



UCO BANK

Department of Information Technology

Request for Proposal (RFP) for AMC of Network Devices

RFP Ref. No: DIT/BPR & BTD/OA/1932/2020-21 Date: 14/10/2020

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.	12	Eligibility Criteria - Clause no 4	Bidders should have provided/ providing Network hardware maintenance and support services to at least 1000 branches and core network devices of data center for minimum of two (2) PSUs/Govt. Organization/ Financial Institution /Scheduled commercial Banks in India during last three financial year preceded (Number of contracts may be more than one).	Bidders should have provided/providing Network hardware maintenance and support services to at least 1000 branches and core network devices of data center for minimum of two (2) PSUs/Govt. Organization/ Financial Institution /Scheduled commercial Banks in India during last five financial year preceded (Number of contracts may be more than one).	Clause stands modified as: Bidders should have provided/ providing Network hardware maintenance and support services to at least 1000 branches and core network devices of data center for minimum of two (2)PSUs/Govt. organization/ Financial Institution /Scheduled commercial Banks in India for minimum three financial year during the period of last 5 years

					(Number of contracts may be more than one).
2.	33	Annual Maintenance (AMC) Clause No.h (Uptime & Penalty)	Maximum Cap on penalty will be limited to the extent of 10% of the PO Value of such defaulting/delayed deliverables/services. In case both the incidents occur at the same time higher of the 2 penalties will be levied.	Requesting Bank to Kindly amend the clause as follows: Maximum Cap on penalty will be limited to the extent of 5% of the PO Value of such defaulting/delayed deliverables/services. In case both the incidents occur at the same time higher of the 2 penalties will be levied.	Clause stands modified as: Maximum Cap on penalty will be limited to the extent of 10% of the PO Value.
3.	44	10. Payment Terms	Bank will make the payment subject to signing of the contract as follows: Ø The contract period will be for a period of three years. Ø No advance payment will be made on award of the contract. Ø Payment towards AMC will be made quarterly in arrears after issuing of necessary invoice and submission of monthly reports including SLA and after deduction of penalties if any. In case of termination of services, the payment will be made on pro rata basis for the duration for which the services were provided.	Requesting Bank to Relax the Payment Terms as follows: Payment towards AMC will be made 50% in Yearly Advance & 50% in Quarterly Arrear. Necessary invoice and submission of monthly reports including SLA and after deduction of penalties if any. In case of termination of services, the payment will be made on pro rata basis for the duration for which the services were provided.	Clause stands modified as: Bank will make the payment subject to signing of the contract as follows: Ø The contract period will be for a period of three years. Ø No advance payment will be made on award of the contract. Ø Payment towards FM/AMC will be made quarterly in arrears after issuing of necessary invoice and submission of monthly reports including SLA and after deduction of penalties if any. In case of termination of services, the payment will be made on pro rata basis for the duration for which the

					<p>services were provided.</p> <ul style="list-style-type: none"> • ATS for the software will be paid yearly in advance. • Payment will be made after deducting the penalties if any.
4.		Additional Query		Cost towards ATS & License Fees to be paid 100% on delivery	Please refer Corrigendum enclosed
5.	12	ELIGIBILITY CRITERIA, Point-4	Bidders should have provided/ providing Network hardware maintenance and support services to at least 1000 branches and core network devices of data center for minimum of two (2) PSUs/Govt. Organization/ Financial Institution /Scheduled commercial Banks in India during last three financial year preceded (Number of contracts may be more than one).	Kindly confirm if the bidder can submit more than 1 contract/PO copy to arrive at 1000 Branches. If the bidder has two different PO copies of two different customer (PSUs/Govt. Organization/ Financial Institution /Scheduled commercial Banks) totaling to 1000 or more branches, will the same be accepted under this clause? Also kindly clarify if order/POs from 2018-19, 2019-20, 2020-21 will be accepted?	Clause is self-explanatory.
6.	32	Reporting and tool monitoring- Point- a & b	(a) Selected bidder must bring in a tool which will help bidder or Bank officials to raise ticket by way of mail, call or phone. The tickets (related to complaints)	The required specification as per the clause points to a Helpdesk and NMS tool, However detailed specification for the same has	<p>It is to be clarified that:</p> <p>The selected bidder should provide a portal/mechanism for maintaining the hardware</p>

			<p>must go through a logical flow and end. Tool should have the capability of capturing SLAs, record breach of SLA, provision to escalation, Reports should be available for the bank users and management.</p> <p>(b) The service management tool should have capabilities to carry out activities, including, but not limited to, Incident management, Asset discovery and license management, Deployment management, Workflow engines to manage processes, Configuration management, Automated ticket generation and assigning, Reporting tools(including dashboards, score cards etc.), service level management.</p>	<p>not been provided. Request you to kindly clarify on the requirement for better understanding. Also please provide the deployment mechanism (On-Premise or On-Cloud) and would the bank provide for hardware and storage for on-premise deployment?</p>	<p>inventory and respective call log facility with tracking details and report. The ticket details should be available for future references. Referred system to be maintained by selected bidder.</p>
7.		General	General	<p>The RFP does not provide an exclusion list for AMC of network equipment, request you to exclude burnt out items, physical damage, lightning, flooding, fire as part of exclusion list.</p>	<p>It is to be clarified that: AMC terms for those devices will not be considered which breaks down due to force majeure reasons and branch fire incidents.</p>
8.	88	COMMERCIAL TEMPLATE Annexure-M	Conventional Modem (64/128/256/512/2048 Kbps)	<p>The modems mentioned under this clause does not have much details pertaining</p>	<p>Please refer corrigendum</p>

		Point-26		to each product and OEM, hence it would be difficult to arrange for MAF and support backlining for these mentioned product. Request you to exclude the same from OEM backlining and MAF.	
9.		COMMERCIAL TEMPLATE Annexure-M Point-26	- Make / Model	Request you to share the following details for the OEM to share support history, support backlining cost and current support policy. We would need Make, Model, Serial Number and Date of Purchase, to ascertain the same. Request you to share the mentioned details.	Details will be shared with selected bidder
10.	29	SCOPE OF THE WORK Part-IV Point-e	The comprehensive AMC includes network device shifting during Branch/offices shifting for approximately 100 locations annually, replacement of network devices necessary for keeping the equipment useable and free from any defects, any scheduled or unscheduled call for corrective and maintenance services and taking appropriate measures/steps on time to set right the malfunctioning of the equipment.	Considering the equipment would be under direct backline support with their respective OEMs during the support period, The mentioned scope will not be considered by the OEM, Hence request you to clarify how will this scope be undertaken by the bidder, since no dedicated manpower is to be deployed as part of this RFP?	Clause is self-explanatory and stands as per RFP.

