



Department of Information Technology

Request for Proposal (RFP)

For

Selection of Vendor for Upgradation from Windows 7 to Windows 10 -Procurement of Windows 10 Enterprise E3 Licenses with Implementation

RFP Ref. No DIT/BPR & BTD/OA/3205/2020-21 Date-02/02/2021

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

Sl. No.	RFP Page No.	RFP Clause No.	Original RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
1.	10	Eligibility Criteria Point No. 5	The bidder and/or consortium partner should have supplied & implemented at least 8000 Microsoft Windows 10 licenses to any Scheduled Commercial Bank in India in last 3 years. The orders can be multiple and of multiple commercials Banks with supply and implementation of at least 2000 Microsoft Windows 10 licenses in single order.	<p>We have successfully executed Microsoft License order during the last 3 years in Bank, PSU & Govt. dept. We Request you to please accept any Microsoft License order like MS Windows Server, MS Windows Server CAL, MS Exchange Std CAL to any Scheduled Commercial Bank /PSU/Govt. dept. instead of Microsoft Windows 10 license.</p> <p>For wider participation we would request UCO Bank to change the criteria as suggested below: The bidder and/or consortium partner should have supplied & implemented at least 4000 Microsoft Windows 10 licenses to any Scheduled Commercial Bank / RRB in India in last 5 years. The orders can be multiple and of multiple commercials Banks / RRBs.</p>	<p>Clause stands modified as under:</p> <p>The bidder should have supplied at least 4000 Microsoft Windows 10 licenses to any Scheduled Commercial Bank including RRBs in India in last 5 years. The orders can be multiple and of multiple commercials Banks including RRBs with supply and implementation of at least 2000 Microsoft Windows 10 licenses in single order.</p>

2.	10	Eligibility Criteria Point No. 5	<p>The bidder and/or consortium partner should have supplied & implemented at least 8000 Microsoft Windows 10 licenses to any Scheduled Commercial Bank in India in last 3 years. The orders can be multiple and of multiple commercials Banks with supply and implementation of at least 2000 Microsoft Windows 10 licenses in single order.</p>	<p>There are very few scheduled commercial banks are there who have gone for upgradation to Windows 10 License. In most of the cases vendor for License Supply and implementation are not same. Hence request you not to link implementation of all of supplied quantity by the same bidder. We request you to modify the clause as :</p> <p>The bidder and/or consortium partner should have supplied least 5000 Microsoft Windows 10 licenses to any Scheduled Commercial Bank in India in last 3 years. The orders can be multiple and of multiple commercials Banks with supply and implementation of at least 2000 Microsoft Windows 10 licenses in single order.</p> <p>Documentary evidence with relevant copies of Purchase Order/SLA along with Satisfactory Working Certificates / Completion Certificates / Installation Reports / Project Sign-Offs/Confirmation on implementation of a few systems in the last three years including names of clients with Phone and Fax numbers, E-Mail IDs etc.</p>	Please Refer to the Corrigendum.
3.	35	Part V Point No.3 Delivery Schedule of Implementation	<p>The entire activity i.e. supply, upgradation / installation, should be completed within 6 weeks from the date of issuing PO.</p>	<p>The given time period is not sufficient considering the scope. Hence request you to modify the same as:</p> <p>The entire activity i.e. supply, upgradation / installation, should be completed within 20 weeks from the date of issuing PO.</p>	<p>Clause Stands Modified as under:</p> <p>The entire activity i.e. supply, upgradation / installation, should be completed within 10 weeks from the date of issuing PO.</p>
4.	36	Part V Part No.5 Warranty & ATS	<p>The selected bidder should provide comprehensive warranty for proposed software for a period of one year from the date of installation of license.</p>	<p>Windows 10 E3 License is yearly subscription and the duration of 1-year starts from the date of activation of License. License will be activated at the time of delivery. Hence request you to modify the clause accordingly.</p>	<p>Clause stands modified as under:</p> <p>Windows 10 E3 License is yearly subscription and the duration of 1-year starts from the date of activation of License. License will be activated at the time of delivery.</p>

