



UCO BANK

Department of Information Technology

RFP for AMC & Facility Management Services for Mail Messaging System

UCO/DIT/MMS/1836/2015-16 Date: 10/02/2016

Pre-Bid Replies / Clarifications to Queries raised by the Bidder(s) and Amendments

S.No.	Page No/ Clause No.	Terms & Conditions as per RFP	Queries by the Bidder (s)	Bank's Response
1.	Page No. 18	The Mail Messaging System is installed at UCO Bank, Head Office 2, DIT Kolkata for controlling, managing and transporting incoming and outgoing email within Bank email domain ucobank.co.in as well as bank email domain to outside email domain and vice-versa.	Do you have any backup site for your mailing solutions?	It is clarified that currently Bank does not have any backup site for mailing solutions.
2.	Page No. 46, Clause No. 7	Bidder should provide the 24x7 service support for the hardware equipment's for mail messaging system	Request you kindly to share the response and resolution SLA?	Please refer to clause no. 5.7 of the RFP Document.
3.	Page No.19 Clause No. 4.9	Bidder should undertake installation and configuration of anti-spam, anti-malware & ant virus gateway solution for Microsoft Exchange server 2010 to scan inbound and outbound mail t traffic for blocking virus affected , malicious,	What is the present anti-spam, anti-malware and gateway solution? Do you want bidder to quote new anti-spam, anti-malware and gateway solution and implement the same?	It is clarified that Bank's Existing anti-spam gateway is Microsoft Forefront Security for Exchange. Microsoft has already declared end of support for Microsoft Forefront

		unwanted and suspicious mails		Security for Exchange. Yes, selected bidder has to supply new anti-spam, anti-malware and gateway solution
4.	-----	General Query	As per RFP there is no scope for End user assets.	Requirement stands as per RFP
5.	Page No. 22 , Clause No. 4.25	Bidder should implement backup solution for all incoming & outgoing mails (Journaling). All incoming and outgoing mails should store in storage for 1 year. Backup solution should have facility to take back up to external tap drive for journaling emails older than 1 year. The Bidder will also be responsible for the restoration of the backup journaling emails as per requirement of the Bank.	Kindly mention if bidder needs to supply tape for taking backups/ or customer will provide the External Tape drive	Existing Mail Messaging solution has 2 nos. of storage work ultrium 1760 tape drive & 12 nos. of 1.6 TB tape. Bidder should implement the proper backup solutions for mail servers database, journaling emails etc. using existing tape drives and tape.
6.	Page No. 22, Clause No. 4.30	The Bidder should provide one resource for support, administration, monitoring and backup daily basis per 8 hours a day and 6 days a week (8X6) at UCO Bank NOC Centre, Kolkata.	99.9% Uptime SLA what customer has mentioned is for FMS support or for Hardware Break fix as well? What will be the Response and resolution SLA?	Please refer clause no. 5.7 of the RFP Document.
7.	Page No. 26, Penalty	The sum total of penalties will not exceed 10% of the TCO.	Request you to capped the penalty at 5% or Max 8% of the TOC	Clause stands as per RFP

8.	Page No. 26, Clause No. 5.8, Penalty	<p>"Apart from FM services, the selected bidder should provide onsite support when required within 24 hrs. of the call lodged. Any non-compliance of above support the vendor will become liable for penalty of 0.5% of FM Charges of the year for delay of one day."</p> <p>"The maximum downtime allowable is 43 minutes in a month."</p>	<p>What is the SLA for Onsite support?</p> <p>Available DT is for Skill support or Hardware Break fix.</p>	It is clarified that selected bidder has to provide the required uptime of 99.9% of the Mail Messaging System & Hardware Equipment. However, Bank may allow the planned downtime for hardware break fix at its own discretion.
9.	Page No.10, Clause No. 1.2.26	<p>Bidder must have back to back support relation with the OEM's whose products are followed by the bidder to the Bank, in case the bidder is not Original Equipment Manufacturer (OEM).</p> <p>A commitment letter from the OEM has to be submitted along with the Technical bid in this regard at least for a period of 3 years.</p>	Do we need to Backline with OEM or OEM support confirmation letter is enough?	RFP Clause is self-explanatory.
10.	Page No. 3	UCO Bank having its Head Office at 10 BTM Sarani, Kolkata and Zonal Offices at 49 locations and more than 3000 plus branches across India has implemented 100% Centralised Banking Solution (CBS).	Need location wise asset details to manage the mail service.	All email servers are installed at HO DIT, Kolkata