11.	29	SCOPE OF THE WORK Part-IV Point-k	The selected bidder shall arrange for services of qualified service engineers having knowledge of both hardware and software, acceptable to Bank at the time of support for trouble shooting, repair and replacement of all kits or parts and spare parts and to render such other support services, as may be necessary for satisfactory functioning of the EQUIPMENT. No charges, fees accommodation, boarding, etc., shall be paid or provided by Bank to the service engineer or his assistants, if any.	Kindly clarify on this clause as part of the scope of work. Considering backlining support with OEMs ensures onsite support for any form of trouble shooting, repair and replacement of spares directly by the OEM engineers, why does the bidder consider separate engineers for the same activity?	Clause stands as per RFP
12.	84 & 85	Bill of Material Sr No-4 & 21 & 28	Comprehensive AMC with AMC part No. Table A	Kindly provide the AMC start date and AMC End date for the OEM to consider the backlining support.	Please refer Corrigendum
13.	84 & 85	Bill of Material Sr No-4 & 21 & 28	Switch HPE 5120-48G El: 13 Qty Router HP 6608: 4 Qty HP A7503-S: 4 Qty	Kindly clarify on the mentioned equipment since OEM backlining for the equipment is not available. The same has been stated by the OEM.	Please refer Corrigendum
14.	46	14 (I)	I) If the bidder does not perform satisfactorily or delays execution of order, UCO Bank reserves the right to get the balance order executed by another party of its choice by	Request to Below Changes Suggested; If the bidder does not perform satisfactorily or delays execution of order, UCO Bank, reserves the right to get the	Clause stands as per the RFP

			giving 30 days' notice for the same. In this event the bidder is bound to make good with the capping of 125% of the original quoted cost for such deliverable as per commercial bid, which UCO Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled.	balance order executed by another party of its choice by giving 30 days notice and an opportunity to be heard for the same. In this event the bidder is bound to make good with the capping of 10 % of differential —cost for such deliverable as per commercial bid, which UCO Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled as per termination clause.	
15.	46	12 (i)	UCO Bank reserves the right to recover any dues payable by the bidder under the contract from any amount outstanding to the credit of the bidder, including the bills and /or invoking the Bank Guarantee under this purchase order.	Request to delete the clause	Clause stands as per the RFP
16.	47	15	15. INDEMNITY Selected bidder shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly	Request to Clause to be modified as under: 15. INDEMNITY Selected bidder shall indemnify, protect and save the Bank and hold the Bank harmless from and against actual and proven claims, losses, costs, damages,	Clause stands as per the RFP

		<p>from</p> <p>i. an act or omission of the Vendor, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract,</p> <p>ii. breach of any of the terms of this RFP or breach of any representation or warranty by the Vendor,</p> <p>iii. use of the deliverables and or services provided by the Vendor,</p> <p>iv. Infringement of any patent, trademarks, copyrights etc. Or such other statutory infringements in respect of all components provided to fulfil the scope of this project. Vendor shall further indemnify the Bank against any loss or damage to the Bank premises or property, loss of life, etc., due to the acts of the Vendor's employees or representatives. The Vendor shall further indemnify the Bank against any loss or damage arising out of claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on the Bank for malfunctioning of the equipment or software or deliverables at all points of time, provided however,</p>	<p>expenses, action suits and other proceedings,, relating to or resulting directly from</p> <p>i. grossly negligent act or wilful omission of the Vendor, its employees, in the performance of the services provided by this contract,</p> <p>ii. —breach of any representation or warranty by the Vendor,</p> <p>iv. Infringement of any patent, trademarks, copyrights etc. Or such other statutory infringements in respect of all components provided to fulfil the scope of this project. Vendor shall further indemnify the Bank against—actual, proven and direct loss or damage to the Bank premises or property, loss of life, due to the grossly negligent acts of the Vendor's employees or representatives. The Vendor shall further indemnify the Bank against actual, proven and direct loss or damage arising out of claims of infringement of third-party copyright, patents, or other intellectual property,,</p>	
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17.	48	15	<p>Further,</p> <p>I. Vendor's aggregate liability in connection with obligations undertaken as a part of the RFP regardless of the form or nature of the action giving rise to such</p>	<p>Clause to be modified as under:</p> <p>Further,</p> <p>I. Vendor's aggregate liability in connection with obligations undertaken as a part of the</p>	Clause stands as per the RFP

			<p>liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Contract Value.</p> <p>II. Vendor's liability in case of claims against the Bank resulting from Wilful Misconduct or Gross Negligence of Bidder, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited Indemnity would be limited to court; tribunal or arbitrator awarded damages and shall exclude indirect, consequential and incidental damages. 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>The vendor shall not indemnify the Bank for</p> <p>i. Any loss of profits, revenue, contracts, or anticipated savings or</p> <p>ii. Any consequential or indirect loss or damage</p>	
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			providers of the Bank would be considered as a "direct" claim.		
18.	51	21 (last para)	The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties, rather shall continue to render the Service/s in accordance with the provisions of the Contract / Service Level Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.	Request to Clause to be modified as under: Except for disputes arising due to the non-payment of fees for the services rendered by the bidder under the RFP, The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties, rather shall continue to render the Service/s in accordance with the provisions of the Contract / Service Level Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings. Likewise Bank shall not withhold any payments due to the bidder pending the resolution of the dispute between the Parties.	Clause stands as per the RFP
19.	51	22 (d);	Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Selected Bidder	Request to Clause to be modified as under: Notwithstanding the existence of a dispute, and/or the	Clause stands as per the RFP

