



UCO BANK

Department of Information Technology

Request for Proposal (RFP) for Hosting, Redesigning and Maintenance of Bank's Website on Meity empanelled Cloud (E-tendering)

RFP Ref. No: UCO/DIT/1969/2022-23 Date: 01.11.2022

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

Sl. No	Page No	Clause No	Clause as per RFP	Description of Query/ Clarification sought by Bidder	Bank Response
1.	53	PART IV Scope of Work	99. The bidder shall provide and support licensed, easy to use Content Management Solution/System for developing, posting and managing the overall content of the website.	In order to better assess the proposed CMS, we would suggest to additionally include the following criteria: The CMS proposed should be part of Challengers or Leaders quadrant of Gartner Magic Quadrant for Web Content Management in 2019 or Challengers or Leaders quadrant of Gartner Digital Experience Platform (DXP) in more than 3 years	Please refer corrigendum
2.	53	PART IV Scope of Work	100. Bank shall not consider customized (self designed) CMS.	Based on our experience, we would sincerely request to specifically include CMS platforms that are Enterprise Open Source. This will not only prevent any type of vendor lock-in but will also enable source code availability to customize as per Bank's requirements.	Clause stands as per RFP
3.	57	PART IV Scope of	Search Engine Optimization (SEO):	We would suggest to kindly provide a separate section for website search	It is clarified that Bank intends to include search engine optimization

		Work		requirements. Based on our experience and industry standards, we would suggest in in-built Search Engine to allow users to do a full-text, free-search and multilingual searches that can also read PDF text contents across the indexed assets.	techniques for the web content/web pages in order to improve the ranking of webpages while searching for the related content on Top Search engines by the customers/visitors"
4.	67	Hosting & Maintenance :	221. Bidder should also be responsible for creating separate development (DC/ DR Setup) and UAT environment setup for multiple users simulating near production functionalities. DC and DR setup to be in sync on real time basis.	Based on the mentioned requirements, we believe the DR to be of 100% compute wrt DC. Please confirm if our understanding is correct.	Clause is self-explanatory
5.	67	Hosting & Maintenance :	Sizing related query	Please specify the total number of non-Production environments required to be provisioned.	This is to be factored by the bidder as per the information provided in RFP and by analysing the present website
6.	72	Hosting & Bandwidth Requirements	256. The bidder should propose adequate software, hardware and bandwidth to support the concurrency of minimum of 10,000 concurrent users during the peak times and scalable automatically to cater requirement of additional concurrent users. Minimum 20% YoY increase in concurrent users to be considered.	Based on our experience with BFSI customers in India and globally, we understand 10,000 is huge wrt to user concurrency. This could be concurrent active sessions but for better sizing compute, we need to know user concurrency per second. Please provide some inputs on the same.	Please refer corrigendum

7.	73	Host and Infrastructure sizing	Sizing related query	Can you please specify the current sizing of your infrastructure and its utilization. Eg. For App Server - 64 GB RAM, 4 vCPU, 1 TB Storage	Current Site is hosted by service provider wherein capacity management is done on dynamic basis.
8.	34	Evaluation Parameters	Implementation in any Scheduled Commercial Bank / PSU/RBI/SEBI/IBA 15 Marks - if criteria are met for 10 or more Institutions. 10 Mark – if the criteria are met for 5 or more Institutions. No Marks – if the criteria are met for less than 5 Institutions	Please amend this clause - Implementation in any Scheduled Commercial Bank / PSU/RBI/SEBI/IBA 15 Marks - if criteria are met for 5 or more Institutions. 10 Mark – if the criteria are met for 3 or more Institutions. No Marks – if the criteria are met for less than 3 Institutions	Clause stands as per RFP
9.	74	Schedule Of Implementation	The delivery of all products and/or systems and/or services and/or functionalities covered under this bid to be completed within 80 days of issuance of Purchase Order.	Please amend this clause - The delivery of all products and/or systems and/or services and/or functionalities covered under this bid to be completed within 180 days of issuance of Purchase Order.	Clause stands as per RFP
10.	76-77	5. Payment Terms	40% on Development, Deployment, Implementation & Customization of proposed websites (in all Corporate (English & Hindi)) in UAT	Please release this payment in 2 parts: 20% before UAT and 20% after UAT, as we need to pay advance payment to product company.	Clause stands as per RFP
11.	77-78	c. Other	i. The successful bidder shall have to enter into "Service Levels Agreement" having all terms and conditions of this RFP to maintain uptime and provide	Please clarify the requirement of onsite support during entire contract period. Do you need onsite resource/es for entire contract period? If yes please give details of experience.	Clause modified as : "The successful bidder shall have to enter into "Service Level Agreement" having all terms and conditions of this RFP to maintain

