UCO BANK
Department of Information Technology
Request for Proposal (RFP) For "Annual Technical Support (ATS) for Microsoft Products, Oracle, IBM & Antivirus
RFP Ref No : UCO/DIT/1012/2016-17 Date 31-08-2016"
Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s), Amendments, Addendums and Corrigendum's

SL No	Page no	Clause	Clause as per RFP	Description of Query/Clarification sought by Bidder	Bank Response
1.	10	Sl No3- Eligibility Criteria	Bidder should have a minimum annual turnover of Rs. 50 Crores in each of the last three financial years i.e. 2013-14, 2014-15 and 2015-16.	Minimum Annual Turnover of **Rs. 28 Crores** in each of the last three financial year of 2013-14.2014-15 & 2015-16.	Clause stands as per RFP
2.	6,14,17	Sr.No.:2, Cost of tender document, Clause-6, submission of bid.	Cost of tender document: Rs 20,000/-	As you have mentioned that a complete set of tender document cost is Rs 20,000/- but in page no 17 section submission of bids, there is mentioned that each group should contain Tender fee. So, please confirm whether we need to submit only Rs 20,000/- for all groups or Rs 20,000/- for each group.	Tender document Fee for each group: Oracle: Rs 20,000/- IBM : Rs.10,000/- Microsoft :Rs 10,000/- Antivirus : Rs 5,000/-
3.	7	Clause-2	UCO Bank intends to engage reputed vendor(s) for providing Annual Technical Support (ATS) for System Software (Oracle, MS Windows Products, MS SQL,	As you have mentioned that ATS for softwares for three location i.e Bangalore, Kolkata and Mumbai. In this connection, it is request to kindly provide the location along with scope of work.	ATS renewal certificate to be submitted at DIT, Head Office Kolkata. Scope is clearly

			IBM [MQ], IBM [Web sphere] and Antivirus installed at Bank's Data Centre at Bangalore, DR Site at Kolkata and Treasury Branch, Mumbai . The selected vendor will be responsible to provide the services & support as per the scope of work & timelines outlined in the RFP document.		mentioned in the RFP.
4.	15	Performance Guarantee	The Bank will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the date of acceptance of the order or signing of the contract whichever is earlier, for a value equivalent to 10% of the total cost of ownership of the respective group. The Performance Guarantee should be valid for a period of 63 months (with three months claim period). The Performance Guarantee shall be kept valid till completion of the project	It is humble request to you to please give the relaxation on this point and allow to bidders to submit PBG @ 10% of the yearly invoice value and release after getting new PBG and expiry of previous PBG date.	The subject clause stands modified as under: The Bank will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the date of acceptance of the order or signing of the contract whichever is earlier, for a value equivalent to 10% of the year wise order value of the respective group. The Performance Guarantee should be valid for a period of 15 months. The Performance Guarantee shall be kept in flow every year till completion of the project
5.	13	Payment Terms _TDS	The ATS fees along with applicable service tax/VAT is payable annually in advance. TDS shall be deducted as per applicable rates/rules	As per below notification, the required items are not under TDS deduction category. Attached is the declaration for your kind reference:	TDS if applicable will be deducted from the payment of the selected bidder.

				• 90% on receiving the ATS certificate • 10% after 3 months of receiving the certificate	"Declaration under notification no- 21/2012 S.O.1323(E) dt. 13.06.2012. We do hereby declare that the company has already deducted TDS/Withholding tax from payment against acquisition of software/s invoiced to you in accordance with sub-clause (a) of clause (ii) of Notification No. 21/2012 [F.No.142/10/2012-SO(TPL)] S.O. 1323(E), dated 13-6-2012 of the Ministry of Finance. By virtue of said Notification you are exempted from deducting TDS on Payment/Credit against our invoice/s. Further we are assessed to income tax vide PAN : AAOCS6228H/ Ward-31(1)/DEL/W/061/01." It is request to please remove the TDS Deduction clause.	
6.	32	Taxes & Duties	Taxes & Duties		Will you provide C form?	Selected bidder to arrange for all the required documents. Bank will not provide any document.
7.	17	Submission of Bid	Envelope		As we understand that if we shall be participating in four groups	All separate bids in separate envelope.

