



UCO BANK

Department of Information Technology

Request for Proposal (RFP) For Procurement of Work from Home solution

RFP Ref. No: DIT/BPR&BTD/OA/1409/2020-21 Date: 06.09.2020

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.	28	PART – IV, a. (i)	Broad Scope of Work Supply, Installation, implementation & maintenance of the VPN (Virtual Private Network) for Secured Remote Access for providing secure, reliable transport over internet, as per Bank's security architecture design & pattern of traffic, this will include device rules / device policy definition and enforcement on the appliances proposed in this RFP.	1. Detailed technical specification of the desired solution is not there. Requesting for same. 2. No connection of VPN and VC requirement is mentioned. Do you want to run the Web based VC solution using the same VPN access?	1. For technical specification, please refer Annexure – XVIII given in the RFP. 2. WFH solution (or VPN solution) should be on-premise based with two factor authentication and VC solution should be web/app based cloud solution subscription type.
2.	28	PART – IV, a. (i)	Broad Scope of Work Implementation, configuration and management of the supplied hardware/software. The appliances will be implemented in Data Centre (Bangalore) and DR Site (Kolkata).	Are you asking for on premise traditional appliance-based VPN solution for remote access for 100 users?	Yes, proposed solution should be on premise appliance-based VPN/WFH solution.

3.	28	PART – IV, b. (i)	Supply, Installation, implementation & maintenance of web based video conferencing and file sharing solution with features like Platform compatibility and data protection,	UCO Bank already asked platform compatibility in Scope of Work point no. b: (iii) so Please clarify what additional features bank is looking at for Platform compatibility in this clause.	Please refer corrigendum
4.	29	PART – IV, b. (ii)	Audio call connectivity, dial-in & dial-out calls, screen sharing, recording of calls/meetings which can be retrieved later, feature like live meeting, meeting scheduling.	As we understand and which is followed by every organization that Audio Dial-in feature required from day 1 so that users can join the meeting with Audio only connection where challenge with Internet Connectivity however Dial-Out is a Paid Service and will incur additional cost for the Bank and can be taken in future if there is a requirement hence, kindly amend the clause as below - "Audio call connectivity, unlimited Audio dial-in from Day 1 & dial-out calls support for future use , screen sharing, recording of calls/meetings which can be retrieved later, feature like live meeting, meeting scheduling."	Clause Stands as per RFP
5.	29	PART – IV, b. (v)	The application should support at-least 10000 communications in a live meeting when a panel of speakers are presenting.	This point is specific to single OEM and Since this clause is asking for one-way broadcast of 10k participants hence requesting to amend the clause as below for greater participation - "The application should support at-least 1000 communications in live meetings and live Streaming/meeting for additional users when a panel of speakers are	Clause Stands as per RFP

				presenting."	
6.	32	Part V, 5	Schedule Of Implementation For Hardware: 2 weeks from the date of PO/LOI For Software: 3 Weeks from the date of PO/LOI	Request you to change this to 8 Weeks from Date of PO	Please refer corrigendum
7.				For Hardware: Request to amend it to 12 to 13 weeks	
8.	38	Part V, 12	PENALTY CHARGES The selected bidder should provide onsite support as and when required as per Table-A of RFP	After one time implementation, the Warranty Support will come through OEM only. Hence request you to change the phrase as: The selected bidder should coordinate for onsite warranty support from OEM as and when required as per Table-A of RFP	Clause stands as per RFP
9.	41	Part V, 21	TERMS OF PAYMENT A. Hardware i) 60% of the value of the Hardware along with Taxes, will be paid after delivery. ii) 30% of the value of the Hardware along with Taxes, will be paid completion of successful installation & operational iii) The balance 10% of order value will be paid after 3 months successful running or on submission of equivalent PBG valid for 6 months.	Kindly amend the payment terms to be: i) 90% of the value of the Hardware along with Taxes, will be paid after delivery. ii) The balance 10% of order value will be paid after Installation and 3 months successful running or on submission of equivalent PBG valid for 6 months.	Clause stands as per RFP
10.				Requesting Bank change the payment terms as follows: i) 80% of the value of the Hardware along with Taxes, will be paid after delivery.	Clause stands as per RFP

			<p>ii) 10% of the value of the Hardware along with Taxes, will be paid completion of successful installation & operational</p> <p>iii) The balance 10% of order value will be paid after 3 months successful running or on submission of equivalent PBG valid for 6 months.</p> <p>iv) The above Payment will be made on submission of proof of delivery and the acceptance certificate duly signed by Bank's authorized official & satisfactory service report from the Bank where the systems have been installed after realizing penalty charges for late delivery & installation, if any</p>	
11.			<p>Will request to consider the following payment terms.</p> <p>i) 80% of the value of the Hardware along with Taxes, will be paid after delivery.</p> <p>ii) 10% of the value of the Hardware along with Taxes, will be paid completion of successful installation & operational</p> <p>iii) The balance 10% of order value will be paid after 3 months successful running or on submission of equivalent PBG valid for 6 months.</p> <p>iv) The above Payment will be made on submission of proof of delivery and</p>	Clause stands as per RFP

				the acceptance certificate duly signed by Bank's authorized official & satisfactory service report from the Bank where the systems have been installed after realizing penalty charges for late delivery & installation, if any.	
12.				Request to please amend the payment terms as: A. Hardware: i) 80% of the value of the Hardware along with Taxes, will be paid after delivery. ii) 10% of the value of the Hardware along with Taxes, will be paid completion of successful installation & operational iii) The balance 10% of order value will be paid after 3 months successful running or on submission of equivalent PBG valid for 6 months.	Clause stands as per RFP
13.	41	Part V, 22	TERMS OF PAYMENT B. Software i. 70% of the total application cost & implementation cost after completion of successful installation & UAT of the software. The payment will be made on receipt of the invoices along with duly Completion Certificate. ii. 30% of the total application cost & implementation cost on 4 weeks from successful GO-	Kindly amend the payment terms to be: i. 80% of the total cost of Software on delivery of Licenses ii. 20% of the total application cost & implementation cost after completion of successful installation & UAT of the software. The payment will be made on receipt of the invoices along with duly Completion Certificate.	Please refer corrigendum

