



**UCO Bank**

**Department of Information Technology**

**Amendments/Addendum and Reply to Pre-Bid Queries Received In Response to the RFP for Supply, Installation & implementation of Hardware & Software for Payment Gateway Operations at Treasury Branch, Mumbai & DR Site, Kolkata  
Ref. No. DIT/PG/608/2011 Dated 29/07/2011**

<b>S.No.</b>	<b>Page No./Clause</b>	<b>Referred RFP Clause</b>	<b>Bidder's queries</b>	<b>Bank's clarification / Amendments</b>
1	Page No - 7, Clause No - 4	The Bidder should deliver the hardware and Software within 30 days from the date of purchase Order. The software should be delivered along with the delivery of hardware. The commissioning of the project as per the scope of work shall be completed within 30 working days from the date of delivery of the hardware.	Requested Bank to relax the delivery of hardware and software within 8 weeks or 60 days from the date of purchase Order.	The Bidder should deliver the hardware and Software within six (6) weeks from the date of purchase Order. The software should be delivered along with the delivery of hardware. The commissioning of the project as per the scope of work shall be completed within 30 working days from the date of delivery of the hardware.
2	Page No - 7, Clause No - 5	PAYMENT TERMS	Purchaser shall make payments within 30 days of receipt of invoices. Delay in payment shall attract interest.	No change in RFP Clause

3	Page No - 8, clause No - 7	Warranty: Selected bidder should guarantee that the hardware equipments delivered - - - - third party hardware items installed.	Bidder shall not provide "guarantee". Hence the word guarantee shall be replaced with warranty. Need to insert appropriate provisions pertaining to exclusions & remedies for warranties. Any third party products shall be subject to terms & conditions as provided by OEM.	The term 'guarantee' used in clause 8 may be read as 'warrant'. All other terms & conditions mentioned remain unchanged
4	Page No - 8, Clause No - 6	PAYING AUTHORITY: The payments as per the Payment Schedule covered hereinabove shall be paid by this office (DIT, Head Office).	Who will be the paying authority? DIT, Head Office - Mumbai or Kolkata?	DIT, Head Office means DIT, Head office, Kolkata
5	Page No - 10, Clause No - 11	PERFORMANCE GUARANTEE: The Bank will require the selected bidder to provide a Performance Bank Guarantee, within 7 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.	Requested Bank to change the PBG value equivalent to 10% of the total contract value.	No change in RFP Clause
6	Page No -8 & 15, Clause No - 8 Clause No - 24	MAINTENANCE STANDARD DURING WARRANTY.  UPTIME.	Need to include standard exclusions to uptime	No change in RFP Clause

7	Page No - 14, Clause No - 22	LIQUIDATED DAMAGES	Liquidated damages to be 0.5% of the value of the delayed deliverable per week which shall not exceed 5% of the value of the delayed deliverable per week, provided the said delay is entirely & solely attributable to SI.	No change in RFP Clause
8	Page No - 15, Clause No - 23	ACCEPTANCE TESTS	Need to incorporate acceptance procedure as well as a deemed acceptance provision in event of nonissuance of acceptance certificate by Bank after completion of acceptance test or if Bank starts using the deliverables in live environment before giving such acceptance certificate.	No change in RFP Clause
9	Page No - 15 , Clause No - 26	PENALTY	The overall cumulative penalty of the Bidder shall not exceed 1% of the contract value.	No change in RFP Clause
10	Page No - 18, Clause No - 34	CONFIDENTIALITY	Request this clause to be mutual to protect Bidder's confidential information.	No change in RFP Clause

11	New provisions to be included	Non employment	Need to incorporate a clause stating either party shall not employ or offer to employ any person of the other party, during the subsistence of this Contract and until a period of 24 months has expired after the termination or expiry of this Contract.	No change in RFP Clause
12	New provisions to be included	Liability	Liability of either party shall be limited to the value of the contract. Need to add the verbiage stating neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages.	No change in RFP Clause
13	New provisions to be included	Intellectual property Rights	Need to have a provision to protect Bidder's Pre- Existing IPR, third Party IPR as well as IPR for customization.	No change in RFP Clause

