




**UCO BANK**

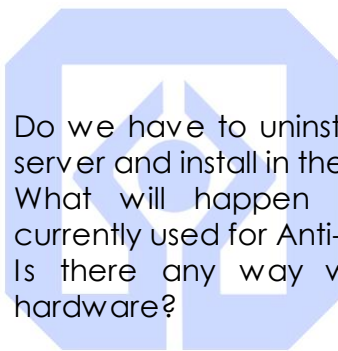
**Department of Information Technology**

**Reply of Pre-bid Queries of RFP for Supply, Implementation and Maintenance of Centralized Antivirus**

**RFP REF NO: UCO/DIT/26/2016-17 Date: 06/04/2016**

SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response
1	Page No-16/Eligibility Criteria Point No 4	The Bidder should have supplied, implemented and maintained Centralized Antivirus Solution with <u>10000</u> licenses in at least one Govt. organizations in India, for minimum period of 1 year within last 5 years.	The Bidder should have supplied, implemented and maintained Centralized Antivirus Solution with <u>6000+</u> licenses in at least one Govt. /Reputed enterprise organizations in India, for minimum period of 1 year within last 7 years. Copy of LOI/PO/Client Certification for successful completion and maintenance with name and contact details of signatory	Clause stands as per RFP.
2	Page No-19 Clause no. 4.1	Scope of work	Unable to understand phrase "latest version of license". So, kindly, clarify that renew of existing 12500 licenses and upgradation of the existing software to latest software version of central server is required?	Version of Central Server EPO is 5.1.1, Agent Handler is 5.1.1, Agent at Branches is 5.0.1.516, Virus scan Enterprise at branches is 8.0 patch 6
3	Clause no 4.10 & 4.24 Page No-20 & 21	Scope of work	As per point 4.10 and 4.24, its does not get clear about the expectation of the update mechanism for the PCs at remote and branches. Please clarify the requirement as both points are contradicting.	One Computer will work as super-agent of the centralized server at the branch level. This computer will get updates from the centralized server at scheduled time or as per requirements. All other computers installed at respective branch will get updates from the super-agent computer automatically in a

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				scheduled time or as and when required through Local Area Network (LAN). Solution should have facility to update patches on scheduler based & zone based.
4	4.10 & 4.24/ Page No-20 & 22 & 23	Scope of work	<p>In case the existing setup has Agent handlers deployed already at various branches then please mention list of all branches/locations?</p> <p>Any new requirement apart from existing setup in respect to agent handlers? If, yes then please mention that hardware will not be a responsibility of the bidder.</p> 	One Computer will work as super-agent of the centralized server at the branch level. This computer will get updates from the centralized server at scheduled time or as per requirements. All other computers installed at respective branch will get updates from the super-agent computer automatically in a scheduled time or as and when required through Local Area Network (LAN). Solution should have facility to update patches on scheduler based & zone based through agent handler at central locations. All the hardware at central location for the project to be supplied & maintained by bidder. Whereas the super-agent PC at branches level will be provided by Bank .
5	Clause no 4.12 Page 20	Scope of work	It is mentioned in the RFP, "Successful Bidder shall be responsible for supply/ upgrade of latest Antivirus Enterprise Edition Security Suite for all versions of Windows OS covering Antivirus, Desktop Firewall, Intrusion Prevention System, Device control, Application control, Network access control, detection and removal tool for Malware, Antispyware, Anti-spam, Adware, Trojan/Worms, etc."	Clause stands as per RFP.

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			Please clarify that RFP only covers Antivirus and not rest of the components mentioned.	
6	2.1 Eligibility Criteria point 4 Page no. 16	The Bidder should have supplied, implemented and maintained Centralized Antivirus Solution with 10000 licenses in at least one Govt. organizations in India, for minimum period of 1 year within last 5 years.	The Bidder should have managed and maintained Centralized Antivirus Solution with 10000 to 15000 licenses in at least one Govt. organizations in India, for minimum period of 1 year within last 5 years.	<b>The Bidder should have implemented and maintained Centralized Antivirus Solution with 10000 licenses in at least one Govt. organizations in India, for minimum period of 1 year within last 5 years.</b>
7	Clause 4.1 Page 19	Renew, upgradation, implementation & maintenance for existing 12500 existing McAfee endpoint protection licenses with latest version of licenses for five years. Along with supply, installation, maintenance & support of 8000 additional latest McAfee Endpoint Security licenses for five years. Upgraded version of 12500 existing McAfee endpoint protection license and New 8000 additional latest McAfee Endpoint Security licenses version should be same. Or Supply, installation, maintenance & support for new Centralized Antivirus Solution with 20500 node licenses for five years	 <p>Do we have to uninstall from the existing server and install in the new hardware? What will happen to the hardwares currently used for Anti-virus? Is there any way we can use those hardware?</p>	Central server cannot be reused for new antivirus solution.
8	Clause 4.47 Page no 32	The Bidder should provide 6 nos. of Manpower for anti-virus & Active Directory related support to branches / offices, administration, monitoring and daily backup for Anti-virus system from 10 a.m. to 8 p.m. on working days at UCO Bank	We understand that AV support Team will be operating from UCO NOC, Kolkata and will provide remote support only. Kindly mention what is UCO's expectation on Deskside support at branch level, in case of hardware or connectivity problem? Please specifically mention if bidder has to	Bidder should implement centralized antivirus solution, join each & every nodes (desktop / laptops) in Bank's existing Active Directory Solution and integrate with existing Biometric Authentication system, in such a way that all the PCs should be

