

**Expression of Interest (EOI) for Empanelment of
Vendors for Supply, Installation and Maintenance
of Computer Hardware, Software and Related
Technical Services**

**Department of Information Technology
H.O. – II, 3 & 4 DD Block, Sector – 1,
Salt Lake, Kolkata – 700064**

**EOI REF NO: DIT/BPR&BTD/OA/EOI/4159/2017-18
Date: 12/02/2018**

The information provided by the bidders in response to this Expression of Interest (EOI) will become the property of UCO Bank and will not be returned. The Bank reserves the right to amend, cancel, rescind or reissue this EOI and all amendments will be advised to the bidders and such amendments will be binding upon them. The Bank also reserves its right to accept or reject any or all responses to this RFP without assigning any reason whatsoever.

This document is prepared by UCO Bank for its EOI for Supply, Installation and Maintenance of Computer Hardware, Software and related Technical Services. It should not be reused or copied or used either partially or fully in any form.

Disclaimer

While the document has been prepared in good faith, no representation or warranty , express or implied, is or will be made, and no responsibility or liability will be accepted by UCO BANK or any of its employees, in relation to the accuracy or completeness of this document and any liability thereof expressly disclaimed. The RFP is not an offer by UCO BANK, but an invitation for bidder's responses. No contractual obligation on behalf of UCO BANK, whatsoever, shall arise from the offer process unless and until a formal contract is signed and executed by duly authorized officials of UCO BANK and the Bidder.

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Bid Details – Control Sheet Table

1.	Tender Reference	DIT/BPR & BTB/OA/EOI/4159/2017-18 dated 12.02.2018
2.	Date of issue of RFP	12.02.2018
3.	Date of commencement of sale of tender document	12.02.2018
4.	Pre Bid queries to be received only online at	On or before 19.02.2018 upto 04:00 PM
5.	Pre-Bid meeting /Venue	20.02.2018 at 03:00 PM UCO Bank, Head Office – II, Department of Information Technology (DIT), 3 & 4 DD Block (5 th Floor), Sector – I, Salt Lake, Kolkata – 700 064.
6.	Last Date and Time for receipt of tender bids	13.03.2018 at 03:00 PM
7.	Opening of Eligibility and Functional and Technical bids	13.03.2018 at 03:30 PM
8.	Email address	hodit.calcutta@ucobank.co.in
9.	Contact Telephone / Fax Numbers	Tel : 033-4455 9758 / 4455 9775 Fax : 033-4455 9063
10.	Bids to be submitted	Tender box placed at: UCO BANK, Head Office – II, Department of Information Technology, 5 th Floor, 3 & 4, DD Block, Sector – I, Salt Lake, Kolkata – 700064.

Note:

Bids will be opened in presence of the bidders' representatives (maximum two representatives per bidder) who choose to attend. In case the specified date of submission & opening of Bids is declared a holiday in West Bengal under the NI act, the bids will be received till the specified time on next working day and will be opened at 3:30 PM.

Introduction

UCO Bank, a body corporate, established under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head Office at 10, B.T.M. Sarani, Kolkata-700001, India, hereinafter called "The Bank", is one of the leading public sector Bank in India having nearly 3100+ branches and more than 2800+ ATMs (including Biometric enabled ATMs), spread all over the country. Bank has deployed Finacle as a Core Banking Solution for all its Branches and is in the process of updating / strengthening / automating / supplementing all operations in the controlling offices / CBOs / branches.

Against the above backdrop, UCO BANK invites "Expression of Interest" for Empanelment of Vendors for Supply, Installation, Maintenance of computer hardware, software and related technical services for its various branches and offices all over India. Maintenance & Technical Services are only for various departments of Head Office and Central Staff College at Kolkata. The items for which EOI is being invited are classified into 7 groups which are given below:

Group	Group Description
1	Computer Hardware – Server / Desktop PC / Laptop / Scanners / Tablets of different configurations / Projectors
2	Batteries for UPS of various capacities & Backup (2 KVA to 20 KVA)
3	Printers (Line Printers, Passbook Printers, Dot Matrix Printers, Inkjet Printers, Wi-fi Printers, LaserJet Printers and Multi-Functional Devices), Photocopiers
4	Network Communication Equipments and Information System Security Products (Routers, Switch, Firewall, IDS, etc.)
5	Rack, LAN cabling, Patch Panel, Patch Chord, unmanaged switch, items related to cabling.
6	Standard Software (Operating System, Application software, Utility software, RDBMS, JBOSS, JRUN etc. i.e., products of Microsoft/ Oracle/ IBM/ Adobe / Red Hat etc.)
7	Maintenance & Technical Services – For all Head Office Departments and Central Staff College situated in Kolkata
	a) AMC, ATS and other IT Services like repairs & maintenance of computer items, printers etc.
	b) Purchase of components / parts for Servers, PC, Printers, etc. and peripherals – RAM, Hard disc, USB eTokens, Biometric / Fingerprint devices etc.
	c) Technical Maintenance Support Services with related support parts (Networking & Computer Hardware)

Only those bidders, who fulfil / satisfy the eligibility criteria as mentioned herein below with proven capabilities in supply, installation, commissioning and maintenance of Hardware / Software / Networking etc. need to respond.

