



**UCO BANK**  
(A Govt of India Undertaking)  
(Honours Your Trust)

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HO/IT/PKS/2010-11/2364  
March 30, 2011

To

**ALL THE PROSPECTIVE BIDDERS (RFP REF NO. IT-2207/2010-11 Dated 25/02/2011)**

Dear Sir(s),

**Sub: Pre-Bid Queries Reply – Request for Proposal (RFP) for Selection of Technology Training Firm for providing Awareness to all Staff members on Harnessing the Power of Technology**

Please refer to our RFP NO. IT-2207/2010-11 Dated 25/02/2011 for Selection of Technology Training Firm for providing Awareness to all Staff members on Harnessing the Power of Technology.

In this context, we would like to inform that the Bank has received certain queries from different vendors on above RFP, which have been compiled and replies/clarifications are being attached for your convenience and responding to our above RFP on time.

We hope above clarifications would definitely satisfy queries of all bidders and response would reach us on scheduled date and time.

Yours faithfully

Asst. General Manager (IT)  
UCO Bank, Head Office

Sr.No	Clause No. from RFP	Page No.	RFP Description	Vendor Query & Assumptions	Banks Clarifications/ Comments
1	5. SCOPE OF WORK- clause no1	Page 5	1.Awareness Programme for all the staff members on harnessing the power of technology is to be conducted at different branches/Zonal Offices/different departments of Head Office.	Would request Bank to kindly share the list & number of departments of Head Office for conducting the training.	The training would be conducted for about 25 departments of Head Office in addition to branches & Zonal Offices
2	5. SCOPE OF WORK- clause no2	Page 5	2. The said training programme should be for 2 days and be conducted at 2177 + branches, 35 Zonal Offices and different departments of Head Office.	From the list of Banks branches Network, There are 35 Zonal offices comprising of 2182 branches ( including Ext. ctrs.) & the commercial quotes have been asked for 2300 branches. We assume that the difference count of 118 comprizes of Banks 35 zonal offices & request bank to clarify on the rest of the 83 unlisted offices	The Branches to be opened in 2011-12 would be taken into consideration.
3	5. SCOPE OF WORK- clause no 3	Page 5	3. The training programme will cover following topics: (Sr No A to H)	Since the proposed duration of training is of 2 days, we assume that the training programe covering the topics will be on Powe Point Presentation based training covering broad overview & functionalities of Finacle, by simultaneously mapping & explaining the Finacle Screens for better clarity in imparting training	Yes
4	5. SCOPE OF WORK- clause no 3	Page 5	3. The training programme will cover following topics: (Sr No A to H)	<p>Would request Bank to kindly clarify on the total number of Training Hours to be conducted by the vendor within the two days training period.</p> <p>We also assume that Bank would provide the connectivity to their internal training server with adequate users to login for the said training.</p> <p>We also assume that bank would devote its staff for the proposed training on a continuous basis time schedule without affecting its daily routine branch operations.</p> <p>Since multiple sessions will be held accross branches allover India, we would request bank to provide adequate instances of Finacle</p> <p>We also request bank to provide a database administrator at DC to handle errors/troubleshoot problems faced/arising out of multiple instances/logins during the training period</p> <p>We assume that the faculty will not attend to</p>	<p>3 hours per day after business hours i.e. from 4 PM to 7 PM on weekdays and 2 PM to 5 PM on Saturday</p> <p>Yes as per schedule of branches which is to be shared by the selected bidder .</p> <p>Yes</p> <p>Yes</p> <p>At DR site in Kolkata help desk is working on all the working days from 9 AM to 9 PM.</p>

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5	5. SCOPE OF WORK- clause no 3	Page 5	3. The training programme will cover following topics: (Sr No a to H)	We assume that the respective branches/offices of the bank would make necessary arrangement for conducting the training including arrangement of projectors, hardware, PC's , setup etc. vendor would only provide with the training faculty	The selected bidder would have to provide experienced faculty to impart such training.
6	5. SCOPE OF WORK- clause no 5	Page 5	The selected bidder should ensure that their faculty members attend such additional trainings as and when called for by the Bank.	We assume that the Bank would conduct such knowledge transfer activities in its Head Office at kolkata at a centralized location  Would request bank to kindly share the total number of days, Bank would impart such trainings to the vendors faculties.  Would also request Bank to kindly specify the total number of additional trainings that would be imparted by the Bank to the Vendors faculties at Head Office	Yes  2-3 days  About 2-3 times depending upon the requirement.
7	5. SCOPE OF WORK- clause no 7	Page 6	7. The selected vendor has to deliver training manual covering topics mentioned above dully vetted by the Bank at each branch/office.	Would request Bank to kindly clarify & confirm on the total quantites of such training manuals to be provided for each branch/office & also the number of pages per training manual covering the topics as mentioned in the RFP for vendors to arrive at a pricing	Bank will provide Training Manual on UCO Online which can be accessed by the employees through Intranet as well as Internet
8	5. SCOPE OF WORK- clause no 7	Page 6	7. The selected vendor has to deliver training manual covering topics mentioned above dully vetted by the Bank at each branch/office.	We also assume that the Bank would be providing the training course material to the vendor for printing  we would also request bank to check the feasibility of the distribution of such manuals to zonal offices in lots which can be further distributed to branches by the zonal offices as & when the branches/offices are scheduled for training on specified intervals/dates	As stated in SL. No. 7
9	5. SCOPE OF WORK- clause no 8	Page 6	8. The selected vendor has to prepare branch wise training schedule for the branches/ offices of a zone in consultation with authorised officials of that particular zone and must send the same to the concerned Zonal Office at least 15 days in advance.	We would expect Bank to nominate one authorised personnel from Bank side at each of the Zonal offices of the Bank, who will be the single point of contact for the vendor during the branchwise training schedule preparation with due authority to signoff the schedule so prepared	Yes

