



UCO BANK

Department of Information Technology

Request for Proposal (RFP) for Tracker Reporting Application and Mobile Application for Marketing Officers (Marketing Officer Application Solution)(Re-Tendering) RFP REF NO: DIT/BPR&BTD/OA/0780/2020-21 Dated 11/7/20

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

Sl. No	RFP Page No.	RFP Clause No.	Original RFP Clause	Subject / Description	Query sought / Suggestions of the Bidder	Bank Response
1.	10	4. Eligibility Criteria	4. The bidder should be an OEM / OSD or their authorized representative in India. In case OEM / OSD participates in the tender process directly, authorized representative will not be permitted to participate in the same tender process.	Undertaking / Power of Attorney (PoA) from the OEM/OSD mentioning a clause that OEM / OSD will provide support services during warranty period if the bidder authorized by them fails to perform. In case of an authorized representative, a letter of authorization (MAF)/OSD Authorization Form from original manufacturer/solution developer must be furnished in original duly signed & stamped (As per Annexure - III & XIII).	We have understood that here a service provider company who have been providing customized software solution by their own can be eligible. In that case here OEM treated as any software development organization, as you are not asking any Proprietary Software. Also MAF is not required. Kindly confirm.	Clause Stands as per RFP. Please refer the clause for further Clarification.


2.	10		5. Bidder should be either OEM or cloud service provider or Highest-Level Partner of OEM. In case of cloud service provider partner or bidder should have agreement with OEM to supply OEMs products and should have back to back support agreement with OEM.	Bidder should provide a letter from OEM(s), certifying that the bidder is Highest Level Partner of the OEM and duly authorized to sign Agreement with OEM and to supply OEM"s products/ services and has back-to-back support agreement with OEM for software/cloud computing services. Manufacturer"s Authorization Form (MAF) as given in Annexure - I is to be provided for Hardware & Software /Cloud computing services.	As the scope of the work is development of web and mobile app, any software development company can develop the application and the application can be hosted in any cloud server. So, for that you need not require MAF or any letter or any agreement from any cloud service provider as you can buy the cloud server directly from the service provider or bidder can purchase it in the name of the authority. We can provide you the orders of Govt. institution where we have already given cloud server and it is not an RFP for cloud server hosting, it is an RFP of a software development. Please amend this clause. You can always ask for the experience of software development including web and mobile app with cloud server hosting.	Clause stands as per RFP. Basic requirement of RFP is to provide Mobile/ Web application for Bank"s Marketing Officer on cloud. Accordingly, OEM/OSD and Cloud service provider is equally important for proposed solution.
3.	11		6. In case of a bidder, who is not a cloud service provider, bidder should have agreement with cloud service provider to	Agreement with OEM and to supply cloud service provider and has back to back support agreement with cloud computing services Manufacturer"s	Same as above	Refer Response to query no 2.

			host service on cloud and should have back to back support agreement with cloud service provider	Authorization Form (MAF) as given in Annexure - I is to be provided for Hardware & Software /Cloud computing services.		
4.	11		<p>The Cloud service provider should be certified to be compliant to the following control standards:</p> <p>i. ISO 27001 - Data Center and the cloud services should be certified for the latest version of the standards</p> <p>ii. ISO/IEC 27017:2015 - Code of practice for information security controls based on ISO/IEC 27002 for cloud services and Information technology</p> <p>iii. ISO 27018 - Code of practice for protection of personally identifiable information (PII) in public clouds.</p> <p>iv. ISO 20000-9- Guidance on the application of ISO/IEC 20000-1 to cloud</p>	Copy of ISO certificate, valid as on the date of bid submission.	<p>Here also it is not an RFP for cloud server hosting, it is an RFP of a software development. Please amend this clause. You can ask for the CMMI Level 3, ISO 9001:2013 for Quality Management System & ISO 27001:2013 is for Information Security Management System which is require for any software development company.</p>	<p>Addendum in the clause:</p> <p>v) ISO 9001:2013 for Quality Management System</p> <p>vi) ISO 27001:2013 is for Information Security Management System</p>




			services			
5.	11		The Cloud Service Provider should have Public Cloud Service for a minimum period of three (3) years in India as on the date of release of this RFP.	Copy of Client Certification for successful completion and commissioning with name and contact details of signatory	Here also it is not an RFP for cloud server hosting, it is an RFP of a software development. Please amend this clause. You can ask for: "The Software Service Provider should have developed 3 Web & integrated mobile application for any Govt. Organization". Workorder & Completion Certificated needs to be submitted.	Clause Stands as per RFP.
6.	11		The Cloud Service Provider should have hosted SaaS of Mobile based Application Solution for at least 1000 users of at Least one organization for 1 full year	Copy of Client Certification for successful completion and commissioning with name and contact details of signatory	Here also it is not an RFP for cloud server hosting, it is an RFP of a software development. Please amend this clause. You can ask for: "The Software Service Provider should have developed Web & integrated mobile application for at least 1000 users or unlimited user package of at Least one Govt. organization". Workorder & Completion Certificated needs to be submitted.	Clause Stands as per RFP.
7.	11-12		Proposed Cloud service provider should be MeitY (Govt. of India) empanelled and STQC audit compliant for	Copy of Meity empanelment and STQC audit compliance certificate	Here also it is not an RFP for cloud server hosting or STQC testing, it is an RFP of a software development. Please amend this clause. You should write here that	Clause Stands as per RFP.

			Public Cloud service offering of PaaS and IaaS. For Public Cloud service offering for SaaS, should be compliant as and when MeitY takes it up for empanelment on yearly basis		the Software Service Provider must Conduct Software audit and obtain CERT certification from an agency empanelled by Govt.	
8.	12		The bidder/OEM should be in business of providing similar application/solution for at least 2 years and one scheduled commercial banks / BFSI in India as on date of submission of bid.	Documentary evidence with relevant copies of Purchase Order along with Satisfactory Working Certificates / Completion Certificates / Installation Reports / Project Sign-Offs in the last two years including names of clients with Phone and Fax numbers, E-Mail IDs etc.	We are requesting you to amend the clause as any software development company who has the experience of developing Web and intergrade mobile app can do the work. Kindly request you to accept any Govt. work order & completion certificate.	Clause Stands as per RFP.
9.	12		In the proposed solution, at least lead management module must be running /used satisfactorily in at least one scheduled commercial banks / BFSI in India in last one year as on date of submission of bid.	Documentary evidence with relevant copies of Purchase Order along with Satisfactory Working Certificates / Completion Certificates / Installation Reports / Project Sign-Offs in the last two years including names of clients with Phone and Fax numbers, E-Mail IDs etc.	Again, it is so specific, and we are requesting you to amend the clause and accept any Govt. work order and completion certificate.	Clause Stands as per RFP.
10.	30	3. Reverse Auction	The Bidder Who's Price Bid (indicative) has not been rejected		The quality of the work is also matter when you are developing this kind of	Clause Stands as per RFP.

			<p>/ disqualified by the Bank will be asked to participate in the Reverse Auction, which will be conducted for determining the L1 vendor separately for each group.</p>		<p>tracking application. So, reverse Auction is all about price. The process should be a QCBS with 70:30 ratio on technical : financial for choosing of the bidder. A bidder getting low marks in technical can win in RA, but a standard company having good marks may loose in RA. Kindly look into this.</p>	
11.	49	Part-V 1. Consortium	<p>The selected bidder may have a tie-up with any solution provider for providing the mentioned services. However, the selected bidder should have a relationship with the solution provider as an authorized reseller, distributor, and should have a back-to-back agreement to ensure that the total solution proposed is as a turnkey solution.</p>		<p>A Consortium means: A group of Independent Companies participating in a Joint Venture for mutual benefit. Companies in a Consortium co-operate with one another, often sharing technology as needed. A Consortium allows the Companies to conduct operations that they would not be able to do individually. It is important to note, however, that a Consortium is not a merger and the Companies remain independent. So, it is not likely that to have a relationship with the solution provider or anyone as authorized reseller, distributor, and should have a back-to-back agreement to ensure that the total solution proposed is as a turnkey</p>	<p>Clause Stands as per RFP.</p>

					<p>solution. So, this kind of consortium clause is not standard as per the law of the consortium.</p>	
12.		General			<p>This is a software development project and the software would be hosted in a cloud server having all the necessary backup and security features after VAPT testing from CERT in registered company. So, the criteria & clauses should be related to this only not specific to any cloud service provider.</p> <ul style="list-style-type: none"> You can host it to any Cloud server & for that MAF & Partnership is not required The application should not like subscription or user basis as it should be unlimited user package both for mobile and web user. So, no recurring cost for yearly/ monthly other than only AMC cost & Server Hosting cost. You can do the Security testing like VAPT from any certified 	Bank's requirement is already mentioned in RFP.

					<p>organization & for that no MAF or partnership is required</p> <ul style="list-style-type: none"> You can add security features as per your choice. <p>So, you need to rethink on the eligibility and requirement & we are requesting you to do that for more better solution and participation and also give chance other company to bid.</p>	
13.	Page No:11	Eligibility Criteria Sr. No.9	<p>Clause : The Cloud Service Provider should have hosted SaaS of Mobile based Application Solution for at least 1000 users of at Least one organization for 1 full year</p> <p>Documents required : Copy of Client Certification for successful completion and commissioning with name and contact details of signatory</p>	<p>यूको बैंक  UCO BANK</p> <p>Request by the bidder for Amendment</p>	<p>Kindly amend the clause as;</p> <p>Clause : The Cloud Service Provider should have hosted and Implemented Mobile based Application Solution for at Least one organization for 1 full year</p> <p>Documents required : Copy of Client Certification for successful completion and commissioning with name and contact details of signatory</p>	<p>Clause Stands Modified as. "The Cloud Service Provider should have hosted SaaS of Mobile based Application Solution for at least 500 users of at Least one organization for 1 full year"</p>
14.	Page	Eligibility Criteria	Clause :	Request by the bidder for Amendment	Kindly relax this clause to generic	Clause stands as per RFP.


	No:1 1	Sr. No.10	Proposed Cloud service provider should be MeitY (Govt. of India) empanelled and STQC audit compliant for Public Cloud service offering of PaaS and IaaS. For Public Cloud service offering for SaaS, should be compliant as and when MeitY takes it up for empanelment on yearly basis Documents required : Copy of Meity empanelment and STQC audit compliance certificate		Kindly amend the clause as; Proposed Cloud service provider should be MeitY (Govt. of India) empanelled and STQC audit compliant for Public Cloud service offering of PaaS and IaaS. For Public Cloud service offering for SaaS, should be compliant MeitY empanelment Documents required : Copy of Meity empanelment and STQC audit Report	
15.	Page No:1 2	Eligibility Criteria Sr. No.12	Clause : The bidder/OEM should be in business of providing similar application/solution for at least 2 years and one scheduled commercial banks / BFSI in India as on date of submission of bid. Documents required : Documentary evidence with	Request by the bidder for Amendment	Kindly amend the clause as; Clause : The bidder/OEM should be in business of providing web application/Web Portal/E-governance solutions for at least 2 years and one scheduled commercial banks / BFSI / Govt/ Semi Govt/PSU/ Financial Institutes/Insurance Companies in India as on date of submission of bid. Documents required : Documentary evidence with	Clause Stands as per RFP.




			relevant copies of Purchase Order along with Satisfactory Working Certificates / Completion Certificates / Installation Reports / Project SignOffs in the last two years including names of clients with Phone and Fax numbers, E-Mail IDs etc.		relevant copies of Purchase Order/Satisfactory Working Certificates / Completion Certificates / Installation Reports / Project SignOffs in the last seven years including names of clients with Phone and Fax numbers, E-Mail IDs etc.	
16.	Page No:12	Eligibility Criteria Sr. No.13	<p>Clause : In the proposed solution, at least lead management module must be running /used satisfactorily in at least one scheduled commercial banks / BFSI in India in last one year as on date of submission of bid.</p> <p>Documents required : Documentary evidence with relevant copies of Purchase Order along with Satisfactory Working Certificates/ Completion Certificates /Installation Reports /</p>	Request by the bidder for Amendment	<p>Kindly amend the clause as; Clause : In the delivered solution, at least lead management/governance module must be running /used satisfactorily in at least one scheduled commercial banks / BFSI/ Govt/ Semi Govt/PSU/ Financial Institutes/Insurance Companies in India in last one year as on date of submission of bid.</p> <p>Documents required : Documentary evidence with relevant copies of Purchase Order/Satisfactory Working Certificates / Completion Certificates /Installation Reports / Project SignOffs in the last two years including names of clients with Phone</p>	Clause Stands as per RFP.



