

RFP for Selection of vendor to obtain Business Information Report for Credit Risk Management (e-tendering)

RFP REF NO: UCO/HORM/01/2023-24 Date: 05/06/2023

Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s)

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1	10	PART-I Clause no 3	Eligibility Criteria The bidder should be currently in the service of providing similar services to at least two scheduled commercial banks having more than 1000 branches, of which one must be a public sector bank. Scheduled commercial Banks do not include regional rural Banks, Payment Banks and cooperative Banks.	a) Here, what is exactly meant by similar services?	Similar services mean providing services as per scope of work mentioned in Part IV of RFP.
				b) Vendor has conducted model validations, scorecard validations, model developments for numerous Banks. Will this be considered in 'services'? Or it has to be a complete solution on Business Information Reports that will be considered in 'services'?	No, such model validations, scorecard validations, model developments will not be considered in 'services'. Yes, as defined in Part I, Clause 2 (Objectives).
2	33	PART-IV	The Data/Information as per the scope of work along with analysis should be made available at the Service Provider's Portal for viewing/downloading which can be accessed from multiple locations by authorized users, within 1-2 working days.	a) Will the Bank provide all the information that have been mentioned as part of Borrowing Entity, Promoters & Group Entities, Activity/Industry/sector, NBFC, Factors specific for overseas borrowers and factors specific for infrastructure projects and the bidder will have to analyse it and put in the portal? Or the Bidder is expected to do market research and collect the data on real time basis to be analyzed?	The Bidder is expected to do market research and collect the data on real time basis.
				b) Will data be shared with Vendor on our email ids?	No data will be shared with Vendor except name of borrowing entity, PAN, CIN, etc. through email/

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					request at vendor portal
				c) What particular analysis of the data does the Bank expect in this case?	As per scope of work mentioned Part IV of RFP
3	33	PART - IV	Request can be made through Service Provider's Portal and/or through email and such Data/Information should be made available both at the portal as well as through return mail, which should be downloadable in MS Word, Excel or PDF file formats, as per the Banks requirement.	Please confirm if the Bidder is expected to provide the Portal where all the information will be available.	Yes
4	33	PART - IV	Customer Support Bidder should be well equipped and provide 24x7x365 support to the Bank unconditionally during the contract period at no additional cost.	What is the expectation around 24x7x365 support? Please clarify.	Bank expects uninterrupted supply and support in terms of providing Business Information Report As per scope of work mentioned Part IV of RFP
5	34	PART - V Clause 3	Delivery and Implementation The selected bidder has to ensure the delivery and implementation of the proposed services immediately on issuance of purchase order.	Is there any expected timeline for completing the engagement?	Clause stands as per RFP.
6	33	PART - IV	200 Users located at different locations can access the portal. Admin user from Risk Management dept. should have users' activity report as and when required.	Please clarify what should the users' activity report contain.	Users' activity report will contain schedule of reports assessed and requested by specific user and report details, along with schedule of delivery of the same by vendor,

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7	33	PART - IV	Comprehensive MIS reports including regulatory reports, Business MIS reports, analytical reports and Bank's customized reports should be made available.	Shall the format of the MIS reports be provided by the Bank?	Clause as per RFP is self explanatory.
8	BID CONTROL SHEET		Address for support for Online RFP/Process of submission of tender documents Representatives of bidders will be given training for e- Tendering by the Service Provider, M/s E-procurement Technologies Limited.	When will this training be conducted?	Training will be conducted by bank's authorized e-tendering service provider M/s E-procurement Technologies Limited. Contact person at Helpdesk, mentioned in Bid Control Sheet, to be contacted for details.
9	BID CONTROL SHEET		Address for support for Online RFP/Process of submission of tender documents Bidders who wish to participate in online tenders will have to register with the website (https://eauction.auctiontiger.net/EPROC/) through the "Register" link provided on the home page. Bidder will create login id & password on their own in registration process.	a) Is there a particular timeframe to register in the link?	Contact person at Helpdesk of bank's authorized e-tendering service provider, M/s E-procurement Technologies Limited, mentioned in Bid Control Sheet, to be contacted for details.
				b) Can multiple representatives from a single bidder register in the link?	No
10	30	Part – IV: Scope of Work & 7	7. Frequency of occurrence of defaults during past 2 years	Please enlist the defaults	Days past Dues (DPD) and Regulatory defaults.
11	30	Part – IV: Scope of Work & 9	9. Unpaid Statutory dues and its trend	Is the requirement of just the status (Filed/Not filed)? Or require amount details as well?	Status as well as amount details.
12	30	Part – IV: Scope of Work & 10	10. Indication of Risk Profile of the Company (Low, Medium, High, etc)	Risk basis what? Financial default/Return Filing default	Based on Altman Z Score, Piotroski F Score & Beneish M Score Model
13	30	Part – IV: Scope of Work & 13	13. Industry average Contribution	Is the industry classified according to MCA NIC codes filed?	Yes

