

Amendment-1 to "RFP 06/2020-21 dated 11/06/2020 for Procurement of Microsoft WINDOWS-7 Extended Security Updates (ESU) Licenses For Desktop Operating System"

It is decided to amend the following in respect of the above RFP:

a. Bid Schedule (Serial No. 10 & 11, Page no. 2):

Description	Existing details	Amended details
	Date, Time and Venue	Date, Time and Venue
Last Date and Time for Submission of Bids	03/07/2020, Friday upto 3.00 PM Venue: Canara Bank, First Floor, DIT Wing, HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.	<u>06/07/2020, Monday</u> upto 3.00 PM Venue: Canara Bank, First Floor, DIT Wing, HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria.	03/07/2020, Friday at 3.30pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.	<u>06/07/2020, Monday</u> at 3:30 PM Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.

Sl. No.	Page No.	Section/ Annexure/ Appendix of the RFP	Clause No.	Existing	Amended
a.	12	A. <u>INTRODUCTION</u>	8. <u>Scope of Work:</u>	8.5 The quantity of "WIN7 ESU 2021 along per Device" mentioned in the Bill of Material i.e.15,000 are only indicative. The actual quantity of the same will be intimated to the successful bidder at the beginning of second year and payment will be made accordingly.	8.5 The quantity mentioned in the Bill of Material i.e.15,000 are only indicative. However, Bank will place order for at least 2000 numbers, remaining 13,000 will be optional. The actual quantity will be intimated to the successful bidder at the beginning of second year and payment will be made accordingly.
b.	15	C. <u>DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)</u>	5. <u>Software, Drivers and Manuals:</u>	5.1. The bidder shall supply along with each item all the related documents, Software Licenses loaded in the Hardware items without any additional cost. The documents shall be in English. These will include but not restricted to User Manual, Operation Manual, Other	5.1. The bidder shall supply and install the solution/Licenses centrally at HO without any additional cost.

				Software and Drivers etc.	
c.	14	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	4. Support	4.1. The Bidder has to provide complete support and support will be required for end to end installation, implementation and maintenance of the proposed solution during contract period and Bidder will be responsible for resolving the issues on 24*7*365.	4.1. The Bidder has to provide complete support centrally at HO and support will be required for end to end installation and implementation of the proposed solution during contract period and Bidder will be responsible for resolving the issues on 24*7*365 centrally at HO.
d.	14	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	4. Support	4.2. Support should include advising & helping the Bank in implementing controls for the risk advised by regulators/Govt. of India.	This RFP Clause stand deleted
e.	14	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	4. Support	4.3. The Support should be for an unlimited number of incidents reported to them and provides a practical solution to resolve the issue. The support should be provided over phone, E mail web based, in person, if required. All escalations will be attended / responded-promptly within same business day.	This RFP Clause stand deleted
f.	14	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	4. Support	4.4. The Bidder is responsible for providing Incident Management for offered solution. Bidder is responsible for providing practical solution for resolution of the issues and implementation of the same to resolve the issue. If the Issue requires CSPs/OEMs technical person's/ product developer etc. intervention, Bidder has to take up suitability with the appropriate level at CSP/OEM and obtain the solution and implement it for resolution of the issue. If the analysis of the issue requires LOG submission, Bidder will submit the same for further analysis in consultation with the Bank.	This RFP Clause stand deleted
g.	15	SECTION C - DELIVERABLES & SERVICE LEVEL	6. Scope Involved During Warranty and	6.6. Bidder should keep the Bank explicitly informed about the end of support dates on related products/ hardware and	6.6. Bidder should keep the Bank explicitly informed about the end of support dates on

