



**UCO BANK**

**Department of Information Technology**

**Request for Proposal (RFP) for Procurement of MS Office 2019 Standard perpetual licenses (Re-tendering).**

**RFP REF NO: UCO/DIT/417/2022-23 Date: 11/05/2022**

**Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s) uploaded on 23/05/2022**

Sl. No	RFP Page no.	RFP Clause No.	Original RFP Clause	Query sought/ Suggestions of the Bidder	Bank's response
1.	37	Part – V 2. Delivery	The selected bidder has to supply and install required numbers of licenses as per the 'Scope of Work' mentioned herein above within two (02) weeks from the date of award of contract / issuance of Letter of Intent/issuance of Purchase Order.	We request to modify the clause as follows: The selected bidder has to supply and install required numbers of licenses as per the 'Scope of Work' mentioned herein above within Four (04) weeks from the date of award of contract / issuance of Letter of Intent/issuance of Purchase Order.	Kindly refer corrigendum enclosed herewith
2.	37	Liquidated Damage	Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of the undelivered portion of the order value per week will be charged for every week's delay in the	We request to modify this to: Notwithstanding Bank's right to cancel the order, liquidated damages at 0.5% of the undelivered portion of the order value per week will be charged for every week's delay in the specified	Clause stands as per RFP.

			specified delivery schedule subject to a maximum of 10% of the total cost of ownership.	delivery schedule subject to a maximum of 5% of the total cost of ownership.	
3.	39	8. Price Validity	The selected bidder will be required to keep the price valid for a period of 06 (Six) months from the date of issuance of 1 <sup>st</sup> Purchase Order.	OEM revises their product prices on a regular interval. Since it takes time from date of RFP to date of issuance of first PO, it would be very difficult to comply with this clause. We request to modify the clause as follows: The selected bidder will be required to keep the price valid for a period of 03 (three) months from the date of issuance of 1st Purchase Order.	Clause stands as per RFP.
4.	35	PART –IV SCOPE OF WORK  Product Support f)	Primarily installation will be taken care by Bank. However to resolve any issue during installation, required support should be provided by bidder/OEM. Standard Support provided by the OEM should be made available by selected bidder. Bank at its liberty can use the licenses anywhere in India.	Please clarify if the same support will have to be provided remotely or on-site.	It is clarified that Bank requires Standard Offsite support.

5.	36	PART –IV SCOPE OF WORK  Product Support  g)	The selected bidder should implement the required patches/ updates as per the observations of Bank's appointed IS Auditor conducted periodically at no cost to the Bank.	Please clarify if the same support can be provided remotely.	Clause stands deleted.
6.	37	Part – V  4. Payment Terms       6. Paying Authority	<b>100%</b> payment of Licenses will be released after delivery of the licenses.  However, Payment of the Bills would be released, on receipt of advice / confirmation for satisfactory delivery and commissioning, live running and service report etc. after deducting all penalties.	Both the clauses are in contradiction to each other in terms of delivery and commissioning, live running and service report so request you to please clarify the same.	Clause stands as per RFP.



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**Addendum/Corrigendum uploaded on 23/05/2022**

Sl. No	RFP Page no.	RFP Clause No.	Existing Clause	Modified Clause
1.	37	Part – V 2. Delivery	The selected bidder has to supply and install required numbers of licenses as per the 'Scope of Work' mentioned herein above within two (02) weeks from the date of award of contract / issuance of Letter of Intent/issuance of Purchase Order.	The selected bidder has to supply and install required numbers of licenses as per the 'Scope of Work' mentioned herein above within four (04) weeks from the date of award of contract / issuance of Letter of Intent/issuance of Purchase Order.