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14	30	Part – IV: Scope of Work & 14	14. Industry average ICR	Is the industry classified according to MCA NIC codes filed?	Yes
15	30	Part – IV: Scope of Work & 15	15. Industry average EBIDTA (Excluding net other income)	Is the industry classified according to MCA NIC codes filed?	Yes
16	30	Part – IV: Scope of Work & 20	20. Quality of Board of the Company	Please elaborate the requirement here.	Data on Size, independency and dominating group details (promoter / professional appointment)
17	31	Part – IV: Scope of Work & 30	30. Existence of Current accounts with non- lenders	Please elaborate	Whether borrowing entity is having current account with bank from whom credit facilities has not been availed, with relevant details.
18	31	Part – IV: Scope of Work & 36	36. Pledge of Promoter Equity to Non – Lenders	Please explain the meaning of Non-lenders	From whom credit facilities has not been availed
19	89	Annexure XV - Eligibility Compliance	The bidder should be currently in the service of providing similar services to at least two scheduled commercial banks having more than 1000 branches, of which one must be a public sector bank. Scheduled commercial Banks do not include regional rural Banks, Payment Banks and cooperative Banks.	Request Bank to consider PO/agreement copy also as a proof	Clause stands as per RFP
20	16	14 - A	Exemption	Please confirm if MSME are exempt from paying Tender Document fee of Rs 4000 and EMD of Rs 100000/-	Clause as per RFP is self explanatory.
21	105	XXIII - 4	Training	Request for details of training	Training will be conducted by bank's authorized e-tendering service provider M/s E-procurement Technologies Limited. Contact person at Helpdesk, mentioned in Bid Control Sheet, to be contacted for details

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22	30	Part IV	Scope of Work	We assume all the data needed is from public domain	Data requirement will be as per scope of work mentioned Part IV of RFP
23	30	Part IV	Scope of Work point 4	Legal information do not have unique identifiers and there are chances of similar name cases getting added in the data	Data authenticity to be checked at vendor level.
24	30	Part IV	scope of work	Will you give us name of the contact person	Query is not clear.
25	31	Part IV	Promoter & Group	What if the group has more than 25 companies, do you need all the information as mentioned by you	Yes
26	33	Other		Based on Scope of work TAT is quite less	Clause stands as per RFP
				Vendor is assuming all entities will be private limited companies based in India	Scope of work mentioned in Part IV of RFP is self explanatory.
27	10	3. Eligibility Criteria Point 2 & 3	Copy of balance sheet of the financial years i.e. 2020-21, 2021-22 & 2022-23 should be submitted.	We kindly request the bank to take into account fiscal years 2019-20, 2020-21, and 2021-22.	Clause stands as per RFP
28	10	3. Eligibility Criteria Point 6	The bidder should be currently in the service of providing similar services to at least two scheduled commercial banks having more than 1000 branches, of which one must be a public sector bank. Scheduled commercial Banks do not include regional rural Banks, Payment Banks and cooperative Banks.	We kindly request the bank to consider the minimum eligibility criteria for MSMEs, limited to just one commercial bank.	Clause stands as per RFP
29	10	3. Eligibility Criteria Point 6	The bidder should be currently in the service of providing similar services to at least two scheduled commercial banks having more than 1000 branches, of which one must be a public sector bank. Scheduled commercial Banks do not include regional rural Banks, Payment Banks and cooperative	We kindly request the bank to consider either providing relaxation in the branch requirement or considering only banks with more than 100 branches.	Clause stands as per RFP