11.	-----	General Query	Any additional resource required for maintaining the uptime of Hardware support?	The Bidder should provide one resource for support, administration, monitoring and backup services on daily basis for 8 hours a day and 6 days a week (8X6) at UCO Bank NOC Centre, Kolkata.
12.	PART –II, 2.1 , SL No: 4	The Bidder should have supplied and implemented Microsoft Exchange Mail Messaging Solution in at least one Govt. organizations or Financial Institutions in India with minimum of 2000 mailbox licenses in a single organization.	The Bidder should have supplied and implemented Microsoft Exchange Mail Messaging Solution in at least one reputed organizations or Financial Institutions in India with minimum of 2000 mailbox licenses in a single organization. The Bidder should have supplied and implemented Microsoft Exchange Mail Messaging Solution in at least one Govt. organizations or Financial Institutions or Large Enterprise Organisation in India with minimum of 2000 (/4000) mailbox licenses in a single organization	Clause Stands As Per RFP
13.	PART –II, 2.1 , SL No: 5	The bidder should have maintained Mail Messaging System running on Microsoft Exchange Server for a minimum period of 1 year during past three years" time period in at least any one Government Organizations or Financial Institutions in India with minimum of	The bidder should have maintained Mail Messaging System running on Microsoft Exchange Server within minimum period of 1 year during past three years" time period in at least any reputed Organizations or Financial Institutions in India with minimum of 2000 mailbox licenses.	Clause Stands As Per RFP

		2000 mailbox licenses	The bidder should have maintained Mail Messaging System running on Microsoft Exchange Server for a minimum period of 1 year during past three years" time period in at least any one Government Organizations or Financial Institutions or Large Enterprise Organisation in India with minimum of 2000 (/4000) mailbox licenses .	
14.	Page No.49, Srl. No. 27	The Bidder must have back to back arrangement with OEMs for warranty, comprehensive AMC and for technical support for Mail Messaging Softwares. Relevant certificates issued by OEMs for the same to be provided along with Technical bid	While back to back warranty/AMC from OEM on hardware is okay, technical support for Mail Messaging software would need SA (software assurance) arrangement from Microsoft. Please advise if this is required.	No Software Assurance is required.
15.	Page No.49, Srl. No. 28	The Bidder should provide updates and upgrades as and when released by the OEM during contract period.	Updates and Upgrades of software would need SA (software assurance) arrangement from Microsoft. Please advise if this is required.	No Software Assurance is required
16.	Page No. 45, Srl. No. 1	Remaining 2 no. of HP DL 180 G6 servers are in ideal condition. Bidder should migrate the 2 No. of HUBCAS servers from VM to 2 no. ideal physical server HP DL180 G6 in NLB.	We will design the new solution in best interest to use the existing landscape. This line will force us to use the physical servers for Hub+CAS. Please allow bidder to design the solution on placement of roles.	Accepted