14.			LIVE.	<p>Requesting Bank change the payment terms as follows:</p> <p>i. 90% of the total application cost & implementation cost after completion of successful installation & UAT of the software. The payment will be made on receipt of the invoices along with duly Completion Certificate.</p> <p>ii. 10% of the total application cost & implementation cost on 4 weeks from successful GO-LIVE.</p>	Please refer corrigendum
15.				<p>Will request to consider the following payment terms</p> <p>i. 90% of the total application cost & implementation cost after completion of successful installation & UAT of the software. The payment will be made on receipt of the invoices along with duly Completion Certificate.</p> <p>ii. 10% of the total application cost & implementation cost on 4 weeks from successful GO-LIVE.</p> <p>iii. Any delay in achievement of milestones/ deliverables/ activities from Bidder shall automatically result in delay of corresponding payment from Bank.</p>	Please refer corrigendum
16.				<p>Request to please amend terms as:</p> <p>90% of the total application cost & implementation cost after completion of successful installation & UAT of the software. The payment will be made on receipt of the invoices along with duly</p>	Please refer corrigendum

				Completion Certificate. ii. 10% of the total application cost & implementation cost on 4 weeks from successful GO-LIVE.	
17.	52	Part V, 37	Compliance with Applicable Laws of India The selected bidder confirms to Bank that it complies with all Central, State, Municipal laws and local laws and rules and regulations and shall undertake to observe, adhere to, abide by, comply with and notify Bank about compliance with all laws in force including Information Technology Act 2000...	Please clarify, if it implies for data residency within the country. Since VPN or Web-based VC solution will not store any critical data of Bank, are you are open for cloud-based solution?	RFP clause is Self-explanatory, Data should reside within India
18.	71	Annexure IX	Undertaking Letter on the vendor's letterhead for Central Minimum Wages Act & Labour Laws	We've submitted this against other RFPs in the past. But is it relevant in such product? If no, request you to delete this Annexure please.	Annexure-IX stands deleted
19.	Page 11	3. Eligibility Criteria Point no 5.	ELIGIBILITY CRITERIA COMPLIANCE The bidder should have minimum one year of experience (as on bid submission date) in implementation of the proposed product / solution in any Public/private Sector Bank / Govt. Organization / PSU / RRBs / BFSI in India.	Request you to change this to: The bidder should have minimum one year of experience (as on bid submission date) in Implementation of similar product / solution in any Public/private Sector Bank / Govt. / Corporate Organization / PSU / RRBs / BFSI in India.	Please refer corrigendum
20.				For promoting wider participation which would facilitate the Bank to get competitive bids we would request the following change as suggested: The bidder should have minimum one year of experience (as on bid	Please refer corrigendum

			submission date) in implementation of similar product / solution in any Public/Private Sector Bank / Govt. Organization / PSU / RRBs / BFSI in India.	
21.			WFH solution is a solution which has only gathered momentum after COVID-19 situation, very few bidders will have the required credentials and barring the bidder's experience with proposed solution which will lead to binding the bidder of not being able to propose other solution which complies to the Bank's requirement hence will request to consider the following "The bidder should have minimum one experience in implementation of product / solution in any Public/Private Sector Bank / Govt. Organization / PSU / RRBs / BFSI/ Repute Private Organisation in India."	Please refer corrigendum
22.			Request UCO Bank to kindly revise the clause as below : "The bidder should have minimum one year of experience (as on bid submission date) in implementation of the proposed product / solution in any Public/Private Sector Bank / Govt. Organization / PSU / RRBs / BFSI/ Enterprise in India."	Please refer corrigendum
23.			The bidder should have minimum one year of experience (as on bid submission date) in implementation	Please refer corrigendum


				of the proposed product / solution in any Public/Private Sector Bank / Govt. Organization / PSU / RRBs / BFS / Pvt Sector in India / Abroad	
24.	91	Point 7	Solution should be able to set customized permissions and control, like, copy of data/file, delete of data/file, taking screenshot etc	Request to relax this clause or make this optional. Customized permissions and control, like, copy of data/file, delete of data/file, taking screenshot is not the function of VPN gateway.	Please refer corrigendum
25.	91	Point 10	Support session persistence to across office & home IP addresses with re-authentication.	Clarification requests as this is a contradicting ask to point number 18 "It should sense the traffic and auto terminated if 15 minutes no traffic passes".	Clause stands deleted
26.	91	Point 11	Able to purges browser cache for windows as well as Macintosh users, session history, cookies and passwords	Request to relax this clause or make this optional. Purging of cache for windows as well as Macintosh users, session history, cookies and passwords is not function of VPN gateway	Please refer corrigendum
27.	91	Point 22	It should not establish tunnel if any vulnerabilities found. The VPN client will have the NAC capability to check OS & AV patches	Vulnerability Assessment and action on that is function of patch management system and not of VPN gateway. Request you to please consider the same. Request to reword " The VPN client will have the NAC capability to check OS & AV patches "	Clause Modified as below: The VPN client will have the NAC capability to check OS & AV patches
28.	96	Annexure XXI	COMMERCIAL BID Unit base Cost (Excluding Taxes) (A) Total Cost of Ownership -TCO(1+2+3) in figure	1. Is this Unit base cost considering entire 2 years for all items? 2. TCO as per format is summation of Line item nos. 1,2 & 3, then why are you putting line item nos. 4 & 5?	Please refer corrigendum