Eligibility Criteria

1. The bidder must be a Limited Company, registered in India under the Companies Act 1956. For Groups 5, 6 and 7, Partnership and Proprietorship Firms are also eligible.
2. The bidder should be original manufacturer of product or their authorized representative / dealer. In case of authorized representative, a letter of authorization from the original manufacturer must be furnished.
3. The bidder should be a financially sound and profitable firm/company and they must have earned profit during any two of the last 3 financial years (Balance Sheets / Auditor's Certificate for the last three financial years to be submitted).
4. The bidder should have PSU Banks, Financial Institutions (FIs), Government Departments / Undertakings (State / Central) as their client for supply, installation & support of hardware / software etc. for at least last 3 years in India. Documentary proof should be provided in support like order copy/contract copy / certificate (at least from 3 clients and at least two Purchase Orders of last three financial years for the relevant groups) from each customer.
5. The bidder should have all India presence with their own offices in the metropolitan cities of Mumbai, Chennai, Delhi & Kolkata. In addition, the bidder should preferably have Offices / Support Centres / Franchisee Arrangements at the 42 centres where UCO Bank is having its Zonal Offices (Annexure-IV). (For Group 6, bidders having offices only at the above four metros will also be considered. For Groups 5 & 7, bidders having offices in Kolkata only will also be considered).
6. The bidder should be having technical manpower to provide service at all respective locations. In case of Authorized Distributor and Reseller, there should be a back-to-back arrangement with the OEM for deliverables (spares & skill), supported by documentary evidence/s (at least one certificate for each deliverables from OEM to be attached).
7. The bidder should be registered with GSTN and have a valid GSTIN Certificate that should be submitted to the Bank along with the bid documents.

General Terms & Conditions

1. Empanelment would be for a period of three years from the date of issuance of empanelment letter / agreement subject to satisfactory service and yearly review. If the service provided by the bidder is found to be unsatisfactory or if at any time it is found that the information provided for empanelment or for any tender is false or if irregularities shown by the bidder for applying for the tenders, the Bank shall reserve the right to remove such vendors from the empanelled list without giving any notice to the vendor in advance.
2. The bidder, if earlier empanelled with the Bank, should have satisfactory record in Delivery / Supply / Support related to Computer / Telecommunication items. Bank shall have the right to reject the proposal of such bidders where past performance with the bank is not satisfactory. Any bidder, who is already debarred/blacklisted by our Bank for non-performance is not eligible to participate.
3. Any bidder, empanelled under this empanelment, if fails to participate in more than 3 (three) tenders / Request for Quotes (RFQ) floated by the Bank, would be removed from the list of empanelled vendors.
4. If called for, the bidder should be ready to participate in Bank's tender process as per the terms and conditions of the respective RFP/ RFQ.
5. The vendors, currently empanelled by the Bank, are also required to respond to this "Expression of Interest" for Empanelment of Vendors and get empanelled for the current period.
6. Vendor selected for any particular group should be able to supply all items/services mentioned in the group.
7. For Group 7, bidders can apply individually for each sub-group. Evaluation will be done separately for each sub-group.
8. For Group 7 (c), bidder may have to deploy resident engineer in Bank's office building.

Pre Bid meeting

For the purpose of clarifications of doubts of the bidders on issues related to the EOI, Bank intends to hold a pre-bid meeting on the date & time as indicated in the Bid Details – Control Sheet Table. The queries for the pre-bid meeting should reach us in writing or by email (As per Bid Control Sheet) at hodit.calcutta@ucobank.co.in. It may be noted that no query of the bidders shall be entertained if received after the above mentioned date. Queries raised by the prospective bidders and the Bank's responses will be available at Bank's web site.

Only authorised representative of bidder will be allowed to attend the pre-bid meeting.

Bid Submission & Evaluation

The responses to this EOI must be complete and comprehensive with explicit documentary evidence in support of all the eligibility criteria mentioned herein above (List of documents to be submitted are mentioned in Annexure-II and details of support centres in Annexure - III).

Intending applicants are required to submit their full bio-data as per the Format in Annexure IA along with the required documents. If necessary, Bank may ask for clarification and/or further information from the bidders.

Incomplete responses without the required documents are liable to be rejected.

The Bank reserves the right to accept / reject any or all offers submitted in response to this advertisement without assigning any reason whatsoever and Bank's decision will be final in this regard.

The Bank further reserves the right to issue Request for Proposal (RFP) / Request for Quotes to vendors it deems eligible and qualified based on the evaluation of the responses received.