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			Banks.		
30	33	Part IV- Scope of work MIS Reports 82.	Comprehensive MIS reports including regulatory reports, Business MIS reports, analytical reports and Bank's customized reports should be made available	We understand that we are extracting data for EWS requirement of the bank, apart from other requirements. As of now we do not foresee any regulatory reports. Please share the name of the reports and templates, so that we can have an idea.	Regulatory reports will be sought as per Bank's requirement 'as and when' basis.
31	33	Customer support	Bidder should be well equipped and provide 24x7x365 support to the Bank unconditionally during the contract period at no additional cost.	As this is not a transaction system, 24x7x365 support may not be required.	Bank expects uninterrupted supply and support in terms of providing Business Information Report As per scope of work mentioned Part IV of RFP
32	34	Delivery and Implementation	The selected bidder has to ensure the delivery and implementation of the proposed services immediately on issuance of purchase order.	Please provide atleast 3 months to deploy the solution	Clause stands as per RFP
33	-	General	General	Please specify for how many companies we have to collect/extract the data? Is it includes partnership/proprietorship firms also	As per Bank's requirement placed through email/ request at vendor portal, by providing details of borrowing entity like PAN, CIN, etc for all types of borrowing entities [Limited Company (Incl public limited), Partnership Firm/Proprietorship Firm, Individual, (HUF/cooperative societies, etc)]
34	33	Part – IV. Point no. 79	The Data/Information as per the scope of work along with analysis should be made available at the Service Provider's Portal for viewing/downloading which can be accessed from multiple locations by authorized users, within 1-2 working days.	1. What are the current data sources that are available with the bank both internal and external? 2. Will bank expose any of the data sources since this bid is up for a SAAS platform?	Query is not admissible Data to be used for Bank's internal use.

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35	33	Part – IV. Point no. 80	Request can be made through Service Provider's Portal and/or through email and such Data/Information should be made available both at the portal as well as through return mail, which should be downloadable in MS Word, Excel or PDF file formats, as per the Banks requirement.	Apart from this, is bank also looking forward for a dashboard for reporting?	Yes, as per scope of work mentioned Part IV of RFP
36	33	Part – IV. Point no. 81	200 Users located at different locations can access the portal. Admin user from Risk Management dept. should have users' activity report as and when required.	What are the anticipated growth in the number of users for this platform? Is there any requirement for Access management workflow with different access levels?	As per Bank's requirement in due course. Yes, as per scope of work mentioned Part IV of RFP
37	34	Part – V. Point no.2	The proposed service to provide Business Information Report for Credit Risk Management should be made available to Bank, as per required specifications immediately on issuance of purchase order.	What is the implementation timeline bank is looking forward to?	Clause stands as per RFP
38	37	Part – V. Point no.6	If the level of performance of Successful Bidder for a particular metric fails to meet the minimum service level for that metric, it will be considered as a Service Level Default.	Will bank share any success metric for each of the business report parameters as mentioned in the RFP?	Already outlined in Part – V. Point no.6 Page 36 & 37
39	27	Part – III. Point no. 1	After successful completion of POC the commercial bids will be opened only for those bidders who comply with the proof of concept (POC) as mentioned above and Award of Work. Bank may reject those bidders who do not comply with the proof of	What are the specific criteria for the successful completion of the POC?	Specific criterion of POC will be for sample borrowing entities, as per scope of work mentioned Part IV of RFP

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			concept (POC) as mentioned above and Award of Work.		
40	33	Part – IV. Clause : Regulatory compliance	The bidder should assist the bank in adhering to compliance guidelines of the regulatory authorities and facilitate bank.	Does the bank have any specific compliance and security measures to comply with?	As detailed in Part – IV. Clause: Regulatory compliance of the RFP.
41	37	Part – V. Point no.6	Automated data capturing and reporting mechanism will be used for SLA reporting. The bidder has to leverage proposed monitoring tools to monitor and manage the Solution / IT Infrastructure.	Is bank looking for additional tool/portal (Observability tool) to monitor the performance of the credit monitoring system	Clause as per RFP is self explanatory.
42	9	Eligibility criteria clause 6	The bidder should be currently in the service of providing similar services to at least two scheduled commercial banks having more than 1000 branches, of which one must be a public sector bank. Scheduled commercial Banks do not include regional rural Banks, Payment Banks and cooperative Banks.	Request you to drop the clause that one of the banks should be a public sector bank	Clause stands as per RFP
43	6	Bid Control Sheet	Last Date and Time for receipts of tender bids 26/06/2023 at 04:00 PM	Since the proposal has to be prepared carefully covering all clauses, request the bank to extend the bid submission dead line by another 10 working days	Clause stands as per RFP
44	10	Part 1, Clause 3, point 6	The bidder should be currently in the service of providing similar services to at least two scheduled commercial banks having more than 1000 branches, of which one must be a public sector bank. Scheduled commercial Banks do not include regional rural Banks, Payment Banks and cooperative Banks.	Request bank to modify this clause and accept experience of similar services to any public / private sector banks, Public Sector Enterprises, State Government Organizations or any Large corporate	Clause stands as per RFP