				then we need to make separately four envelopes and mention group name on it and after that all group envelops to be put in other big envelope. Is it correct? Or all the envelopes need to be submitted as individual bids.	
8.	12	Transfer of License	Transfer of licenses from one platform to other during ATS period as and when required by the Bank.	Please give the clarity on this point.	The perpetual license may be transfer for one application to another as per requirement of the Bank
9.	19	Penalty	Penalty	As per the industry norms followed by all the PSUs and central ministries, the extent of the penalty levied on the vendor in event of a default is between 0.5% - 1% of the order value per week to the maximum of 10% of the order value only. Hence, it is requested to modify this clause to ensure maximum participation and to safeguard the interest of the vendors.	The penalty clause given in the RFP is self-explanatory. Clause stands as per RFP
10.	26	Sr. No. 5	The Bidder should have the relevant experience of successfully providing the ATS for System Softwares (as per the scope of RFP) as mentioned in respective group categories for at least	It is a humble request to kindly allow us to provide purchase orders of the enterprise customer also in this case please.	**The subject clause stands modified as under:** The Bidder should have the relevant experience of

			2 (two) scheduled commercial Banks / Govt. Organization/PSUs financial institutions during last three years.		successfully providing the ATS for System Softwares (as per the scope of RFP) as mentioned in respective group categories for at least 2 (two) scheduled commercial Banks / Govt. Organization/PSUs financial institutions/ large corporates during last three years.
11	10	SI NO 5	The Bidder should have the relevant experience of successfully providing the ATS for System Softwares (as per the scope of RFP) as mentioned in respective group categories for at least 2 (two) scheduled commercial Banks / Govt. Organization/PSUs financial institutions during last three years.	The Bidder should have the relevant experience of successfully providing the ATS for System Softwares (as per the scope of RFP) as mentioned in respective group categories for at least 2 (two) scheduled commercial Banks / Govt. Organization/PSUs financial institutions during last five years	**The subject clause stands modified as under:** The Bidder should have the relevant experience of successfully providing the ATS for System Softwares (as per the scope of RFP) as mentioned in respective group categories for at least 2 (two) scheduled commercial Banks / Govt. Organization/PSUs

					financial institutions during last five years.
12	14	Clause No 8	The ATS fees along with applicable service tax/VAT is payable annually in advance. TDS shall be deducted as per applicable rates/rules 90% on receiving the ATS certificate 10% after 3 months of receiving the certificate	The ATS fees along with applicable service tax/VAT is payable annually in advance. TDS shall be deducted as per applicable rates/rules 100% on receiving the Invoice.	**The subject clause stands modified as under:** The ATS fees along with applicable service tax/VAT is payable annually in advance. TDS shall be deducted as per applicable rates/rules 90% on receiving the ATS certificate 10% after 1 months of receiving the renewal certificate after deducting penalty/LD (if any)
13	10	Clause No 5	**(Group A: Oracle Database Licenses)** CSI Nos. as given are 14731908 ,18570810, 20080555 ,20514107 ,16878648,18165935,16365717 ,18570810 ,14732598 ,20366902 ,19843522	CSI No. 19843522 End Date 05/02/2018 is currently in name of HP and the onus lies with HP to renew support till the assignment of this licenses is done to UCO Bank. This should be removed from the list mentioned in the tender document. Some Missing CSI Nos. in name of UCO Bank are 20289579, 17727949, 16147874, 13940827, 2565100470, 3779339,	The CSI which are in the name of HP will be changed to Bank's Name. Bank has initiated the process. The bidder is required to quote the prices considering all the licenses mentioned in the RFP.