			Project SignOffs in the last two years including names of clients with Phone and Fax numbers, E-Mail IDs etc.		and Fax numbers, E-Mail IDs etc.	
17.	Page No:3 2	Sales	Mobile App - Available to Marketing officers, relationship executives and reporting/higher authorities as per matrix defined by the bank.	Query Made	The mobile platform includes the android and IOS operating system platform both (Assuming all stakeholders will be using same app with per role based access)?	The mobile app must support both mobile OS, any user can use any OS as per requirement.
18.	Page No:3 2	PART-IV Scope of Work	The solution will have Lead repository for the leads obtained from different sources (HRMS, Website, Chats, IVR, Calls, Bulk Upload, campaigns)	Query Made	So leads to be Obtained from mentioned sources automatically or manually User will input?	Mostly automatically but authorized person can update it manually too.
19.	Page No:3 2	PART-IV Scope of Work	The solution will also have the campaign management module to run journey of campaign consisting SMS, email, App Push Notification (APN), Browser Push Notification (BPN), or the combination of these.	Query Made	Who will be responsible for purchasing SMS package? How many SMS are expected per month/year? Who will be responsible for purchasing Email gateway? Is an existing SMS gateway already in use? If yes, kindly share the details. If not, then kindly share information around which SMS gateway is preferred.	Bank already have SMS, Email gateway. Selected bidder will have to integrate solution with it. Details will be shared with selected bidder. Bank will bear the cost for SMS and email package.
20.	Page No:3	PART-IV Scope of	The solution will also have the Library	Query Made	Please Elaborate functionalities mentioned like	Requirement is clear and mentioned


	2	Work	Management, reports and analytics, and activity and event calendar, dashboard, offer/rewards management.		Library Management, Offer/Rewards Management and its working?	accordingly. The clause speaks of library management of the product, offers, reward schemes etc.
21.	Page No:32	A. Functional Requirement:	Real time (GPS) tracking of marketing officers	Query Made	GPS/GIS tracking using Google Map Integration or Open street Maps? If yes who will bear the cost of Google Map API?	GPS/GIS tracking is App bases requirement and it is to be decided by the bidder. Cost is to be borne by bidder.
22.	Page No:34	3. Lead Management	The lead can be pushed to other system (Finacle, LOS) to process further on daily basis.	Query Made	Please Elaborate ?	Lead once generated then details of the leads can be pushed to other systems as mentioned in RFP
23.	Page No:36	Library management	Video capsules, power-point presentations, Campaigns summary(with Photos), Circulars of the Bank.	यूको बैंक  UCO BANK Assumption by bidder	We are assuming that the content and Video or ppt of department will be provided by Bank department which Service Provider will add into proposed solution.	Details of campaigns, Banks circular and other things will be provided by Bank
24.	Page No:37	Library management	Art work for banner/pamphlets, Application forms, various calculators like EMI calculator etc. will be provided on products & services offered by the Bank	Query Made	Please confirm whether mentioned things if will be provided by bank?	Refer response to query no 23
25.	Page: 38	8. Integratio	The proposed solution should comply with	Query Made	Please provide more information on same?	Please refer RFP for clause


		n of the solution with the current systems of the bank.	bank Information Security Policy, KYC/AML policy and regulatory guidelines (as specified by RBI, NPCI etc.). Information Security Policy, KYC/AML policy will be provided to selected bidder.			clarification.
26.	Page: 39	8. Integratio n of the solution with the current systems of the bank.	30. The successful bidder is required to facilitate the bank in audits of the same.	यूको बैंक  UCO BANK Query Made	Please Elaborate?	Clause Stands as per RFP. Selected partner has to provide access of his system, infrastructure and all support in audit to be conducted by bank through its official or auditor or by Regulatory/Statutory/ Govt body. Apart from this, they will also share their periodical system audit report to bank for perusal.
27.	Page: 41	B. INFRASTR UCTURE REQUIRE MENTS - HARDWA RE / NETWOR	The bidder to provide BCP/DRP as per IT Security policy and BCP of the Bank.	Query Made	Please Elaborate in detail?	Please refer RFP clause for clarification

		K / SECURITY				
28.	Page: 42	B. INFRASTRUCTURE REQUIREMENTS - HARDWARE / NETWORK / SECURITY	xxv. Security Audit of the application and VA & PT will be carried out by the Bank at regular intervals and the Observations / recommendations need to be complied within the time limit as advised by the Bank.	Query Made	For security audits (STQC) kind share the below information: 2.1. Who will bear the charges of Security Audit? 2.2. Number of Security audits need to be performed and at what interval? 2.3. We assume that STQC and Cert-in empaneled vendor can perform the security audits. Please confirm.	The Security audit conducted by Bank will be borne by the Bank. However the audit conducted by the partner of their app or cloud environment is to be borne by the partner. For clarification to rest. Please refer RFP clause.
29.	Page: 46	E. Training	E. Training	यूको बैंक  UCO BANK Query Made	Please share training locations for all of your offices. How many training session are require for each location? How many officials would be there for the training? If the training sessions have to be online/via video conferencing - How many employees will join video conference in each session?	Training of 1 st batch of 100 officers is to be conducted at Bank's training centre, restraining can be given by video conference. Rest details will be shared with selected bidder.
30.	Page: 67	17. Backup and Archiving	The selected vendor should provide support to bank after completion of project for at least 3 years for retrieval/access of the stored data without	Query Made	Whether Backup and retrieval is needed for 3 years, as support and waranty is only for 1 year after project go live?please elaborate?	The selected vendor should provide support to bank after completion of project for at least 1 year for retrieval/access of the stored data without any cost to bank.


			any cost to bank.			
31.	Page: 144	Annexure -XXVII Technical Evaluation Sheet Sr. No. 1	Point Experience of implementing Lead Management solution as per the terms & conditions specified in the RFP. Marking System 25 marks: More than 5 Banks/BFSI 20 marks: 3 to 5 banks/BFSI 10 marks: 1 to 3 banks/BFSI	Request by the bidder for Amendment	Kindly amend the clause as; Point Experience of implementing web portal/web application / governance solution Marking System 25 marks: More than 5 Banks/BFSI/Govt/Semi Govt/PSU/ Financial Institutes/Insurance Companies 20 marks: 3 to 5 Banks/BFSI/ Govt/Semi Govt/PSU/ Financial Institutes/Insurance Companies 10 marks: 1 to 3 Banks/BFSI/ Govt/Semi Govt/PSU/ Financial Institutes/Insurance Companies	Clause stands as per RFP.
32.	Page: 144	Annexure -XXVII Technical Evaluation Sheet Sr. No. 2	Point Experience in integrating the Lead Management Solution with Bank's internal systems like CBS, LOS, HRMS, Website etc. Marking System 10 marks: More than 3 systems 7 marks: 2 to 3 systems 5 marks: 1 system	Request by the bidder for Amendment	Kindly amend the clause as; Point Experience in integration with web portal/web application / governance solution in Banks/BFSI/Govt/ Semi Govt/PSU/ Financial Institutes/Insurance Companies Marking System 10 marks: More than 3 projects 7 marks: 2 to 3 projects 5 marks: 1 projects	Clause stands as per RFP.

यूको बैंक  UCO BANK


33.	Page: 144	Annexure -XXVII Technical Evaluation Sheet Sr. No. 3	Point Experience in implementing the module requested as per scope of work Marking System 10 marks: More than 3 systems 7 marks: 2 to 3 systems 5 marks: 1 system	Request by the bidder for Amendment	Kindly amend the clause as; Point Experience in implementing the modules like Online Registration, Online Application Tracking , MIS report module, Project Monitoring Skill Managment, Funds Managements Marking System 20 marks: More than 4 modules 15 marks: 3 to 4 modules 10 marks: 2 modules 5 marks: 1 module	Clause stands as per RFP.
34.	General	General	General	Query Made 	Website language will be English only? Please suggest	Website language will be English only.
35.	General	General	General	Query Made	Is their any payment gateway present ? Or is any payment gateway envisaged ? If yes whose responsibility would it be to procure the same ? How many PG's are envisaged ?	There is no payment gateway present.
36.	General	General	General	Query Made	For security is SSL envisaged ? If yes does bidder have it ? Or it will be procured by vendor ? Which type of SSL is expected? Wild card, Extended or Single domain?	Selected bidder will be responsible for security and encryption of the solution/website for Bank.
37.	General	General	General	Query Made	Do you need any specific CMS or COTS? Please specify name.	Solution provider is to take care of the needs/requirement mentioned in the RFP.


38.	General	General	General	Query Made	Should the website be compatible with any version of IE/Chrome/Firefox/Opera/etc. ?	The website should be compatible with any/all versions of any browser
39.	General	General	General	Query Made	How many third party applications would be required to be integrated with the new web portal / website? And who will bear its costing	Details to be shared with selected bidder. The integration cost to be borne by the selected partner.
40.	General	General	General	Query Made	Do you need Cloudflare for enhanced protection against DDOS? Paid or free version?	Yes.
41.	General	General	General	Query Made यूको बैंक  UCO BANK	Do you need Web application firewall?	Bank is having WAF. All traffics to be routed through SOC appliances.
42.	General	General	General	Query Made	What kind of tools expected to automate the MIS application process?	API Based integration is needed.
43.	General	General	General	Query Made	Are the resources required to be deployed during the project life cycle? Or are they required to be deployed post go-live during the AMC period?	As the resource is provided by bidder in cloud. No further clarification is required.
44.	General	General	General	Query Made	Please share the total number of resources need to be deployed onsite along with the list of location. For support, development and maintenance.	Onsite resources are not required by the Bank, it may be the call of the selected partner to maintain the performance parameter and


						expectation of the Bank by deploying the resources. The hands on the application and usage to be rendered to the Bank officials as and when needed to get them acquainted apart from running the solutions without any hiccups.
45.	General	General	General	Query Made	Do you want us to maintain or renew any of your domains?	Bidder have to maintain and renew its own websites and offered domains only.
46.	General	General	General	Query Made	What level of SEO is being expected ? Do you need basic SEO or detailed SEO (Google Analytics) ?	App will be used by Bank's internal staffs only and will not be for public use.
47.	General	General	General	Query Made	Kindly specify the total no. of locations expected to be connected to bidder DC Site?	2 i.e. Data Centre and DR of the Bank.
48.	General	General	General	Query Made	Kindly confirm how the users will going to access the DC Site (Internet/MPLS/VPN) If MPLS, Kindly confirm how many links will be terminating at bidder DC Site and also confirm who will going to provide the MPLS connectivity. (Bank or Bidder)?	DC and DR is to be present in Cloud.
49.	General	General	General	Query Made	Kindly confirm the backup space required in Gb or TB	Storage space is application

					backup retention policy (eg. Daily incremental, Weekly full, etc.) or also confirm the Retension Period.	dependent and as per the requirement mentioned in the RFP. Bank's retention and Backup policy will be shared with the selected bidder for adherence. The policies in line with the regulatory guidelines and industry practices.
50.	General	General	General	Query Made	Kindly confirm any additional security components are required apart from firewall? For example:- WAF, SIEM, HIPS etc.	Please refer response to query no-41
51.	General	General	General	 Query Made	Kindly confirm no. of DR Drills required.(eg. 2 Drills yearly)	To be shared with successful bidder. Minimum 4 or may vary as per the regulatory guidelines or Bank's requirement.
52.	General	General	General	Query Made	Kindly confirm peak hours and daily log/Flat files size that need the replicated (For Eg. 2 GB Daily)	Bidder is to derive the load and size based on the inputs provided in the RFP.
53.	8.1	37	Upload/download and integration with bank's internal systems (e.g. HRMS, SSO, CBS, email, SMS, LOS etc.) for leads, their status. Most of the	8. Integration of the solution with the current systems of the bank	Will the APIs for the given integrations be provided by the bank?	Required API will be finalized with selected bidder and API from bank side will be provided by Bank's team.