29.			Addition	Requesting to include this clause for better integration, manageability, and single point support - "Total solution should be from Single OEM"	Query not admissible
30.	11	Point. 3 & 4, Eligibility Criteria	Copy of the audited balance sheet, certificate from the Chartered Accountant (in case of Provisional Balance Sheet for 2019- 20) of the company showing profit, Net-worth and turnover of the company for the consecutive last three financial years i.e. 2017-18, 2018-19 & 2019-20 should be submitted.	Due to the prevalent COVID 19 situation we have not yet been able to file our audited financials for the FY 2019-20. So, we would request UCO Bank to kindly allow the submission of Un-Audited Financials of FY 2019-20 signed by Company Secretary as an possible alternative for the purpose of tender qualification and bid evaluation. Please confirm the acceptance of our request.	Please refer corrigendum
31.	91	Point. 15, Technical Specifications	Delivery and implementation should be completed within Four weeks from the date of purchase order at both DC and DR Site.	Requesting to Bank to change the delivery timelines as follows: Delivery and implementation should be completed within 6-8 weeks from the date of purchase order at both DC and DR Site.	Please refer corrigendum
32.	11	3 Eligibility Criteria	6. The OEM / OSD products offered in this RFP have been deployed in at least one Govt. Organization / scheduled Commercial Bank/ BFSI with a minimum quantity of 100 user licenses in last one year i.e. 2019-20 in India.	Work from Home is a new area with firms having limited experience so we would request Bank for the following change as suggested: The OEM / OSD products offered in this RFP have been deployed in at least one Govt. Organization / scheduled Commercial Bank/ BFSI with a cumulative minimum quantity of 50 user licenses in last three years i.e. 2017-18, 2018-19 &	Please refer corrigendum

				2019-20 in India.	
33.				The OEM / OSD products /Technology Services offered in this RFP have been deployed in at least one Govt. Organization / scheduled Commercial Bank/ BFSI/Pvt Sector with a minimum quantity of 100 user licenses/Technology Services in last one year i.e. 2019-20 in India/Abroad	
34.	10	Eligibility Criteria Sl. No 01	<p>Bidder should be a limited company (Public/Private) registered in India under the Companies Act, 1956/2013 for the last 3 years as on RFP issuance date.</p> <p>Concerns registered as MSME Entrepreneur & still categorized as MSME as on RFP submission date. The bidder should not be a subsidiary of a foreign company.</p>	<p>Will request Bank to remove the clause mentioning "The bidder should not be a subsidiary of a foreign company" As is a hindrance for us to bid here.</p>	Please refer corrigendum
35.	41	20. Price Validity	<p>The selected bidder will be required to keep the price valid for a period of 01 year (12 months) from the date of issuance of 1st Purchase Order. There shall be no increase in price for any reason whatsoever during the period of 12 months and Bank may place the additional Purchase Orders to the selected bidder for any or all of the services at the agreed unit rate for line items as mentioned in the</p>	<p>As price validity is being asked for a period of 12 Months from the date of issuance of first purchase order will request you to consider the USD variation at the time of issuance of first PO.</p>	Please refer corrigendum

			commercial format i.e. Annexure – XXI during the price validity period of 12 months.		
36.	Page 11	3. Eligibility Criteria Point no 4.	Bidder should have maintained a positive net-worth in the last three financial years i.e. (2017-18, 2018-19 & 2019-20).	<p>Request UCO Bank to kindly revise the clause as below :</p> <p>"Bidder should have maintained a net profit (profit after tax) in the last three financial years i.e. (2017-18, 2018-19 & 2019-20)."</p> <p>OR</p> <p>Bidder should have maintained a Positive Net worth in any of the one financial year ie. (2017-18, 2018-19, 2019-20)</p> <p>OR</p> <p>Bidder should have maintained a Positive Net Profit in all the financial year ie. (2017-18, 2018-19, 2019-20)</p>	Please refer corrigendum
37.	Page no 28	Part IV a (i)	Supply, Installation, implementation & maintenance of the VPN (Virtual Private Network) for Secured Remote Access for providing secure, reliable transport over internet, as per Bank's security architecture design & pattern of traffic, this will include device rules / device policy definition and enforcement on the appliances proposed in this RFP. The solution will be used for work from home using desktop/laptop.	Can you please clarify what is meant by "maintenance". Is it the standard OEM support services or is this complete management of the solution which includes change management, problem management etc. What would be the service window if it is complete management.	Please refer corrigendum

38.	Page no 29	Part - IV/ 1./ b./ (iv)	The solution should support at-least 250 bi-directional communication in a video meeting	Please see if this limit can be modified to at-least 200 bi-directional communication (Assuming 250 bi-directional communication means a Web-conference meeting with 250 participants)	Please refer corrigendum
39.	Page no 29	Part - IV/ 1./ b./ (iv)	The application should support at-least 10000 communications in a live meeting when a panel of speakers are presenting	<p>1. Please specify if the requirement is for a Webinar License (This would be a separate license from above Meeting Licenses)</p> <p>2. Please specify the quantity of Webinar Licenses</p> <p>3. In case of Panel Presentation, please specify if by 10,000 communications, UCO means 10,000 attendees including/or otherwise the no. of people joining as Moderators/Presenters</p>	Clause stands as per RFP
40.	36	Clause 12 ©	c) The sum total of penalties will not exceed 10% of the TCO. Thereafter, the contract/purchase order may be cancelled and Performance Bank Guarantee may be revoked.	Request to please change the capping to 10% of the annual value.	Query not admissible
41.	38	15	15. Liquidated Damages: Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of the price of undelivered portion/ not installed services of per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the total cost of ownership.	Request to please change the capping to 10% of the value of the undelivered portion.	Please refer corrigendum