			will be expected to continue the services.	commencement of arbitration proceedings, the Selected Bidder will be expected to continue the services. Except for disputes arising due to the non-payment of fees for the services rendered by the bidder under the RFP. Likewise Bank shall not withhold any payments due to the bidder pending the resolution of the dispute between the Parties.	
20.	53	26(g), h) i)	<p>g) In case the selected bidder fails to deliver the resources as stipulated in the delivery schedule, UCO BANK reserves the right to procure the same or similar resources from alternate sources at the risk, cost and responsibility of the selected bidder.</p> <p>h) After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, UCO BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which UCO</p>	<p>Request to Clause to be modified as under:</p> <p>g) In case the selected bidder fails to deliver the resources as stipulated in the delivery schedule, UCO BANK reserves the right to procure the same or similar resources from alternate sources at the risk, cost and responsibility of the selected bidder by giving 30 days notice and an opportunity to be heard for the same. In this event, the liability of the bidder shall not exceed 10% of differential cost of undelivered /unperformed services.</p> <p>h) After award of the contract,</p>	Clause stands as per the RFP

			<p>BANK may have to incur in executing the balance contract. This clause is applicable, if the contract is cancelled for any reason, whatsoever.</p> <p>i) UCO BANK reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected bidder, including the adjustment of pending bills and/or invoking the Performance Bank Guarantee under this contract.</p>	<p>if the selected bidder does not perform satisfactorily or delays execution of the contract, UCO BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which UCO BANK may have to incur in executing the balance contract. In this event, the liability of the bidder shall not exceed 10% of differential cost of undelivered /unperformed services. This clause is applicable, if the contract is cancelled for any reason, whatsoever.</p> <p>i) UCO BANK reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected bidder, including the adjustment of pending bills and/or invoking the Performance Bank Guarantee under this contract.</p>	
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21.	54	27	TERMINATION FOR CONVENIENCE	Request for at least 30 days prior written notice to be given	Clause stands as per the RFP
22.	57	34	<p>34. LIMITATION OF LIABILITY</p> <p>i. For breach of any obligation mentioned in this document, subject to point no. iii, in no event selected bidder shall be liable for damages to the Bank arising under or in connection with this agreement for an amount exceeding the total project cost/contract value.</p> <p>ii. Service Provider will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank's related information to the extent of loss cause.</p> <p>iii. The limitations set forth in point no. 1 shall not apply with respect to:</p> <p>a) claims that are the subject of indemnification pursuant to Intellectual Property Rights and Ownership.</p> <p>b) damages occasioned by the gross negligence or willful misconduct of Service Provider.</p> <p>c) damages occasioned by Service Provider for breach of</p>	<p>Request to Clause to be modified as under:</p> <p>34. LIMITATION OF LIABILITY</p> <p>i. For breach of any obligation mentioned in this document, subject to point no. iii, in no event selected bidder shall be liable for damages to the Bank arising under or in connection with this agreement for an amount exceeding the total project cost/contract value.</p> <p>ii. Service Provider will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank's related information to the extent of loss cause.</p> <p>Neither party shall be liable to the other party for any loss of profit, production, anticipated savings, goodwill or business opportunities or any type of indirect, economic or consequential loss even if that</p>	Clause stands as per the RFP

			confidentiality obligations. d) Regulatory or statutory fines imposed by the Government or Regulatory agency or non-compliance of statutory or regulatory guidelines applicable to the project.	loss or damage was reasonably foreseeable or that party was aware of the possibility of that loss or damage arising. The limitations set forth in this section shall apply even if any other remedies fail of their essential purpose	
23.	59	37 (c); Confidentiality	This clause will remain valid even after the termination or expiry of this agreement.	Request to Clause to be modified as under: This clause will remain valid even after the termination or expiry of this agreement for the period of 3 years post expiry or termination of this agreement.	Clause stands as per the RFP
24.	105	Point-10 of NDA	10. Term: This Agreement may be terminated by either Party giving sixty (60) days' prior written notice to the other Party; provided, however, the obligations to protect the Confidential Information in accordance with this Agreement shall survive for a period of three (3) years from the date of the last disclosure of Confidential Information made under this Agreement (except for personal customer data which shall remain confidential forever).	Request to Clause to be modified as under: 10. Term: This Agreement may be terminated by either Party giving sixty (60) days' prior written notice to the other Party; provided, however, the obligations to protect the Confidential Information in accordance with this Agreement shall survive for a period of three (3) years from the date of expiry or termination of this	Clause stands as per the RFP

				Agreement (except for personal customer data which shall remain confidential forever).	
25.	NA	General	General	<p>Request to add the clause non Solicitation ;</p> <p>Neither party shall, directly or through a third party contractor, solicit/induce/entice away or endeavor to solicit/induce/entice away an employee of the other party who is directly involved with Agreement, for 5 years after such resource has ceased to be engaged for performance of services under this Agreement. Notwithstanding the foregoing, this restriction either party may hire (a) personnel who independently respond to indirect solicitation (such as general newspaper advertisements, employment agency referrals, and internet postings) not targeting the personnel of the other Party and (b) personnel who have separated or have been separated from the services of</p>	Query is not admissible

				a party provided that the hiring Party did not solicit such separation.	
26.	NA	General	General	<p><u>Request to Termination Right to be added for the Bidder as under-</u></p> <p>Bidder/Service Provider may terminate this Agreement and / or any SOW upon written notice to the Client if Client commits a default or material breach and does not remedy the default or material breach within 30 days of notice from the Bidder/Service Provider</p>	Query is not admissible
27.	32	Helpdesk Services	c. Bidder shall have training facility on technical and communication skills & shall be able to provide training to the end users whenever required.	Training will be conducted at central location purposed by the customer. Customer has to made all the arrangement for the trainees at his location. Further bidder request to confirm on the training hours and number of end users who would be trained	Clause stands deleted
28.	32	Helpdesk Services	f. The Bidder shall have to work in co-ordination and parallel with other selected bidders to ensure timely resolution of the issue reported by Bank within the agreed SLA.	we assume bidder will be responsible for hardware for which AMC have been taken through this bid	<p>Clause stands modified as:</p> <p>The Bidder shall have to work in co-ordination with the Bank's Network SI to ensure timely resolution of the issue reported by Bank within the</p>

