

**UCO BANK**

**Department of Information Technology**

**Request for Proposal (RFP) For “Annual Technical Support (ATS) for Microsoft Products and Antivirus(Re-tendering)**

**RFP Ref No: UCO/DIT/1437/2016-17 Date 02-11-2016”**

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

SL No	Page no	Clause	Clause as per RFP	Description of Query/Clarification sought by Bidder	Bank Response
1.	10	A- Microsoft Products	<b><u>Deliverables under ATS (Annual Technical Support)</u></b> The Updates Subscription Services should be provided to Bank with rights to Microsoft product upgrades, maintenance releases and patches released during the ATS / Software Assurance (SA) subscription period and distributed on CD / DVD Packs.	The Updates Subscription Services should be provided to Bank with rights to Microsoft product upgrades, maintenance releases and patches released during the ATS / Software Assurance (SA) subscription period and distributed on CD / DVD Packs.	Clause stands as per RFP
2.	10	A- Microsoft Products	<b><u>Deliverables under ATS (Annual Technical Support)</u></b> The latest versions and when released should be	The latest versions and when released should be available to Bank. Vendor would be required to coordinate in getting the latest versions.	Clause stands as per RFP.

			shipped to Bank within 2 weeks of receiving Bank request. Vendor would be required to coordinate and provide the latest versions.		
3.	13	Clause No. 12	<p><b><u>Performance Bank Guarantee</u></b></p> <p>The Performance Guarantee should be valid for a period of 63 months (with three months claim period).</p>	Since the contract period will be initially for a period of 4 years (2017-2020), the duration should be for a period of 51 Months (with three months claim period)	<b>The subject clause stands modified as under:</b> The Performance Bank Guarantee should be valid for a period of 51 months (with three months claim period).
4.	27	Annexure IV	<p><b><u>C. Proposed Service details in brief</u></b></p> <p>Details of Experience in implementation of similar orders like managing Payment Gateway</p>	Details of Experience in renewal of Microsoft SA and Symantec	<b>The subject clause stands modified as under:</b> Details of Experience in Implementation of similar orders like Annual Technical Support (ATS) for Microsoft Products and Antivirus.
5.	28	Details of Experience in renewal of Microsoft SA and Symantec	<p><b><u>Commercial Format:</u></b></p> <p><b><u>GROUP A: Software Assurance (SA) with Annual Technology Support for Microsoft Products</u></b></p> <p>Year 1 (proportionate as per end date of licenses</p>	For Year 1, it should be upto 29th October, 2017. Since Microsoft will renew SA for next 2 years together. Else, uniformly for each year, it should be written as 'for 12 Months' in line with what was	<b>The subject clause stands modified as under:</b> Bank will agree for the above clause. Bidder can quote SA with ATS for 4 years i.e. 29/10/2020.

			up to 30/12/2017) & Year 4 (proportionate as per end date of licenses up to 29/10/2020) ATS.	there in previous RFP.	
6.	13	Performance Guarantee	The Bank will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the date of acceptance of the order or signing of the contract whichever is earlier, for a value equivalent to 10% of the total cost of ownership of the respective group. The Performance Guarantee should be valid for a period of 63 months (with three months claim period). The Performance Guarantee shall be kept valid till completion of the project	Software Assurance for Microsoft product description mentioned in the Tender is for 2 years. There is no support by a partner during the contract. Hence request to remove Performance Bank Guarantee from the tender.	<b>The subject clause stands modified as under:</b> The Bank will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the date of acceptance of the order or signing of the contract whichever is earlier, for a value equivalent to 10% of the total cost of ownership of the respective group. The Performance Guarantee should be valid for a period of 51 months (with three months claim period). The Performance Guarantee shall be kept valid till completion of the project
7.	15	Contract Period	The contract period will be initially for a period of <b>4</b>		Clause stands as per RFP

