



UCO BANK

Department of Information Technology


Request for Proposal (RFP) for Onsite Facility Management Services for Oracle Database Administration, IBM MQ and Windows Server at Bangalore

RFP Ref. No: UCO/DIT/3342/2021-22 Date:25.11.2021

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. | 24 | Clause No. 31 Sl. No. 1 | Printed literature (for specific product and version numbers) describing configuration and functionality should be provided to the Bank for the products proposed to be supplied for the project. It should be noted that the product proposed will have to be supplied with all the software updates/fixes, if any, and associated documents. The bidder shall not quote for the products, whose End of sale/ End of Support/End of License has been declared by the OEM. | Please confirm do we need to submit any documents from OEM regarding End of Sale/End of Support/ End of License. If not, then request you to kindly remove this clause. | Clause stands as per RFP. However, it is clarified that no documentary evidence is required to be submitted in this regard. |
| 2. | 11 | Eligibility Criteria Sl. No. 4 | Bidder should have 3 year experience of FM support for Oracle Database Administration in at least one schedule commercial Bank (Bank with at least 2500 branches) as on date of bid submission | We request you to kindly amend the clause as:- Bidder should have 3 year experience of FM support for Oracle Database Administration/IT Hardware/Software Support in at least one schedule commercial Bank (Bank with at least | Clause stands as per RFP. |

| | | | | | |
|----|----|--------------------------------|---|--|---------------------------|
| | | | | 2500 branches)/Govt/PSU/Private Sector as on date of bid submission | |
| 3. | 11 | Eligibility Criteria Sl. No. 5 | Bidder should have 3 year experience of IBM-MQ support in at least one schedule commercial Bank as on date of bid submission | <p>We request you to kindly amend the clause as:-</p> <p>Bidder should have 3 year experience of FM support for Oracle Database Administration/IT Hardware/Software Support in at least one schedule commercial Bank (Bank with at least 2500 branches)/Govt/PSU/Private Sector as on date of bid submission</p> | Clause stands as per RFP. |
| 4. | 11 | Eligibility Criteria Sl. No. 6 | Bidder should have 3 year experience of Cluster-domain support in at least one schedule commercial banks (Bank with at least 2500 branches) as on date of bid submission | <p>We request you to kindly amend the clause as:-</p> <p>Bidder should have 3 year experience of FM support for Oracle Database Administration/IT Hardware/Software Support in at least one schedule commercial Bank (Bank with at least 2500 branches)/Govt/PSU/Private Sector as on date of bid submission</p> | Clause stands as per RFP. |
| 5. | 73 | Annexure-VII | Proof of compliance and labour license needs to be submitted along with the quotation | <p>We request you to kindly amend the clause as:-</p> <p>Proof of compliance and labour license/Commercial Establishment Certificate needs to be submitted along with the quotation.</p> | Clause stands as per RFP. |
| 6. | 36 | 4. Payment Terms | <p>Ø No Advance Payment will be made.</p> <p>Ø Payment will be made on quarterly arrear basis on submission of invoice in duplicate.</p> | <p>We request you to kindly amend the clause as:-</p> <p>Ø No Advance Payment will be made.</p> <p>Ø Payment will be made on quarterly advance basis on submission of invoice in duplicate.</p> | Clause stands as per RFP. |
| 7. | 36 | 2. Delivery & Installation | The selected bidder has to implement proposed support as per the 'Scope of Work' mentioned herein above within Four (04) weeks from the date of issuance of Letter of Intent(LOI)/ Purchase Order.In case of any delay in implementation, Bank reserves its right | <p>We request you to kindly amend the clause as:-</p> <p>The selected bidder has to implement proposed support as per the 'Scope of Work' mentioned herein above within Eight (08) weeks from the date of issuance of Letter of Intent(LOI)/ Purchase Order.In case of any delay in</p> | Clause stands as per RFP. |

| | | | | | |
|----|----|--------------------------------------|--|---|----------------------------------|
| | | | to levy liquidated damages | implementation, Bank reserves its right to levy liquidated damages | |
| 8. | 38 | 6.2 Delivery & Installation | Notwithstanding the Bank's right to cancel the order, liquidated damages at 1% of the system value per week will be charged for every week's delay (attributable to the vendor) in the execution of the purchase order beyond the specified delivery/installation schedule subject to a maximum of 10% of the value of the systems ordered. Liquidated damages will be calculated per week basis. Part of week will be treated as no delay for this purpose. | We request you to kindly amend the clause as:- Notwithstanding the Bank's right to cancel the order, liquidated damages at 0.5% of the system value per week will be charged for every week's delay (attributable to the vendor) in the execution of the purchase order beyond the specified delivery/installation schedule subject to a maximum of 5% of the value of the systems ordered. Liquidated damages will be calculated per week basis. Part of week will be treated as no delay for this purpose. | Clause stands as per RFP. |
| 9. | 12 | Note of Eligibility Criteria | In this tender process either authorized representative / distributor / dealer in India on behalf of Principal OEM (Original Equipment Manufacturer) or Principal OEM itself can bid but both cannot bid simultaneously. In such case OEM bid will only be accepted. If an agent / distributor submits bid on behalf of the Principal OEM, the same agent / distributor shall not submit a bid on behalf of another Principal OEM in the same tender for the same item or product. |  As its totally a Manpower tender We request you to kindly give clarity do we need to submit MAF from OEM as we are Authorized Representative. If yes, then we request you to confirm the name of OEM from which MAF if required | MAF not required to be submitted |

Date- 04.12.2021

Place- Kolkata