		AGREEMENTS (SLAS)	AMC/ATS (if contracted)	should ensure support during warranty period.	related products and should ensure support during contract period.
h.	21	G. GENERAL CONDITIONS:	5. Responsibility for completeness	5.2. The bidder shall deliver, install the equipment and port the software, arrange for user level demo at bidder's cost as per accepted time schedules. The bidder is liable for penalties levied by Bank for any deviation in this regard. The bidder shall provide for all drivers/software required to install, customize and test the system without any further charge, expense and cost to Bank.	This RFP Clause stand deleted.
i.	21	G. GENERAL CONDITIONS:	10. Insurance	The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Solution. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Solution.	This RFP Clause stand deleted
j.	27	<u>Annexure-7</u>	Annexure-7	Technical Requirements for Procurement of Microsoft WINDOWS-7 Extended Security Updates (ESU) Licenses for Desktop Operating System	Amended Technical Requirements for Procurement of Microsoft WINDOWS-7 Extended Security Updates (ESU) Licenses for Desktop Operating System (Annexure-7) is attached as Annexure.
k.	27	<u>Annexure-13</u>	Annexure-13	Manufacturer Authorization Form	Manufacturer Authorization Form (Annexure-13) is attached as Annexure.
l.	29	<u>Annexure-14</u>	Annexure-14	Bill of Material	Amended Bill of Material (Annexure-14) as per Annexure



m. Amended Participation Methodology {Clause no. 6 of section B. Introduction on page no. 11}

5. Requirement Details:

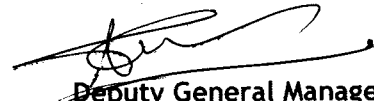
- 5.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Procurement of Microsoft WINDOWS-7 Extended Security Updates Licenses for the Desktop operating system as per the Terms & Conditions, Technical Specifications/requirement and Scope of Work described elsewhere in this document. The brief description of Solution is furnished in following tables:

Sl. No.	Requirement	Reference in the RFP
a.	Procurement of WINDOWS 7 ESU Licenses for the Desktop operating system. Or <u>Procurement of WINDOWS 7 ESU+E3 Licenses for the Desktop operating system.</u>	As per Technical Requirement and Scope of Work of the RFP

- 5.2. Detailed technical specification/requirement for each of the above is furnished in **Annexure-7 and Annexure-8**. Bank is looking for Procurement of WINDOWS 7 ESU Licenses for the Desktop operating system. **Selected Bidder also has to deliver the Multiple Activation Key (MAK) along with the licenses.**

- 5.3. The Contract with the selected vendor will be valid from the date of acceptance of purchase order to 11th January 2022. The contract will be deemed completed only when all the contracted services by the Bank are provided and accepted by the Bank as per the requirements of the contract executed between the Bank and the Vendor and the Bidder has to ensure that last security update under the ESU will be made available to the Bank.

Date: 01/07/2020
Place: Bengaluru


Deputy General Manager
99B

Annexure-13
Manufacturer Authorization Form

[Note: This Format Letter should be on the letterhead of the OEM/OSO/OSD concern and should be signed by an Authorised Signatory of the OEM/OSO/OSD]

No. _____ dated _____

The Deputy General Manager,
Canara Bank,
Procurement Group,
DIT-Wing, Naveen Complex, 14 M G Road,
Bengaluru-560 001
Karnataka

Dear Sir,

SUB: RFP for Procurement of Microsoft WINDOWS-7 Extended Security Updates (ESU) Licenses For Desktop Operating System.

Ref: RFP 06/2020-21 dated 11/06/2020

We _____ who are established and reputed manufacturers of _____ having factories/development facilities at 1) _____ and 2) _____ do hereby authorize M/s _____ (Name and address of the Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We (Manufacturer/Original Software Owner/Developer) hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the solution, products/equipment and services offered against this invitation for tender offer by the above firm and will extend technical support and updates and ensure availability of spares including processors for our products for contract period from the date of installation.

We (Manufacturer/Original Software Owner/Developer) also confirm that we will ensure all product updates (including management software updates and new product feature releases) are provided by M/s for all the products quoted for and supplied to the bank during the Contract period. In case this is not considered while quoting and in the event M/s fail in their obligations to provide the updates within 30 days of release/announcement, we hereby confirm that we will provide the same to the bank at no additional cost to the bank and we will directly install the updates and any new Operating Software releases at the bank's premises.