			applications are standalone in nature, integration required peer to peer.			
54.	Anne xure - XVII	118	The Solution should be available for different platform like Android, iOS, Windows and any other Upcoming trending OS devices.	Technical Specifications	The other OS which are being used currently are symbian, KaiOS and Blackberry. Should the mobile application be developed in any of these technologies ?. Since it is difficult to provision for the Upcoming trending OS devices in next 3 years at this point, kindly request to provide the requisite cost for any such development separately in future, if required.	App to be developed for android and ios. For Upcoming trending OS device in next 3 years, cost can be decided on mutually agreed amount.
55.	Anne xure -XXVI	143	Following is the implementations (by selected bidder) schedule for modules of Scope of work (Both for Mobile App and Web Portal):	Annexure -XXVI Implementation Schedule	As per the given timeline, solution is expected to go live in 16 weeks. It appears to be too tight to complete 7 modules along with their integration and hosting in 16 weeks. Kindly provide at least 24 weeks until go live.	Clause Stands as per RFP.
56.	38	Point no: 16	The solution will be available in the form of Mobile application and Web Version. The mobile platform includes the android and IOS operating system platform. The web version must be compatible to all	Integration of the solution with the current systems of the bank.	All the Required API will be provided by the UCO Bank	Available API will be provided by the bank and rests have to be developed by the selected bidder. Bank will share the API available at its end, for rest Bank will let the bidder know what and how to do;


			available major web browsers.			but in any case, bidder has to adhere the instructions provided by the Bank.
57.	47	Point no: 5	Periodic reporting and status tracking / capturing the details of the transaction or data sources reporting to the MO App Solution	Number of Transaction	What is the expected number of Transactions per day?	Refer the RFP for requirement, usage and need.
58.	116	Annexure - XVII	The proposed solution should consist of features such as machine learning and AI based mobile end-point threat detection, multifactor authentication	Security Specification and Compliance to Scope of work 	Should the solution must contains multifactor authentication? If so, what is the preferred authentication methods?	2 factor authentications can be used. It may be any combination of secure and robust mechanism with convenience.
59.	32	1.1	Real time (GPS) tracking of marketing officers	Managing the tracking and reporting of Marketing Officers	How many Live user needs to be tracked in GPS at a time ?	All the users on the field.
60.	47	5	Periodic reporting and status tracking / capturing the details of the transaction or data sources reporting to the MO App Solution	Number of Transaction	What is the expected maximum size of Each Transactions?	Refer RFP for better clarity and understanding.
61.	47	5	Periodic reporting and status tracking / capturing the details of the transaction or data sources reporting to the MO	Document Storage	Is there any document upload permitted. if so what is the maximum size per file what is the maximum files allowed per user	Documents upload is required based on the need and requirement. The size may be as per the industry standard and

			App Solution			convenience of the user.
62.	39	31	The Bidder should have necessary agreement with the OEM for all the required onsite support during the implementation phase. Bidder should also have back-to-back support with OEM during the total necessary support	Integration of the solution with the current systems of the bank.	How many years of onsite support needs to be provided ?	Refer RFP and earlier reply.
63.	41	6	The data files along with archives and individual file storage should be hosted in India for primary and secondary copies	Archival Policy यूको बैंक  UCO BANK	What is the Data Archival Policy	DC/DR should be in India only and no data should be stored/sent out of Indian subcontinent at any point of time. The selected bidder will be informed on Data Archival policy.
64.	118	1	The Solution should be available for different platform like Android, iOS, Windows and any other Upcoming trending OS devices.	Technical Specifications	what is the expected lowest OS version compability of the Mobile Application for both Android and ios?	The solution should be compatible with all the prevailing version of the OS.
65.	57	Point no: 17	The backup and archiving shall be done by the vendor during the contract period.	Backup policy	What is the Database Backup policy, retention policy	As per bank's policy the documents is to be retained for 10 years. There is no such need of 10 years retention as this will

						be purely lead management system, hence a shorter period of 1 year post contract period will serve the need.	
66.	Page 32	A 1.2	Location history of marketing officers (Minimum 1 year and 3 months)	Query		Do we need to store Location history of MOs based on GPS tracking or the locations which MOs marked as client visit location. And is there any max. duration limit?	RFP clause stands.
67.	Page 32	A 1.4	Marketing officers login and activity reports	Query		From MOs login and activity reports we are considering the action performed by MOs on the application. Kindly confirm,	Yes.
68.	Page 32	A 1.5	Assignment and tracking of visits to marketing officer	Query	यूको बैंक  UCO BANK	For tracking to visit we need to implement google Maps? Kindly confirm.	The solution provider is to take care of the requirement based on robustness and cost effectiveness.
69.	Page 33	A 2.2	Mentioning/tagging the visit/ referrals location/prospective clientele	Query		Visit Management--> For tagging the visit/referrals location, is it compulsory that the MO should be at the same location or S(he) can mark the location by pointing a marker from any other location?	Location to be automatic with minor variation. Manual entry may defeat the purpose.
70.	Page 33	A 2.4	Capturing the nearby location (college, shops, offices) details for prospects. (2km. Vendor will bear the	Query		Visit Management --> Here from data enhancement and cleansing means the data captured of nearby locations using google API.	RFP clause stands.


			cost of Google API)			
71.	Page 34	A 3.4	<p>3.4. The repository can be enriched from the leads from HRMS, website, IVR, bulk upload (xls, csv, FTP, XML), manual entry, social media, blogs, chats, polls, research, survey, campaigns and to provide single view of customers and work. At present there is no web API batch file is in place. For HRMS, API can be provided.</p>	Query	<p>Lead Management --> There is not any options for MOs to add the lead. They can only view the list of leads which are already added by different sources as HRMS,IVR,website campaign etc.. Kindly confirm.</p>	<p>MOs will be first person to create lead.</p> <p>Please refer RFP for further clarification.</p>
72.	Page 34	A 3.4	<p>3.4. The repository can be enriched from the leads from HRMS, website, IVR, bulk upload (xls, csv, FTP, XML), manual entry, social media, blogs, chats, polls, research, survey, campaigns and to provide single view of customers and work. At present there is no web API batch file is in place. For HRMS, API can be</p>	Query	<p>Lead Management--> Do UCO bank provide API for other lead sources later or APPinventiv have to create those API? Other sources includes IVR,website,Campaign,bulk uploads>manual entry,social media, blogs, chatspolls, research, surveys.</p>	<p>Bank will co-ordinate and hare details of application vendors with selected bidders inorder to finalise the modules. However, HRMS module will be handed over by Bank's in-house team.</p> <p>Bank will share the API available at its end, for rest Bank will let the bidder know what and how to do; but in any case, bidder has to adhere</p>





			provided.			the instructions provided by the Bank.
73.	Page 35	A 3.1.4	3.14. The solution should have option to store the Basic customer profile/ details. These details will be provided by the bank's internal systems and the upload can be done by below methods:	Query		How scheduler-based and manual upload will work to store the basic customer details from the internal system of the bank? The same will be shared , once the bidder is selected, the preferable mode will be API based, Bulk upload etc.
74.	NA	NA	NA	Query	यूको बैंक  UCO BANK	Is there any option to use multiple accounts in a single device by MOs? OR MOs can login in multiple device with single device? No, One MO can log into single device at a time. But they can log into multiple device with single ID, only one device at a particular time.
75.	Page 35	A 4.2	4.2.Client details conversion/mapping to lead details. Fetch the details to and from Lead management module.	Query		How client details will be mapped from lead details? Do we need to map it using mobile number/email id/address or combination of multiple fields? Using combination of multiple fields.
76.	Page 35	A 4.3	4.3. Saving the details in both the online and the offline mode. Facility to sync the offline mode data after going to online.	Query		In which format we need to store account opening information? AND How offline stored data will be sent to internal system of the bank? Is any API will be provided by UCO bank? Account opening information can be shared in ISO/API to be kept in ISO format. Offline data will be sent to internal system of the bank through connect 24 link. Details will be shared to selected


						bidder.
77.	page 35	A 5.1	5.1.Campaigns can be SMS, email, app push notification (APN), browser push notification (BPN), social media.	Query	Campaign Management:- What's the role of MOs mobile app in campaign management? MOs can run campaign using mobile application?	Yes, they can design the campaign based out of their leads, geographic area and other such inputs.
78.	page 36	A 6.4	6.4.Marketing officer movement report, visit report, lead conversion report.	Query	What is the meaning of MOs movement report?	Marketing officer visit report and movement report.
79.	Page 36	A 6.7	6.7. Target vs. achievement report	Query	From where we will get the target of MOs? Do MOs can acheive any lead outside this app? If yes, then how we will get that data with in the application? So that we can compare target and acheivement report.	Data / information will be shared over API , Bulk upload or manual etc.
80.	Page 36	A 6.8	6.8.Campaign reports, performance reports, comparison. Active campaigns, top performing campaigns, top performing campaigns, trend analysis.	Query	MOs can only see campaign report or they can also create campaign using mobile app?	They can create campaign, if needed.
81.	Page 36	A 6.8	6.8.Campaign reports, performance reports, comparison. Active campaigns, top performing campaigns, top performing	Query	Campaign report will be in number form or graph form?	Both, as per the need.


			campaigns, trend analysis.			
82.	Page 36	A 6.9	6.9.Performance reports, conversion rate related report and analytics	Query	Do we also need to represent cohort graph for the performace Analytics	Yes.
83.	Page 41	B vii	vii. The cloud infrastructure should have presence in at least 2 cities in India.	Query	Can we use two different DC(Date Centre). For example: One is AWS and other one is AZURE.	One can be used as DC and other as DR centres.
84.	Page 45	D i	i. There will be a User Acceptance Testing by the Bank for the tool deployed and Marketing Officers Application Solution.	Query	Which toold UCO bank will use for UAT? Do Applnventiv need to write test cases for those tools?	Clause Stands as per RFP. The tool will be provided by the selected partner.
85.	NA	NA	NA	Query	UCO bank will provide any replica or dev server of internal system to the Applnventiv during the development?	Bidder will provide UAT services in cloud. As far as Bank system like CBS is needed for testing, bank will provide the UAT environment of the same.
86.	Page 39	A 28	Bidder should quote for all the required OS, DB, middleware, and any other software licenses.	Query	Do we need to integrate with any middleware as well for the current data sets?	Middleware and other things is proposed solution depended. It is to be provided by bidder.
87.	Page 34	A 3.12	3.12. Sending communication/mess age (SMS, email etc.) to selected lead or group/segment of leads	Query	Will there be any communication medium as well in the application for the MOs	Yes...


88.	Page 35	A3.14	3.14. The solution should have option to store the Basic customer profile/details. These details will be provided by the bank's internal systems and the upload can be done by below methods:	Query	What all internal systems do we need to integrate with? What information will be coming from internal system?	Bank's CBS, HRMS application, website, Social Media Handles etc.
89.	Page 35	A 5.7	5.7. Running Offers campaign (e.g. reward point, cash back, waiver of charge etc.)	Discussion	Will need to discuss the flow of Reward points in more details?	Details to be shared with selected bidder.
90.	49	Part-V	Consortium	General यूको बैंक  UCO BANK	Can Bidder act as an SI and avail 2 consortium with Application OEM & Cloud Vendor	Yes.
91.	63	30	Penalty - Penalty Calculation Matrix	If the solution, or any of its components behaves erroneously which results in monetary or business loss to the Bank, then the entire amount of such loss shall be recovered from the bidder on actual basis.	This being a support tool for internal bank Marketing and Sales team and internal usage only, which is being acceptance through rigorous UAT processes. This is not being business solution, putting such clause looks irrelevant may consider deleting.	Clause stands as per RFP.
92.	85	Annexure II	General Details of the Bidder / Sub Contractor	Enclosed copies of Purchase Orders should be in name of the bidder only as references. Bank reserves the right to verify the authenticity of the reference document	Since this section ask for the general details of the Bidders/Sub Contractor request Bank to modify the clause as "Enclosed copies of Purchase Orders should be in name of the bidder /Sub	If annexure-II is used by any sub-contractor, they will have to fill their details in place.


				enclosed with the bid document. In case found not in order, the bid submitted by the bidder shall be rejected summarily.	Contractor as references. Bank reserves the right to verify the authenticity of the reference document enclosed with the bid document. In case found not in order, the bid submitted by the bidder shall be rejected summarily."	
93.	60	25	Terms of Payment	For Software	Request bank to revised the payment terms. We suggest the following payment terms: - Advance 30% - On UAT Completion - 50% On Go-Live - 20%	Refer Corrigendum below.
94.	60	25	Terms of Payment	युको बैंक  UCO BANK For Cloud Services	There are no payment terms mentioned for Cloud services. Please specify the Payment terms for Cloud Services	Refer Corrigendum below.
95.	49	3	Schedule Implementation	of The total time for full Marketing Officer Application Solution implementation (Supply, Customization and Deployment, go live) will be 16 weeks from the effective date of the Contract Agreement (between Bank and selected L1 bidder).	Looking in to the scope of work, we request bank to extend the timelines from 16 weeks to 24 Weeks, as this includes lot of testing and integrations which will need time.	RFP clause stands
96.	34	A-Functiona l	The repository can be enriched from the leads from HRMS,		Please clarify what are the social media platforms from which leads need to be	Twitter, Facebook.