					agreed SLA.
29.	32	Reporting and tool monitoring	a) Selected bidder must bring in a tool which will help bidder or Bank officials to raise ticket by way of mail, call or phone. The tickets (related to complaints) must go through a logical flow and end. Tool should have the capability of capturing SLAs, record breach of SLA, provision to escalation, Reports should be available for the bank users and management.	whether bidder need to provide any captive helpdesk tool, please confirm	<p>It is to be clarified that:</p> <p>Bank requires tool/portal/mechanism to raise the ticket for lodging/raising complain against the hardwares under this RFP. The provided system be able to monitor the ticket lodged and also track the status of calls. The solution should have the details of the hardware & software inventory relating to this RFP.</p>
30.	33	Annual Maintenance (AMC)	a) Onsite Comprehensive AMC of all applicable network devices mentioned in this RFP on yearly basis.	Bidder request to share existing AMC, EoL of all Hardware	<p>It is to be Clarified that:</p> <p>Make and model already shared as part of the RFP</p>
31.	34	Annual Maintenance (AMC)	h) The selected bidder shall guarantee a network uptime of 99.5% for noncritical network devices and 99.9% for critical network devices during warranty and also during AMC which shall be calculated on monthly basis, barring scheduled and mutually agreed upon downtime for maintenance	Bidder assume this is device uptime not network uptime. Bidder request to amend this clause and reduce the SLA for non critical location to 99% and critical location to 99.5%, further bidder request to count the downtime post Ticket logging and FLT done by Helpdesk engineer	<p>Clause stands modified as:</p> <p>h) The selected bidder shall guarantee a network device uptime of 99.5% for noncritical network devices and 99.9% for critical network devices during warranty and also during AMC which shall be calculated on monthly basis,</p>

		<p>or training purposes. That is, the system should be up and available to the Bank personnel on all working days with an uptime of 99.5% for non-critical network devices and 99.9% for critical network devices. The selected bidder shall provide call log-in procedure, preventive break down/corrective maintenance during warranty and AMC. The "Uptime" is, for calculation purposes, equals to the Total contracted hours in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted hours. "Failure" is the condition that renders the Bank unable to perform any of the defined functions on the Router/Switch/Modems/Firewall etc. (devices as per this RFP). "Restoration" is the condition when the selected bidder demonstrates that the Router/Switch/Modems/Firewall etc. (devices as per this RFP) is in working order and the Bank</p>		<p>barring scheduled and mutually agreed upon downtime for maintenance or training purposes. That is, the system should be up and available to the Bank personnel on all working days with an uptime of 99.5% for non-critical network devices and 99.9% for critical network devices. The selected bidder shall provide call log-in procedure, preventive break down/corrective maintenance during warranty and AMC. The "Uptime" is, for calculation purposes, equals to the Total contracted hours in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted hours. "Failure" is the condition that renders the Bank unable to perform any of the defined functions on the</p>
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			acknowledges the same.		Router/Switch/Modems/Firewall etc. (devices as per this RFP). "Restoration" is the condition when the selected bidder demonstrates that the Router/Switch/Modems/Firewall etc. (devices as per this RFP) is in working order and the Bank acknowledges the same.
32.	34	Annual Maintenance (AMC)	If the monthly uptime is below 99.5% for non-critical network devices and 99.9% for critical network devices, the Bank shall deduct a penalty @ 1% of monthly AMC payment cost of defaulted equipment at location/ site for every 0.01% or part thereof reduction in the uptime	Bidder request to reduce penalty from 1% to 0.5% of AMC payment cost of default equipment at location/site for every 1%	Clause stands as per RFP
33.	35	Annual Maintenance (AMC)	All configuration calls should be resolved by next business day. Any delay in the same will have a penalty of 0.25% of the AMC cost of the equipment per day of delay.	bidder request to amend this clause : critical site: 24 hours (next business day) non-critical site: 72 hours, further bidder request to place penalty of 0.1% of the monthly AMC cost of the equipment per week of delay and max penalty to 10% of monthly AMC value	Clause stands as per RFP

34.	38	Resolution time	g) In case of network equipment failure at the DC/DR/treasury/overseas, selected bidder should arrange an engineer with the spare equipment of same make & model within 4 hours of reporting the failure. Spare equipment should be replaced with RMA (return material authorization) device within one week of reporting the failure.	bidder request to amend this clause and increase the timeline for engineer from 4 hours to 24 hours and further bidder would like to request the RMA depend on the OEM timeframe so would request to increase the timeline from one week to 10 days	Clause stands as per RFP
35.	38	ON Site manpower	Senior Resource (Head Office-2, Kolkata) Resource (L1) (24 X 7) (Head Office-2, Kolkata) Core Device Management 1 (10.00 am to 7.00 pm) 1 seat Other Than Core device Total Resource 1 3	Bidder request to clarify below points: 1) Senior Resource is also required in 24X7X365 model 2) we assume bidder could provide off roll resources 3) seating plan for these engineer 4) who would provide desktop/Laptop to these engineer 5) minimum qualification for these engineer 6) please share role and responsibility of all resources and bidder assume they will be only responsible for Hardware for which AMC taken under this bid 7) bidder request as the scope	kindly refer RFP