42.	41	20	<p>20. Price Validity The selected bidder will be required to keep the price valid for a period of 01 year (12 months) from the date of issuance of 1st Purchase Order. There shall be no increase in price for any reason whatsoever during the period of 12 months and Bank may place the additional Purchase Orders to the selected bidder for any or all of the services at the agreed unit rate for line items as mentioned in the commercial format i.e. Annexure – XXI during the price validity period of 12 months.</p>	considering the volatility of the markets, requests to please change the price validity period as 180 days	Please refer corrigendum
43.	49	31	<p>31. Termination for Convenience The Bank may, by written notice for a period of ninety (90) days sent to the Vendor, terminate the Contract/Service Level Agreement, in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for Bank's convenience, the extent to which the performance of work under the said Contract/Service Level Agreement is terminated and the date upon which such termination shall become effective.</p>	 Request to please remove this clause. In case of termination for convenience, customer will have to pay all the balance fees as "Exit Fees"	Clause stands as per RFP
44.	Pg 11		The bidder should have minimum one year of experience (as on bid submission date) in implementation of	We request you to consider the experience of the OEM instead of the Bidder, enabling us to facilitate	Query not admissible

			the proposed product / solution in any Public/Private Sector Bank / Govt. Organization / PSU / RRBs / BFSI in India.	bidding the same.	
45.			Generic	Is the Bank open to using a Public cloud hosted solution that is not hosted in India?	Any solution proposed should hosted in India and data also should reside in India.
46.			Generic	Can vendor propose a model where all products will be offered only as a subscription?	Please refer corrigendum
47.	Pg 28		The scope of the assignment for Work from Home solution	Please suggest how many end points will need to be enabled with access?	No. of licence has been defined
48.	Pg 28		"Vendor should supply/integrate appropriate use cases through the respective SIEM and security solutions, to detect and remediate the vulnerable users/devices automatically."	Please elaborate on the use cases are being referred here & who is the SIEM?	Please refer corrigendum
49.	Pg 29		The solution should support at-least 250 bi-directional communication in a video meeting	How many web cam are required to be supported in 250 attended session? How many concurrent organizers will be conducting such Video meetings?	Please refer corrigendum
50.	Pg 29		The application should support at-least 10000 communications in a live meeting when a panel of speakers are presenting	Is this session for one way broadcast where only speakers can speak & attendees remain on mute with option to ask question via a common chat window. Pls elaborate on the requirement. Also elaborate on number of session that will be done in month & length of session.	It is clarified that: atleast 10000 attendees where a panel of atleast 50 speakers are presenting. In case of live session where atleast 10000 attendees, then there will be atleast 2 sessions in parallel. In case of bi-directional meeting where less than 200 users are present the number of sessions will be at least 100.
51.	Pg 29		The solution should have cyber security standards like ISO 27001 built in.	Which other cyber security standards are allowed if not ISO 27001	Please refer corrigendum

52.	103	Scope of Work (pt. iii)	Application shall enable Multifactor Authentication while connecting to VPN. The application shall help a second level of authentication in case password or end user device gets compromised	We would like to know for users to authenticate on vpn connection and there after authenticating for bank application server is sufficient! or need all video conference users also to get multi factor authentication? (web conference solution users and banking DATA access users). Can web conference to be accessed on first level of authentications in VPN or in public IP/Domain?	Both solutions are different, please refer corrigendum
53.	104	Scope of Work (pt i)	Supply, Installation, implementation & maintenance of web based video conferencing and file sharing solution with features like Platform compatibility and data protection	<p>we support web based conference solution, but here we would like to mention that for a web based solution of video conference, if required to share files on real time, can cause extra burden on Quality of Services at END user experience on web and also at multi file –multi instance of simultaneous download case the web conference at central server will be severely affected</p> <p>Recommendation is : Solution should use SFTP based integrated architecture in web conference solution central site which shall enable parallel data transfer of file sharing as file download instance. It will enable end user to identify, select and share link to whom specific file need to be shared, by sharing download link option. IF it is required for all to share a file, it can be select all to download share link.</p>	No Change, please refer corrigendum for clarification

				This will also enable quality of services prioritization when web conference and file sharing both services running in parallel	
54.	105	Scope of Work (pt v)	The application should support at-least 10000 communications in a live meeting when a panel of speakers are presenting.	We would like to know the size of panel of speakers/presenters, in cases of such large (10K) users available to have a meeting. Can it be enabled on public IP/Domain as it may require to be available to 10 k users? Which shall not draw with any credentials or VPN	Please refer corrigendum for clarification on WFH and VC solution
55.	91	Annexure – XVIII - Technical Specification -pt-(2)	The solution should be able to block unwanted websites from being accessed at the client location.	what to be used by user to access their banking application? Is it a WEB based access or ANY user tool which access banking application through creating a secured VPN on different public domains/IPs (may be pre-defined in tool)? This is requiring to know as to control USER traffic before accessing the web based video conference and work from home banking, we may require to control routes of user traffic at END devices and their gateways. This shall enable easy integration of END devices web /app access control	Please refer to the Scope and technical specification in conjunction.
56.	91	Annexure – XVIII - Technical Specification -pt-(7)	Solution should be able to set customized permissions and control, like, copy of data/file, delete of data/file, taking screenshot etc.	Can Solution use SFTP based integrated architecture in web conference solution at central site which shall enable parallel data transfer of file sharing as file download instance? It will enable end user to identify, select and share link to whom specific	Please refer corrigendum for clarification on WFH and VC solution