			the service support and onsite support during the entire contract period		uptime and provide the service support during the entire contract period”
12.		Evaluation	Where S is the combined score, and Tw and Fw are weights assigned to Technical Proposal and Financial/Commercial Proposal that shall be 0.70 and 0.30 respectively. Bidder with the highest Final score shall be considered for award of the Contract	Please give the clarity about Award criteria. You have mentioned QCBS on Page no. 38, Reverse Auction on Page no. 39 and L1 Basis on Page no. 89	Please refer corrigendum
13.	Evaluation	If for some reason, the successful bidder fails to execute an agreement within a specified timeline, the Bank reserves the right to award the contract to the next most eligible bidder based on the final evaluation scope of technical evaluation scores and commercial prices quoted during reverse auction	Please refer corrigendum		
14.	15. Award Of Contract	The bidder who qualifies in the technical evaluation will qualify for techno-commercial evaluation. The bidder whose bid has been determined to be responsive and who quotes the lowest price will be treated as L1 Bidder. Any decision of UCO Bank in this regard shall be final, conclusive and binding upon the bidder(s)	Please refer corrigendum		
15.	67	Hosting &	The revamp/redesigned website	Please provide complete details Hosting	This is to be factored by the bidder

		Maintenance	is to be hosted on a dedicated server (DC-DR setup with high availability) on secured public cloud and must have improved response time	Infra requirement with configuration.	as per the information provided in RFP and by analysing the present website
16.		Additional	For Software and Hosting	Do you need any MAF from Product partner or MIETY empanelled vendor? Empanelled vendor?	MAF is not required by bank
17.		Additional	No. of Hits	Please provide No. of Hits details of current website in a month or year.	Average 40,000 per day (Approx.)
18.	158	84	In the event of a site failover or switchover, DR site will take over the active role, and all requests will be routed through that site. Application data and application states will be replicated between data centers so that when an outage occurs, failover to the surviving data center can be accomplished within the specified RTO. This is the period during which the Compute environment for the application shall be equivalent to DC. The installed application instance and the database shall be usable and the same SLAs as DC shall be provided.	Backup Solution Query- What is the Frontend Data Size? What is the data retention policy? What is the Data retention Period? 5 years or 7 years? What is the Backup Architecture Considered, it is "Disk to Disk to Disk" (D-D-D) or "Disk to Disk to Tape" (D-D-T)? Types of DBs and Applications to be backed up?	Backup and restoration will be the responsibility of selected bidder. Details will be shared with the selected bidder.
19.	159	87	The Bidder should offer dashboard to monitor RPO and RTO of each application and database. The bidder shall clearly define the procedure for announcing DR based on the	RTO-RPO Requirement?	Will be shared with the selected bidder.

			proposed DR solution. The bidder shall also clearly specify the situations in which disaster shall be announced along with the implications of disaster and the time frame required for migrating to DR. The bidder shall plan all the activities to be carried out during the Disaster Drill and issue a notice to the Bank at least two weeks before such drill.		
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Amendments, Addendums and Corrigendum's

Part-III

4. Final Evaluation – Weighted Techno-commercial Evaluation

Note:

Existing Clause	Modified Clause
If for some reason, the successful bidder fails to execute an agreement within a specified timeline, the Bank reserves the right to award the contract to the next most eligible bidder based on the final evaluation scope of technical evaluation scores and commercial prices quoted during reverse auction .	If for some reason, the successful bidder fails to execute an agreement within a specified timeline, the Bank reserves the right to award the contract to the next most eligible bidder based on the final evaluation scope of technical evaluation scores and commercial prices quote.

PART-IV
Scope of Work

<u>Clause no</u>	<u>Existing Clause</u>	<u>Modified Clause</u>
<u>99</u>	The bidder shall provide and support licensed, easy to use Content Management Solution/System for developing, posting and managing the overall content of the website. CMS should be preferably either of the following: a. Sitefinity b. Adobe c. Liferay d. Sitecore	The bidder shall provide and support licensed, easy to use Content Management Solution (CMS) for managing content through suitable platform viz. Digital Experience Platform (DXP) for developing, posting & managing the overall content of the website. Note- Any references of content management system should be read as Digital Experience Platform (DXP) & CMS should be read as DXP in this RFP.
<u>256</u>	The bidder should propose adequate software, hardware and bandwidth to support the concurrency of minimum of 10,000 concurrent users during the peak times and scalable automatically to cater requirement of additional concurrent users. Minimum 20% YoY increase in concurrent users to be considered.	The bidder should propose adequate software, hardware and bandwidth to support the concurrency of minimum 1000 concurrent users which may be scalable up to 5000 concurrent users to cater requirement of additional concurrent users during the contract period.

Part-V

<u>Clause no</u>	<u>Existing Clause</u>	<u>Modified Clause</u>
5. Penalty C (i)	The successful bidder shall have to enter into "Service Levels Agreement" having all terms and conditions of this RFP to maintain uptime and provide the service support and onsite support during the entire contract period.	The successful bidder shall have to enter into "Service Level Agreement" having all terms and conditions of this RFP to maintain uptime and provide the service support during the entire contract period.
49 (New Clause Added)		Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for 25% (selected by Buyer) percentage of total quantity.

Date- 19.11.2022

Place- Kolkata