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45	28	Part III, Clause 2	The Bank has discretion to go through a process of Eligibility evaluation followed by the technical evaluation and normalization of the bids to the extent possible to ensure that eligible bidders are more or less on the same technical ground	Kindly provide some example of normalization.	Clause is Self explanatory.
46	33	Part IV, Point 79	The Data/Information as per the scope of work along with analysis should be made available at the Service Provider's Portal for viewing/downloading which can be accessed from multiple locations by authorized users, within 1-2 working days.	Kindly clarify if we should get in touch with the organization to acquire certain "Consent Based" data points such as or would the report be fully non-consent based on publicly available data.	Clause is Self explanatory
47	33	Part IV, Point 79	The Data/Information as per the scope of work along with analysis should be made available at the Service Provider's Portal for viewing/downloading which can be accessed from multiple locations by authorized users, within 1-2 working days.	The Business Information Report deliverables requires collection of data from multiple secondary and primary sources. A timeframe of 1-2 days would not be sufficient to collect all the information requested. Hence request a time frame of 4-5 working days is required to collect all consent and non-consent data and present them in structured format required by UCO	Clause stands as per RFP
48	34	Part V, Clause 3	Delivery and Implementation The selected bidder has to ensure the delivery and implementation of the proposed services immediately on issuance of purchase order	Request the bank to provide 15 -20 working days to set up the systems to enable delivery	Clause stands as per RFP

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49	34	Part V, Clause 5	<p>Payment Terms The payment will be released to the vendor as per the payment schedule defined as below:</p> <p>a. There will be no advance payments. There will be no interest on late payment.</p> <p>b. Payments will be made on monthly basis against monthly invoice.</p>	<p>(1) Kindly clarify the number of companies for which the bid has to be quoted for on a monthly basis.</p> <p>(2) Is there a limit on the number of companies the bank would ask the successful bidder to collect information on on a monthly/quarterly/ annual basis</p> <p>(3) How would the bank communicate the names of the entities for whom the data has to be collected</p>	<p>As per Bank's requirement in due course</p> <p>No.</p> <p>Business Information Report will be requested by Bank through email/ request at vendor portal, by providing details of borrowing entity like PAN, CIN, etc</p>
50	35	Part V, Clause 6	<p>Penalty & Service level agreement (SLA) The selected bidder will be required to sign the Service Level Agreement with the Bank within 15 days of the acceptance of the LOI.</p> <p>The draft format of SLAs will be provided after acceptance of the Letter of Intent (LOI) by the successful bidder. This section includes the SLAs, which Bank requires the Successful Bidder to manage as key performance indicators for the scope of work</p>	<p>Request the bank to share the SLA and KPI's so that approach & methodology in the proposal can be prepared in a manner reflective of the requirements</p>	<p>Clause as per RFP is self explanatory.</p>
51	37	Part V, Clause 6, Section Penalty	<p>e. If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel</p>	<p>(1) Request bank to share detailed penalty clause for SLA violation</p> <p>(2) Request bank to include a clause that the vendor may not be penalized for reasons beyond their control, viz., MCA site inaccessibility, organization not responding</p>	<p>Clause as per RFP is self explanatory</p> <p>Clause stands as per RFP</p>

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			the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for nonperformance. f. SLA violation will attract penalties.	for consent based queries etc.	
52	51	Part V, Clause 27	Termination for Convenience The Bank, by written notice for a maximum period of ninety (90) days, sent to the vendor, may terminate the Contract/SLA, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective. Bank will pay the bidder till termination date for all the milestone achieved as per the terms and conditions of the RFP.	Request the bank to provide Termination for Convenience provision for the winning bidder as well.	Clause stands as per RFP
53	27	Part-III: Bid Opening and Evaluation Criteria	Bidders in compliance with eligibility criteria and scope of work mentioned in the RFP may be asked to conduct Proof of Concept (POC) on 10 borrowing entities within 7 days from the date of mail sent to these bidders. Details of the borrowing entities will be provided by the Bank	a. We request bank to please clarify whether POC is to be conducted for the entire scope of work mentioned in XX of the RFP b. We request bank to please clarify whether it would be conducted in UCO bank's environment or our environment	Yes Specific criterion of POC will be for sample borrowing entities, as per scope of work mentioned Part IV of RFP, downloadable in MS Word, Excel and PDF file formats, as per Bank's requirements.