5.	36	Part V 6. Terms of Payment	<p>Bank will make payment as follows:</p> <p>1) No advance will be paid against the Purchase Order.</p> <p>2) 90% will be released on delivery and installation of upgraded license, upgradation of the OS on the PC, configuration and installation of applications and after taking sign off as mentioned in the scope of work.</p> <p>3) 10% payment shall be released after completion of 3 month of successful working.</p> <p>4) Bidder to submit state-wise invoices for processing of bills.</p> <p>5) Payment shall be made subject to submission of all necessary reports/ sign-offs by the bidder.</p>	<p>We would request the Bank to amend the Payment Terms as suggested below in sync with the industry standard practice:</p> <p>1)10% will be paid along with the Purchase Order.</p> <p>2)70% will be released on delivery of license keys.</p> <p>3)10% will be released on installation of upgraded license, upgradation of the OS on the PC, configuration and installation of applications and after taking sign off as mentioned in the scope of work.</p> <p>4)10% payment shall be released after completion of 1 month of successful working.</p> <p>5)Bidder to submit state-wise invoices for processing of bills.</p> <p>Payment shall be made subject to submission of all necessary reports/ sign-offs by the bidder.</p> <p>Request you to modify the clause as:</p> <p>2) 90% will be released on delivery license,</p> <p>3) 10% payment shall be released after completion of upgradation of the OS on the PC, configuration and after taking sign off as mentioned in the scope of work.</p>	<p>Clause stands modified as:</p> <p>1) No advance will be paid against the Purchase Order.</p> <p>2) 80% of license cost will be released on delivery of licenses.</p> <p>3) Remaining 20% of license cost will be released in the tranche of successful implementation of per two thousand five hundred (2500) licenses.</p> <p>4)100% implementation Cost will be released in tranche of successful implementation of per thousand licenses and after taking sign off as mentioned in the scope of work.</p> <p>Bidder to submit state-wise invoices for processing of bills.</p> <p>Payment shall be made subject to submission of all necessary reports/ sign-offs by the bidder.</p>
6.	37	Part V Point No.7 Liquidated Damage	<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.</p>	<p>Request you to modify the clause as:</p> <p>Notwithstanding Bank's right to cancel the order, liquidated damages at 0.5 % 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 5% of the total cost of ownership.</p>	<p>Clause stands as per RFP.</p>

7.	33	Part –IV Scope of Work Point No.1.1	The successful bidder has to supply Licenses of Windows 10 E3 and upgrade windows 7/Vista & higher versions to Windows 10 E3 as per terms & conditions detailed in RFP.	Windows 10 E3 can be upgraded from Windows 10 Pro, 7 PRO/Ent/Ultimate or 8.1PRO. Windows Vista doesn't support. Please refer to the link https://docs.microsoft.com/enus/windows/deployment/upgrade/windows-10upgrade-paths	Clause stands modified as under: The successful bidder has to supply Licenses of Windows 10 E3 and upgrade windows 7 pro/ent/ultimate/ 8.1 pro to Windows 10 E3 as per terms & conditions detailed in RFP.													
				Windows vista does not have free upgrade to win 10. How will be manage the base license?	Clause clarified as under: Desktop procured by Bank were having base OS preloaded with windows 7/10.													
8.	33	Part –IV Scope of Work Point No.1.2	Bank has around 10,000 PCs having Windows 7/Vista & higher operating System. The bidder needs to quote for upgrade licenses for these PCs from existing operative system to Windows 10 E3 and install and activate windows 10.	1. Please share the location wise count of PCs that needs to be upgraded in this contract in the below mentioned format:	Clause clarified as under: Branches were spread across India, Location Details will be shared with the successful bidder. Upgrade activity to be performed by visiting individual branch/office.													
				<table border="1"> <thead> <tr> <th>Sl. No.</th><th>City / Town</th><th>Office / Branch Code</th><th>Office / Branch Address (including PIN Code)</th><th>Count of Devices Having Windows 7</th><th>Count of Devices Having Windows Vista</th></tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table> 2. Please confirm if the upgrade activity can to be done remotely or it has to be necessarily done as an onsite activity by visiting individual Office / Branch. 3. Please confirm if UCO Bank has the necessary licenses to remotely connect the devices that needs to be upgraded. If “Yes”, please provide the details of the software license available with the Bank.		Sl. No.	City / Town	Office / Branch Code	Office / Branch Address (including PIN Code)	Count of Devices Having Windows 7	Count of Devices Having Windows Vista							
Sl. No.	City / Town	Office / Branch Code	Office / Branch Address (including PIN Code)	Count of Devices Having Windows 7	Count of Devices Having Windows Vista													
9.	33	Part –IV Scope of Work Point No.1.4	Bidder should be well equipped & capable of the process of windows upgradation from any lower versions to Windows 10 E3.	Please refer to the link for Windows 10 Ent E3 upgrade path. All lower versions not supported. https://docs.microsoft.com/enus/windows/deployment/upgrade/windows-10upgrade-paths	Clause stands modified as under: Bidder should be well equipped & capable of the process of windows upgradation from windows 7 pro/ent/ultimate/8.1 pro to Windows 10 E3.													