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		NOC Centre. The number of manpower for Facility Management Services may change as per requirement. Accordingly, the FM Cost will be charged on Pro-rata basis.	factor on-call support for branch level.	under only Active Directory System and equipped with Antivirus solution. Bidder should visit each and every branch during implementation. AV support Team will be operating from UCO NOC, Kolkata and will provide remote support during implementation and post implementation. Bidder should also factor on-site support at branches level, if remotely support not feasible. Bidder should provide on-site support for Antivirus maintenance, in case problem do not resolved through remote support.
9			We assume that required tapes for taking, will be provided by the bank and media movement cost, if any, will also bear by Bank, please confirm.	Clause stands as per RFP
10			"Active Directory support to branches" Its too board based statement. -Please specifically mention the type of support what is expected at branch level	Bidder should implement centralized antivirus solution, join each & every nodes (desktop / laptops) in Bank's existing Active Directory Solution and integrate with existing Biometric Authentication system, in such a way that all the PCs should be under only Active Directory System and equipped with Antivirus solution. Bidder should visit each and every branch during implementation. Bidder should provide on-site support for AD maintenance, in case problem do not resolved through remote support.

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11			Please specify mention what kind of Active directory support is required at branch level	Bidder should implement centralized antivirus solution, join each & every nodes (desktop / laptops) in Bank's existing Active Directory Solution and integrate with existing Biometric Authentication system, in such a way that all the PCs should be under only Active Directory System and equipped with Antivirus solution. Bidder should visit each and every branch during implementation. Bidder should provide Any problem related active directly during implementation and post implementation.
12			Is bidder allowed to deploy a combination of own payroll employee and partner employee? Ownership will be with bidder	Bidder should deploy skilled engineers only.
13			Please share last 6 months AV call dump	Not feasible from Bank side
14			We assume that Bank will provide necessary infrastructure (Telephone Number, Seating space, desktop/Laptop) for Engineers. Please confirm.	Bank will provide following infrastructure Telephone Number, Seating space, desktop for Engineers

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15			Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Wipro shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by the customer	No addition
16			"It is agreed that the price quoted is arrived at based on 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."	No addition
17			Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of Customer.	No addition

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18			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.	No addition
19			Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to Wipro within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that Wipro shall have 15 days time to correct in case of any rejection by Customer.	No addition
20			Notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, neither party shall, in any event, be liable for any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to, any loss of use, loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damage. Subject to the above and notwithstanding anything	No addition

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			to the contrary elsewhere contained herein, the maximum aggregate liability of the Supplier for all claims under or in relation to this Agreement, shall be, regardless of the form of claim(s), shall be limited to contract value.	
21			Either Party shall have the right to terminate this Agreement at any time in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days. In the event of termination Customer shall pay Wipro for goods delivered and services rendered till the date of termination.	No addition
22	Page No 16, Eligibility Criteria, Clause No 2.1, SL No 4	The Bidder should have supplied, implemented and maintained Centralized Antivirus Solution with 10000 licenses in at least one Govt. organizations in India, for minimum period of 1 year within last 5 years.	The Bidder should have supplied, implemented and maintained Centralized Antivirus Solution / Email Security with 5000 licenses in at least one Govt. organizations/BFSI in India, for minimum period of 1 year within last 5 years.	Clause stands as per RFP
23	Page No 19/4.12 and Annexure H Point 12	Successful Bidder shall be responsible for supply/ upgrade of latest Antivirus Enterprise Edition Security Suite for all versions of Windows OS covering Antivirus, Desktop Firewall, Intrusion Prevention System, Device control, Application control, Network access control, detection and removal tool for Malware, Antispyware, Anti-spam, Adware, Trojan/Worms, etc. All the tools /	Network Access Control is not a functionality of Anti Virus Solution. Hence kindly rephrase the clause to" Successful Bidder shall be responsible for supply/ upgrade of latest Antivirus Enterprise Edition Security Suite for all versions of Windows OS covering Antivirus, Desktop Firewall, Intrusion Prevention System, Device control, Application control, detection and removal tool for Malware, Antispyware, Anti-spam, Adware, Trojan/Worms, etc. All the tools /	<b>Successful Bidder shall be responsible for supply/ upgrade of latest Antivirus Enterprise Edition Security Suite for all versions of Windows OS covering Antivirus, Desktop Firewall, Intrusion Prevention System, Device control, Application control, detection and removal tool for Malware, Antispyware, Anti-spam, Adware, Trojan/Worms, etc. All the tools / applications should be from single</b>