				is very wide so bidder request to align 2 L1 in each shift	
36.	33	Annual Maintenance (AMC)	d) The bidder will attend to all breakdowns (due to whatsoever reason) in the Equipment/Systems and rectify problems thereof and replace the faulty components. Such replacements will be free of cost on exchange basis. In the event the maintenance/ repair of any unit is to be carried out at any of the workshops, the bidder shall make all arrangements for removal and transportation of equipment to the respective workshop and back to site at their risk and cost and will hand over the equipment in 100% working condition after repair/maintenance/rectification.	Bidder would like to update that issue occurred due to Power issue or bank concern then the faulty hardware would not be covered under AMC and bank need to share new PO for same	Details will be discussed with the selected bidder
37.	38	Annual Maintenance (AMC)	g) In case of network equipment failure at the DC/DR/ treasury/overseas, selected bidder should arrange an engineer with the spare equipment of same make & model within 4 hours of reporting the failure. Spare equipment should be replaced with RMA (return material authorization)	Bidder request to share the all location and bifurcation on metro/urban/semi-urban/Rural. Further bidder request to share the serial number for all the devices for the which AMC is needed	Details will be shared with the selected bidder

			device within one week of reporting the failure.		
38.	12	Eligibility Criteria Point No. 3	Bidder should have positive net worth for last three financial years (2017-18, 2018-19 & 2019-20).	Request UCO Bank to kindly revise the clause as below: Bidder should have positive networth in at least 1 of the last 3 Financial years (2017-18, 18-19 & 19-20).	Clause stands modified as: Bidder should have positive net worth in at least one year for last three financial years (2017-18, 2018-19 & 2019-20).
39.	54	27. TERMINATION FOR CONVENIENCE	The Bank, by written notice sent to the vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.	Request to please remove this clause. Termination for convenience is not accepted. In case of termination of convenience, customer has to pay remainder of the amount per contract as exit fees charges.	Clause stands as per RFP
40.		OVERVIEW OF TENDERING PROCESS	As per RFP	UCO Bank invites sealed tenders (Technical bid and Commercial bid) from experienced prime bidders with proven capability that has the experience in AMC of Network devices on Enterprise Wide Area Network (WAN). The Selected bidder is required to adhere to the terms of this RFP document and any	Clause stands as per RFP

				deviations to the same shall not to be acceptable to UCO Bank.	
41.		OVERVIEW OF TENDERING PROCESS	As per RFP	The bidder (also called the vendor or bidder through this document) appointed under the RFP document shall own the single point responsibility for fulfilling all mutually agreed obligations and providing all mutually agreed deliverables and services required for successful implementation of the project. Unless agreed to specifically by the Bank in writing for any changes in the document issued, the bidder responses should comply with the scope of work.	Clause stands as per RFP
42.		.PERIOD OF BID VALIDITY	As per RFP	Bids shall remain valid for 180 (One Hundred and Eighty) 30 days after the date of bid opening prescribed by UCO BANK. UCO BANK holds the rights to reject a bid valid for a period shorter than 180 30 days as non responsive, without any correspondence. In exceptional circumstances, UCO BANK may solicit the Bidder's consent to an	Clause stands as per RFP

				extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The Bid Security provided shall also be suitably extended. A bidder acceding to the request will neither be required nor be permitted to modify its bid. A bidder may refuse the request without forfeiting its bid security. In any case the bid security of the bidders will be returned after completion of the process.	
43.		Annual Maintenance (AMC)	As per RFP	Bank at it's discretion can terminate the AMC contract in whole or as part thereof with the bidder and discontinue the same without citing any reason by giving 90 days' notice and applicable amount, on pro-rata basis, for the service rendered shall be payable.	Clause stands as per RFP
44.		Annual Maintenance (AMC)	As per RFP	Maximum Cap on penalty will be limited to the extent of 10% of the PO Value of such defaulting/delayed	Kindly refer corrigendum enclosed

				<p>deliverables/services. In case both the incidents occur at the same time higher of the 2 penalties will be levied.</p> <p>The overall maximum penalty including liquidated damages, if any that can be imposed on the bidder under this contract shall not exceed 10% of the Annualized Contract Value and penalty for a given quarter should not be more than 2% of quarterly invoice value.</p>	
45.		TAXES	As per RFP	<p>a. 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</p>	Kindly refer Corrigendum enclosed

				<p>as aforesaid 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.</p> <p>Bank is responsible for payment of taxes, duties, octroi / entry tax, cesses and any other statutory levies (by whatever name called at the applicable rates from time to time, including any new levies or increase in existing levies) relating to the proposal. However, Bank will not be responsible for income taxes and wealth taxes that may be payable by Bidder. In case of any new taxes or levies being attracted to the transaction after the date of submission of response by Bidder or if any existing taxes or levies are changed thereafter, the same shall be borne by the Bank. Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law</p>	
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				shall be to the account of Bank.	
46.		PAYMENT TERMS	As per RFP	<p>Bank will make the payment subject to signing of the mutually agreed contract as follows:</p> <p>Ø The contract period will be for a period of three years.</p> <p>Ø No advance payment will be made on award of the contract.</p> <p>Ø Payment towards AMC will be made quarterly in arrears advance after issuing of necessary invoice and submission of monthly reports including SLA and after deduction of penalties if any. In case of termination of services, the payment will be made on pro rata basis for the duration for which the services were provided.</p>	Clause stands as per RFP
47.		DELAYS IN THE BIDDER'S PERFORMANCE	As per RFP	<p>c. A delay by the Successful Bidder in the performance of its Contract obligations shall render the Successful Bidder liable to any or all of the following sanctions:</p>	Clause stands as per RFP

				<ul style="list-style-type: none"> · Forfeiture of Its Performance Bank Guarantees (PBG). · Termination of the Contract for default. 	
48.		ORDER CANCELLATION	As per RFP	<p>l) If the bidder does not perform satisfactorily or delays execution of order, UCO Bank reserves the right to get the balance order executed by another party of its choice by giving 30 days' notice for the same. In this event the bidder is bound to make good with the capping of 125% of the original quoted cost for such deliverable as per commercial bid, which UCO Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled. The overall maximum penalty including liquidated damages, if any that can be imposed on the bidder under this contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value.</p> <p>Add : In the event of</p>	<p>It is to be Clarified that:</p> <p>In the event of termination, the Vendor shall be paid for the:</p> <p>a) Goods delivered</p> <p>b) Services rendered</p>

