



UCO BANK
Department of Information Technology

RFP for Selection of Vendor for providing Annual Technical Support (ATS)/Software Assurance (SA) for Microsoft Product

RFP Ref. No: DIT/BPR & BTB/OA/1834/2020-21 Date: 06.10.2020

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.	30	PART – IV	Broad Scope of Work Annual Technical Support/Software Assurance for system software is mentioned below:	The License number as mentioned (49827790) belongs to the Original License when UCO Bank bought the perpetual license for given line of products. However the License number through which last SA renewal happened is 08039266 .	Selected bidder needs to provide ATS with Software Assurance for license mentioned in RFP
2.	30	PART – IV	Broad Scope of Work Annual Technical Support/Software Assurance for system software is mentioned below: 1. Microsoft@SQLSvrEnterprise Core Sngl SoftwareAssurance OLP 2Licenses LevelC CoreLic (Count: 24) 2. Microsoft@Windows@ServerExternalConnector Sngl SoftwareAssurance OLP 1License LevelC (Count: 6)	Since there has been various changes in product description, part code and SKUs after UCO Bank bought these Licenses first time; we suggest making necessary changes in product description and count of Licenses as follows: 1. Microsoft@SQLSvrEnterpriseCore Sngl SoftwareAssurance OLP 2Licenses NoLevel CoreLic Qualified (Count: 24) 2. Microsoft@Windows@ServerExternalConnector Sngl SoftwareAssurance OLP 1License NoLevel Qualified (Count: 6) 3. Microsoft@Windows@ServerExternalCon	Selected bidder needs to provide ATS with Software Assurance for license mentioned in RFP as per OEM Microsoft Policy.

			<p>3. Microsoft®Windows®Server Standard Sngl Software Assurance OLP 1License LevelC 2Proc (Count: 42)</p> <p>4. Microsoft®SQLSvrStandard Core Sngl SoftwareAssurance OLP 2Licenses LevelC CoreLic (Count: 8)</p>	<p>nector Sngl Software Assurance OLP 1License NoLevel Qualified (Count: 336)</p> <p>4. Microsoft®SQLSvrStandardCore Sngl SoftwareAssurance OLP 2Licenses NoLevel CoreLic Qualified (Count: 8)</p>	
3.	32	Part V, 5	<p>Penalty</p> <p>If the vendor fails to renew the ATS for the desired period in time and OEM imposes any re-instatement charges towards delayed renewal, the same shall be borne by the vendor and BANK shall not be liable to pay any charges to the vendor over and above the order value. Further,</p>	<p>The contract period here is 2 years and for SA, Microsoft provides License for 2-Years together. Hence if Bank releases the PO for SA renewal at least 2 weeks before the end of existing License validity (which is 31st December 2020), there is no possibility of any sort of delay in ATS/SA renewal. Hence this clause won't be applicable.</p> <p>Request to delete this clause in view of the given scenario.</p>	Clause Stands as per RFP
4.	33	Part V, 6	<p>LIQUIDATED DAMAGE</p> <p>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. Bank will have right to recover these amounts by any mode such as adjusting from any payments to be made to the Bidder or from the performance Bank Guarantee. Liquidated damages will be calculated per</p>	<p>Considering the Broad Scope of Work and deliverables in this project, this clause stands not applicable.</p> <p>Request to delete this clause in view of the given scenario.</p>	Clause Stands as per RFP

			week basis.		
5.	34	Part V, 10	<p>PAYMENT TERMS</p> <p>The ATS fees along with applicable service tax/VAT is payable annually in advance. TDS shall be deducted as per applicable rates/rules</p> <ul style="list-style-type: none"> <input type="checkbox"/> 90% on receiving the ATS certificate <input type="checkbox"/> 10% after 1 months of receiving the certificate <input type="checkbox"/> Selected bidder has to submit copy of SA obtained from Microsoft for the Bank with start and end date as per contract period along with necessary invoices. 	<p>Usually Bank takes 30 days or more to start processing any payment. Considering that fact, by the time 90% payment is supposed to be processed, balance 10% will also be due. Selected vendor will also submit PBG for 10% value. Considering all these facts, request you to change the payment terms as follows:</p> <p>The ATS fees along with applicable service tax/VAT is payable annually in advance. TDS shall be deducted as per applicable rates/rules</p> <ul style="list-style-type: none"> <input type="checkbox"/> 100% on receiving the ATS certificate <input type="checkbox"/> Selected bidder has to submit copy of SA obtained from Microsoft for the Bank with start and end date as per contract period along with necessary invoices. 	Clause Stands as per RFP
6.	62	Annexure VIII	Undertaking Letter on the vendor's letterhead for Central Minimum Wages Act & Labour Laws	<p>We've submitted this against other RFPs in the past. But is it relevant in such product?</p> <p>If no, request you to delete this Annexure please.</p>	Clause Stands deleted.
7.	83	Annexure XVII	<p>Technical Specification</p> <ol style="list-style-type: none"> Microsoft@SQLSvrEnterprise Core Sngl SoftwareAssurance OLP 2Licenses LevelC CoreLic (Qty: 24) Microsoft@Windows@ServerExternalConnector Sngl SoftwareAssurance OLP 1License LevelC (Qty: 6) Microsoft@Windows@ServerStandard Sngl SoftwareAssurance OLP 1License LevelC 2Proc (Qty: 42) 	<p>Since there has been various changes in product description, part code and SKUs after UCO Bank bought these Licenses first time; we suggest making necessary changes in product description and count of Licenses as follows:</p> <ol style="list-style-type: none"> Microsoft@SQLSvrEnterpriseCore Sngl SoftwareAssurance OLP 2Licenses NoLevel CoreLic Qualified (Qty: 24) Microsoft@Windows@ServerExternalConnector Sngl SoftwareAssurance OLP 1License NoLevel Qualified (Qty: 6) 	Selected bidder needs to provide ATS with Software Assurance for license mentioned in RFP as per OEM Microsoft Policy.