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		applications should be from single manufacturers product. This should be deployed in the desktops as a single client software	applications should be from single manufacturers product. This should be deployed in the desktops as a single client software"	<b>manufacturers product. This should be deployed in the desktops as a single client software.</b>
24	Page No 23/4.38 Annexure H Point 38	The solution should provide the ability to remove virus and other malicious codes from desktops as well as damage repair of the computer. It should have the facility of quarantine of virus affected file system.	Kindly clarify if quarantine of virus affected file system refers to quarantine of the virus on an infected system or quarantine of an endpoint? If it refers to quarantine of an endpoint, then that functionality is part of a Network Access Control solution and not of Anti Virus Solution.	Quarantine of virus affected file system refers to quarantine of the virus on an infected system
25	Page No 23/4.41 Annexure H Point 41	The solution should be able to automatically acquire new & updated security patches and automatically package the patches and deploy the patches based on policy defined.	As per our understanding the security patches relate to only the endpoint security solution and all other patches such as Operating system, Applications, database etc. are out of the scope as the RFP relates only to Anti Virus Solution. Hope our understanding is correct? if additionally is require the patch management then we need to upgrade the exiting patch management product. Please suggest way forward.	<b>The solution should be able to automatically acquire new &amp; updated security patches for Antivirus and deploy the update based on policy defined.</b>
26			The proposed solution should provide a single agent that combines all the critical components for comprehensive security on the endpoint. (Antivirus, Antispyware, device control, desktop firewall, Desktop HIPS, Web control with URL filtering and safe search etc.	No Addition
27			The proposed solution should be in Gartner Leader's Magic Quadrant for Endpoint Protection Platforms 2016	No Addition
28			The solution should provide an Integrated fire wall which should use reputation scores based on OEM's global threat intelligence	No Addition

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			to block attacks on endpoints from botnets, DDoS, APTs, and suspicious web connections.	
29			The proposed solution should have the ability to enhance its functionality which will enable to determine file-execution decisions with rule-based logic based on endpoint context (file, process, and environmental attributes) blended with collective threat intelligence both OEM's own as well as third party intelligence such as Virus Total which the bank may opt in the future with additional licenses and without change in the centralised management solution.	No Addition
30			The proposed solution should be able to enhance its functionality by which one is able to import threat reputation of files through file hashes into the central endpoint protection management platform with additional licenses and without change in the centralized management solution in case the bank may opt in the future.	No Addition
31			The proposed endpoint solution should be able to enhance its functionality by automatic prevention of execution of unknown executable files even if the endpoint does not have the latest signatures and without heuristics or behavioural patterns with additional licenses and without change in the centralised management solution.	No Addition

SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response
32	Page no. 20 Clause 4.10	Installation, configuration, maintenance & troubleshooting of Antivirus software at all identified PCs at all branches and offices throughout India, which are connected to the enterprise wide area network and which has connectivity to the Centralized Antivirus Server. All the PCs shall be configured to get automatic updates from the Antivirus Server / Central console under Active Directory environment with proper scheduling so as to avoid traffic congestion. The update mechanism should be configured in efficient manner by fixing micro sizing and update frequency in such a way that it does not cause bandwidth issues.	Existing VSAT connected branches bandwidth to be upgraded to 128 Kbps from 64 Kbps for AV updates from central AV Server. Need clarity of VSAT bandwidth upgradation status. AD management should be out of scope from AV vendor as it is managing by some other vendor.	VSAT branches are having burstable bandwidth upto 256 Kbps.
33	Annexure H Point No 47	The Bidder should provide 6 nos. of Manpower for anti-virus & Active Directory related support to branches / offices".	AD related Support should be provided by the existing vendor of AD management vendor. AV vendor should integrate with AD at the time of implementation of AV only.	Successful Bidder should provide 6 nos. of Manpower for anti-virus & Active Directory related support to branches / offices.
34	Clause 5.4 Page 25,26	Payment Terms	Request to amend the Payment Terms as follows: Bank will make payment to the selected bidder as per details given in Annexure –J of the RFP Document subject to the signing of the contract. The payment schedule is as follows: For Table A: a. 70 % payment will be done on completion of delivery of materials. b. 15 % payment on completion of installation of 50 % of Nodes i.e 10250 out	Clause stands as per RFP

