall provide Annual Subscription and Technical Support for Two(2) years. | | Does the Bank want onsite stationed resources? | Bank is not in need of onsite stationed resources, but onsite support must be extended in case of emergency . |
| 23. | | | | | How many servers are to be considered for Windows Licenses. | 2 (Two) Please refer Page-28 "Technical Specification" of RFP |
| 24. | | | | | What are the number of sockets for each server. | Query not clear. |
| 25. | 28 | B | "Back to Back active support should be available for the above products supplied by the successful Bidder in the contract and supporting documents for the same should be provided for releasing of respective payments." | | Does Bank require back to back support with OEM for Windows OS. What is the level of back to back support required for windows OS. | It is bidders responsibility to upgrade and update the OS with latest patches and upgradations. |
| 26. | 29 | G | "The bidder has to extend support and carry out all the installation/reinstallation and configuration/re-configuration and integration, if required, | | This point is applicable to assist for the software supplied by the bidder. Application and other dependencies has to be taken care by the bank. | Clause stands as per RFP. |

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| | | | as per the requirements of application provider/ Bank." | | | |
| 27. | | | | | Windows OS has to be supplied with SA. But the support for MS Windows server is separate entity called PSS service which is charged on man hour basis. Do we need to offer PSS also? | No, PSS is not our requirement. |

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# Corrigendum

| Sl. No. | RFP clause details | Exiting Clause | Modified Clause |
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| 1 | Part-V, Clause 5 Payment Terms. | Payment shall be made to the selected bidder as per the following payment schedule:<br>a. No Advance Payment will be made.<br>b. 100% payment of Licenses will be released after delivery and successful installation of the licenses and sign off certificate from competent authority.<br>c. ATS amount will be released in quarterly arrear basis on submission of invoice in duplicate.<br>d. One time implementation cost will be paid upon successful implementation of the offered product, if availed by the Bank. | Payment shall be made to the selected bidder as per the following payment schedule:<br>a. No Advance Payment will be made.<br>b. 100% payment of Licenses will be released after delivery and successful installation of the licenses and sign off certificate from competent authority.<br>c. ATS amount will be paid annually on submission of invoice in duplicate with proof of renewal/extension of license validity for subsequent year.<br>d. One time implementation cost will be paid upon successful implementation of the offered product, if availed by the Bank. |
| 2 | Annexure-IX | Undertaking Letter on the vendor's letterhead for Central Minimum wages Act and Labour Laws. | Annexure is DELETED and need not to be submitted. |
| 3 | Annexure-XIV | Undertaking for Authorisation | Annexure is DELETED and need not to be submitted |
| 4. | Part-I, Clause-3, point-5, page-8 and Annexure-XIX, point-5, page-87 | The bidder should have Supplied, Installed and must have experience of minimum two years in maintenance of the proposed product / solution in two Public Sector Bank / Govt. Organization / Commercial Bank / RRBs / BFSI in India in last five financial years. | The bidder should have experience of minimum two years in maintenance/supply of proposed product/solution in two Public sector banks/ Government Organisation/ commercial Banks/RRBs/ BFSI in India in last five financial years |
| **EXTENSION OF BID- SUBMISSION DATE** | | | |
| 5 | **Bid Submission Date** | **15/07/2020** | **23/07/2020**<br>**Bid will be opened on 23/07/2020 at 4:30 PM at UCO Bank, Head Office-II, 5th floor.** |