			<p>4. Microsoft@SQLSvrStandard Core Sngl SoftwareAssurance OLP 2Licenses LevelC CoreLic (Qty: 8)</p>	<p>6)</p> <p>3. Microsoft@Windows@ServerExternalConnector Sngl SoftwareAssurance OLP 1License NoLevel Qualified (Qty: 336)</p> <p>4. Microsoft@SQLSvrStandardCore Sngl SoftwareAssurance OLP 2Licenses NoLevel CoreLic Qualified (Qty: 8)</p>	
8.	86	Annexure XIX	<p>Commercial Bid</p> <p>1. Microsoft@SQLSvrEnterpriseCore Sngl Software Assurance OLP 2Licenses LevelC CoreLic (Count: 24; Part Code: 7JQ-00254)</p> <p>2. Microsoft@SQLSvrStandardCore Sngl Software Assurance OLP 2Licenses LevelC CoreLic (Count: 8; Part Code: 7NQ-00216)</p> <p>3. Microsoft@Windows@ServerExternalConnector Sngl Software Assurance OLP 1License LevelC (Count: 6; Part Code: R39-00077)</p> <p>4. Microsoft@Windows@ServerStandard Sngl SoftwareAssurance OLP 1License LevelC 2Proc (Count: 42; Part Code: P73-05759)</p>	<p>Since there has been various changes in product description, part code and SKUs after UCO Bank bought these Licenses first time; we suggest making necessary changes in product description ,count and part code of Licenses as follows:</p> <p>1. Microsoft@SQLSvrEnterpriseCore Sngl SoftwareAssurance OLP 2Licenses NoLevel CoreLic Qualified (Count: 24; Part Code: 7JQ-00255)</p> <p>2. Microsoft@SQLSvrStandardCore Sngl SoftwareAssurance OLP 2Licenses NoLevel CoreLic Qualified (Count: 8; Part Code: 7NQ-00217)</p> <p>3. Microsoft@Windows@ServerExternalConnector Sngl SoftwareAssurance OLP 1License NoLevel Qualified (Count: 6; Part Code: R39-00229)</p> <p>4. Microsoft@Windows@ServerExternalConnector Sngl SoftwareAssurance OLP 1License NoLevel Qualified (Count: 336; Part Code: 9EM-00122)</p>	<p>Selected bidder needs to provide ATS with Software Assurance for license mentioned in RFP as per OEM Microsoft Policy.</p>
9.			<p>Addition</p>	<p>Microsoft License ATS or Software Assurance doesn't cover any support for a specific version of product which has reached end of support date which is announced by Microsoft well in advance. UCO Bank can check on</p>	<p>Query not admissible</p>

				<p>their own searching by product version in this link: https://docs.microsoft.com/en-in/lifecycle/products/</p> <p>Software Assurance for any product gives updates and upgrades. Updates are available till the end of life for any specific version. If UCO Bank has to use any specific version even after end of support period, Extended Support for security patches, if available, could be bought separately as per Microsoft's defined policy which will be additional cost on top of cost of Software Assurance. Extended Security Updates on-premises could be bought under an Enterprise Agreement (EA), Enterprise Subscription Agreement (EAS), a Server & Cloud Enrolment (SCE) only. Software Assurance does not need to be on the same enrolment.</p>	
10.		General		<p>We request you to please give relaxation in average turnover from 20CR to 10 CR and allow us a fair chance to participate since we are a StartUp firm recognized by DIPP</p>	Please refer corrigendum
11.	10	Eligibility Criteria Point No. 5	<p>The Bidder should have the relevant experience of successfully providing Software Assurance/ ATS for Microsoft (as per the scope of RFP) for at least 2 (two) scheduled commercial Banks / Govt. Organization/PSUs financial institutions during last three years.</p>	<p>We have successfully executed Microsoft License supply order during the last 3 years in Bank & PSU. Request you to please accept Microsoft License supply order also. So that we can participate in this tender.</p>	Please refer corrigendum



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Amendments, Addendums and Corrigendum

PART – I (ELIGIBILITY CRITERIA)



SL No	Existing clause	Modified Clause
4	The bidder should have a minimum annual turnover of Rs. 20 Crore per year during the last three financial years i.e. (2017-18, 2018-19 & 2019-20)	The bidder should have a minimum annual turnover of Rs. 10 Crore per year during the last three financial years i.e. (2017-18, 2018-19 & 2019-20)
5	The Bidder should have the relevant experience of successfully providing Software Assurance/ ATS for Microsoft (as per the scope of RFP) for at least 2 (two) scheduled commercial Banks / Govt. Organization/PSUs financial institutions during last three years.	The Bidder should have the relevant experience of successfully providing Microsoft License /Software Assurance/ ATS for Microsoft (as per the scope of RFP) for at least 2 (two) scheduled commercial Banks / Govt. Organization/PSUs financial institutions during last three years.