				<p>termination , the Vendor shall be paid for the:</p> <p>a) Goods delivered</p> <p>b) Services rendered</p> <p>c) Work in progress</p> <p>d) Third party orders in pipeline which cannot be cancelled despite Contractor's best efforts.</p> <p>e) Unrecovered investments shall be paid by purchaser as per termination schedule till the date of termination.</p>	
49.		SIGNING OF CONTRACT	As per RFP	<p>The selected bidder(s) shall be required to enter into mutually agreed service level agreement (SLA) with UCO Bank, within 15 days of the award of the Bid through a Letter of Intent or within such extended period as may be specified.</p> <p>The SLA shall be based on the requirements of this RFP, the terms and conditions mutually agreed of purchase order, the letter of acceptance and such other mutually agreed terms and conditions as may be determined by the Bank to be necessary for the proper</p>	Clause stands as per RFP

				performance of the work in accordance with the Bid and the acceptance thereof, with mutually agreed terms and conditions contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract. The selected bidder will also sign a Non-Disclosure Agreement and Deed of Indemnity with the Bank on a format prescribed by the Bank.	
50.		TERMINATION	As per RFP	UCO — BANK — Either party reserves the right to cancel the work/purchase order or terminate the SLA by giving 90 (ninety) days' prior notice in writing inclusive of 30 days cure period and recover damages, costs and expenses etc., incurred by Bank — other party under the following circumstances: a) The selected bidder commits a breach of any of the mutually agreed terms and conditions of this RFP or the SLA to be executed between the Bank and the selected Bidder.	Clause stands as per RFP

				f) Deductions on account of liquidated damages exceed more than 10% 3% of the total work order.	
51.		TERMINATION	As per RFP	<p>h) After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, UCO BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which UCO BANK may have to incur in executing the balance contract. This clause is applicable, if the contract is cancelled for any reason, whatsoever.</p> <p>i) UCO BANK reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected bidder, including the adjustment of pending bills and/or invoking the</p>	Clause stands as per RFP

				<p>Performance Bank Guarantee under this contract. The rights of the Bank enumerated above are in addition to the rights/remedies available to the Bank under the Law(s) for the time being in force.</p> <p>Add : Bidder shall be paid for the goods delivered, services rendered, work in progress, unpaid AMCs/ Services, third party orders in pipeline which cannot be cancelled despite bidder's best efforts, unrecovered investments shall be paid by customer as per termination schedule till the date of termination.</p>	
52.		TERMINATION FOR CONVENIENCE	As per RFP	<p>The Bank Either party, by 90 days written notice sent to the vendor other party, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for Either party's the Bank's convenience, the extent to which performance of work under the Contract is</p>	Clause stands as per RFP

				<p>terminated and the date upon which such termination becomes effective.</p> <p>Add : Bidder shall be paid for the goods delivered, services rendered, work in progress, unpaid AMCs/ Services, third party orders in pipeline which cannot be cancelled despite bidder's best efforts, unrecovered investments shall be paid by customer as per termination schedule till the date of termination.</p>	
53.		TERMINATION FOR INSOLVENCY	As per RFP	<p>The Bank may at any time terminate the Contract by giving written notice (90 day's notice period) to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.</p> <p>Add : Bidder shall be paid for the goods delivered, services rendered, work in progress,</p>	Clause stands as per RFP

				unpaid AMCs/ Services, third party orders in pipeline which cannot be cancelled despite bidder's best efforts, unrecovered investments shall be paid by customer as per termination schedule till the date of termination.	
54.		TERMINATION FOR DEFAULT	As per RFP	Add : Bidder shall be paid for the goods delivered, services rendered, work in progress, unpaid AMCs/ Services, third party orders in pipeline which cannot be cancelled despite bidder's best efforts, unrecovered investments shall be paid by customer as per termination schedule till the date of termination.	Clause stands as per the RFP
55.		LIMITATION OF LIABILITY	As per RFP	Please add : Notwithstanding anything contained herein, neither Party shall be liable for any indirect, punitive, consequential or incidental loss, damage, claims, liabilities, charges, costs, expense or injury (including, without limitation, loss of use, data, revenue, profits, business and for any claims of any third party claiming through Wipro)	Clause stands as per RFP

				that may arise out of or result from this Agreement. The aggregate liability of Wipro, under this Agreement, shall not exceed the fees (excluding reimbursements) received by it under this contract during the six months preceding the date of first claim.	
56.		(Tender offer forwarding letter)	As per RFP	With reference to the above RFP, having examined and understood the instructions including all Annexures, terms and conditions mutually agreed forming part of the Bid, we hereby enclose our offer for AMC of Network Devices, as mentioned in the RFP document forming Technical as well as Commercial Bids being parts of the above referred Bid. In the event of our selection by the bank, we will submit a Performance Guarantee for a sum equivalent to 10% of the project cost for a period of 3 years with 3 months of claim period effective from the month of execution of Service Level Agreement in favour of	Clause stands as per RFP

				UCO Bank. We agree to abide by the terms and conditions mutually agreed of this tender offer till 180 30 days from the date of commercial bid opening and our offer shall remain binding upon us which may be accepted by the Bank any time before expiry of 180 30 days.	
57.		Performa of letter to be given by all the Bidder participating in the UCO Bank RFP for AMC of Network Devices on their official letter-head.	As per RFP	We hereby agree to comply with all the mutually agreed terms and conditions / stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original tender documents if any, issued by the Bank. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will	Clause stands as per RFP

				be final and binding on us	
58.		Non Hire Clause	Clause not present in RFP. To be included.	Customer acknowledges that personnel to be provided by Wipro represent a significant investment in recruitment and training, the loss of which would be detrimental to Wipro's business. In consideration of the foregoing, Customer agrees that for the term of this Agreement and for a period of one year thereafter, Customer will not directly or indirectly, recruit, hire, employ, engage, or discuss employment with any Wipro employee, or induce any such individual to leave the employ of Wipro. For purposes of this clause, a Wipro employee means any employee or person who has who has been involved in providing services under this Agreement.	Query is not admissible
59.		Tax	Clause not present in RFP. To be included.	Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law	Please refer reply to Sl. No. 45