10.	33	Part –IV Scope of Work Point No.1.5	Further the bidder needs to send their engineers to bank branches / offices across the country where these PCs are located and upgrade the OS to Windows 10 E3 with latest service packs.	Third Party involvement is required for manpower.	Clause clarified as under: Third party arrangement is within the scope of RFP. The details of partners is to be shared along with the technical bid.
11.	33	Part –IV Scope of Work Point No.1.6	The successful bidder needs to coordinate with the respective branches/ Zonal Office in respect of installation/ upgradation to windows 10 E3 under the scope of this RFP. The successful bidder has to provide detailed SOP and checklist for implementation at branches/ Zonal office/ Head Office.	Considering, systems are meeting minimum hardware & OS requirement.	Clause clarified as under: In such conditions, bidder has to inform Head Office.
12.	33	Part –IV Scope of Work Point No.1.8	Bank had procured PC"s with Windows 10.X but due to application dependency the same were downgraded to Version 7.X, such PC"s are to be upgraded again to windows 10 pro without assigning the new licenses.	Please clarify the phrase: " ..such PCs are to be upgraded again to windows 10 pro without assigning the new licenses. "	Clause clarified as under: Only Implementation / upgradation to Windows 10 pro is to be done.
				Which back up device bank will provide for the backup?	Clause clarified as under: Backup can be taken in the drive other than C: or any other external device provided by Bank.
13.	33	Part –IV Scope of Work Point No.1.9.a	The engineer visiting the branch has to identify the PC"s which were procured with Windows 10.X and downgraded to 7.X. These PC"s should also be upgraded to Windows 10.X without using the new licenses.	Please note, Windows 10 doesn't come with Product Sticker like Windows 7, so identifying the original OS of a downgraded system not possible. there is no such mechanism too. Please also clarify " These PC"s should also be upgraded to Windows 10.X without using the new licenses. "	Clause clarified as under: Engineer have to liaison with IT officers in respective zonal office to identify these PCs.
14.	34	Part –IV Scope of Work Point No.1.9.c	Take back up of the system before proceeding for upgrade of the OS, if required.	Only My Documents, Desktop and My Downloads Folder from C Drive backup will be taken in another partition of the same system. If there is no other Drive available in the system (except C Drive), then Bank will have to provide with external Drive for backup.	Clause clarified as under: In such cases, vendor should inform Bank to make arrangements for backup.
				Which back up device bank will provide for the backup?	Clause already clarified.