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14	12		**(Group D: Antivirus)** Product: Antivirus - Symantec Count: 100	Please share Renewal ID/ Serial No./ Last year Certificate Copy	1.Serial No M2089091339 SYMC DATA CENTER SECURITY SERVER ADVANCED 6.5 PER MANAGED SERVER RENEWAL ESSENTIAL 12 MONTHS GOV BAND A Start Date: 03/04/2016 End Date: 31/12/2016
15			Support Expiry Date/ End Date	This should be the end date of existing support of respective product group	End date for all the software is already provided.
16	20		**Contract Period**		Bank wants to have a common end date for all the software which are part of this RFP. The common end date is 31st Dec. Hence the vendor to quote accordingly till 31st December 2021. For Example if a license expires on 8th Feb 2017 then the bidder to quote for the part period till 31st Dec 2017

						and then annually for the next 4 years till 31st Dec 2021. For licenses where common end point is not possible bidders to quote till 31 Dec 2021.
17			The contract period will be initially for a period of 5 years. The performance of the selected bidder shall be reviewed every quarter to ascertain vendor's capability during the period. The Bank reserves the right to terminate the contract at its sole discretion by giving two months' notice without assigning any reasons. Any offer falling short of the contract validity period is liable for rejection.		Oracle can quote for maximum 3 year ATS , subject to the 3 year order is released upfront which has to be fully funded, non cancellable and non transferable, with Annually in advance billing terms. Since the renewal will be made effective by the OEM only, bidders will not have any scope to control the same	Clause stands as per RFP
18	32	Annexure-V	**Manufacturer's Authorisation Form**			This clause stands deleted
19			Oracle's Authorisation		Oracle do not provide any formal letter for MAF's. Oracle provides MAF on email as per Oracle format.	Bank will accept the MAF in Oracle Format as acceptable to Banking Industry.

Group B: Microsoft Licenses: For Software Assurance (SA) with ATS

SL	License No	Description	Count	Support Expiry Date

1	49827790	Microsoft®SQLSvrEnterpriseCore Sngl SoftwareAssurance OLP 2Licenses LevelC CoreLic	24	31-10-2016
2		Microsoft®Windows®ServerExternalConnector Sngl SoftwareAssurance OLP 1License LevelC	6	
3		Microsoft®Windows®ServerStandard Sngl SoftwareAssurance OLP 1License LevelC 2Proc	68	
4		Microsoft®SQLSvrStandardCore Sngl SoftwareAssurance OLP 2Licenses LevelC CoreLic	8	

For group B Microsoft Licenses: For Software Assurance (SA) with ATS, the support end date will be end date is 31-10-2016 so the bidders are required to start the support from 1-11-2016 for a period of 5 years. Accordingly, the commercials are to be quoted.

- Masked commercial BOM to be submitted along with the technical bid, which should be same format as required by Bank.

Revised Commercial Format

GROUP A: Annual Technology Support- Oracle Products
1. Oracle Enterprise License Details

SL	CSI No	Description	Type	Count (P)	Support Expiry Date	Year 1 (proportionate as per end date of licenses up to 31/12/2017) ATS from expiry date Unit Cost	Total (A=Unit cost*P)	Year 2(12 months) ATS Unit Cost	Total (B=Unit cost*P)	Year 3(12 months) ATS Unit Cost	Total (C=Unit cost*P)	Year 4(12 months) ATS Unit Cost	Total (D=Unit cost*P)	Year 5(12 months) ATS Unit Cost	Total (E=Unit cost*P)	5 year cost (INR) (F=A+B+C+D+E)	Tax Types & %age	Tax Value(5 years)	Total 5 year cost (inclusive of TAX)
1	14731908	Oracle Database Enterprise Edition- Processor Perpetual	ASF	21	27.02.2017														
2	18570810	Oracle Database Enterprise Edition - Processor Perpetual	ASF	12	30.05.2017														
3	20080555	Oracle Database Enterprise Edition - Processor Perpetual	ASF	20	27.02.2017														
4	20514107	Oracle Database Enterprise Edition - Processor Perpetual	ASF	16	18.03.2017														