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			<p>of total 20500 nodes.</p> <p>c. 15 % payment on completion of installation of remaining 50 % Nodes i.e 10250 out of total 20500 nodes.</p> <p>For Table B:</p> <p>a. 70 % payment will be done on completion of Delivery of softwares.</p> <p>b. 15 % payment on completion of installation of 50 % of Nodes i.e 10250 out of total 20500 nodes.</p> <p>c. 15 % payment on completion of installation of remaining 50 % Nodes i.e 10250 out of total 20500 nodes.</p> <p>For Table C:</p> <p>a. 100 % payment towards implementation cost of Central Site Location will be done on successful completion of the Central Site Installation.</p> <p>RFP Ref. No. UCO/DIT/ANTI VIRUS/26/2016-17 Dated 06/04/2016 Page 26 of 54</p> <p>b. Payment towards successful installation of Antivirus Solution with AD (Active Directory) implementation at 20500 branches will be done in phases as below:</p> <p>For Table D:</p> <p>a. Payment due towards Facility Management will be released on quarterly basis in arrears.</p> <p>5.5 Price</p> <p>The Price Bid must include all hardware equipment along with system configuration, Model No, Part No and Price Tag covering warranty period of three years. The Price Bid also must include all applicable taxes such as Sales/Service/VAT/ Waybill etc. The Octroi /Entry Tax will be paid extra, wherever</p>	

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			<p>applicable on submission of actual Tax receipt.</p> <p>The Selected bidder is required to guarantee that exchange rate fluctuations, changes in import duty and other taxes will not affect the Rupee value of the commercial bid, over the validity period of the bid.</p> <p>The Selected bidder shall keep the price valid for a period of at least 6 months from the date of RFP response process submission closes. The Bank further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a Selected bidder.</p> <p>Prices quoted by the selected bidder shall be in Indian Rupees only, firm and not subject to any price escalation, if the order is placed within the validity period. Further, subsequent to the orders being placed/agreement executed, the selected bidder shall pass on to the Bank all fiscal benefits arising out of reductions in Government levies viz. Sales tax, excise duty, custom duty, etc. S.No</p>	
35			Need to know whether the Rack Space, Power & cooling related things for the proposed backed server for antivirus solution will be provided by Bank or HCL will have to take care of it.	Infrastructure requirement like Rack Space, Power & cooling for the proposed central server for antivirus solution will be provided by Bank.

**Note: All other terms and conditions, clauses of the subject RFP remain unchanged. The reply to pre bid quires & changes in the RFP clause mentioned herein above will be part & parcel in the RFP.**

**Corrigendum to RFP REF NO: UCO/DIT/26/2016-17 Date: 06/04/2016**

Sl. No.	Para, Clause no., Page No.	Clause Details in RFP	Modified clause based on reply to Pre bid quires
1	Page No 19/4.12 and Annexure H Point 12	Successful Bidder shall be responsible for supply/ upgrade of latest Antivirus Enterprise Edition Security Suite for all versions of Windows OS covering Antivirus, Desktop Firewall, Intrusion Prevention System, Device control, Application control, Network access control, detection and removal tool for Malware, Antispyware, Anti-spam, Adware, Trojan/Worms, etc. All the tools / applications should be from single manufacturers product. This should be deployed in the desktops as a single client software	<b>Successful Bidder shall be responsible for supply/ upgrade of latest Antivirus Enterprise Edition Security Suite for all versions of Windows OS covering Antivirus, Desktop Firewall, Intrusion Prevention System, Device control, Application control, detection and removal tool for Malware, Antispyware, Anti-spam, Adware, Trojan/Worms, etc. All the tools / applications should be from single manufacturers product. This should be deployed in the desktops as a single client software.</b>
2	Page No 23/4.41 Annexure H Point 41	The solution should be able to automatically acquire new & updated security patches and automatically package the patches and deploy the patches based on policy defined.	<b>The solution should be able to automatically acquire new &amp; updated security patches for Antivirus and deploy the update based on policy defined.</b>
3	2.1 Eligibility Criteria point 4 Page no. 16	The Bidder should have supplied, implemented and maintained Centralized Antivirus Solution with 10000 licenses in at least one Govt. organizations in India, for minimum period of 1 year within last 5 years.	<b>The Bidder should have implemented and maintained Centralized Antivirus Solution with 10000 licenses in at least one Govt. organizations in India, for minimum period of 1 year within last 5 years.</b>
4	Last Date & Time for receipt of tender bids	03/05/2016 at 3:00 PM	The Last date & time for receipt of tender bids is hereby extended upto <b>20/05/2016 till 3:00 PM</b>
5	Opening of Technical bids	03/05/2016 at 3:30 PM	Technical Bids of the bidders will be opened on <b>20/05/2016 at 3:30 PM</b>

**Note: All other terms and conditions, clauses of the subject RFP remain unchanged. The reply to pre bid quires & changes in the RFP clause mentioned herein above will be part & parcel in the RFP.**