				<p>file need to be shared, by sharing download link option. IF it is required for all to share a file, it can be select all to download copy/paste link. This is for better control and permission at data files.</p> <p>This will also enable quality of services prioritization when web conference and file sharing both services running in parallel</p>	
57.	92	Annexure – XVIII - Technical Specification -pt-(12)	Support broader platforms including Windows, Mac, Linux.	<p>Web based access of banking application to have plate-form independency?</p> <p>Is video conference solution to also have plate-form independency? As conference solution is supposed to have 'WEB based access' and this shall not be hindrance as per plate-form level? Also no tool is required for access web-conference services at END devices plate-form level?</p>	Please refer corrigendum for clarification on WFH and VC solution
58.	92	Annexure – XVIII - Technical Specification -pt-(19)	It should be used L2TP tunnel protocol over IPSec with AES 256 bit.	<p>We would like to know for END USER is it possible to offer HOME router/ngfw devices? or it will be always PC based apps to access banking services and Web browser to access video conference service? Video conferencing also need to be in VPN or is it in public internet?</p>	Please refer corrigendum for clarification on WFH and VC solution
59.	92	Annexure – XVIII - Technical Specification -pt-(20)	It should sense the internet connection and shared network, where the LAN only one IP will be allowed	<p>This requirement is easier to achieve in NAT based applications! So as in previous stated point, we would like to know for END USER is it possible to offer HOME router/ngfw devices? or it will be always PC based apps to access</p>	Please refer corrigendum for clarification on WFH and VC solution

				banking services and Web browser to access video conference service?	
60.	28/10 2	PART – IV, 1.a (i)		<ol style="list-style-type: none"> 1. Kindly provide the existing “Bank”s security architecture design” 2. Number of VPN users 3. Bandwidth usage / allotment per user 4. Current Internet bandwidth at DC and DR 	Details will be shared with the selected bidder.
61.	28/10 2	PART – IV, 1.a (iii)		Kindly confirm which type of MFA (Dual authentication is required. (SMS, Mail OTP, App key generation)	Please refer corrigendum
62.	28/10 2	PART – IV, 1.a (vi)		Kindly provide details of existing “SIEM and security solutions” at DC and DR, its architecture and functionality	Please refer corrigendum
63.	39/10 2	19. Warranty		Does bidder need to provide onsite engineer during two years of warranty period. If yes its 24x7 or 8x5	Onsite engineer not required, however remote support is required 24 X 7
64.	39/10 2	17. Contract Period		<ol style="list-style-type: none"> 1. Kindly provide the draft SLA which we need to comply during the contract period. 2. Kindly confirm the start of SLA (2 years), will be the go-live date. 	Shall be shared with successful bidder.
65.	40/10 2	Software (ii), bullet point four		Kindly provide banks' response and resolution time.	Please refer corrigendum
66.	91/10 2	Annexure - XVIII, point 4		<ol style="list-style-type: none"> 1. Kindly confirm SOC is OUT of Scope of this project. 2. Kindly confirm integration with existing SIEM for access to logs will be done in co-ordination with bank's SOC team and bidder's team 	Bidder need to integrate the solution in co-ordination with Bank's SOC team and to comply with the security related points.

67.	91/10 2	Annexure - XVIII, point 15		Kindly confirm "deliver and implementation to be done within 4 weeks for DC and DR for both VPN and VC solutions	Please refer corrigendum.
68.	92/10 2	Annexure - XVIII, point 20		Kindly elaborate what is exactly required (technically)	RFP clause is Self-explanatory
69.	92/10 2	Annexure - XVIII, pt 22		Kindly provide details of the existing NAC, OS and AV	RFP clause is Self-explanatory
70.	92/10 2	Annexure - XVIII, point 23		Kindly elaborate what all are the parameters need to be verified prior to granting access, other than AV.	End point security to be ensured.
71.	34/10 2	9.Taxes	Bidder shall be solely liable for the payment of all taxes, duties, fines, penalties, etc., by whatever name called as may become due and payable under the local, state and/or central laws, rules and/or regulations as may be prevalent and as amended from time to time in relation to the services rendered pursuant to this agreement. The Bank may in its discretion, but without being bound to do so, make payment of Taxes, duties as aforesaid and in the event of such payment, Bank shall be entitled to deduct the and in the event of such payment, Bank shall be entitled to deduct the payment so made from the payment due to Bidder in respect of Bills.	Please clarify if this include GST too, What about if any change is GSTN rate.	Yes, Taxes shall be paid extra by bank.
72.	34/10 2	9.taxes	c. Nothing contained herein shall prevent the Bank from deducting taxes deductible at source as required by any law/s or regulation/s. Bidder	TDS certificate claim can be made any time. Request to remove this clause.	Clause stands as per RFP

			shall be responsible to report any non-receipt of certificate of taxes deducted at source within ninety (90) days of deduction of such taxes at source by the Bank to bidder. The Bank will not issue any duplicate certificate for deduction of taxes at source unless such request is made within ninety (90) days of the closure of the financial year.		
73.	36/10 2	12. PENALTY CHARGES	a) The selected bidder should provide onsite support as and when required as per Table-A of RFP. In case of any non-compliance of support, the vendor will become liable for penalty of 1% of affected equipment cost on per day basis and penalty amount will be accumulated.	1% Penalty each day delay is Very high, request to reduce it to 0.25%	Clause stands as per RFP
74.	36/10 2	12. PENALTY CHARGES	The sum total of penalties will not exceed 10% of the TCO. Thereafter, the contract/purchase order may be cancelled and Performance Bank Guarantee may be revoked.	What is the appellant right of SI on this.	Please refer to the Dispute resolution mechanism clause of RFP
75.	38	15. Liquidated Damages:	Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of the price of undelivered portion/ not installed services of per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the total cost of ownership.	1% Per week is very High. Request you to reduce it as much as possible, request form 0.25%.	Please refer corrigendum.
76.	40/10 2	19. Warranty - Hardware	iv. Warranty shall not become void even if UCO Bank buys any other supplemental hardware from a third	Request more details/clarifications on this	RFP clause is Self-explanatory

			party& installs it with / in these machines. However, the warranty will not be applied to such hardware installed. Besides the above, the selected bidder will have to enter into Service Level Agreement (SLA) with the bank		
77.	49/10 2	31. Termination for Convenience	The Bank may, by written notice for a period of ninety (90) days sent to the Vendor, terminate the Contract/Service Level Agreement, in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for Bank's convenience, the extent to which the performance of work under the said Contract/Service Level Agreement is terminated and the date upon which such termination shall become effective.	What is the safeguard mechanism for SI here	Other points of RFP to be referred in conjunction.
78.	17	14	MSME Bidder	We request honorable bank to kindly make the provision for Start-Up Company in order to participate in the BID. SMPAY is also Registered with "DPIIT" (details as per attachment).	Clause stands as per RFP
79.				We also Request to bank that Please consider the service/scope of work under "SaaS" model.	Please refer corrigendum