14	Annexure-II, Page 23 & Annexure-V page 33, Type-1 Server - Processor	2 No. x Quad Core Intel/AMD Processor, minimum 2.0 GHz clock speed, 18 MB L3cache	<ol style="list-style-type: none"> <li>1. Should we stick to Quad core only or 6 core/higher will be acceptable</li> <li>2. Are you asking for 2 CPU sockets Server or 4 CPU sockets server?. 18MB L3 cache is a feature of CPUs used in 4 socket servers</li> <li>3. Quad core Processor with 2.0 GHz clock speed is not available hence request you to reduce the clock speed requirement to 1.86 GHz</li> <li>4. In server type I, the 2GHz clock speed does not come with the CPU class mentioned. The maximum is 1.86GHz. Request you to please change the clock speed, or increase the number of cores to 6</li> <li>5. Type-I Server: Quad core Processor with 2.0 GHz clock speed is not available hence request you to reduce the clock speed requirement.</li> </ol>	<ol style="list-style-type: none"> <li>1. Bidders should quote only Quad core processor since as the increase in core shall affect the number of software licenses.</li> <li>2. Bidders should quote for minimum 2 no. of Quad core processors with 18 MB L3 cache</li> <li>3. The Processor requirement is amended as given below –  2 No. x Quad Core Intel/AMD Processor, minimum 1.86 GHz clock speed, 18 MB L3 cache</li> <li>4. As above</li> <li>5. As above</li> </ol>
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15	Annexure-II, Page 23 & Annexure-V page 33, Type-1 Server - Memory	256 GB DDR3. Should be upgradable upto 1 TB	Request you to consider upgradability upto 512 GB instead of 1 TB	No change in RFP Clause
16	Annexure-II, Page 23 & Annexure-V page 33, Type-1 Server – Hard Disk	6 x 500 GB or higher hot swappable disks	Please specify the HDD type and also form factor	HDDs should be 6 x 500 GB or higher hot swappable disks, SAS Small form factor (SFF 2.5")
17	Annexure-II, Page 23 & Annexure-V page 33, Type-1 Server – Network Adapters	4 x 1 Gbps Ethernet ports with additional 2 x (Dual port 100 MBps Ethernet ports)	Please clarify as this is non standard	The network adapter requirement is amended as given below:  4 x 1 Gbps Ethernet ports with additional 2 x (10/100/1000) Mbps Ethernet ports
18	Annexure-II, Page 24 & Annexure-V page 34, Type-II Server – Hard Disk	4 x 500 GB or higher hot swappable disks	Please specify the HDD type and also form factor	HDDs should be 4 x 500 GB or higher hot swappable disks, SAS SFF (2.5")

19	Annexure-II, Page 25 & Annexure-V page 35, Type-II Server – Network Adapters	4 x 1 Gbps Ethernet ports with additional 2 x (Dual port 100 MBps Ethernet ports)	Please clarify as this is non standard	The network adapter requirement is amended as given below:  4 x 1 Gbps Ethernet ports with additional 2 x (10/100/1000) Mbps Ethernet ports
20	Annexure-II Page 25 & Annexure-V page 35, Type-III Server – Processor	Dual Core Intel-2 Processor, One thread per core, 3.0 GHz clock speed	There is no such Server processor from Intel.	Refer to the Revised Type –III server configuration
21	Annexure-II, Page 26 & Annexure-V page 35, Type-III Server – Hard Disk	4 x 500 GB or higher hot swappable disks	Please specify the HDD type and also form factor	Refer to the Revised Type –III server configuration
22	Annexure-II Page 26 & Annexure-V page 36, Type-III Server – Network Adapters	4 x 1 Gbps Ethernet ports with additional 2 x (Dual port 100 MBps Ethernet ports)	Please clarify as this is non standard	Refer to the Revised Type –III server configuration

23	Annexure-II Page 26 & Annexure-V page 36, Type-III Server – Operating System(Win dows)	Microsoft Windows 2008 R2 Server Enterprise Edition, 64 bit to be installed and configured. Media, documentation and certification to be provided.	64 bit OS does not come with the clock speed mentioned for server type III. Request you to change the number of cores from dual to quad core.	Refer to the Revised Type –III server configuration
24	Page 5 Point 3.d	The NEFT / SFMS applications and database are to be configured in Active-Passive OS Clustering	NEFT / SFMS application configuration should be part of Application vendor? Databases can be configured in Active – Passive OS clustering by the bidder.	The selected bidder has to configure the SFMS/NEFT applications by taking telephonic/e-mail support from IDRBT or their service provider(s). Databases should be configured as mentioned in the RFP.
25	Page 6 Point 3.j	Bank has entered into AMC/ ATS arrangement for applications like PDO-NDS, CCIL, and RTGS PI. Bank has arrangement with application vendor for installation and maintenance of CFMS application. Bidder should coordinate with the concerned application vendor for configuring the clustering of the aforesaid application.	Is NEFT, SFMS under AMC/ATS arrangement? If not, kindly provide the application details and elaborate the scope related to application installation.	Bank has AMC support with IDRBT. However, only telephonic/e-mail support will be available from them. The selected bidder has to coordinate with IDRBT or their service provider(s) for SFMS/NEFT application.