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54	30	Part – IV: Scope of Work	Frequent changes in Key Management Personnel / Statutory Auditors / Rating Agencies, if any, to be mentioned	We request bank to please highlight and elaborate on the definition of frequency and content of the report	Any changes in last 3 Financial years.
55	30	Part – IV: Scope of Work	Acceptable correlation of key financial ratios with those of peers, based on external data sources (publicly available data sources including information disclosed to exchange and MCA's company data base, as well as third party sources)	We request bank to please elaborate the acceptable correlation percentage is benchmarked with UCO bank's credit policy or any other external source. If external, please state the source	Correlation of key financial ratios with those of peers, based on external data sources, to be provided.
56	30	Part – IV: Scope of Work	Conduct of the Facilities/New Facilities proposed	We request bank to please elaborate on the desired information expected from the conduct of the facilities/new facilities	Whether any delinquency is observed in the Facilities/New Facilities proposed.
57	30	Part – IV: Scope of Work	Industry average Contribution	We request bank to please clarify the industry average contribution is in terms of revenue, market capitalization, profit, segments etc.	Yes
58	30	Part – IV: Scope of Work	Visibility of beneficial ownership	We request bank to please clarify the expected output of beneficial ownership is for "Name of persons" or something else	Name of persons
59	30	Part – IV: Scope of Work	Quality of Board of the Company	We request bank to please clarify the parameters expected while defining the quality of the board of the company	Data on Size, independency and dominating group details (promoter / professional appointment)
60	30	Part – IV: Scope of Work	Commitment to ongoing projects/Capex	We request bank to please highlight the parameters which is intended to be used while commitment to ongoing projects/capex is expected to be measured/monitored	Data on equity infusion and Capital commitment.

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61	32	Part – IV: Scope of Work	Industry Sector outlook and health check taking into account Rating Agency reports.	We request bank to please clarify whether any specific rating agency reports are to be considered or is it agnostic to all the rating agencies under regulator's framework	Agnostic to all the rating agencies under regulator's framework
62	32	Part – IV: Scope of Work	Trend of Asset quality during past 3 years	Please clarify the parameters to be used for defining the asset quality trend, if any specific	As defined by rating agencies under regulator's framework
63	32	Part – IV: Scope of Work	External Events and Macro Economic triggers	We request to please clarify the type of external events and macro-economic triggers specifically, if any	Effect of events like war, famine, earthquake, etc on activity/ industry/ sector.
64	32	Part – IV: Scope of Work	Industry Life cycle	We request bank to please clarify and elaborate the expected output from Industry lifecycle	Clause is self- explanatory
65	93	Part – IV: Scope of Work	Data made available by the vendor may be integrated with our Internal Credit Rating system.	We request bank to please clarify the role of integration and the success criteria while the integration is performed	Data pertaining to the industry provided by the vendor may be integrated with our Internal Credit Rating system by Bank.
66	95	Annexure XVI - Functional & Technical Specification	Note: - Bidder more than 50% response in "C", their bid submission will not be considered for further process	We request bank to remove or amend the clause since the requirements and the parameters to be used would be refined further after multiple discussions with the bank	Clause stands as per RFP
67	94	Annexure XVI - Functional & Technical Specification	Rating from foreign CICs	We request bank to please specify any specific CICs or information available for CICs is to be considered	Any information available for CICs is to be considered.
68	94	Annexure XVI - Functional & Technical	Industry delinquency rate in proposal country	We request bank to please elaborate if there are any specific reservations of the source of the data being used to arrive at the delinquency rate	No specific reservation but authentic data to be provided.

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69	94	Annexure XVI - Functional & Technical Specificati on	Any adverse reporting in external reports (e.g. Dun & Bradstreet) for unrated foreign companies	We request bank to please elaborate on the tenor of the historical data to be considered while adverse reporting is defined	To encompass all past records.
70	94	Annexure XVI - Functional & Technical Specificati on	Comprehensive MIS reports including regulatory reports, Business MIS reports, analytical reports and Bank's customized reports should be made available.	We request bank to please clarify the regulatory reports (name and type) if any apart from the ones published in MCA	As per Bank's requirement with changes in regulatory framework, if any, from time to time.