				shall be to the account of Customer.	
60.		Saving Clause	Clause not present in RFP. To be included.	Wipro's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Wipro performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.	Query is not admissible
61.		Change Order	Clause not present in RFP. To be included.	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work/Purchase Order. Wipro will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Wipro shall not be bound to perform any additional services.	Query is not admissible
62.		ERV	Clause not present in RFP. To be included.	"It is agreed that the price quoted is arrived at based on	Query is not admissible

				the exchange rate of 1 USD = INR ____ ("Base Exchange Rate"). In the event the Base Exchange Rate either increases or decreases by percentage points greater than two per cent [2%], the prices shall be charged as per the then current exchange rate."	
63.		Credit Period for Payment	Clause not present in RFP. To be included.	All the payments to be made within 30 days of submission of invoice	New Clause as (under payment terms): Payment will be made within 30 days after submission of the invoices along with all the supporting documents after deducting the penalties (if any). Taxes will be paid as per actuals prevailing at the time of invoicing.



UCO BANK
Department of Information Technology

Request for Proposal (RFP) for AMC of Network Devices
RFP Ref. No: DIT/BPR & BTD/OA/1932/2020-21 Date: 14/10/2020
Corrigendum

<u>Sl No</u>	<u>Existing Clause</u>	<u>Modified Clause</u>															
<u>1</u>	<p><u>Annual Maintenance (AMC)</u></p> <p>If the monthly uptime is below 99.5% for non-critical network devices and 99.9% for critical network devices, the Bank shall deduct a penalty @ 1% of monthly AMC payment cost of defaulted equipment at location/ site for every 0.01% or part thereof reduction in the uptime.</p> <p>All configuration calls should be resolved by next business day. Any delay in the same will have a penalty of 0.25% of the AMC cost of the equipment per day of delay.</p> <table border="1"> <thead> <tr> <th>S. No.</th><th>Uptime of Equipment computed on Quarterly basis</th><th>Penalty as a percentage AMC Cost of the device</th></tr> </thead> <tbody> <tr> <td>1</td><td>98% to 99%</td><td>0.50%</td></tr> <tr> <td>2</td><td>97% to 98%</td><td>1.00%</td></tr> <tr> <td>3</td><td>95% to 97 %</td><td>2.00%</td></tr> <tr> <td>4</td><td>90% to 95 %</td><td>5.00%</td></tr> </tbody> </table>	S. No.	Uptime of Equipment computed on Quarterly basis	Penalty as a percentage AMC Cost of the device	1	98% to 99%	0.50%	2	97% to 98%	1.00%	3	95% to 97 %	2.00%	4	90% to 95 %	5.00%	<p><u>Clause stands deleted</u></p>
S. No.	Uptime of Equipment computed on Quarterly basis	Penalty as a percentage AMC Cost of the device															
1	98% to 99%	0.50%															
2	97% to 98%	1.00%															
3	95% to 97 %	2.00%															
4	90% to 95 %	5.00%															

5	< 90 %	10.00%	
Maximum Cap on penalty will be limited to the extent of 10% of the PO Value of such defaulting/delayed deliverables/services. In case both the incidents occur at the same time higher of the 2 penalties will be levied.			



UCO BANK
Department of Information Technology
Request for Proposal (RFP) for AMC of Network Devices
RFP Ref. No: DIT/BPR & BTD/OA/1932/2020-21 Date: 14/10/2020
Amendments, Addendums

<u>Sl. No</u>	<u>Addendum</u>
1	Helpdesk Services: FM resource deployed by selected bidder at centralized location (Head Office) shall be on direct payroll of bidder. Undertaking to be submitted by the bidder in this regard.
2	SCOPE OF THE WORK: Selected bidder shall be responsible for handling the project as per the scope of work mentioned herein RFP.
3	Penalty

Penalty for Non-Critical Network Equipment (24x7 AMC Support)

In case of Non-Critical Network Equipment, if the uptime falls below the levels as tabulated below, Bank shall impose a penalty.

S. No.	Uptime of Equipment computed on Quarterly basis	Penalty as a percentage AMC Cost of the device
1	≥ 99.5	0
2	$\geq 99\%$ to $< 99.5\%$	0.50%
3	≥ 98.5 and < 99	1.00%
4	≥ 98 and < 98.5	2
5	≥ 97.5 and < 98	3
6	≥ 97 and < 97.5	4
7	≥ 96.5 and < 97	5
8	≥ 96 and < 96.5	6
9	≥ 95.5 and < 96	7
10	≥ 95 and < 95.5	8
11	≥ 94.5 and < 95	9
12	≥ 94 and < 94.5	10

Maximum Cap on penalty will be limited to the extent of 10% of the PO Value of such defaulting/delayed deliverables/services.

All configuration calls should be resolved by next business day. Any delay in the same will have a penalty of 0.25% of the AMC cost of the equipment per day of delay.

4

Taxes.

The GST and other applicable taxes will be paid as per actuals at the time of billing. Bank will not be responsible for income taxes and wealth taxes that may be payable by Bidder.