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10	5. SCOPE OF WORK- clause no 8	Page 6	8. The selected vendor has to prepare branch wise training schedule for the branches/ offices of a zone in consultation with authorised officials of that particular zone and must send the same to the concerned Zonal Office at least 15 days in advance.	<p>during the course of training schedule preparation, we assume that the training would be conducted without any shifts on a continuous basis for two days including holidays &amp; all staff nominated for the training would be available on those days &amp; attend the training provided by the vendor. Such instructions/circulars to that effect would be passed on by the bank to all its branches/offices.</p> <p>In case any nominated staff is anot able to attend the said training, then we assume that there won't be any repetition of such trainings for that particular branch/office catering to those specific nominated participants/staff who have not attended the scheduled training</p> <p>If Bank/Zonal offices wishes to conduct such additional trainings for specific users, then it will be charged at an additional costs to the bank.</p>	<p>The training would be conducted at branch/office for 2 days except on Sundays and holidays after business hours i.e from 4 PM to 7 PM on weekdays and 2 PM to 5 PM on Saturday</p> <p>Yes</p> <p>Yes</p>
11	5. SCOPE OF WORK- clause no 9	Page 6	9. The selected vendor has also to inform the dates of training to the concerned branch at least 7 days in advance.	Since the vendor would prepare branchwise training schedule in consultation with the respective Zonal offices & submit the same to zonal offices with 15 days in advance, we would request bank that the activity of informing the dates of training to the concerned branches, be given by the Zonal offices itself through banks proper communication channels.	The training schdule is to be prepared in consultation with respective Zonal Office in advance and it is to be communicated amongst branches of the zone by Zonal office.
12	5. SCOPE OF WORK- clause no 11	Page 6	11. The vendor needs to maintain workshop completion documentation signed from respective branch heads – in case of branches /office heads- in case of Zonal Offices /departmental heads – in case of Head Office	<p>Would request Bank to nominate an additional authority for signing the workshop completion documentation in addition to the concerned branch heads/office heads/departmental heads incase they are absent or not available on such occassions.</p> <p>We assume that In case of power failure, no network etc.. the training will be signed off without any additional days to compensate the same</p>	Workshop completion document is to be signed by branch head/office head/deptt. head after competion of such training. In case of non-availabilty of them,2nd in command of the branch/office/deptt. Will sign the same.

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13	5. SCOPE OF WORK- clause no 12	Page 6	12. The faculties of the vendor have to make their own arrangements for boarding/lodging & conveyance at each of the centre	We assume that In case of any cancellations in the scheduled date of training without prior intimation to the vendor & after the vendors faculty reaches the branches/offices for imparting training, the branches/offices will have to give sign-off to that effect. Else the schedule for other subsequent branches will get effected. So also we expect bank to reimburse the the associated costs towards lodging & boarding,conveyances, travell expenses incurred by the faculty for such trainings at not fault of the vendor/faculty	The faculty member of the selected bidder would visit the branch as per schedule finalised in consultation with the Zonal Office. The faculty member should visit the branch after informing the branch over phone.
14	Point 5.7 - Scope of work		The selected vendor has to deliver training manual covering topics	Please clarify whether Training manual will be provided by HO or ZO & where it will be handed over to vendor.	As stated in Sl. No. 7 & 8
15	Point 6.1- EMD money		Imparting Technology based training/Awareness to all Staff members of the Bank on harnessing the Power of Technology - ₹ 4,00,000/-	We would like to request you to revised it Rs 3,00,000/-	No. There shall be no change in RFP with respect to this query.
16	Point 10. PAYING AUTHORITY		The payments shall be released by the concerned Zonal Office of the Bank in case of training imparted at Branch/Office. For training imparted at different departments of Head Office, payment will be released by Head Office HRM Department. However, Payment of the Bills would be payable, on receipt of required documents as mentioned above. It will be mandatory for the selected bidder(s) to enclose such satisfactory documents obtained from the concerned branches/ offices/departments along with the bills submitted for payment.	We would like to request you release payment from Head-office	No. There shall be no change in RFP with respect to this query.
17	Point 25 – Evaluation sheet			Please clarify whether vendor has to submit self evaluated sheet.	Yes in Annexure IV (Evaluation Criteria)page-24 of RFP & Anneture V Page-25&26 of RFP.

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Addendum:					
(1)The following clauses have been renumbered:					
Clause No.	Page No. of RFP	Clause No. may be treated as			
4	4	3			
5	5	4			
6	6	5			
6.1	6	5.1			
6.2	7	5.2			
(2) Clause no. 29 ,Page 18 of RFP -Fidelity & Secrecy is amended and may be read as under:					
"The bidder and its employes/personnel will jointly and individually undertake not to communicate or allowed to be communicated to any person or divulge in any way any information whatsoever concerning or relating to the bank/concerned branch and its affairs to which the said employees/personnel will have access in the course of performance of the conduct."					
(3) In the annexure iv , Page 24 of RFP Point nos 18 and 19 may be treated as deleted.					
All other terms and conditions of the RFP read along with bid clarifications posted in our website will remain unchanged. We hope the response would reach us on scheduled date & time.					
Date: 30/03/2011				Asst. General Manager(IT)	