26	Page 6	Database Migration	Kindly elaborate the scope of migration	<p>Bank has already migrated the databases from Oracle 9i to Oracle 11g. Selected bidder should port the databases from existing architecture to proposed architecture.</p> <p>However, during the Contract period, bidder shall carry out the migration of Oracle database and IBM websphere MQ to higher versions as and when required by the Bank/ as advised by the Regulators (RBI, IDRBT/CCIL etc.)</p>
27	Page 6 Point 3.m	DR Drill	Kindly specify the number of DR Drills required per year	Bank intends to carryout 3 planned and 1 unplanned drill in addition to the drills declared by Regulatory Authorities.
28	Annexure-II, Page 28 & Annexure-V page 38 - Rack	42 U MNC Make Server Rack	Kindly Clarify the term "MNC Make server rack	42 U quality server rack. The rack will be used to mount high-end servers which are heavy. All other rack specifications given in Annexure-II remain unchanged.
29	Clause 3, Page 5 - Broad Scope Of The Work	Remote Desktop Manager compatible with Windows 2008 64 bit	Kindly specify the functionalities that bank is looking for in the "Remote Desktop Manager compatible with Windows 2008 64 bit" requirement. There are free software available for the same purpose; will those serve the purpose	Bank intent to use Remote Desktop Manager software to take control of the remote desktops for the purpose of installing applications remotely. Bank want to use commercial versions of remote desktop management software.

30	Annexure II & Annexure V Specification of Type I, Type II and Type III server	-	Is there any item missing in serial no. 7,8 or is it a typographical error	Please ignore the aforesaid typographical error.
31	Clause 3, Page 4 - Broad Scope Of The Work	HBA cards as per technical specification given in Annexure-II.	Please let us know on which servers the HBA cards and the tape drive will be connected	HBA Cards and LTO will be connected to Type - 1 Servers

**Amendments/Addendum Made In RFP**

S.No	Clause	Part of the existing clause where changes are made	Amendment /Addendum
1	Annexure II & Annexure V: Type II Server configuration, Line item 3 - Memory	8 GB DDR3. Should be upgradable upto 64 GB	16 GB DDR3. Should be upgradable upto 32 GB

## Revised Type -III Server Configuration

Server				
S. No.	Component	Technical Specifications	OEM & Part number wherever applicable	Additional Information
	Make	*	*	PI Specify Make
	Model	*	*	PI Specify Model
1	Form Factor	2U or less - Rack Mounted		
2	Processor	Intel Dual Core or higher, 2.0 GHz or higher		
3	Memory	16 GB DDR3		
4	Hard Disk	2 x 500 GB or higher hot swappable disks		
5	PCI Express Slots	Min 2 PCI-E (Express) Slots		
6	DVD ROM Drive	DVD Writer(internal)		
7	Anti Virus	Anti Virus with latest definitions being regularly updated with one year subscription		
8	Operating System(Windows)	Microsoft Windows 2008 R2 Server Enterprise Edition, 64 bit to be installed and configured. Media, documentation and certification to be provided.		
9	Network Adapters	2 x 10/100/1000 Ethernet ports)		

10	<b>USB Ports</b>	4 no of USB ports		
11	<b>Certification and industry standards compliant</b>	1. Certified for Microsoft Windows 2. The offered server model should certified for at least two of the following three certificates (UL, FCC, ROHS)		
12	<b>Server management software</b>	Standard management features by Server OEM only		
13	<b>Warranty</b>	5 years onsite warranty with 99.95% uptime calculated on quarterly basis. Offered server should carry direct warranty from OEM (24 x 7 call logging with 6 hours call to resolution cycle) and the same should be substantiated by necessary supporting document		

**NOTE:**

1. Bidder should take necessary care to incorporate the changes in Annexure-V in accordance with the changes made in Annexure-II
2. Please note that all the other terms & conditions mentioned in our RFP No. DIT/PG/608/2011dt. 29.07.2011 will remain unchanged. We hope the above clarifications would definitely satisfy queries of all bidders and response would reach us on scheduled date and time as mentioned in the RFP.

Asstt. General Manager (IT)  
Dated 22.08.2011