5	16878648	Oracle Database Enterprise Edition-Processor Perpetual	Full	4	31.12.2016																	
6	18165935	Oracle Database Enterprise Edition -Named User Plus Perpetual	Full	100	07.08.2017																	
7	16365717	Oracle Database Enterprise Edition- Named User Plus Perpetual	Full	50	31.12.2016																	
8	18570810	Oracle Database ASFU 75 Named User Perpetual Standard Edition	ASF	75	30.05.2016																	
9	14732598	Oracle Standard Edition - Processor Perpetual	Full	16	31.12.2016																	
10	20366902	Oracle Database Enterprise Edition- Processor Perpetual	Full	18	26.12.2017																	
11	17727949	Oracle Database Enterprise Edition-Name User Plus Perpetual	Full	100	31.03.2017																	
12	16147874	Oracle Database Enterprise Edition-Name User Plus Perpetual	Full	200	31.03.2017																	
13	13940827	Oracle Database Enterprise	Full	105	31.03.2017																	

		Edition-Name User Plus Perpetual																				
14	2565100470	Oracle Database Enterprise Edition-Name User Plus Perpetual	Full	20	31.03.2017																	
15	3779339	Oracle Database Enterprise Edition-Name User Plus Perpetual	Full	25	31.03.2017																	
16	18367319	Oracle ATS charges for Oracle Server Enterprise Edition (EE) Ver 11 g release 1	Full	200	31.03.2017																	
2. Oracle Partitioning License Details																						
1	18570810	Oracle Database Partitioning 8 Processor perpetual.	ASF	8	30.05.2017																	
2	18165935	Oracle Partitioning - Processor Perpetual	Full	20	08.08.2017																	
3	19843522	Oracle Partitioning - Named user Plus Perpetual	Full	150	05.02.2017																	
4	20080555	Oracle Partitioning - Processor Perpetual	ASF	20	27.02.2017																	
5	20514107	Oracle Standard Edition - Processor Perpetual	Full	16	17.03.2017																	
Other charges(if any)																						
Total (T1)																						

Note:

a. L1 bidder will be selected based on the total least cost quoted for the software mentioned in the table (T1).

b. All the software as per the scope to be renewed annually, well in advance before the expiry of the ATS period.

c. TDS will be deducted as per rules applicable.

d. Bank will pay taxes ruling at the time of actual delivery of software /services / implementation and resultant billing.

e. Bank reserves right to utilize ATS support as per the requirement of the Bank.

Note: Bank wants to have a common end date for all the software which are part of this RFP. The common end date is 31st Dec. Hence the vendor to quote accordingly till 31st December 2021.

For Example if a license expires on 8th Feb 2017 then the bidder to quote for the part period till 31st Dec 2017 and then annually for the next 4 years till 31st Dec 2021.

For licenses where common end point is not possible bidders to quote till 31 Dec 2021.

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

S L	License No	Description	Count (P)	Part No	Support Expiry Date	Year 1(12 months) ATS		Year 2(12 months) ATS		Year 3(12 months) ATS		Year 4(12 months) ATS		Year 5(12 months) ATS		5 year cost (INR)	Tax Types & age	Tax Value (5 years)	Total 5 year cost (inclusive of TAX)
						Unit Cost	Total (A=Unit cost*P)	Unit Cost	Total (B=Unit cost*P)	Unit Cost	Total (C=Unit cost*P)	Unit Cost	Total (D=Unit cost*P)	Unit Cost	Total (E=Unit cost*P)	(F=A+B+C+D+E)			
1	49827790	Microsoft®SQLSvrEnterpriseCore Sngl SoftwareAssurance OLP 2Licenses LevelC CoreLic	24	7JQ-00254	31-10-2016														
2	49827790	Microsoft®SQLSvrStandardCore Sngl SoftwareAssurance OLP 2Licenses LevelC CoreLic	8	7NQ-00216															
3	49827790	Microsoft®Windows®ServerExternalConnector Sngl SoftwareAssurance OLP 1License LevelC	6	R39-00077															
4	49827790	Microsoft®Windows®ServerStandard Sngl SoftwareAssurance OLP 1License LevelC 2Proc	68	P73-05759															
		Other Charges(If Any)																	
		Total (T2)																	

Note:

a.　L1 bidder will be selected based on the total least cost quoted for the software mentioned in the table (T2).

b.　All the software as per the scope to be renewed annually, well in advance before the expiry of the ATS period.

c.　TDS will be deducted as per rules applicable.

d.　Bank will pay taxes ruling at the time of actual delivery of software /services / implementation and resultant billing.

e.　Bank reserves right to utilize ATS support as per the requirement of the Bank.