			<p><b>years (2017-2020).</b> The performance of the selected bidder shall be reviewed every quarter to ascertain vendor's capability during the period. The Bank reserves the right to terminate the contract at its sole discretion by giving two months 'notice without assigning any reasons. Any offer falling short of the contract validity period is liable for rejection</p>	<p>Microsoft SA contract is valid for 2 years only. Bank need to renew the contract after two years. . Software Assurance once procured cannot be terminated. The price for 4 years cannot be given as there is no Price lock in under Microsoft Open Licensing program.</p>	
8.	9	Positive net Worth/Profit	<p>Bidder should have a positive net worth or Profit making entity during each of the last three financial years i.e. 2013-14, 2014-15 and 2015-16.</p>	<p>Request the Bank to accept bidders with only positive Net Worth as well.</p>	<p>Clause is Self-explanatory</p>
9.		Deliverables under ATS (Annual Technical Support) A-Microsoft Products	<p>Product Support: Microsoft Product Support services to be offered to Bank for direct access via both the telephone and the web to Microsoft skilled staff of technical analysts for problem resolution, bug reporting, and technical guidance on a 24x7 basis. This service should be</p>	<p>Microsoft provide selective instance for the support in terms of Phone call, Web Support depending on the licensing program. Unlimited email support can be used for non-critical situation. This is as per Microsoft Software Assurance terms &amp; Conditions.</p>	<p><b>The subject clause stands modified as under:</b> Microsoft provide selective instance for the support in terms of Phone call, Web Support depending on the licensing program. Unlimited email support can be used for non-</p>

			provided through telephone, fax, email and direct connection to Microsoft's Web Interface without any limitation.		critical situation. However, the Terms and Conditions have to be provided to Bank in writing by Microsoft.
10.		Windows Server	Microsoft®Windows®Server Standard Sngl SoftwareAssurance OLP 1License LevelC 2Proc for 68 Qty	Microsoft Windows Server Licensing has changed from a PROC licenses to Core License, the SA renewal will happen on CORE licensing. The bank to confirm that number of Cores on the server on which Windows Servers have been deployed as on date	<b>The subject clause stands modified as under:</b> Kindly quote the price for equivalent Core of 68 Proceesor.
11.	11	Payment Term	The ATS fees along with applicable service tax/VAT is payable annually in advance. TDS shall be deducted as per applicable rates/rules 90% on receiving the ATS certificate 10% after 1 months of receiving the certificate	Payment 100% within 30 days from the date of receipt of License certificate.	Clause stands as per RFP
12.	11	Period of Validity of Bid	Bids shall remain valid for 180 (One Hundred and Eighty) days after the date of technical / eligibility bid opening prescribed by UCO BANK. UCO BANK holds the right to reject a	As per the bank data the SA for Microsoft has expired and the maintenance of Antivirus will expire in December, hence the Bank need to release the PO for Microsoft immediately and for Antivirus latest before the expiry	Clause stands as per RFP

		bid valid for a period shorter than 180 days as non-responsive, without any correspondence and without assigning any reason therefor. In exceptional circumstances, UCO BANK may solicit the Bidder's consent to an extension of the validity period.	of the support in December. The quote validity for 180 days have no relevance here.	
13.	<b>Bid submission</b>	<b>The last date of bid submission was 16/11/2016 at 3:00 PM.</b>		<b>The last date of bid submission is extended upto 18/11/2016 at 3:00 PM.</b>

## Revised Commercial Format

### GROUP A: Software Assurance (SA) with Annual Technology Support for Microsoft Products

						Year 1 (proportionate as per end date of licenses up to 29/10/2017) ATS		Year 2 (12 months) ATS		Year 3 (12 months) ATS		Year 4 (proportionate as per end date of licenses up to 29/10/2020) ATS		4 year cost (INR)				
S L	License No	Description	Cou nt (P)	Part No	Support Expiry Date	Unit Cost	Total (A=Unit cost*P)	Unit Cost	Total (B=Unit cost*P)	Unit Cost	Total (C=Unit cost*P)	Unit Cost	Total (D=Unit cost*P)	(E=A+B+C+D)	Tax Type s & age	Tax Value (4 years)	Total 4 year cost (inclusiv e of TAX)	
1	49827790	Microsoft®SQLSvrEnterpriseCore Sngl SoftwareAssurance OLP 2Licenses LevelC CoreLic	24	7JQ-00254	30-10- 2016													
2	49827790	Microsoft®SQLSvrStandardCore Sngl SoftwareAssurance OLP 2Licenses LevelC CoreLic	8	7NQ- 00216														
3	49827790	Microsoft®Windows®ServerExternalCon nector Sngl SoftwareAssurance OLP 1License LevelC	6	R39-00077														
4	49827790	Microsoft®Windows®ServerStandard Sngl SoftwareAssurance OLP 1License LevelC 2Proc	68	P73-05759														
Other charges(if any)																		
Total(T1)																		

- a. All the software as per the scope to be renewed annually, well in advance before the expiry of the ATS period.
- b. TDS will be deducted as per rules applicable.
- c. Bank will pay taxes ruling at the time of actual delivery of software /services / implementation and resultant billing.
- d. Bank reserves right to utilize ATS support as per the requirement of the Bank.