Broad Scope of Work

The Bank is utilizing IBM MQ Processor Value Unit (PUV) Based licenses for its NEFT/RTGS and Treasury applications. In order to receive continuous support and product updates from OEM, licenses need to be under Annual Software Subscription. The current software subscription is going to be expired on dates as mentioned in table below. The selected bidder shall be required to renew the subscription and ATS of IBM MQ PVU based licenses and provide on-call technical support for the licenses having following part number:

Sl. No.	License Count with current period	Part Number	Renewal start date: w.e.f
1	IBM MQ - 4040 nos of PVU based Licenses (end date - 31.12.2024)	E0256LL	w.e.f. 01.01-2025
2	IBM MQ - 560 nos of PVU based Licenses (end date - 31.03.2025)	E0LNALL	w.e.f. 01.04-2025
3	IBM MQ - 160 nos of PVU based Licenses (end date - 30.06.2025)	D55V1LL	w.e.f. 01.07-2025

The licenses shall be renewed on annual basis for the entire contract period of 3 years along with onsite Technical support (on-call-basis)(premium support) to provide managed support services like installation/reinstallation, configuration / re-configuration, updation / upgradation, patching, maintenance, bug fixing etc.

Product Support

a) Bidder should submit renewal certificate in the name of Bank in physical/ electronic form well in advance before the license expiry date. Transfer of licenses from one platform to another during ATS period of three years as and when required by UCO Bank and to ensure that UCO Bank continues to get ATS updates and support even in case the original IBM License supplied and partitioning license are shifted to other platforms by Bank during the period of ATS for 3 years. (Transformation from Physical to Physical should be considered. OS version may differ based on the compatibility support).

b) Back to Back IBM active support should be available for the above products in the contract and supporting documents for the same should be provided for releasing of respective payments.

c) The bidder has to provide onsite Technical Support on-call-basis at DC & DR locations (Kolkata & Bengaluru) at the premises of UCO Bank for supporting MQ related support, troubleshooting, fixing issues etc. The support will be part & Parcel of ATS services to be rendered by vendor. However, in case of exigency Bidder shall provide and maintain requisite skilled resources for extended hours as and when required. In the event of IBM or OEM onsite/offsite support services are required by the Bank for any technical / operational issues related to IBM MQ software then Bidder should ensure that OEM support services should be provided without any additional cost. OEM should ensure that only technically qualified and certified MQ partners can submit the bid.

d) Updates/ Subscription Services: The product update/ subscription services should be provided to Bank with rights to IBM product upgrades, maintenance releases and patches released during the ATS period of three years.

e) Product Support: **IBM Premium Product Support** services to be offered to Bank for direct access via both the telephone and the web to IBM skilled staff of technical analysts for problem resolution, bug reporting, and technical guidance on a 24x7 basis. This service should be provided through telephone, fax, e-mail and direct connection to IBM's Web Interface without any limitation.

f) It is the responsibility of the Bidder to provide the latest versions of IBM MQ PUV licenses to the Bank as and when released by OEM within 2 weeks from the date of release.

g) The bidder has to extend support and carry out all the installation/ reinstallation and configuration/re-configuration and integration, if required, as per the requirements of application provider/ Bank during the contract period.

h) The bidder has to provide onsite support (Kolkata & Bengaluru) for problem fixing on-call basis. The support will be part & Parcel of ATS services to be rendered by vendor. This is additional to OEM's Premium Support for IBM MQ ATS Services.

i) The selected bidder should implement the required patches/ updates as per the observations of Bank's appointed IS Auditor conducted periodically at no cost to the Bank.

j) In the event of IBM or OEM onsite/offsite support services are required by the Bank for any technical/operational issues related to IBM MQ

software then bidder should ensure that OEM Support services should be provided without any additional cost.