UCO BANK

Department of Information Technology

Request for Proposal (RFP) For Procurement of Work from Home solution

RFP Ref. No: DIT/BPR&BTD/OA/1409/2020-21 Date: 06.09.2020

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

3. Eligibility Criteria

SL No	Existing clause	Modified/New Clause
1	Bidder should be a limited company (Public/Private) registered in India under the Companies Act, 1956/2013 for the last 3 years as on RFP issuance date. Concerns registered as MSME Entrepreneur & still categorized as MSME as on RFP submission date. The bidder should not be a subsidiary of a foreign company.	Bidder should be a limited company (Public/Private) registered in India under the Companies Act, 1956/2013 for the last 3 years as on RFP issuance date. Concerns registered as MSME Entrepreneur & still categorized as MSME as on RFP submission date.
3	Bidder should have maintained a positive net-worth in the last three financial years i.e. (2017-18, 2018-19 & 2019-20).	Bidder should have maintained a Positive Net worth in the last financial year ie. (FY 2019-20)
5	The bidder should have minimum one year of experience (as on bid submission date) in implementation of the proposed product / solution in any Public/private Sector Bank / Govt. Organization / PSU / RRBs / BFSI in India.	The bidder should have experience (as on bid submission date) in implementation of the similar Work from Home solution in any Public/private Sector organisation in India.
6	The OEM / OSD products offered in this RFP have been deployed in at least one Govt. Organization / scheduled Commercial Bank/ BFSI with a minimum quantity of 100 user licenses in last one year i.e. 2019-20 in India.	The OEM / OSD products offered in this RFP have been deployed in at least one Govt. Organization / scheduled Commercial Bank/ BFSI with a minimum quantity of 100 user licenses in last two years i.e. FY 2018-19 & 2019-20 in India.

3. Eligibility Criteria

SL No	Criteria	Proof of documents to be submitted
9 (New Clause added)	The proposed Work from Home solution should be in operation in any Private/Public sector organization.	Documentary evidence with relevant copies of Purchase Order along with Satisfactory Working Certificates/ Completion Certificates should be submitted.
10 (New Clause added)	The proposed VC solution should be in operation in any Private/Public sector organization, with a minimum number of 100 licenses.	Documentary evidence with relevant copies of Purchase Order along with Satisfactory Working Certificates/ Completion Certificates should be submitted.

1. Broad Scope of Work (Part-IV)

Note: Work from home solution or (VPN solution) and VC solution are to be treated as separate requirement.

SL No	Existing clause	Modified/New Clause
a. iii	Application shall enable Multifactor Authentication while connecting to VPN. The application shall help a second level of authentication in case password or end user device gets compromised.	Application shall enable Multifactor Authentication (OTP through SMS/App key generation) while connecting to VPN. The application shall help a second level of authentication in case password or end user device gets compromised.
a. v	Implementation, configuration and management of the supplied hardware/software. The appliances will be implemented in Data Centre (Bangalore) and DR Site (Kolkata).	Implementation, configuration and management of the supplied hardware/software. The appliances will be implemented in Bank's Site at Kolkata.
a. vi	Vendor should supply/integrate appropriate use cases through the respective SIEM and security solutions, to detect and remediate the vulnerable users/devices automatically.	Vendor should supply/integrate appropriate use cases through the respective OEM's security solutions, to detect and remediate the vulnerable users/devices automatically.
a. viii	New clause added	WFH solution (or VPN solution) should be on-premise based with two factor authentication, the 1 st factor of authentication to be done at AD level which is to be supplied as part of the solution.
a. ix	New clause added	Bidder to ensure Hardware to be configured in high availability HA mode.

a. x	New clause added	Selected bidder to integrate the proposed solution with existing SIEM (arcsight ESM 6.8) of the Bank. Further, Bank is going to upgrade the same for which the selected bidder is required to provide support for integration without any extra cost to the Bank.
b. i	Supply, Installation, implementation & maintenance of web based video conferencing and file sharing solution with features like Platform compatibility and data protection.	Implementation & maintenance of web and app based video conferencing and file sharing solution with features like Platform compatibility (support platforms like windows, android, iOS) and data protection
b. iii	The solution should be platform independent and support platforms like windows, mac, android, iOS.	Clause Stands deleted
b. iv	The solution should support at-least 250 bi-directional communication in a video meeting.	The solution should support at-least 200 bi-directional communication in a video conferencing session. Simultaneously, similar 10 sessions can be created, if less than 200 users are present at a time.
b. v	The application should support at-least 10000 communications in a live meeting when a panel of speakers are presenting	The application should support at-least 10000 users in a live meeting when a panel of speakers are presenting. i.e. At least 10000 attendees where a panel of at least 50 speakers are presenting. In case of live session where at least 10000 attendees, then there will be at least 2 sessions in parallel.
b. vi	New clause added	VC solution should be subscription based web and app cloud based solution.
b. vii	New clause added	VC solution should have the option of hosting Multiple meeting.
b. viii	New clause added	Recorded meeting should be available in standard format/ HD format and resolution should be good to watch/view.
c	The solution should have cyber security standards like ISO 27001 built in.	Work from Home & VC solution should have in built cyber security standards like ISO 27001.
d	New clause added	Bidder to ensure both user and device authentication prior to access to internal network resources