Bill of Material**Comprehensive AMC with AMC part No.****Table A**

Sl. no	Make	Model	Qty.	AMC Part Code
1	HPE	Router MSR 2011	1799	
2	HPE	Router MSR1002-4AC	1200+309	
3	HPE	Router MSR30-40	2	
4	HPE	Switch HPE 5120-24	100	
5	HPE	Switch HPE 5500-48G EI	1	
6	HPE	Switch HPE 5500-24G EI	7	
7	HPE	Switch HPE 5510-24G	5	
8	HPE	Switch HPE A3100-16	3	
9	HPE	Switch HPE A3100-8	806	
10	HPE	Switch Procurve 2530-24	292	
11	Riverbed	WAN optimiser CX 570	4	
12	Riverbed	WAN optimiser CX 3070	4	
13	Checkpoint	AMC for Firewall Checkpoint UTM 15600	2 Pair	
14	Checkpoint	License for Firewall Checkpoint UTM 15600 including IPS, Anti virus , Anti bot, Threat Emulation, Application for 2 Pair	1	
15	Checkpoint	AMC for Firewall Checkpoint UTM 5800	8 Pair	
16	Checkpoint	License for Firewall Checkpoint UTM 5800 including IPS, Anti virus , Anti bot, Threat Emulation, Application for 8 pair	1	
17	Checkpoint	Licence Security Management for Management servers	2	
18	Checkpoint	License Endpoint Security VPN Software Blade-200 Users	1	
19	Checkpoint	License Endpoint Container for 101 to 1000 Seats-200 Users	1	
20	HPE	Management Server for Checkpoint firewall & Proxy	5	

		(Proliant DL 360 G9)		
21	HPE	Aruba CP-HW-5K (Proliant DL20GEN9)	3	
22	Forcepoint	Renewal and upgradation of proxy appliance Web security+ web DLP licences for three year for 4000 User for 3 year	1	
23	Forcepoint	AMC of proxy V5000 appliance	2	
24	Conventional Modem (64/128/256/512/2048 Kbps)	RAD, Nomus Mrotek, Teamlink, Atrie, Loop etc.	921*	
25	Cisco	CISCO-WS-C6509-E with 3 line card, 2 SUP and ASASM each switch	4	
26	HPE	HP MSR 30-20	5	
27	HPE	HP HSR 6602	2	
28	HPE	HP MSR 3012	17	

Note- If a bidder wants to provide/quote for new device instead of extending AMC then the specification should be equivalent or higher to the one proposed for AMC.

*Bifurcation of Modems (OEM-Wise)

SN	OEM-Make Model	Count
1	Atrie Wirespan 3000	11
2	Atrie Wirespan 4000	2
3	Cygnus-850	3
4	LOOP Telecom-DTU	2
5	MROTEK Witelite-64	4
6	Nomus Gateway	29
7	RAD ASMI 31	5

8	RAD ASMI 52	23
9	Teamlink 3002	842

COMMERCIAL TEMPLATE

Comprehensive AMC for 3 years
Table A (with details Comprehensive AMC Part No.)

Sl. No.	Make	Model	Qty. (a)	1 st Year			2 nd Year			3 rd Year			Total cost in 3 Years excluding taxes D4=D1+D2+D3
				Unit Price without any tax	Tax %age	Total Price excluding taxes	Unit Price without any tax	Tax %age	Total Price excluding taxes	Unit Price without any tax	Tax %age	Total Price excluding taxes	
				(b1)	(c1)	D1 = (a X b1)	(b2)	(c2)	D2 = (a X b2)	(b3)	(c3)	D3 = (a X b3)	
1	HPE	Router MSR 2011	1799										
2	a. HPE	Router MSR1002-4AC	1200	NA	NA	NA							
	b. HPE	Router MSR1002-4AC	309										
3	HPE	Router MSR30-40	2										
4	HPE	Switch HPE 5120-24	100										
5	HPE	Switch HPE 5500-48G EI	1										
6	HPE	Switch HPE 5500-24G EI	7										

7	HPE	Switch HPE 5510-24G	5										
8	HPE	Switch HPE A3100-16	3										
9	HPE	Switch HPE A3100-8	806										
10	HPE	Switch Procurve 2530-24	292										
11	Riverbed	WAN optimiser CX 570	4										
12	Riverbed	WAN optimiser CX 3070	4										
13	Checkpoint	AMC for Firewall Checkpoint UTM 15600	2 Pair										
14	Checkpoint	License for Firewall Checkpoint UTM 15600 including IPS, Anti-virus, Anti bot, Threat Emulation, Application for 2 Pair	1										
15	Checkpoint	AMC for Firewall Checkpoint UTM 5800	8 Pair										
16	Checkpoint	License for Firewall Checkpoint UTM 5800 including IPS, Anti virus , Anti bot, Threat Emulation, Application for 8	1										

		pair.											
17	Checkpoint	License Security Management for Management servers	2										
18	Checkpoint	License Endpoint Security VPN Software Blade-200 Users	1										
19	Checkpoint	License Endpoint Container for 101 to 1000 Seats-200 Users	1										
20	HPE	Management Server for Checkpoint firewall & Proxy Proliant DL 360 G9	5										
21	HPE	Aruba CP-HW-5K (Proliant DL20GEN9)	3										
22	Force point	Renewal and upgradation of proxy appliance Web security+ web DLP licences for 4000 Users	1										
23	Force point	AMC of proxy V5000 appliance	2										
24	Convention	Dlink, RAD, Nomus Gateway, Attrie,	921										

	al Mode m (64/12 8/256/ 512/ 2048 Kbps)	Loop, teamlink etc.											
25	Cisco	CISCO-WS-C6509-E with 3 line card, 2 SUP and ASASM each switch	4										
26	HPE	HP MSR 30-20	5										
27	HPE	HP HSR 6602	2										
28	HPE	HP MSR 3012	17										
Sub total (A) – Amount in figure (excluding Tax)													
Sub total (A) – Amount in words (excluding Tax)													

Table B - IT Assets Inventory Reconciliation cost

One time cost	Tax %age
Sub-total (B) – Amount in figure (excluding Tax)	
Sub-total (B) – Amount in words (excluding Tax)	

Table C – Facility Management Cost

1st Year (Base rate)	2nd Year (Base rate)	3rd Year (Base rate)	Tax %age
Sub total (C) – Amount in figure (excluding Tax)			
Sub total (C) – Amount in words (excluding Tax)			

Description	1st Year Cost (Excluding Tax) (A)	2nd Year Cost (Excluding Tax) (B)	3rd Year Cost (Excluding Tax) (C)	Total 1st Year + 2nd Year Cost + 3rd Year Cost (D) =A+B+C
Comprehensive AMC for 3 years (Table A)				
IT Assets Inventory Reconciliation cost (Table B)				
Facility Management Cost (Table C)				
Total amount (In figures) excluding tax				
Total amount (In Words) excluding Tax				