15.	34	Point No.1.9.e	Activate the new OS.	Internet is mandatory for Windows Activation. Please confirm availability of same at the time of activation.	Clause clarified as under: Internet access will be provided through proxy setup.
16.	34	Part –IV Scope of Work Point No.1.9.f	For any reason, if reinstalling of the PC is required then the same has to be done by the selected bidder with the upgraded Windows 10 OS after taking proper backup of the system.	Selected vendor will have to engage a third party vendor for this activity with annual contract and the same must be calculated. For OS backup, a complete System Backup must be taken immediately after Windows 10 upgrade in an external media or central storage. the storage/drive must be provided by the bank during OS upgrade.	Clause clarified as under: Branch will provide the external media for backup.
17.	34	Point No. 1.9.e	OS service packs, drivers and all critical patches.	Seamless Internet is mandatory for this activity.	Clause clarified as under: Internet access will be provided through proxy setup.
18.	34	Point No. 1.10.ii	Anti-Virus & AD software installation with the latest updates.	Request to delete this. Bank has to engage concerned vendor for this as the bidder is not managing the current AD or AV.	Clause modified as under: Successful bidder will coordinate with the existing vendor for reinstallation of AD & AV.
19.	34	Point No. 1.10,iii	Configuration of IP addresses and establish connectivity with LAN/WAN. Loading the printer drivers, with installation of printers and its configuration as per Bank"s requirement.	It depends on the availability of the compatible drivers	Clause clarified as under: Drivers can be downloaded from bank's portal/CDs available/dump already stored in PCs
20.	34	Point No. 1.10,iv	Browser configuration for CBS application / Internet proxy etc.	Bank will have to provide with detailed guidelines for CBS Application Browser Configuration & Proxy Configuration.	Clause stands clarified as under: Job Card will be made available to Successful bidder.
21.	34	Point No. 1.10,vi	Loading software/applications required to access finacle 7/ finacle 10 etc	Respective Finacle vendor must be engaged for this activity.	Clause stands as per RFP.

22.	34	Point No. 1.10,ix	Bidder to ensure that no unlicensed software is installed.	System will be upgraded to Windows 10 E3 with all supported softwares (licensed/unlicensed), bidder can't take the responsibility of the existing software (it can be licensed or unlicensed). Windows 10 upgrade don't need any additional software installation.	Clause clarified as under: Bidder to upgrade to windows 10 along with existing softwares. No additional unlicensed software is to be installed by the bidder.
23.	34	Point No. 1.10,xiii	All the software"s /drivers available on PC before upgradation should be made available after upgradation.	Depends on the Compatibility with Windows 10.	Clause stands clarified as under: Wherever compatibility issues arises, vendor need to inform Bank.
24.	34	Part –IV Scope of Work Point No.1.12	Details of Hardware Inventory from Branch should be submitted/updated in the portal.	Which Portal is referred to here? To get the hardware inventory on Microsoft Website, MDM license is required with Active Internet Connection. Hardware Inventory is a different activity.	Clause stands clarified as under: Details of hardware inventory upgraded is to be captured in bank's internal Asset Management Portal.
25.	70	Annexure IX	Undertaking Letter on the selected bidder"s letterhead for Central Minimum Wages Act & Labour Laws	We've submitted this against other RFPs in the past. But is it relevant in such product? If no, request you to delete this Annexure please.	Clause stands as per RFP.
26.	93	Annexure XX	Technical & Functional Requirement Upgradation windows 7/Vista & higher versions to Windows 10 E3	Request you to remove Windows 7 & Vista from this phrase and modify accordingly. Windows 10 E3 can be upgraded from Windows 10 Pro, 7 PRO/Ent/Ultimate or 8.1PRO. Windows Vista doesn't support. Please refer to the link https://docs.microsoft.com/en-us/windows/deployment/upgrade/windows-10upgrade-paths	Clause stands modified as below: Upgradation windows 7 PRO/Ent/Ultimate or 8.1PRO to Windows 10 E3.
27.	95	Annexure XXII & Annexure XXIII	Masked Commercial Bid & Commercial Bid	Quantity for License is 10000 but in case of Implementation 11000. Request to clarify the same.	Clause stands clarified as under: Approx. 1000 PCs procured originally with windows 10 pro but downgraded to windows 7 were also included under implementation.