Part V

5. Schedule of Delivery & Implementation

1	For Work from Home Solution	6 weeks from the date of PO.
2	For VC solution	1 Weeks from the date of PO.

17. Contract Period

Existing clause	Modified/New Clause
<p>The contract period will be for a period of 2 years effective from the date of execution of the SLA unless terminated earlier by the Bank by serving 30 days prior notice in writing to the selected bidder at its own convenience without assigning any reason and without any cost or compensation therefor. Further contract/licenses will be renewed at the discretion of the Bank. Any offer falling short of the contract validity period is liable for rejection</p>	<p><u>For Work from Home Solution:</u> The contract period will be for a period of 2 years effective from the date of execution of the SLA unless terminated earlier by the Bank by serving 30 days prior notice in writing to the selected bidder at its own convenience without assigning any reason and without any cost or compensation therefor. Further, Bank at its own discretion may extend the contract for a further period of Two (2) years at mutually agreed price. Any offer falling short of the contract validity period is liable for rejection.</p> <p><u>For VC Solution:</u> The contract period will be for a period of 1 year effective from the date of execution of the SLA unless terminated earlier by the Bank by serving 30 days prior notice in writing to the selected bidder at its own convenience without assigning any reason and without any cost or compensation therefor. Further Bank at its own discretion may extend the contract for a further period of one (1) year at the same discovered price. Any offer falling short of the contract validity period is liable for rejection.</p>

19. Warranty

SL No	Existing clause	Modified/New Clause
19 (ii), bullet point no. 3	Undertake immediate bug fix actions in the event of software failure causing an interruption of operation of the proposed solution as per the response / resolution times defined by Bank.	Undertake immediate bug fix actions in the event of software failure causing an interruption of operation of the proposed solution as per the response / resolution times defined by Bank. Resolution time would be 2 hour from the complaint lodged by Bank. Such occurrence of event should not happen more than once in a quarter.
Note (page 41)	New clause added	For any support arises during the warranty period, selected bidder need to provide the same on need same.

20. Price Validity

SL No	Existing clause	Modified/New Clause
20	The selected bidder will be required to keep the price valid for a period of 01 year (12 months) from the date of issuance of 1st Purchase Order. There shall be no increase in price for any reason whatsoever during the period of 12 months and Bank may place the additional Purchase Orders to the selected bidder for any or all of the services at the agreed unit rate for line items as mentioned in the commercial format i.e. Annexure – XXI during the price validity period of 12 months.	The selected bidder will be required to keep the price valid for a period of 6 months for Work from Home solution & 2 Years for VC Solution from the date of issuance of 1 st Purchase Order. There shall be no increase in price for any reason whatsoever during the said period and Bank may place the additional Purchase Orders to the selected bidder for any or all of the services at the agreed unit rate for line items as mentioned in the commercial format i.e. Annexure – XXI during the price validity period.

21. Payment Terms

B. Software

SL No	Existing clause	Modified/New Clause
21. B	i. 70% of the total application cost & implementation cost after completion of successful installation & UAT of the software. The payment will	i. 40% of the total application cost / license cost on delivery. ii. 50% of the total application cost /license cost and 100% implementation

	<p>be made on receipt of the invoices along with duly Completion Certificate.</p> <p>ii. 30% of the total application cost & implementation cost on 4 weeks from successful GO-LIVE.</p> <p>iii. Any delay in achievement of milestones/ deliverables/ activities from Bidder shall automatically result in delay of corresponding payment from Bank.</p>	<p>cost after successful installation & UAT of the software. The payment will be made on receipt of the invoices along with duly Completion Certificate.</p> <p>iii. 10% of the total application cost /license cost after 4 weeks from successful GO-LIVE.</p> <p>iv. From 2nd year onwards ATS/license payment shall be made quarterly in advance on submission of required invoices/ documents.</p> <p>v. Any delay in achievement of milestones/ deliverables/ activities from Bidder shall automatically result in delay of corresponding payment from Bank.</p>
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23. Order Cancellation

SL No	Existing clause	Modified/New Clause
I)	In case the selected bidder fails to deliver the ordered hardware, software, services and FM resources as stipulated in the delivery schedule, UCO BANK reserves the right to procure these deliverable from alternate sources at the risk, cost and responsibility of the selected bidder with the capping of 125% of the original quoted cost for such deliverable as per commercial bid.	In case the selected bidder fails to deliver the ordered hardware, software and services as stipulated in the delivery schedule, UCO BANK reserves the right to procure these deliverable from alternate sources at the risk, cost and responsibility of the selected bidder with the capping of 125% of the original quoted cost for such deliverable as per commercial bid.

Annexure - XVIII (Technical Specification)

SL No	Existing clause	Modified/New Clause
7	Solution should be able to set customized permissions and control, like, copy of data/file, delete of data/file, taking screenshot etc.	Solution may support setting up of customized permissions and control, like, copy of data/file, delete of data/file, taking screenshot etc.
10	Support session persistence to across office & home IP addresses with re-authentication.	Clause Stands deleted

11	Able to purges browser cache for windows as well as Macintosh users, session history, cookies and passwords	Solution may support purging of browser cache for windows as well as Macintosh users, session history, cookies and passwords
14	The vendor should supply the appliances in Bank's DC (Bangalore) and DR Site (Kolkata) and fine tune the solution to operate both appliances in Active-Active Mode by enabling seamless integration and failover automatically in case of failure.	The vendor should supply the appliances in Banks Site at Kolkata and fine tune the solution to operate appliances in Active-Active Mode by enabling seamless integration and failover automatically in case of failure.
15	Delivery and implementation should be completed within Four weeks from the date of purchase order at both DC and DR site.	Delivery and implementation should be completed within Six weeks from the date of purchase order at Bank's Kolkata site .
16	If any hardware is provided the same should be hardened both at DC and DR as per cyber security industry standard and have the capability to work with TLS 1.2 or above SSL connections.	If any hardware is provided the same should be hardened as per cyber security industry standard and have the capability to work with TLS 1.2 or above SSL connections.
22	It should not establish tunnel if any vulnerabilities found. The VPN client will have the NAC capability to check OS & AV patches	The VPN client will have the NAC capability to check OS & AV patches
26	New clause added	Bidder to ensure both user and device authentication prior to access to internal network resources