GROUP C: Annual Technology Support – IBM Products

Agreement No	Description	Count (P)	Part Code	Support Expiry Date	Year 1 (proportionate as per end date of licenses up to 31/12/2017) ATS from expiry date — Unit Cost	Year 1 — Total (A=Unit cost*P)	Year 2(12 months) ATS — Unit Cost	Year 2 — Total (B=Unit cost*P)	Year 3 Year 1 (proportionate as per end date of licenses up to 31/12/2019) ATS — Unit Cost	Year 3 — Total (C=Unit cost*P)	Year 4(12 months) ATS — Unit Cost	Year 4 — Total (D=Unit cost*P)	Year 5(12 months) ATS — Unit Cost	Year 5 — Total (E=Unit cost*P)	5 year cost (INR) (F=A+B+C+D+E)	Tax Types & %age	Tax Value (5 years)	Total 5 year cost (inclusive of TAX)
90579	IBM WebSphere Application Server Network Deployment Processor Value Unit (PVU) Annual SW Subscription & Support Renewal	400	E02 5SLL	29-Sep-17														
90579	IBM MQ Processor Value Unit (PVU) Annual SW Subscription & Support Renewal	400	E02 56LL	29-Sep-17														
90579	IBM WebSphere Application Server Processor Value Unit (PVU) Annual SW Subscription & Support Renewal	1,000	E02 5QL L	31-Dec-16														
99181	IBM MQ Processor Value Unit (PVU) License +SW Subscription & Support 12 Months	440	D55 V1L L	31-Oct-19														
	Other Charges(If Any)																	
	Total (T3)																	

Note:

a. L1 bidder will be selected based on the total least cost quoted for the software mentioned in the table (T3).

b. All the software as per the scope to be renewed annually, well in advance before the expiry of the ATS period.

c. TDS will be deducted as per rules applicable.

d. Bank will pay taxes ruling at the time of actual delivery of software /services / implementation and resultant billing.

e. Bank reserves right to utilize ATS support as per the requirement of the Bank.

Note: Bank wants to have a common end date for all the software which are part of this RFP. The common end date is 31st Dec. Hence the vendor to quote accordingly till 31st December 2021. For Example if a license expires on 8th Feb 2017 then the bidder to quote for the part period till 31st Dec 2017 and then annually for the next 4 years till 31st Dec 2021. For licenses where common end point is not possible bidders to quote till 31 Dec 2021.

GROUP D: Annual Technology Support for Anti-virus

Description	Count (P)	Support Expiry Date	Year 1(12 months) ATS Unit Cost	Total (A=Unit cost*P)	Year 2(12 months) ATS Unit Cost	Total (B=Unit cost*P)	Year 3(12 months) ATS Unit Cost	Total (C=Unit cost*P)	Year 4(12 months) ATS Unit Cost	Total (D=Unit cost*P)	Year 5(12 months) ATS Unit Cost	Total (E=Unit cost*P)	5 year cost (INR) (F=A+B+C+D+E)	Tax Types & %age	Tax Value (5 years)	Total 5 year cost (inclusive of TAX)
Symantec (Anti-virus)	100	31-12-2016														
							Other Charges(If Any)									
							Total (T4)									

Note:

a. L1 bidder will be selected based on the total least cost quoted for the software mentioned in the table (T1).
b. All the software as per the scope to be renewed annually, well in advance before the expiry of the ATS period.
c. TDS will be deducted as per rules applicable.
d. Bank will pay taxes ruling at the time of actual delivery of software /services / implementation and resultant billing.
e. Bank reserves right to utilize ATS support as per the requirement of the Bank.

Note: Bank wants to have a common end date for all the software which are part of this RFP. The common end date is 31st Dec. Hence the vendor to quote accordingly till 31st December 2021.
For Example if a license expires on 8th Feb 2017 then the bidder to quote for the part period till 31st Dec 2017 and then annually for the next 4 years till 31st Dec 2021.

For licenses where common end point is not possible bidders to quote till 31 Dec 2021.