		Requirement 3.4	website, IVR, bulk upload (xls, csv, FTP, XML), manual entry, social media, blogs, chats, polls, research, survey, campaigns and to provide single view of customers and work.		enriched.	
97.	35	A-Functional Requirement 5.1	Campaigns can be SMS, email, app push notification (APN), browser push notification (BPN), social media		What are the social media platforms that need to be supported and does the bank have an existing social media account on the required platforms.	Twitter, Facebook. Yes Bank has above social media handles.
98.	37	A-Functional Requirement 8.1	Upload/download and integration with bank's internal systems (e.g. HRMS, SSO, CBS, email, SMS, LOS etc.) for leads, their status. Most of the applications are standalone in nature, integration required peer to peer. Solution must support both API as well as ISO based integration.		Please elaborate what is ISO based integration and what aspects needs to be supported in our solution?	ISO is International Organisation for Standardisation. It is standard message format used for various financial communication.
99.	81	Part V - 58 - UAT (User Acceptance Test)	The Bidder should setup the UAT environment for testing of the solution before implementation of the solution in the		Do we need to provision a separate UAT environment during the implementation?	Clause Stands as per RFP.


			production environment.			
100.	81	Part V - 58 - UAT (User Acceptance Test)	The UAT setup will be at Kolkata.		Please clarify on the Kolkata location for UAT environment. If we are proposing a cloud hosting the Cloud provider might not have a data center in Kolkata.	Cloud infra should be accessible from our Kolkata centre. In such case VPN tunnel should be provided.
101.	144	Annexure -XXVII	Dedicated support system for bank through various channels such as Helpdesk, IVR, Email, WhatsApp, SMS		For Helpdesk solution, we assume that providing a dedicated telephone number (Call, WhatsApp, and SMS) and email address will satisfy the requirement?	RFP clause is self explanatory, selected partner is expected to adhere the timelines defined in the RFP.
102.	29,30	Part III - 2.i	The basis of the entire outflow of the Bank for undertaking the scope of work. The Bank will consider the TCO over a Three years period starting from the date of going live in production.		Should it be 3 years + 16 weeks?	Yes.
103.	63	Part V - 30	Downtime % = (Scheduled uptime - calculated downtime)*100)/Scheduled uptime		Should it be the following? Downtime % = (Scheduled uptime - calculated uptime)*100)/Scheduled uptime	Clause Stands as per RFP.
104.	62,63	Part V - 30	Inability of the proposed solution to deliver the required functionality at performance levels expected at 99.95%		Which one is the penalty for not meeting the required uptime?	Below mentioned clause stands DELETED: "In case the Vendor fails to meet the required uptime,


			<p>on monthly basis would result in breach of contract and would invoke the penalty clause. The proposed rate of penalty would be 0.01 % of the TCO for non-compliance to the performance levels by 0.1%.</p> <p>In case the Vendor fails to meet the required uptime, there will be a penalty of Rs.500/- per minute (Rupees Five Hundred only) up to 1% per downtime</p>			<p>there will be a penalty of Rs.500/- per minute (Rupees Five Hundred only) upto 1% per downtime i.e if required uptime is 99% and the vendor's reported uptime of 98% then penalty will be 1% for each user/machine. The Bank expected that the vendors reported uptime should not be less than 90%. Bank reserves the right to invoke the performance security. The fault reporting by the Bank and/or its representative will be through a telephonic message or any other mode as Bank may decide."</p>
105.	67	Part V - 33	<p>The tenure of the Contract will be for a period of 3 (Three) years effective from the date of execution of the Service Level Agreement (SLA) unless</p>		Should it be 3 years + 16 weeks?	Yes

106.	68,77	Part V - 36 and 53	Both Indemnity		Which one to follow?	Part-V, clause 36, at Page-68 of RFP Stand DELETED.
107.	82	Part V - 61	1) For breach of any obligation mentioned in this document, subject to point no. iii,		What is no. iii this clause is referring to?	Point no-iii refers to Point no 3) below in the clause.
108.	95, 59	Annexure -X	We shall keep the price valid for the entire contract period from the date of issuance of the first Work order While Part V - 24 The selected bidder will be required to keep the price valid for a period of 01 year (12 months) from the date of issuance of 1st Purchase Order.	 यूको बैंक UCO BANK	Which one is correct?	The correct Price validity clause is: The selected bidder will be required to keep the price valid for a period of 01 year (12 months) from the date of issuance of 1st Purchase Order.
109.	128	Annexure XXI	PROFORMA FOR DEED OF INDEMNITY		What is the amount and valid period?	To be kept blank when bid submission, will be filled later on when selected as vendor.
110.	36	PART-IV Scope of Work B. INFRASTRUCTURE	(xiv) The bidder to provide BCP/DRP as per IT Security policy and BCP of the Bank.	BCP/DRP - IT security Policy	Query - Are there specific IT security Policy that needs to be considered in the proposed solution?	The bidder to provide BCP/DRP as per IT Security policy and BCP of the Bank

		REQUIREMENTS - HARDWARE / NETWORK / SECURITY				
111.	37	PART-IV Scope of Work B. INFRASTRUCTURE REQUIREMENTS - HARDWARE / NETWORK / SECURITY	(xxxii) Bidder should review the information security risks in line with RBI guidelines, IT Act etc. and other best security practices for the scope mentioned in the RFP and provide its mitigates. Bidder should submit a certificate indicating that the solution being proposed in the RFP, is complying all regulatory guidelines viz RBI Guidelines/IT Act etc.	Information security. RBI Guideline and IT act  यूको बैंक UCO BANK	Query - Are there specific RBI Guideline and IT act that are specially needs to be taken care of.	RBI guidelines related to Data Security, cloud services in India, IT Act etc. as on existing date and any future changes as suggested by regulators.
112.	108	Annexure - XVIII - ELIGIBILITY COMPLIANCE	(iv) The Cloud service provider should be certified to be compliant to the following control standards: ISO 20000-9- Guidance on the application of ISO/IEC 20000-1 to cloud services.	Compliance related to ITSM. This needs to be provided by the SIs who will be designing and building ITSM solution.	Suggestion: Solution provider should who own the ITSM related compliance.	Clause Stands as per RFP.


113.	40	PART-IV Scope of Work B. INFRASTRUCTURE REQUIREMENTS - HARDWARE / NETWORK / SECURITY	The bidder is responsible for actual sizing of the infrastructure as per the scope of work, activities and Service Levels as defined in this RFP.	Further information is required to perform hardware sizing 	1. Average size of documents uploaded with A. Lead generation B. Customer profile management (including KYC) C. Campaign management 2. Average number of leads generated, customer profile created and campaign managed in a month. 3. Average size of lead, customer and campaign data that will be migrated from existing system. 4. Average size of digital library assets (audio files, video files and documents) stored in the digital library 5. Average size of digital library assets (audio files, video files and documents) that will be migrated from existing system. 6. Expected number of views of audio and video files streamed and downloaded in a month from library.	Clause stands as per RFP. For better understanding of the requirement, refer the scope defined and other expected need of the Bank.
114.	32	1.8	User sol/location change (as per HRMS of the Bank). Here real time integration is not needed. However forced update must be reflected	Scope of Work	Can this requirement be elaborated what needs to be achieved with respect to location change as per HRMS? Is this location change of the user updating basis HRMS by bank or user based self driven? Please clarify.	This is the transfer of Bank employee from one branch/office to another Branch/office.


115.	32	1.9	Reporting authority management	Scope of Work	What features to be considered while enabling reporting authority management? Please specify?	Details will be shared with selected bidder. This will be for monitoring, reviewing and should be in line with the industry standard.
116.	33	1.10	Target (visit/lead/business/activity) management (centrally or on the basis of parameters and attributes).	Scope of Work	Please explain this feature and functionality	Details will be shared with selected bidder. Targets to MOs, branch offices etc will be given in system and will used for comparison of different business parameter targets.
117.	33	2.5	Entered data enrichment/enhancement and data cleansing	Scope of Work	यूको बैंक  UCO BANK Please elaborate this requirement. Which data is referred here and enrichment and cleansing of the data means what needs to be achieved here?	As per industry standard. Details to be shared with selected bidder.
118.	34	3.3	Classification, filtering, shorting, junk, DND marking and junk removal of leads. (Industry standards)	Scope of Work	Please specify the parameters or variables to do classification, filetring, sorting, junk, DND marking and junk removal of leads.	Bank will share the details on the classifications defined.
119.	34	3.4	The repository can be enriched from the leads from HRMS, website, IVR, bulk upload (xls, csv, FTP, XML), manual entry, social media, blogs, chats, polls, research,	Scope of Work	Please elaborate this requirement in detail	The lead generation repository can be enhanced by capturing the leads generated from other sources like Bank's website, HRMS, Social Media Handles etc.


			survey, campaigns and to provide single view of customers and work. At present there is no web API batch file is in place. For HRMS, API can be provided.			These lead can be integrated into the repository through various ways like API, ISO, manual , Bulk Upload etc.
120.	35	4.1	Capturing the customer information and photograph for opening both the deposit and advances portfolios for the bank.	Scope of Work	We assume that basic data capture and pushing to other systems for processing is scope and no KYC verification to be done by vendor. Please confirm.	Yes.
121.	35	4.4	The solution should have capability to save the details in formats, which will be send to bank's internal systems (e.g. LOS, and other system by batch file to further process)		<p>Please confirm the bank's internal systems to be interfaced & their technology service provider name or product name like CBS - Finacle. Please mention for LOS, HRMS, SSO, etc.</p> <p>Please name the bank's total internal and external applications if any to be integrated for this solution under scope and</p> <p>Does the bank has technology Middleware available for interfacing with banks internal systems if yes please name.</p>	CBS- Finacle LOS- Sysarc HRMS- In house development SSO- In house Development.
122.	35	5.1	Campaigns can be SMS, email, app push	Scope of Work	Please specify bidder's scope to achieve BPN & social	BPN is for the registered users. In


			notification (APN), browser push notification (BPN), and social media.	<p>media. We assume that BPN users will be all registered users on the web portal implemented by Bidder. Please confirm.</p> <p>Please mention which social media to be considered here for campaign. Which are the target customers /users to be considered here.</p> <p>What kind of social media integration is under scope? Please specify.</p> <p>We assume that the solution should provide the capability feature to configure and track various campaigns and their performance for the channels mentioned. Please confirm.</p>	<p>Social media basically Twitter and Facebook is the primary platform. All the potential customers for various products of the Bank are the target customers</p>	
123.	35	5.7	Running Offers campaign (e.g. reward point, cash back, waiver of charge etc.)	<p>Scope of Work</p>	<p>Please specify targeted users/customers here. Are these existing customers of the banks or new. If new how will their contact numbers or email ids be fetched?</p> <p>How these campaigns be running and for which users.</p> <p>What kind of interface required for these like HTML, SMS, PWA?</p>	<p>All the potential customers (existing and new) for various products of the Bank are the target customers, Bank will design the campaign based on the need , analytics etc.</p>