Technical Bill of Material**A: Work from Home Solution**

Sl. No.	Item	Description	Make	Model	Part no	Quantity
1	Hardware Supplied					
2	Software supplied					
3	License					100

*** Items with details may be appended as per bidder's requirement to provide the proposed solution**

B: Web Based Video conference solution

Sl. No.	Item	Description	Part no	Quantity
1	License			100

***Items with details may be appended as per bidder's requirement to provide the proposed solution**

Masked Commercial Bid
(To be submitted with technical Bid)

Cost of hardware, software, user licenses etc. for Work from Home Solution & VC Solution:

SI No	Item Description	Unit Cost (Excluding Taxes) (A)	1 st year warranty/ATS (Excluding Taxes) (B)	2 nd year warranty/ATS (Excluding Taxes) (C)	Total Cost (excluding Taxes) D = A+B+C	GST (%) (B)
A. VPN Solution						
1	Hardware Cost with 2 years warranty					
1 (a)	Cost of Firewall	xxxx	xxxx	xxxx	xxxx	xxxx
1 (b)	Cost of Server(used for 1 st level of Authentication)	xxxx	xxxx	xxxx	xxxx	xxxx
1 (c)	Other (If any)	xxxx	xxxx	xxxx	xxxx	xxxx
1 (d)	Total cost of Hardware with 2 years warranty (1a+1b+1c)					
2	Software Cost for implementation of the solution as per Scope of Work	xxxx	xxxx	xxxx	xxxx	xxxx
3	Implementation cost	xxxx				
4	License cost for 100 users VPN* (Work from Home Solution)		xxxx	xxxx		
Sub Total (A)					xxxx	
B. VC solution						
1	License cost 100 users VC* (Web based VC solution) for 1st year on hosted model		xxxx	xxxx	xxxx	
Sub Total (B)						
Total Cost of Ownership – (Subtotal A + B) in figure (excluding Taxes)		xxxx				
Total Cost of Ownership – (Subtotal A + B) in words (excluding Taxes)		xxxx				

*** Bank shall place order to the selected bidder for 50 user licenses initially and in tranche of 10 user license thereafter, during the contract period. Bank shall make payment towards the license cost against the quantity for which order placed.**

The above quotation is subject to the following considerations:-

01. The calculation for arriving at TCO is properly mentioned in the appropriate columns. In case of any anomalies in the calculation for arriving at TCO the Bank will have the right to correct the same and it will be binding upon the selected bidder. TCO will be calculated based on **Column A**. Hence, for arriving at L1 bidder, TCO will be taken excluding GST, i.e. **Column A** only.
02. If the cost for any line item is indicated as zero or blank then Bank may assume that the said item is provided to the bank without any cost. All cost is quoted in INR only.
03. In case of any discrepancy between figures & words, the amount in words shall prevail.
04. Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.
05. We have ensured that the price information filled in the Commercial Offer at appropriate column is without any typographical or arithmetic errors. All fields have been filled in correctly.
06. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which is conditional and/or qualified or subjected to suggestions.
07. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which contain any deviation in terms & conditions or any specification.
08. We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.
09. Please note that any Commercial Offer which is conditional and/ or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 06.09.2020 and subsequent pre-bid and amendments.

Company Seal

Authorized Signatory

Date

Name & Designation:

Commercial Bid
(To be submitted with technical Bid)

Cost of hardware, software, user licenses etc. for Work from Home Solution & VC Solution:

SI No	Item Description	Unit Cost (Excluding Taxes) (A)	1 st year warranty/ATS (Excluding Taxes) (B)	2 nd year warranty/ATS (Excluding Taxes) (C)	Total Cost (excluding Taxes) D = A+B+C	GST (%) (B)
A. VPN Solution						
1	Hardware Cost with 2 years warranty					
1 (a)	Cost of Firewall					
1 (b)	Cost of Server (used for 1 st level of Authentication)					
1 (c)	Other (If any)					
1 (d)	Total cost of Hardware with 2 years warranty (1a+1b+1c)					
2	Software Cost for implementation of the solution as per Scope of Work					
3	Implementation cost					
4	License cost for 100 users VPN* (Work from Home Solution)					
Sub Total (A)						
B. VC solution						
1	License cost 100 users VC* (Web based VC solution) for 1st year on hosted model					
Sub Total (B)						
Total Cost of Ownership – (Subtotal A + B) in figure (excluding Taxes)						
Total Cost of Ownership – (Subtotal A + B) in words (excluding Taxes)						

*** Bank shall place order to the selected bidder for 50 user licenses initially and in tranche of 10 user license thereafter, during the contract period. Bank shall make payment towards the license cost against the quantity for which order placed.**

The above quotation is subject to the following considerations:-

01. The calculation for arriving at TCO is properly mentioned in the appropriate columns. In case of any anomalies in the calculation for arriving at TCO the Bank will have the right to correct the same and it will be binding upon the selected bidder. TCO will be calculated based on **Column A**. Hence, for arriving at L1 bidder, TCO will be taken excluding GST, i.e. **Column A** only.
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We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 06.09.2020 and subsequent pre-bid and amendments.

Company Seal

Date

Name & Designation:

Authorized Signatory



UCO Bank
Honours Your Trust

NOTICE TO THE BIDDERS

05.10.2020

Sub: Extension of Bid Submission date in respect of Request for Proposal (RFP) For Procurement of Work from Home solution". RFP Ref. No: DIT/BPR&BTD/OA/1409/ 2020-21 Date: 06.09.2020.



The last date for submission of bid documents for "Request for Proposal (RFP) For Procurement of Work from Home solution" which was scheduled on **09.10.2020** is hereby extended **upto 12.10.2020 (4:00 P.M.)**. Technical bids will be opened on **12.10.2020 at 4:30 P.M.**

Department of Information Technology
Head Office, Kolkata