Amendments, Addendums and Corrigendums

Sl. No.	RFP Page No.	RFP Clause No.	Original RFP Clause	Revised Clause
1.	10	Eligibility Criteria Point No. 5	The bidder and/or consortium partner should have supplied & implemented at least 8000 Microsoft Windows 10 licenses to any Scheduled Commercial Bank in India in last 3 years. The orders can be multiple and of multiple commercials Banks with supply and implementation of at least 2000 Microsoft Windows 10 licenses in single order.	The bidder should have supplied at least 4000 Microsoft Windows 10 licenses to any Scheduled Commercial Bank including RRBs in India in last 5 years . The orders can be multiple and of multiple commercials Banks including RRBs with supply and implementation of at least 2000 Microsoft Windows 10 licenses in single order.
2.	35	Part V Point No.3 Delivery Schedule of Implementation	The entire activity i.e. supply, upgradation / installation, should be completed within 6 weeks from the date of issuing PO.	The entire activity i.e. supply, upgradation / installation, should be completed within 10 weeks from the date of issuing PO.
3.	36	Part V Part No.5 Warranty & ATS	The selected bidder should provide comprehensive warranty for proposed software for a period of one year from the date of installation of license.	Windows 10 E3 License is yearly subscription and the duration of 1-year starts from the date of activation of License. License will be activated at the time of delivery.
4.	36	Part V 6. Terms of Payment	1) No advance will be paid against the Purchase Order. 2) 90% will be released on delivery and installation of upgraded license, upgradation of the OS on the PC, configuration and installation of applications and after taking sign off as mentioned in the scope of work. 3) 10% payment shall be released after completion of 3 month of successful working. 4) Bidder to submit state-wise invoices for processing of bills. 2) Payment shall be made subject to submission of all necessary reports/ sign-offs by the bidder.	1) No advance will be paid against the Purchase Order. 2) 80% of license cost will be released on delivery of licenses. 3) Remaining 20% of license cost will be released in the tranche of successful implementation of per two thousand five hundred (2500) licenses. 4) 100% implementation Cost will be released in tranche of successful implementation of per thousand licenses and after taking sign off as mentioned in the scope of work. Bidder to submit state-wise invoices for processing of bills. Payment shall be made subject to submission of all necessary reports/ sign-offs by the bidder.
5.	33	Part –IV Scope of Work Point No.1.1	The successful bidder has to supply Licenses of Windows 10 E3 and upgrade windows 7/Vista & higher versions to Windows 10 E3 as per terms & conditions detailed in RFP.	The successful bidder has to supply Licenses of Windows 10 E3 and upgrade windows 7 pro/ent/ ultimate/ 8.1 pro to Windows 10 E3 as per terms & conditions detailed in RFP.
6.	93	Annexure XX	Technical & Functional Requirement Upgradation windows 7/Vista & higher versions to Windows 10 E3	Upgradation windows 7 PRO/Ent/ Ultimate or 8.1PRO to Windows 10 E3.