124.	36	5.11	Defining and identifying golden campaigns	Scope of Work	Please mention parameters for identifying golden campaigns	Parameters will be shared with the selected partner.
125.	36	7.1	Video capsules, power-point presentations, Campaigns summary (with Photos), Circulars of the Bank. The solution must have these features along with storing capacity and management control i.e. role specific content accessibility	Scope of Work	We assume that all the materials, files (pdf/word/audio/video etc.) for library management needs to be uploaded on the system by bank admin for users to view & access the same. This will be static information files maintenance & versioning only. There will be no live or dynamic information handling.	The materials to be uploaded will be provided by the bank.
126.	36	7.3	Knowledge updating - Real time/near real time (for Rate Changes/comparison based on interest rate/type/period/product and manual parameters etc.. from both the bank sources and external portal.	 यूको बँक UCO BANK	How will the bidder get access to rate change details?	Rates and other details will be shared through API as well from any other agreed medium.
127.	12	12	The bidder/OEM should be in business of providing similar application/solution for at least 2 years and one scheduled commercial banks / BFSI in India as on	Eligibility Criteria	We understand that in case Bidder is a Consortium then the project experience of any member of the Consortium would be accepted for the purpose of evaluation. Please confirm our	Clause Stands as per RFP.

			date of submission of bid.		understanding.	
128.	12	13	In the proposed solution, at least lead management module must be running /used satisfactorily in at least one scheduled commercial banks / BFSI in India in last one year as on date of submission of bid.	Eligibility Criteria	We understand that in case Bidder is a Consortium then experience of any member of the Consortium or OEM would be accepted for the purpose of evaluation. Please confirm our understanding.	Experience of bidder/ OEM will be considered.
129.	49	3	The total time for full Marketing Officer Application Solution implementation (Supply, Customization and Deployment, go live) will be 16 weeks from the effective date of the Contract Agreement (between Bank and selected L1 bidder)	Schedule of Implementation  यूको बैंक UCO BANK	In view of the scope and complexity of the project we would request the Bank to allow 20 weeks for project implementation. Please confirm the acceptance of our request.	Clause stands modified as : "The total time for full Marketing Officer Application Solution implementation (Supply, Customization and Deployment, go live) will be 18 weeks from the effective date of the Contract Agreement (between Bank and selected L1 bidder)"
130.	41, 42	B - xi	xi. The proposed solution should support a. 1500 Concurrent Users with scalability	B. INFRASTRUCTURE REQUIREMENTS - HARDWARE / NETWORK / SECURITY	As per our understanding, the initial requirement has been stated as 100 users and the price validity clause says that prices has to be valid for	Requirement of the user will be on the need basis, selected partner has to ensure the application security and server


			<p>to 3000 Concurrent Users for Mobile App and</p> <p>b. 100 Concurrent Users with Scalability to 1000 concurrent users on web app. Bank reserves the right to purchase additional number of license at the same cost during the contract period.</p>		<p>a period of 12 months from the date of issuing the 1st PO by the Bank.</p> <p>(I) In view of the above we would request the Bank to clarify the following queries:</p> <ol style="list-style-type: none"> (1) Will the Bank purchase all the required user licenses within the 1st year of the solution implementation? (2) How will the Bank procure user license beyond the 1st year? (3) What would be the estimated year-on-year growth rate of users? (4) What is the role wise count of users that would be accessing the solution? Some of the suggested roles are - Marketing Officer, Field Office, Solution Admin, Reporting Team etc. <p>(II) We assume the end point connectivity and security of all end-users would be the scope of Bank. Please</p>	<p>level security along with the data.</p>
--	--	--	---	--	--	--

					confirm.	
131.	45	C(v)	<p>v. The bidder should quote for 30 man-days for Marketing Officer Application Solution customisation. However, the man days quoted will be consumed as per the actual requirement.</p>	C. Customization	<p>(1) The price bid format does not have any provision to quote for 30 man-days of customization. Please change the price bid format accordingly.</p> <p>(2) How will the Bank address the customization requirement once the 30 days provision is consumed?</p>	Clause DELETED stands
132.	45, 46	D - (x), (xi)	<p>x. There should be following environments: Test & Development and production. Each environment must be configured on a separate server/node/resource.</p> <p>The bidder has to provide Hardware and Software sizing for Test and development environments also.</p> <p>xi. UAT Environment will be used as Pre-Production</p>	<p>D. System Integration Testing & User Acceptance Testing</p> <p>यूको बैंक  UCO BANK</p>	<p>As per our understanding we need to provide DC & DR for the Production setup and a UAT setup for the Bank to conduct the UAT exercise. The UAT setup can also be used for conducting training sessions. Test and Development setups would be used by the Development team and will not be provided to the Bank.</p> <p>Please confirm our understanding of the requirement.</p>	Requirement stands as per RFP.

			environment by the bank.			
133.	60	25	<p>For Software</p> <ul style="list-style-type: none"> • After 100% roll out of the solution - 70% cost of the respective module • After completion of 1st year of warranty for implemented Solution. - 10% cost of the respective module • After completion of 2nd year of warranty for implemented Solution. - 10% cost of the respective module • After completion of 3rd year of warranty for implemented Solution. - 10% cost of the respective module 	Terms of Payment	<p>(1) We understand this payment term is for the one-time Implementation Charges of the solution. Please confirm our understanding.</p> <p>(2) We request the Payment plan for the software implementation should be linked to the Delivery Milestones. We would request Bank for the following payment schedule:</p> <ul style="list-style-type: none"> • 20 % on Submission of project plan • 30% on Submission of Software Requirement Specification document • 40% on Submission for UAT • 10% on UAT approval <p>(3) In case of any delay in implementation beyond stipulated timelines and not for reasons attributed to the bidder, the services would be</p>	Refer corrigendum below.

					charged on T & M basis. (4) The payment schedule is silent regarding the Cloud Service / SaaS charges. We would request the Bank to pay the Cloud Service / SaaS charges monthly in advance.	
134.	127		Technical Bills of Material	Annexure - XX (iii)	<p>Make / model and other details as requested in the Technical Bill of Material is not relevant in a Cloud Infrastructure based solution and it cannot be practically provided.</p> <p>We would request the Bank to kindly remove this requirement.</p>	Clause Stands as per RFP.
135.	39	24	The Bidder shall be required to quote for the end to end implementation of Marketing Officers Application Solution including supply, implementation training, customization and maintenance and system administration for a period of 3	A. Functional Requirement	<p>We would request UCO Bank to have a provision of renegotiating the rates in case of extending the contract beyond the initial 3 years period.</p> <p>Please confirm the acceptance of our request.</p>	Clause Stands as per RFP.

			years. Bank has the option to extend the contract at the same rates for two more years or till the new selected bidder is finalized.			
136.	2			Disclaimer	We request deletion of this clause, the proposal provided by the Bidder consists of it's IP and is provided to the Bank for evaluation purposes only.	Clause Stands as per RFP.
137.	21	21		Bid Validity	We request that the bid validity should be reduced to 60 days.	Clause Stands as per RFP.
138.	48	Part IV, I(ii)		Other Conditions	We request that this clause be deleted and all terminations/cancellations etc should be solely governed by the termination clause.	Clause Stands as per RFP.
139.	51	Part V, 7		Right to Alter Quantities	We request that any change in the quantities/scope of work be agreed via a change control process as agreed between the parties.	Clause Stands as per RFP.
140.	53	Part V, 10		Taxes	We request that the prices to be quoted be exclusive of taxes, the Bank shall be liable to pay the taxes at actuals.	Clause stands as per RFP
141.	56,7 4	Part V, 13,49		Inspections and Tests,	We request that that such Audits should be conducted	Clause stands as per RFP

				<p>Technical Inspection And Performance Evaluation</p> <p>यूको बैंक  UCO BANK</p>	<p>only to verify if Bidder is performing services in accordance with the service levels. A third party auditor may be appointed only with the mutual consent of the parties on a non-contingent basis after he has executed a confidentiality agreement with the Bidder. Bidder is not obligated to share any information relating to Bidder's costs, Bidder proprietary data, confidential information of Bidder's other customers and internal audit reports of the Bidder. Such audit shall be conducted (a) upon thirty days prior written notice to Bidder; (b) no more than once each calendar year; (c) only in relation to the previous twelve months' activities; (d) during normal business hours; and (e) to the extent it does not interfere with Bidder's ability to perform the Services in accordance with the Agreement.</p>	
142.	57	Part V,14		Change Orders	<p>We request that all changes to the agreed scope be made by mutual agreement via a change control process as may be mutually agreed between the parties.</p>	<p>Clause Stands as per RFP.</p>

143.	59	Part V,24		Price Validity	We request that all changes to the agreed scope be made by mutual agreement via a change control process as may be mutually agreed between the parties.	Clause Stands as per RFP.
144.	60	Part V, 25		Terms of Payment	We request the Bank be responsible for paying a late payment fee of 2% per month for delayed payments. The bidder should be allowed to suspend the services if the payments are not made within the due date.	Clause Stands as per RFP.
145.	60,6 9,71, 72,7 5	Part V,27,41,4 2,43,45,4 6,52		Cancellation Of Order & Realization Of Compensation, Option And Contract Re-Negotiation, Termination, Termination for Convenience, Termination for Default, Consequences of Termination, Cancellation	We request that these clauses be modified as follows: Either party may terminate the contract, with thirty days prior written notice, if the other party has committed a material breach of this contract and if such breach has not been cured during the notice period. The Bank shall pay the Bidder for all products and services provided up to the effective date of termination.	Clause Stands as per RFP.
146.	62,7 4	Part V, 29,51		Compliance with Laws, Compliance With Applicable Laws Of India	We understand that the Bidder will need to comply with all laws which are generally applicable to the Bidder as provider of information technology	Clause Stands as per RFP.


					services only. Please confirm.	
147.	62,65	Part V, 30,31		Penalty and Liquidated Damages	We understand that the aggregate of all SLA Penalty and Liquidated Damages is capped to 10% of TCO and that these will be imposed as a sole remedy for reasons solely attributable to the bidder. Please confirm.	Clause Stands as per RFP.
148.	68,77,82	Part V,36,53,61		Indemnity and Limitation of Liability	We will request that the clause be modified as follows: "Vendor shall, as its sole liability, indemnify the Bank for all court awarded direct damages for which it is legally liable and arises out of third party claim that an unaltered Vendor manufactured product provided to Bank infringes that party's patent or copyright. Vendor's liability is excluded regarding any claim based on any of the following (a) altered products (b) Bank's modification of the products; (c) the combination, operation, or use of the product with other materials; (d) use of the products outside the Bank's enterprise. The Vendor will be promptly notified of any such claims and will have	Clause Stands as per RFP.


यूको बैंक  UCO BANK

				<p style="text-align: center;">यूको बैंक  UCO BANK</p>	<p>sole control over the proceedings. The Vendor's aggregate liability for all claims related to this Agreement shall be limited to actual direct damages not exceeding the charges paid by the Bank to the Vendor for the individual product or service that is the subject of claim (if recurring, twelve months charges apply). Notwithstanding anything stated herein, the risk purchase by the Bank on account of termination by the Bank for a material breach, if any, shall be subjected to the limits as mentioned above. This limit shall not apply to damages for bodily injury (including death) and damage to real property and tangible personal property for which Vendor is legally liable. Vendor will provide third party product warranties on a pass-through basis to the Bank in accordance with the relevant third party terms and conditions. Further, there are no implied conditions or warranties. The Vendor shall in no event be liable for indirect,</p>	
--	--	--	--	---	---	--

					consequential, incidental or special damages, loss of/damage to, data, loss of profit, business, goodwill and third party claims, even if Bidder has been advised of possibility of such damages.”	
149.	74	PartV,48		Signing of the Contract	We understand that the contract will be signed between the parties after mutual agreement of the terms and conditions. Please confirm.	Clause Stands as per RFP.
150.	96	Annexure XI		Undertaking for No Deviation	We request that in order to submit a commercially responsive bid the bidder be allowed to take deviations.	Clause Stands as per RFP.
151.	32	Part IV		Scope of Work	युको बैंक UCO BANK Please provide the list of languages to be supported	English and Hindi
152.	37	8		Integration of Solution	As per the document, these are systems specified for integration. HRMS SSO CBS LOS Please confirm that only these systems are in scope	Integration is not limited to these systems only, please refer RFP and pre bid query reply.
153.	32	Part IV		Scope of Work	As per the document, 4 notification channels are specified SMS Email APN	As of now these 4, but any other channel which may come up in future like whatsapp may play important role.