We also confirm that the proposed solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles in all the locations. We also confirm that all the equipment offered are not "End of Life" during the next One Year and "End of Support" for total Contract Period.

We hereby commit to the tender terms and conditions and will not withdraw our commitments during the process and or during the period of contract.

Yours faithfully

(Name)
For and on behalf of
M/s

Annexure- 14
Bill of Material

SUB: RFP for Selection of Service Provider for Procurement of Microsoft WINDOWS-7 Extended Security Updates (ESU) Licenses For Desktop Operating System.
Ref: Your RFP 06/2020-21 dated 11/06/2020

Table - A
Price details of Year 1 & Year 2 WINDOWS 7 ESU Licenses for Desktop Operating System for Canara Bank, Karnataka Gramin Bank and Kerala Gramin Bank

Sl. No.	Item details	Unit Price of License (Excl. of Tax)	Qty	Total Cost of Licenses (Excl. of Tax)	Tax for Column E		Total Cost of Licenses (Incl. of tax)
		A	B	C=A*B	D= % of Tax	E= Tax amt.	F=C+E
1.	Windows 7 Extended Security Updates 2020: January 14, 2020 - January 12, 2021 for year 1 for Canara Bank		30000				
2.	Windows 7 Extended Security Updates 2021: January 13, 2021 - January 11, 2022 for year 2 for Canara Bank		15000				
3.	Windows 7 Extended Security Updates 2020: January 14, 2020 - January 12, 2021 for year 1 for karnataka Gramin Bank		2100				
4.	Windows 7 Extended Security Updates 2021: January 13, 2021 - January 11, 2022 for year 2 for karnataka Gramin Bank		1100				
5.	Windows 7 Extended Security Updates 2021: January 13, 2021 - January 11, 2022 for year 1 for kerala Gramin Bank		1700				
6.	Windows 7 Extended Security Updates 2021: January 13, 2021 - January 11, 2022 for year 2 for kerala Gramin Bank		700				
7.	Total cost of Ownership [Sum of Colum F for Row 1,2,3,4,5 & 6]						

Bidder can submit Bill of Material by providing the Prices in any of the Table-A or Table-B, but not for both.

Table -B

Price details of Year 1 & Year 2 WINDOWS 7 ESU + E3 Licenses for Desktop Operating System for Canara Bank, Karnataka Gramin Bank and Kerala Gramin Bank

[Amount in Rs.]

Sl. No.	Item details	Unit Price of License (Excl. of Tax)	Qty	Total Cost of Licenses (Excl. of Tax)	Tax for Column E		Total Cost of Licenses (Incl. of tax)
		A	B	C=A*B	D= % of Tax	E= Tax amt.	F=C+E
1.	Windows 7 Extended Security Updates 2020 and E3: January 14, 2020 - January 12, 2021 for year 1 for Canara Bank		30000				
2.	Windows 7 Extended Security Updates 2021 and E3: January 13, 2021 - January 11, 2022 for year 2 for Canara Bank		15000				
3.	Windows 7 Extended Security Updates 2020 and E3: January 14, 2020 - January 12, 2021 for year 1 for karnataka Gramin Bank		2100				
4.	Windows 7 Extended Security Updates 2021 and E3: January 13, 2021 - January 11, 2022 for year 2 for karnataka Gramin Bank		1100				
5.	Windows 7 Extended Security Updates 2021 and E3: January 13, 2021 - January 11, 2022 for year 1 for kerala Gramin Bank		1700				
6.	Windows 7 Extended Security Updates 2021 and E3: January 13, 2021 - January 11, 2022 for year 2 for kerala Gramin Bank		700				
7.	Total cost of Ownership [Sum of Column F for Row 1,2,3,4,5 & 6]						

Bidder can submit Bill of Material by providing the Prices in any of the Table-A or Table-B, but not for both.

Undertaking:

- Bill of material is submitted on the letter head and is signed by an Authorised Signatory with Name and Seal of the Company.

- ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Date

Signature with seal

Name :

Designation :