7.	35	Part V Consortium	<p>The selected bidder may have a tie-up with any partner for providing an end-to-end Upgradation from Windows 7/Vista & higher versions to Windows 10 including Supply and Implementation. However, the successful bidder should have a relationship with the partner as an authorized reseller, distributor and should have a back-to-back agreement for providing services mentioned in the Scope of Work.</p> <p>The selected bidder may form a consortium and bid for the RFP document, as it is the Banks's expectation to implement and maintain the most appropriate solution and maintain policies and procedures to serve the Bank. However, in this case the Bank will deal with only the successful bidder as a single point of contact who shall have the sole responsibility for the entire assignment irrespective of the fact that it is only the part of the consortium. Each consortium shall name the selected bidder who shall have the single point responsibility for the consortium in their bid responses. The selected bidder which shall have the single-point responsibility of the bid will be deemed to be the system integrator and will be deemed to play the lead role in the bid and shall have single point responsibility of the bid.</p> <p>The selected bidder shall mention in technical bid the details of contractor or sub-contractor in connection with the services required to be provided by the bidder. Under all circumstances, the selected bidder shall be responsible for misconduct / deficiencies in services rendered to Bank through the bidder selected or its sub-contractors. Bank reserves the right to reject work, which is not in conformity with its standards.</p>	<p>The selected bidder may have a tie-up with any partner for providing an end-to-end Upgradation from windows 7 PRO/Ent/ Ultimate or 8.1 PRO to Windows 10 E3.</p> <p>The bidder may form a consortium and bid for the RFP document, as it is the Bank's expectation to maintain, implement and refresh the most appropriate hardware and software products and maintain policies and procedures to serve the Bank. However, in this case the Bank will deal with only the selected bidder as a single point of contact who shall have the sole responsibility for the entire assignment irrespective of the fact that it is only the part of the consortium. Each consortium shall name the selected bidder who shall have the single point responsibility for the consortium in their bid responses. The selected bidder which shall have the single-point responsibility of the bid will be deemed to be the system integrator and will be deemed to play the lead role in the bid and shall have single point responsibility of the bid.</p> <p>The selected bidder shall mention in technical bid the details of contractor or sub-contractor in connection with the services required to be provided by the bidder. Under all circumstances, the selected bidder shall be responsible for misconduct / deficiencies in services rendered to Bank through the bidder selected or its sub-contractors. Bank reserves the right to reject work, which is not in conformity with its standards.</p> <p>i. The bid would be a consortium bid if:</p> <p>a) The selected bidder is proposing (as part of the solution) some services, which are not owned by the selected bidder;</p> <p>b) The selected bidder is proposing (as part of the solution) some services which are provided on behalf of another vendor.</p> <p>ii. In the case of a Consortium, the following rules will be applicable:</p> <p>a) The selected bidder is required to provide proof that the selected bidder is authorized to bid with the products that it does not own. This may be in the form of a (copy of) letter authorizing the selected bidder from a duly constituted attorney and / or a (copy of) back-to-back agreement between the concerned parties.</p> <p>b) The responsibility for the details presented in the responses will</p>
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				<p>be with the selected bidder, which will form part of the final legal contract. The selected bidder will be totally responsible for delivering contractual services end to end and will be a single point of contact; and</p> <p>c) The responsibility for the commercial bid lies with the selected bidder. The Bank would only deal with one party (the selected bidder) on all commercial and legal matters.</p> <p>d) The consortium selected bidder's cannot change once the technical and Financial bid has been submitted in response to the scope document by the selected bidder.</p> <p>e) It is expressly clarified that even in the case of a Consortium , the selected bidder shall have the single-point responsibility/liability to ensure the fulfilment of all obligations of the selected bidder under the contract.</p> <p>f) If selected bidder wish to change any of the partners as part of this consortium, Bank will levy a penalty of 10% of implementation cost. The selected bidder has to quote only partner for implementation and multiple partner names quoted for a certain component or service will not be accepted by the bank.</p>
8.		Addition to Part V	<p>Clause No. 43 Right to Alter Quantities</p>	<p>The Bank reserves the right to alter the number of hardware/software/licenses specified in the tender in the event of changes in plans of the Bank. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder. The bank reserves the right to place order for additional hardware/software/licenses at the agreed price during the contract period with the same terms and conditions. Banks is not obligate to purchase all the quantity of the hardware/software/licenses as mentioned above. Bank reserves the right to alter the quantities at any time not exceeding 25% of the total contract value without prior notice to the selected bidder(s). The selected bidder has to submit the separate Bank Guarantee for an amount equivalent to 10% of the order value for the additional procurement</p>