					BPN Please confirm that only these 4 channels are in scope	
154.	32	Part IV		Scope of Work	Does a Mobile App and Web Portal already exist or is there a requirement to create a new one	This RFP is floated for acquiring mobile app solution and web application from the selected bidder. Please refer the RFP for better understanding.
155.	34	3.6		Transfer/ allocation/ assignment/ submitted/ in-progress/ viewed/ reschedule/ open/ re-open/ close/ delete/ duplicate etc status of lead	Does this mean transferring of data to any other system. Please clarify	This is requirement of Lead Management module of the solution and refers to allocation of leads to MOs.
156.	34	3.7		Lead status change (rule based, batch run or manual, or analytics based).	Please provide more details on analytics based.	It is as per Industry standard application.
157.	32	Part IV		Scope of Work	Is there a requirement for Lead generation from Social Management like facebook, etc	Is desirable.
158.	37	8.5		Email system integration	Is Outlook Integration with CRM in scope?	Yes.

159.	32	Part IV		Scope of Work	Do you have any Document Management System (DMS)?	Yes Bank have its own DMS.
160.	32	Part IV		Scope of Work	Please provide details regarding user profiles and security roles	Details to be shared to selected bidder.
161.	32	Part IV		Scope of Work	Please provide the list of all Dashboards required	Details to be shared to selected bidder.
162.	32	Part IV		Scope of Work	Please provide the list of all Reports required	Details to be shared to selected bidder.
163.	32	Part IV		Scope of Work	Do you prefer to use Power BI reports or SSRS reports	Bank requires the desired report on the desired format within defined timeframe irrespective of the channel/tool.
						
164.	35	3.14.1		The solution should have option for scheduler-based upload of these basic customer profile details.	Please specify from which system it should be uploaded	The various system defined in the RFP. Please refer RFP for more clarity.
165.	35	4.3		Saving the customer details in both the online and the offline mode.	Do you want to use Offline capability provided by Outlook?	The solution should be able to capture and store customer details in offline mode also which can be synced while device is online.
166.	35	4.4		The solution should have capability to save the	Please provide the formats	Details to be shared to selected bidder.

				details in formats which will be send to banks internal systems (e.g. LOS, and other system by batch file to further process)	required	
167.	44	Xxxiv		To provide full disclosure regarding security practices and procedures as stated in their SLAs, if a public Cloud.	Is there a requirement to configure SLA's?	Please refer RFP clause for clarification.
168.	32	Part IV		Scope of Work	Please provide more details on the process for tracking Marketing Officers	Please Refer RFP document "Scope of Work" for details.
169.	32	Part IV		Scope of Work 	What is the process for capturing client visits. Do you have any approval process to perform client visits?	It can be manually entered by vising MO and by geo tagging of the location in app.
170.	32	Part IV		Scope of Work	Are customers captured only from Lead conversion or is there any other process for creating customers?	It should be automatic as well manual also.
171.	32	Part IV		Scope of Work	Please provide more details on the Campaign Journey	Campaign journey may be different based on product and customer. It will shared on case to case basis.
172.	32	Part IV		Scope of Work	Do you require any approval process for Campaign set up and what are all the levels of approvals	All campaigns will be run post approval from the Bank team.

173.	36	5.11		Defining and identifying golden campaigns	Please specify how do you identify Golden Campaigns.	It will be shared and discussed at the time of execution.
174.	36	5.11		Defining and identifying golden campaigns	What are all the rules & types of results for Golden Campaigns	It will be shared and discussed at the time of execution.
175.	32	Part IV		Scope of Work	Do you want to perform Event Management within CRM (sending invites, etc)	NO.
176.	32	Part IV		Scope of Work	Is there a requirement for scoring leads depending upon pre-defined rules	Yes.
177.	16	4	Earnest Deposit Money	v) 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	Bidder request § To sign the contract in the form and manner mutually agreed to both the parties	Clause Stands as per RFP.
178.	51	7	7. Right to Alter Quantities	The Bank reserves the right to alter the number of hardware hardware/software/licenses specified in the tender in the event of changes in plans of the Bank. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder. The bank reserves the right to place order for additional	Bidder request "Right to Alter quantities should be mutually agreed"	Clause Stands as per RFP.

				<p>hardware/software/licenses at the agreed price during the contract period with the same terms and conditions. Banks is not obligate to purchase all the quantity of the hardware/software/licenses as mentioned above. Bank reserves the right to alter the quantities at any time not exceeding 10% of the total contract value without prior notice to the selected bidder(s)</p>		
179.	53	9	9. Performance Bank Guarantee	<p>Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the selected Bidder is not able to fulfill any and/or all conditions specified in the document or is unable to complete the project within the stipulated time and such breach remains uncured within such period as mentioned in the Clauses of Termination/Order Cancellation. This is independent of the</p>	<p>Bidder request deletion of " This is independent of the Liquidated Damages (LD) on delivery and installation."</p>	<p>Clause Stands as per RFP.</p>

				Liquidated Damages (LD) on delivery and installation.		
180.	60	25	25. Terms of Payment	For Software 	Bidder request " 100% value of Implementaiting the solution on Milestone wise payment " and "Yearly In advance for the Warranty phase" Payment - 30 days from the date of invoice. In the event of late payments, IBM reserves the right to charge a late payment fee @ 2% per month on the overdue amounts, in addition to the right of suspension of services, till the overdue amounts are paid	Refer corrigendum below.
181.	60	26	26. Paying Authority	However, Payment of the Bills would be released, on receipt of advice /confirmation for satisfactory delivery and commissioning, live running and service report etc. after deducting all penalties.	Bidder request deletion of " after deducting all penalties." Penalties can be paid through a separate credit note.	Clause Stands as per RFP.
182.	61	27	27. Cancellation Of Order & Realization Of Compensation	(vii) In case the bidder fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the	Bidder request deletion of sub clause vii	Clause Stands as per RFP.

				right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected bidder.		
183.	62	30	Penalty Calculation Matrix:-	Ø If the solution, or any of its components behaves erroneously which results in monetary or business loss to the Bank, then the entire amount of such loss shall be recovered from the bidder on actual basis.	Bidder request deletion	Clause Stands as per RFP.
184.	63	30	Penalty Calculation Matrix:-	युको बैंक UCO BANK Ø If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.	Bidder request deletion "which may be equal to the cost it incurs or the loss it suffers for such failures."	Clause Stands as per RFP.
185.	65	30	Penalty Calculation Matrix:-	Maximum penalty for non-conformance would be capped at the 10% of	Is this additional to the cap of 10% on page 64?	Already mentioned in Page 64 " The sum total of penalties will

				cost of the project		not exceed 10% of the Total Cost of Ownership (TCO) within the contract period”
186.	65	31	31. Liquidated Damages	a sum equivalent to 0.5% per week or part thereof of the value of P.O. subject to maximum deduction of 10% (ten percent) of the P.O. value	Bidder request "a sum equivalent to 0.5% per week or part thereof of the value of P.O. subject to maximum deduction of 1% (One percent) of the milestone value	Clause Stands as per RFP.
187.	69	41	41. Exit Option And Contract Re-Negotiation	The Bank will reserve a right to re-negotiate the price and terms of the entire contract with the Selected Bidder at more favorable terms in case such terms are offered in the industry at that time for projects of similar and comparable size, scope and quality.	Bidder request deletion	Clause Stands as per RFP.
188.	69	41	41. Exit Option And Contract Re-Negotiation	Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Selected Bidder to the Bank or its designee to ensure smooth handover and transitioning of	Bidder request "Bank to pay separately for the Transition"	Clause Stands as per RFP.

				Bank's deliverables, maintenance and facility management		
189.	71	42	Termination		Bidder request 'Bank needs to pay vendor for the work performed till the effective date of termination including any balance sheet items'	Clause Stands as per RFP.
190.	71	43	43. Termination For Convenience		Bidder request 'Bank needs to pay vendor for the work performed till the effective date of termination including any balance sheet items and windown charges'	Clause Stands as per RFP.
191.	72	45	45. Termination For Default		Bidder request 'Bank needs to pay vendor for the work performed till the effective date of termination including any balance sheet items'	Clause Stands as per RFP.
192.	75	52	52. Cancellation Order	then vendor have to be returned amount to the Bank with interest @ 15% per annum	Bidder request deletion	Clause Stands as per RFP.
193.	8	Overview or Objectives	Overview or Objectives	The proposed mobile application should be made available to Bank apart from being available in Google drive.	Please elaborate on Google Drive Functionality, our understating is to develop or propose a ready deployable product for Marketing Officer Application?	Yes the product to be developed and deployed as per the timeline defined; however the app can be downloadable with the help of Google drive or other such ways since it will be used by the Bank staff only.

यूको बैंक  UCO BANK

194.	8	Overview or Objectives	Overview or Objectives	The solution will have Visit and Lead Repository for the leads obtained from different sources (HRMS, Website, Chats, IVR, Calls, Bulk Upload, campaigns) and further the lead management thereof	Can we safely assume Visit and Lead Repository are part of Marketing Officer Application which vendor has to develop and HRMS, Website, Chats, IVR, Calls, Bulk Upload, are third party application vendor should integrate with Marketing Officer Application ? please confirm	Assumption is right. Bidder can consult RFP document for more clarification.
195.	9	Overview or Objectives	Overview or Objectives	HRMS, Website, Chats, IVR, Calls, Bulk Upload, campaigns	Please elaborate on Bulk Upload functionality	Bulk upload, a mechanism to upload the data/information in bulk at one go.
196.	32	NA	Scope of work	The solution will also have the Library Management, reports and analytics, and activity and event calendar, dashboard, offer/rewards management.	Library management, is the same as article/FAQ management will be handled by our proposed OEM module. However, same can be finalized during requirement finalization phase. our understanding is to showcase current functionalities of the module Since analytics is required apart from reports, we are considering our BI tool, OEM's Module. However same can be finalized during requirement finalization phase. Our understanding is to showcase current functionalities of the module	Offers and rewards etc. may be introduced to motivate the customer, staff towards better performance.

					<p>Events and calendars - need exact expectations. Individual modules (PITCH/FSM) D10 can take care of events/visits or schedules/calendars.</p> <p>Please elaborate on to OFFER/REWARDS management.</p>	
197.	38	NA	<p>Integration of the solution with the current systems of the bank.</p>	<p>19. The proposed solution should be able to comply with various RBI and other regulatory guidelines of the industry.</p> <p>20. The proposed solution should comply with bank Information Security Policy, KYC/AML policy and regulatory guidelines (as specified by RBI, NPCI etc.). Information Security Policy, KYC/AML policy will be provided to selected bidder.</p> <p>21. The bidder should regularly track alerts generated by system as well as global feeds and accordingly advise the Bank about global security threats and vulnerabilities. Bidder</p>	<p>Yes. Our platform is being used by many security and Insurance companies. However compliance alignment can be finalized during requirement finalization phase.</p> <p>Yes. The solution has detailed AUDIT system which logs each and every transaction between Web-App-DB</p>	<p>Refer RFP document for clarification.</p> <p>Bidder needs to provide solution and services as per scope of RFP.</p>

				<p>should advise the bank for upgrades /changes in the security infrastructure of the Bank against evolving threats and responsibilities.</p> <p>23. The proposed solution must be capable of handling the vulnerabilities and cyber attacks. The required capability and related certificate (Industry standard preferably ISO/IEC 27000:2018, ISO/IEC 27001:2013) will be provided by the bidder/OEM. Also updates by vendor as per the new threats shall be done</p>	<p>Yes. Our platform is being used by the customers. However compliance alignment can be finalized during requirement finalization phase.</p>	
198.	45	NA	Customization	<p>v. The bidder should quote for 30 man-days for Marketing Officer Application Solution customization. However, the man days quoted will be consumed as per the actual requirement.</p>	<p>The customization scope will be limited to 30 mandays; anything beyond 30 mandays will be chargeable as per the standard Manday rate. Please confirm.</p>	<p>Yes. Refer Corrigendum below.</p>
199.	52	NA		<p>9. Performance Bank Guarantee</p> <p>The selected Bidder shall, within a period of fifteen (15) days from the date of Letter of Intent (LOI)/Purchase Order</p>	<p>Provided the Bank fulfills the pre-requisites on time</p>	<p>Clause Stands as per RFP.</p>

			<p>(PO) have to furnish a Performance Bank Guarantee, format as per Annexure -IV issued by any scheduled commercial bank (other than UCO Bank) equivalent to 10% of the project cost/Total Cost of Ownership (TCO) valid for a period of 39 months (36 months + a claim period of three (3) months) from the date of Letter of Intent (LOI)/Purchase Order (PO) for indemnifying any loss to the Bank.</p> <p>यूको बैंक  UCO BANK</p> <p>However, the selected Bidder may have to extend the validity of the Performance Bank Guarantee for a period of AMC/ATS as required by the Bank. Upon furnishing the Performance Bank Guarantee, the Earnest Money Deposit (EMD) of the selected Bidder shall be returned.</p> <p>The Performance Bank Guarantee shall act as a security deposit either</p>		
--	--	--	--	--	--