17.	Page no. 23, Clause No. 5.3	Deliveries of the equipment, installation and operationalization of complete solution at Head Office- Kolkata should be made within 8 weeks from the date of purchase order.	Since this is migration from production setup, there will be multiple layers of upgradation required. This will be time consuming hence 8 weeks is very short time to complete everything. Request to modify timeline to 12 weeks.	Clause stands as per RFP
18.	Page No. 24, Clause No. 5.4	Payment Terms	Bidder's request- Products: The payment for Products will be paid upon Delivery. Services: The payment for Services will be made upon the completion of Services. Support: The payment for Support will be made Quarterly in advance.	Clause stands as per RFP
19.	Page No. 26, Clause- 5.9	Liquidated Damage	Bidders submit that the reckoning factor for calculating the Liquidated Damages would be the undelivered portion of the Order Value.	Clause stands as per RFP
20.	Page No. 15, Clause No. 2.1	Eligibility Criteria	We request- The bidder should be registered as a company in India either as per Company Act 1956 <u>or</u> <u>As per Company Act 2013.</u>	Clause stands as per RFP
21.	Page No. 14, Clause No. 1.21	Indemnity	We propose addition of the following - "Neither party is liable for indirect and consequential damages"	Clause stands as per RFP
22.	Page No. 23, Clause No. 5.2	Performance Bank Guarantee	We propose modification of the following clause - "Further, the Bank reserves the right to invoke the Performance Bank Guarantee in	Clause stands as per RFP

			<p>case the selected vendor is not able to fulfil any or all conditions specified in the document or is unable to complete the project within the stipulated time <u>after having been provided an opportunity vide written notice to cure the failure prior to invocation of the bank guarantee.</u>"</p> <p>We propose the Performance Bank Guarantee can be invoked only for material breach of contract and after having provided a reasonable notice to the bidder for rectifying such material breach.</p>	
23.	Page No. 27, Clause -5.13	Order Cancellation	<p>We propose modification of this clause as follows:- "In case of cancellation of order, any <u>advance</u> payments made by the Bank to the Vendor would necessarily have to be returned to the Bank, further the Vendor would also be required to compensate the Bank for any direct loss suffered by the Bank due to the cancellation ion of the contract/purchase order and any additional expenditure to be incurred by the Bank to appoint any other Vendor. This is after repaying the original amount paid."</p>	Clause stands as per RFP

24.	Page No. 28, Clause-5.14	However indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities.	<p>We propose deletion of this portion as it is not relevant to email management situation - "However indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities."</p> <p>Similarly, we propose modification of the clause as follows:- "Any consequential or indirect loss or damage however caused, provided that the claims against customers, users and service providers of the Bank would be considered as a "direct " claim."</p>	Clause stands as per RFP
25.	Page No. 30, Clause No. 5.18	Guarantee	We propose replacement of the word 'guarantee' with 'warranty'	Clause stands as per RFP
26.	Page No. 33, Clause 5.22	The Bank shall be entitled to terminate the agreement with the Selected bidder at any time by giving ninety (90) days prior written notice to the Selected bidder.	We propose deletion of termination for convenience provision.	Clause stands as per RFP

27.	Page 26 , Clause 5.8	<p><u>Penalty</u></p> <p>The inability of the selected bidder to provide the required uptime of 99.9% of the Mail Messaging System & Hardware Equipments will attract penalty. The maximum down time allowable is 43 minutes in a month. Further for every 0.1% of downtime the penalty @ Rs10,000 /- will be charged.</p>	Request to reduce penalty@ Rs 5000 from Rs 10000 for every 0.1% downtime	Clause stands as per RFP
28.	Page 10 , Clause 1.2.28	The bidder shall not quote for the products, whose End of sale/ End of Support / End of Life has been declared by the OEM. The Bidder has to ensure that any equipment supplied as part of this RFP should not reach end of support or end of life for at least 3 years postdate of acceptance of such equipment by the Bank.	Since the Hardware(s) are existing equipments at Bank and AMC / Upgradation is desired, what is to be done in case any existing equipment is declared End of Support in next 3 years by OEM?	Copy of Manufacturer Authorization Form / Reference Document from OEM to be submitted.

Note: All other terms & conditions and clauses mentioned in the RFP Document will remain unchanged.

Date: 24/02/2016

Place: Kolkata

----- END OF THE DOCUMENT -----