



UCO BANK

Department of Information Technology

Request for Proposal (RFP) For Selection of Vendor for Implementation of Meeting Management Solution

RFP Ref No: DIT/BPR&BTD/OA/5508/2019-20 Date: 11.02.2020

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	21	Eligibility Criteria Point No. 4	The proposed Meeting Management Solution should have been implemented and operational and must have conducted at least 5 (Five) Meetings using the software in at least 2(Two) Scheduled Commercial Banks / Financial Institute / Government organization in India in last 3(Three) years	Please change this clause to :- The bidders should have the experience to design and development a software application for the any of the institute/PSU/ Govt. Department / semi Govt. organization worth value of more than 50 lakhs.	Clause stands as per RFP
2	33	6 (i)	Feature of translation of contents to Hindi	Please specify need and mode of the requirement	Standard documents like Notice, Minutes etc. should be available in Hindi as well.

3	33	7 (f)	Import documents from other apps, (attachments or files from the web)	Please specify need and mode of the requirement	Integration required with other applications viz. UCO Online, HRMS etc. of Bank to automatically download and store documents.
4	15	1.4	<p>Exemption from submission of EMD and tender cost shall be given to bidders who are Micro, Small & Medium Enterprises (MSME) and are registered with National Small Scale Industrial Corporation (NSIC) under its "single Point Registration Scheme". The bidder has to submit necessary document issued by NSIC to avail the exemption. To qualify for EMD exemption, firms should necessary enclose a valid copy of registration certificate issued by NSIC which are valid on last date of submission of the tender documents. MSME firms who are in the process of obtaining NSIC registration will not be considered for EMD and tender cost exemption.</p> <p>Bids received without EMD and tender cost from bidders not having valid NSIC registered</p>	<p>For qualification of MSME criterion, we have the Udyog Aadhar Certificate as issued by the Ministry of MSEM, Government of India. This is accepted by all PSUs as proof of MSME registration and the same can be verified on the Government's Udyog Aadhar Portal. We trust this would be sufficient proof. Kindly clarify</p>	Please refer RFP page 15, Clause 1.

			documents for exemption will not be considered		
5	30	4.1.5 (e)	Level one failure should be resolved within 2 hours. Any other failures is required to be resolved by the Bidder in maximum 2 working days.	<p>Basis our Service level Agreement (SLA) for Product Support Services & Provision of Other Service(s) with all our existing clients. any S1 (Critical/Fatal) failure (Production serve: is down or has had a substantial loss of service.</p> <p>The issue affect critical functionality or impacts usage of large parts of the software, e.g.', server crash, Login errors, Runtime errors, etc) is resolved within 4 hours.</p> <p>Request you to kindly suggest if bidders can propose their SLA and the same can be agreed in mutual discussion with the Bank</p>	Clause stands as per RFP.
6	67	Annexure-V 2e,	Attendance Sheet updation – Provision for Digital Signature	<p>Kindly elaborate on how this functionality is expected to work. How will directors connect their DSC o the App/ Webapp during the meeting? Is this viable given time constraints during the meeting? Do general Managers also have DSC?</p>	Proposed system should have provision to link DSC of individual Director at the time of registration only.
7	38	6 Maintenance	The Bidder will be required to provide on-site support during the 3 years of Warranty Period, applicable for software. The date of start of warranty period would be the date of issue of "GO-Live" by the Bank	This clause seems to be in contradiction to clause 2.1 (8) where on-sire support is indicated as "whenever required by the Bank". Hence, we suggest modification of the clause to read as "...provide on-sire support, if required due to non-	On-site support does not refer to on site FM person. It refers to availability of on site support in case pertaining issue is not resolved by the

				resolution of issue within stipulated TATs, during the 3 years...". Kindly advise rectification as deemed appropriate!	remote support staff within stipulated timeframe.
8	21	Eligibility criteria 4	The proposed Meeting Management Solution should have been implemented and operational and must have conducted at least 5 (Five) Meetings using the software in at least 2(Two) Scheduled Commercial Banks / Financial Institute / Government organization in India in last 3(Three) years.	The proposed Meeting Management Solution should have been implemented, operational and must have conducted at least 5 (Five) Meetings using the software in at least 2(Two) Scheduled Commercial Banks / Financial Institute / Government organization in India or has the relevant experience of delivering software projects for one or more government departments of more than INR 50 lakh or above values.	Clause stands as per RFP
9			General Query	Who will be the user of the end Board Meeting Management Solution? This is very important to calculate the number of user license and annual User support effort required	Bank's Directors/ Executives/ officers posted in controlling offices are intended users of this solution.
10	21	Eligibility criteria 1	Bidder should be a company registered under Companies Act 1956 and Companies Act 2013 since the last three years as on RFP submission date	Are applicable to Indian companies registered under MSME also?	Please refer respective clause of RFP
11	21	Eligibility criteria 2	The bidder submitting the offer should have minimum turnover of Rupees 1 Crore for each of the last three financial years i.e. 2016-	Are applicable to Indian companies registered under MSME also?	Please refer respective clause of RFP

			17, 2017-18 & 2018-19. This must be the individual company turnover and not of any group of companies.		
12	21	Eligibility criteria 3	Bidder should have positive net worth for last three financial years (2016-17, 2017-18 & 2018-19).	Are applicable to Indian companies registered under MSME also?	Please refer respective clause of RFP
13			General Query	Cost of Tender documents INR 5,000/- is mandatory for MSME registered companies also?	Please refer RFP page 15, Clause 1.
14			General Query	Earnest Money Deposit (EMD) of INR 50,000/- is mandatory for MSME registered companies also?	Please refer RFP page 15, Clause 1.
15			General Query	In case of integrating Board Meeting Management Solution with the UCO Bank Active Directory (Single Sign-on), Exchange Calendar, Document Management, SMS OTP, etc., is it possible to arrange a technical alignment call with the UCO Bank IT team, instead of bidder's visit to the UCO Bank office?	Integration and proper rollout of the activities stipulated in SOW is responsibility of the selected bidder. Bidder has to take all necessary steps to ensure the same.
16			General Query	Would you like to consider Board Meeting Management Solution with managed hosting?	Clause stands as per RFP