				<p>in case the selected Bidder is unable to commence the project within the stipulated time or the commencement of the project is delayed inordinately beyond the acceptable levels, the Bank reserves the right to forfeit the same. Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the selected Bidder is not able to fulfill any and/or all conditions specified in the document or is unable to complete the project within the stipulated time and such breach remains uncured within such period as mentioned in the Clauses of Termination/Order Cancellation. This is independent of the Liquidated Damages (LD) on delivery and installation.</p>		
200.	NA	General	NA	<p>Assume the entire project can be delivered from Offshore/Offsite considering the COVID</p>	-	<p>We will support the motive till the project moves in right direction, but in case</p>

				situation. Please confirm.		of need or as decided by the Bank; selected partner has to come to onsite (Bank premise).
201.	9	12	ELIGIBILITY CRITERIA	The bidder/OEM should be in business of providing similar application/solution for at least 2 years and one scheduled commercial banks / BFSI in India as on date of submission of bid.	Our understanding that the Bidder / OEM experience proposed by bidder is considered as an experience, and that should have been in the business of providing similar application/solution for at least 2 years and one scheduled commercial banks / BFSI in India as on date of submission of bid. Please confirm.	Clause Stands as per RFP.
202.	43	XXIX	B. INFRASTRUCTURE REQUIREMENTS - HARDWARE / NETWORK / SECURITY	<ul style="list-style-type: none"> · Responsibilities for data and application privacy and confidentiality · Responsibilities on system and software access control and administration · Custodial responsibilities for data, software, hardware and other assets of the Bank being managed by or assigned to the Selected bidder 	Request you to give expectations and elaboration on the points	All the prevailing or coming laws of the country / regulator / Bank is to be adhered on the areas defined with zero tolerance.
203.	60		27. Cancellation Of Order & Realization Of Compensation	(iv) An attachment is levied or continues to be levied for a period of 7 days upon the effects of the order.	We request you to delete the mentioned clauses, as these very prohibitive.	Clause stands as per RFP.

				<p>(v) The progress regarding execution of the order accepted made by the vendor is found to be unsatisfactory.</p> <p>(vi) If deductions on account of liquidated damages exceed more than 10% of the total order price.</p> <p>(vii) In case the bidder fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected bidder.</p>		
204.	64-65		30. Penalty	<p>Ø The sum total of penalties will not exceed 10% of the Total Cost of Ownership (TCO) within the contract period. Thereafter, the contract/ purchase order may be cancelled and Performance Bank Guarantee may be revoked.</p> <p>Maximum penalty for non-conformance would be capped at the 10% of</p>	Please clarify to total capping on the penalty on account of Downtime and Guarantees on Response Errors. Is it sum total of 10% of Cost of Project. Kindly clarify	<p>It is already mentioned in page 64 of RFP</p> <p>“ The sum total of penalties will not exceed 10% of the Total Cost of Ownership (TCO) within the contract period”</p>

				cost of the project.		
205.	65		31. Liquidated Damages	If the Successful Bidder fails to meet the requirements under Service Level Agreement like delays / or defaults / deficiency of services in delivery / installation / replacement / repair of any or all of the Systems and equipments mentioned in the Purchase order (PO), Bank shall, without prejudice to its other rights and remedies under and in accordance with the Contract, deduct from the Contract price, as liquidated damages, not construed as penalty, a sum equivalent to 0.5% per week or part thereof of the value of P.O. subject to maximum deduction of 10% (ten percent) of the P.O. value.	Kindly clarify, whether the LD capping of 10% is over and above the Penalty.	Please refer clause for details.
206.	69		41. Exit Option And Contract Re Negotiation	The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions: § Delay in offering; § Delay in completing	We request you to remove the clauses as the Acceptance tests are dependent on Officer's prerogatives. We request you to remove the clause or purchasing	Clause Stands as per RFP.

			<p>commissioning / implementation and acceptance tests / checks beyond the specified periods;</p> <p>The Bank shall have the option of purchasing the solution from third-party suppliers, in case such solution is available at a lower price and the Selected Bidder's offer does not match such lower price. Notwithstanding the foregoing, the Selected Bidder shall continue to have the same obligations as contained in this scope document in relation to such solution procured from third-party suppliers.</p> <p>As aforesaid the Bank would procure the solution from the third party only in the event that the equipment was available at more favorable terms in the industry, and secondly, The solution procured here from third parties is functionally similar, so that the Selected Bidder</p>	<p>from 3rd party supplier in case of lower price, as this will be very risky proposition for a service provider to downsize the contract, and since organizations are different, and hence their cost of operations, emoluments for the resources are different. Kindly consider</p>	
--	--	--	--	---	--

				can maintain such solution.		
207.	66		32. Force Majeure	· Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics,	We request you to add COVID-19 Lockdown also to be considered under the Force Majeure clause.	It is already a force majeure clause
208.	71		42. Termination	d) An attachment is levied or continues to be levied for a period of seven days upon effects of the bid. e) The selected bidder fails to complete the assignment as per the time lines prescribed in the Work Order/SLA and the extension, if any allowed. f) Deductions on account of liquidated damages exceed more than 10% of the total work order. g) In case the selected bidder fails to deliver the resources as stipulated in the delivery schedule, UCO BANK reserves the right to procure the same or similar resources from alternate sources at the risk, cost and responsibility of the selected bidder. h) After award of the contract, if the selected bidder does not perform	We request you to remove the risk purchase clause. Also, remove the sub points d & e, which can be mutually agreed.	Clause Stands as per RFP.


			<p>satisfactorily or delays execution of the contract, UCO BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which UCO BANK may have to incur in executing the balance contract. This clause is applicable, if the contract is cancelled for any reason, whatsoever.</p> <p>UCO BANK</p> <p>i) UCO BANK reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected bidder, including the adjustment of pending bills and/or invoking the Performance Bank Guarantee under this contract.</p>		
209.		43. Termination For Convenience	<p>The Bank, by written notice sent to the vendor, may terminate the Contract, in whole or in part, at any time for its convenience.</p>	<p>This is one sided, and should be available to the bidders also. Kindly consider.</p>	<p>Clause Stands as per RFP.</p>

210.		47. Dispute Resolution Mechanism	About Arbitrator: Will the arbitrator be mutually selected?	Clause Stands as per RFP.	
211.	75	52. Order Cancellation	<p>In case of cancellation of the Order/Service Level Agreement due to the above stated situations, the following consequences will entail:</p> <p>I) In case the selected bidder fails to deliver the ordered hardware, software , services and FM resources as stipulated in the delivery schedule, UCO BANK reserves the right to procure these deliverable from alternate sources at the risk, cost and responsibility of the selected bidder with the capping of 125% of the original quoted cost for such deliverable as per commercial bid.</p> <p>II) If the bidder does not perform satisfactorily or delays execution of order, UCO Bank reserves the right to get the balance order executed by another party of its choice by</p>	125% is unjustified, and request you to remove the sub-clauses.	Clause Stands as per RFP.

				giving 30 days" notice for the same. In this event the bidder is bound to make good with the capping of 125% of the original quoted cost for such deliverable as per commercial bid, which UCO Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled.		
212.	77		53. Indemnity	ii. Vendor"s liability in case of claims against the Bank resulting from Wilful Misconduct or Gross Negligence of Bidder, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.	Unlimited capping is unjustified. Request you to amend the same to the Contract value.	Clause Stands as per RFP.
213.	82		61. Limitation Of Liability	2) Service Provider will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage	Limiation of liability for all possibilities may kindly be capped to the level of 100% of the contract value only.	Clause Stands as per RFP.


				<p>of confidential customer/ Bank's related information to the extent of loss cause.</p> <p>3) The limitations set forth in point no. 1 shall not apply with respect to:</p> <p>a) claims that are the subject of indemnification pursuant to Intellectual Property Rights and Ownership.</p> <p>b) damages occasioned by the gross negligence or willful misconduct of Service Provider.</p> <p>c) damages occasioned by Service Provider for breach of confidentiality obligations.</p> <p>d) Regulatory or statutory fines imposed by the Government or Regulatory agency or non-compliance of statutory or regulatory guidelines applicable to the project.</p>		
214.	NA	PAYMENT TERMS	NA	Requesting UCO to relax the payment terms and allow for some advance payment on Issuance of Purchase Order?	-	Refer corrigendum below.
215.	41	PART-IV Scope of Work	(vii) The cloud infrastructure should have presence in at	Since the RFP specifically mentions the RTO and RPO so this clause is	Suggestion - Our Data center locations are deployed in Mumbai and Navi Mumbai in	Mumbai and Navi Mumbai is considered as two different cities.


		B. INFRASTRUCTURE REQUIREMENTS - HARDWARE / NETWORK / SECURITY	least 2 cities in India.	redundant and is not applicable for a cloud infrastructure provider as a cloud infrastructure can be accessed from any city within India.	accordance with the RBI guideline. Request you to please delete the clause and/or consider Mumbai and Navi Mumbai as two different cities in accordance with this clause.	
216.	108	Annexure - XVIII - ELIGIBILITY COMPLIANCE PART-IV Scope of Work B. INFRASTRUCTURE REQUIREMENTS - HARDWARE / NETWORK / SECURITY	The Cloud service provider should be certified to be compliant to the following control standards: Copy of ISO certificate, valid as on the date of bid submission. i. ISO 27001 - Data Center and the cloud services should be certified for the latest version of the standards ii. ISO/IEC 27017:2015 - Code of practice for information security controls based on ISO/IEC 27002 for cloud services and Information technology iii. ISO 27018 - Code of practice for	ISO 20000-9 has been withdrawn by ISO. There are alternate certifications that covers this area: 1. SOC 1-3 certification 2. ISO 9001 certification 3. IT Infrastructure Library (ITIL) Framework, defines a commonly used, best-practice approach to IT Service Management (ITSM). It builds on ISO/IEC 20000. AWS Cloud Adoption Framework (CAF) offers comprehensive guidelines for establishing, developing, and running cloud-based IT capabilities. Like ITIL, the CAF organizes and describes the activities and processes involved in planning, creating, managing, and	Please modify the clause as “ The Cloud service provider should be certified to be compliant to the following control standards: Copy of ISO certificate, valid as on the date of bid submission. i. ISO 27001 - Data Center and the cloud services should be certified for the latest version of the standards ii. ISO/IEC 27017:2015 - Code of practice for information security controls based on ISO/IEC 27002 for cloud services and Information technology iii. ISO 27018 - Code of practice for protection of personally identifiable information (PII) in public clouds.”	Clause stands modified as: “ iv. ISO 20000-9- Guidance on the application of ISO/IEC 20000-1 to cloud services or any equivalent/alternate certificate ”

			protection of personally identifiable information (PII) in public clouds. iv. ISO 20000-9-Guidance on the application of ISO/IEC 20000-1 to cloud services	supporting a modern IT service. The details of the AWS CAF can be read at: https://d1.awsstatic.com/whitepapers/itil-event-management-in-the-cloud.pdf http://d0.awsstatic.com/whitepapers/aws_cloud_adoption_framework.pdf		
217.	22	31	Submission of Offer	Hard Copy Submission 	Considering the Lockdown situation where travelling is restricted, We request UCO Bank to accept the Bid through Softcopy submission only as we are not in a position to submit the Bid in Hard copy. Our company office is closed as it's in Red Zone.	Priority services of different courier services delivers the bid within 24-36 hours of pick up. Please, plan accordingly.
218.	118		Technical Specifications	The solution should be proposed for 1500 Marketing Officers.	Is 1500 the minimum number of committed users for the Proposed solution starting from Day 1? The TCO sheet says 100 users? Kindly note that the discounts are more for higher user count? Thus we request UCO Bank to share the year wise User count.	Scalability is already mentioned on page41-42 of RFP. Please refer for details. User will be based on the need of the Bank.


219.	60	25	Terms of Payment		Request UCO Bank to make the Payment on Annual Basis (in advance at the start of subscription period) for Cloud Charges including Application & other related infrastructure	Please refer previous reply.
220.	34	3.11	Lead Management	The lead can be pushed to other system (Finacle, LOS) to process further on daily basis.	Which is the LOS system used by the Bank. With how many systems Mobile Application must be integrated, Please specify the exact number so that correct effort estimation can be done? Also specify the mode of integration? If expectation is real time, does Bank has an ESB place? Do other systems support API based integration? Is there an SI working with Bank's IT team?	Sysarc is developer of Bank's LOS application. Bidder have to integrate minimum of 5 applications and maximum of 20 applications. Mode od integration is API base or ISO based.
221.	35	3.14	Lead Management	The solution should have option to store the Basic customer profile/ details. These details will be provided by the bank's internal systems	Can you name the Different systems from which the customer details will come to the Proposed solution	Already mentioned in Page 37. " HRMS, SSO, CBS, email, SMS, LOS etc."
222.	37	8.1	Integration	Integration with HRMS	What is the name of HRMS system used by the Bank?	In-house developed module.
223.			General		If the Current Pandemic and resultant lock down situation continues, would UCO Bank be comfortable in remote	Please refer previous reply.

					implementation of the Mobile Application	
224.			General		Web Portal - What functionalities are required in it? Can you share the wire frames?	Please refer RFP for better understanding, web functionality will be for monitoring and controlling.
225.			General		Please share data volumes in attached Hardware sizing sheet	Please refer page 38 of RFP for sizing.
226.	63	30	Penalty		These Penalty clauses are very stringent & are not acceptable. We suggest Penalty clauses to be discussed & agreed by both the parties during the Contract discussion & signing stage.	Clauses stands as per RFP.
227.			General		Please share Purging policy percentage for volume data at the end of each year	Will be shared with the selected partner.
228.	11			The Cloud Service Provider should have Public Cloud Service for a minimum period of three (3) years in India as on the date of release of this RFP	Remove the minimum period from 3 years	Clause stands as per RFP.
229.	11			Proposed Cloud service provider should be MeitY (Govt. of India) empanelled and STQC audit compliant for Public Cloud service offering of	Reconsider for MeitY certification	Clause Stands as per RFP.

				PaaS and IaaS. For Public Cloud service offering for SaaS, should be compliant as and when MeitY takes it up for empanelment on yearly basis		
230.	12			The bidder/OEM should be in business of providing similar application/solution for at least 2 years and one scheduled commercial banks / BFSI in India as on date of submission of bid.	Reconsider it to - OEM 2 years of OEM should be in business of providing similar application/solution for at least 2 years	RFP Clause stands as per RFP.
231.	12			In the proposed solution, at least  lead management module must be running /used satisfactorily in at least one scheduled commercial banks / BFSI in India in last one year as on date of submission of bid.	Reconsider this	Clause stands as per RFP
232.	35	4. Account opening information management	Capturing the customer information and photograph for opening both the deposit and advances portfolios for the bank.	The customer information captured need to be encrypted at the application level Essentially this means that data is encrypted before it is written to the database	The solution should support application level encryption. The encryption keys has to be segregated and managed separately from the application in an external certified (FIPS 140-2 level 3) key management solution	Clause stands as per RFP

233.	37	8. Integration of the solution with the current systems of the bank. 8.5	Email system integration: the solution should have capability to send email to one or more client (visit, prospect or lead), bank's email (branch, persons, office). At present Bank is using Microsoft Outlook (will be migrated to Office 365) based Webmail facility	MS office 365 provides functionality of customer managed keys which allows the encryption keys to be managed and own by the bank officials in an automated fashion via bring your own key functionality (BYOK).	Should the proposed solution by the bidder should support the requirement for integration with customer managed keys functionality provided by office 365 ?	The expected and desired result to be provided as per the scope of the RFP.
234.	43	Infrastructure Requirements - Hardware /Network/ Security Point xxix	The application software developed or customized should follow a standard development process to ensure that it meets functional, security, performance & regulatory requirements of the Bank. The bidder should comply with Bank's IS Security policy in key concern areas relevant to the RFP. Some of the key areas are: □ Responsibilities for	 <p>As per IDRBT and CSA guidelines. Encryption keys must be owned and managed by the bank only. So request you to make the following changes:</p> <p>https://www.rbi.org.in/scripts/NotificationUser.aspx?Id=8365&Mode=0</p> <p>https://www.idrbt.ac.in/assets/publications/Best%20Practices/</p>	The solution should support industry standard encryptions such as AES-256, TLS 1.1, TLS 1.2 (without CBC Mode Encryption) or above and relevant secure versions as and when released during the entire Contract Period between Server to Server & Server to Mail Clients. Encryption keys shall be managed and owned by the Bank's official in an automated fashion via bring your own key (BYOK) functionality.	Clause stands as per RFP

			<p>data and application privacy and confidentiality</p> <ul style="list-style-type: none"> □ Responsibilities on system and software access control and administration □ Custodial responsibilities for data, software, hardware and other assets of the Bank being managed by or assigned to the Selected bidder □ Incident response and reporting procedures □ Password policy □ Data Encryption / Protection 	<p>FAQ_Cloud.pdf</p> <p>Encryption Keys should always be segregated and separately managed from Application Owners in an external certified Key management Solution</p> <p>The service provider support separate key management from CSP provider-controlled encryption, this key management component should be fully managed and owned by the bank.</p>		
235.	44	Infrastructure Requirements - Hardware/Network/Security Point xxxv	<p>To encrypt data at rest and encrypt data in transit.</p>	<p>As per IDRBT and CSA guidelines, proper key life cycle management shall be in place while protecting the data in the cloud. Request you to add following change</p> <p>https://www.idrbt.ac.in/</p>	<p>Encrypt data at rest and Encrypt data in transit. The solution shall support key life cycle management including automated scheduled key rotation, expiration etc via simple easy to use GUI or REST API. In addition, encryption keys shall be generated from external FIPS</p>	<p>Clau e stands as per RFP</p>

				assets/publications/Best%20Practices/FAQ_Cloud.pdf	140-2 level 3 certified solutions	
236.	44	Infrastructure Requirements - Hardware/Network/Security Point xxxvi	Sharing of details for encryption management with Bank's on multi-tenant storage. Bidder should share the type of encryption methodology used for storing the email data on cloud storage	The bidder should provide encryption key control and ownership mechanism available to bank. 	Sharing of details for encryption management with Bank's on multi-tenant storage. Bidder should share the type of encryption methodology used for storing the email data on cloud storage. The service provider should support separate key management from CSP provider-controlled encryption, this key management component should be fully managed and owned by the bank	Clause stands as per RFP
237.	116	Channel Protection	End-to-end Encryption (E2EE): End-to-end encryption (E2EE) encrypts plain text data at source with knowledge of the intended recipient, allowing the encrypted data to travel safely through vulnerable channels (e.g. public networks) to its recipient	Should the encryption keys be managed separately from application in a FIPS 140-2 certified centralized key management platform that allows bank to have complete control of the encryption key management as per RBI / IDRBT directives (https://www.idrbt.ac.in/assets/publications/Best%20Practices/Cloud%20Security	End-to-end Encryption (E2EE): End-to-end encryption (E2EE) encrypts plain text data at source with knowledge of the intended recipient, allowing the encrypted data to travel safely through vulnerable channels (e.g. public networks) to its recipient with complete control of management of encryption keys to be provided to bank using a FIPS 140-2 level 3 certified external key	Clause stands as per RFP

				%20Framework%20(2013).pdf ?	management device	
238.	119	Technical Specifications, point no 10	Support for encrypted communication between the components including the primary and failover servers.	Should the encryption keys be managed separately in a FIPS 140-2 certified centralized key management platform that allows bank to have complete control of the encryption key management as per RBI / IDRBT directives (https://www.idrbt.ac.in/assets/publications/Best%20Practices/Cloud%20Security%20Framework%20(2013).pdf) ?	Support for encrypted communication between the components including the primary and failover servers with the complete control of management of encryption keys to be provided to the bank by using certified (FIPS 140-2 level 3) external key management solution	Clause stands as per RFP
239.	120	Technical Specifications, point no 17	The solution shall protect locally stored data against ex-filtration or leak by encrypting it for storage, without storing the encryption keys on the device, thereby protecting data-at-rest on the device	Should the encryption key be managed by the same FIPS 140-2 level 3 certified key management platform to ensure the keys are not under the control of Software Service provider?	The solution shall protect locally stored data against ex-filtration or leak by encrypting it for storage, without storing the encryption keys on the device, thereby protecting data-at-rest on the device with the complete control of management of encryption keys to be provided to bank using a FIPS 140-2 level 3 certified external key management solution.	Clause stands as per RFP

Corrigendum


1.

Annexure-XX (i) and (ii)

Revised Format of Indicative Commercial (Cloud Based Solution) for RFP for Tracker Reporting Application and Mobile Application for Marketing Officers (Marketing Officer Application Solution)(Re-Tendering)

All Cost mentioned shall be quoted in Indian Rupees Only(₹).

<u>Sl. No</u>	<u>Item Description</u>	<u>Total cost exclusive of Taxes/ GST</u>	<u>GST rate (%)</u>
1	Cloud Charges (software as a service SaaS)		
1.1	Cloud Service Charges including of Application and other related infrastructure (Per user per month X 36 months) X 100 (number of licenses) (A)		
2	Implementation Charges		
	Implementation cost (including installation, configuration, customization, Integration, testing, Acceptance, etc. of solution) (B)		

Total cost of Ownership (A+B) (in Figures)	₹ 
Total cost of Ownership (A+B) (in Words)	Rupees _____ Only.

We confirm that:-

1. All prices should be quoted in INR only.
2. The calculation for arriving at TCO is properly mentioned in the appropriate columns and we also confirm that the above mentioned rates are accurate. In case of any anomalies in the calculation for arriving at TCO the Bank will have the right to correct the same and it will be binding upon our company.
3. If the cost for any line item is indicated as zero or blank then Bank may assume that the said item is provided to the bank without any cost. All cost is quoted in INR only.
4. Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.
5. We have ensured that the price information is filled in the Commercial Offer at appropriate column without any typographical or arithmetic errors. All fields have been filled in correctly.
6. Total number of licenses is taken as 100 to arrive at TCO only, however the amount will be paid for actual numbers of licenses used.

7. There is no commitment on minimum quantity of any line item to procure from the selected bidder.
8. Lowest Bidder (L1) will be determined on the basis of Total Cost of Ownership (TCO) for 03 years.
9. In case of any discrepancy between figures & words, the amount in words shall prevail.
10. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which is conditional and/or qualified or subjected to suggestions.
11. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which contain any deviation in terms & conditions or any specification.
12. We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.
13. Please note that any Commercial Offer which is conditional and/ or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated XX.XX.2020 and subsequent pre-bid and amendments.



Company Seal

Authorized Signatory

Date

Name & Designation:

NB: Please attached same format as Annexure-XX (i) with price MASKED.

2. Part V, Point 25 stands modified as:

25. Terms of Payment

Purchase Order for Marketing Officer Application Solution as per Reverse Auction Price confirmation letter shall be placed by the Head Office, Transaction and Marketing Department, Kolkata. The vendor shall give acceptance within 7 days from the date of receipt of the order. However, Bank reserves right to cancel order, if the same is not accepted within 7 days from the date of receipt of order.

a. One time Implementation charges will be paid as per schedule mentioned below:

I. 25% on UAT competition.

- II. Another 50% after 1 month of Go-Live and on submission of satisfactory performance report from authorised officer along with bill.
- III. Final 25% post submission of performance Bank Guarantee and completion of 2 months from Go-Live.

b. Cloud Charges - will be paid on Monthly Areer Basis on submission of bill with uptime detail.

3. Annexure XXVI (Implementation Schedule) stands modified as:

Sl. no.	Module Name	Modules No. of Functional Requirement	A. Required Delivery Time Line From 0 to 18 Week
1	Lead Management Visit Management	3 2	By 7th Week
2	Account Opening Information management	4	By 8th Week
3	Managing the tracking and reporting of Marketing Officers	1	By 12th Week
4	Campaign Management	5	By 14th Week
5	Library Management	7	By 15th Week
6	*Analytics, dashboard and reports	6	By 18th Week



4. Part V, point 22.1 stands modified as:

22.1 The selected bidder shall ensure commissioning of proposed solutions including Key Management application tested with the client application in different mobile devices and web portal within 18 weeks of date of issuance of Purchase Order.