All response to the EOI must be sent in a sealed cover superscripting "EOI for Empanelment of Vendors for Supply, Installation & Maintenance of Computer Hardware & Software and Technical Services" to the below mentioned address: -

Deputy General Manager (DIT, BPR & BTD)
UCO Bank, Head Office
Department of Information Technology,
3 & 4, DD Block, Sector - I, Salt Lake
Kolkata –700 064

All responses to this request for EOI must reach the above address latest by 3.00 PM on 13.03.2018 (Tuesday) and should be dropped in the "TENDER BOX" kept in the 5th floor. The responses received will be opened on the same day at 3.30 PM.

Open responses received through e-mail / Fax etc. will not be considered. UCO Bank will not be responsible for non-receipt of EOI within the specified date and time due to any reason including postal holidays or delays. UCO Bank will also not be responsible for misplacement of the EOI document in case it is not properly superscripted with the words "EOI for Empanelment of Vendors for Supply, Installation & Maintenance of computer hardware, software and related technical services."

All documents to be submitted as desired in the application format in Annexure – III.

In case the specified date of submission of EOI is declared a holiday in West Bengal under N.I. Act, the bids will be received till the specified time on next working day.

The basis of scoring is mentioned in Annexure-IV. The eligible bidder, to qualify, must secure a minimum of 50% in total score.

Further, the bidders should secure minimum 40% marks allotted in each sub-head of Net Worth, Total Turnover, Gross Profit, Client Base and Support Centre. However, securing the minimum marks in sub-heads is exempted for the groups 6 and 7 for Support Centres.

A minimum of 3 and a maximum of 10 vendors will only be empanelled for each group, whereas, a maximum of 12 vendors may be empanelled for group 7 items.

Enclosures:

Annexure – I & IA : Format of Application for Empanelment and Bio-data.

Annexure – II : List of documents to be submitted.

Annexure – III : Details of Support Centres.

Annexure – IV : Scoring Pattern.

Annexure – V : Undertaking for Non-Blacklisting.

Note: This is only for the purpose of empanelment and not a Request for proposal (RFP) and commercials are not to be submitted with “Expression of Interest (EOI)”.

Application for Empanelment of Vendors

Ref. No.:

Date:

Deputy General Manager (DIT, BPR & BTB)
 UCO Bank, Head Office – II,
 Department of Information Technology
 7th Floor, 3 & 4, DD Block,
 Sector I, Salt Lake,
 Kolkata - 700 064.

Dear Sir,

Sub: Supply, installation, maintenance of Computer Hardware & Software and technical services for which EOI for empanelment is being invited.

With reference to your advertisement published in the (name of the newspaper in English) / (name of the newspaper in Hindi) / your website on _____ on the captioned subject, we furnish below the following Information / Papers / Documents for fresh empanelment / renewal of empanelment of our firm / company for the following category / categories:

Group	Group Description	Tick (✓) Group for which Interest is Expressed
1	Computer Hardware – Server / Desktop PC / Laptop / Scanners / Tablets of different configurations / Projectors	
2	Batteries for UPS of various capacities & Backup (2 KVA to 20 KVA)	
3	Printers (Line Printers, Passbook Printers, Dot Matrix Printers, Inkjet Printers, Wi-fi Printers, LaserJet Printers and Multi-Functional Devices), Photocopiers	
4	Network Communication Equipments and Information System Security Products (Routers, Switch, Firewall, IDS, etc.)	
5	Rack, LAN cabling, Patch Panel, Patch Chord, unmanaged switch, items related to cabling.	
6	Standard Software (Operating System, Application software, Utility software, RDBMS, JBOSS, JRUN etc. i.e., products of Microsoft/ Oracle/ IBM/ Adobe / Red Hat etc).	
7	Maintenance & Technical Services – For all Head Office Departments and Central Staff College situated in Kolkata	

	a) AMC, ATS and other IT Services like repairs & maintenance of computer items, printers etc.	
	b) Purchase of components / parts for Servers, PC, Printers, etc. and peripherals – RAM, Hard disc, USB eTokens, Biometric / Fingerprint devices etc.	
	c) Technical Maintenance Support Services with related support parts (Networking & Computer Hardware)	

If empanelled and called for any tender under this empanelment, we agree to participate as per Bank's terms and conditions of the respective RFP.

Date:

Seal & Signature

BIO-DATA

1. Name of the Company / Firm

2. Constitution

2a. Date of Incorporation

3a. Address with Telephone / Fax nos.
and e-mail
(Registered Office)

3b. Communication Address:

Contact Person:

Contact No. / Fax No.

Email ID:

4. Products dealing with / services rendered

5. Net Worth (Rs. in lakhs)
(for last three financial years as per audited balance sheets.)

Year	Capital	Reserve
2014-15		
2015-16		
2016-17		

6. Profit & Loss for the Financial year
(Rs. in lakhs)(for last three financial years as per audited balance sheets.

Year	Profit & Loss
2014-15	
2015-16	
2016-17	
2016-17	Turnover

7. Total Turnover (for production unit) /
Sales (for trading unit)
(Rs. in lakhs) (for last three financial years
as per audited balance sheets.)

2014-15	
2015-16	
2016-17	

8. Sales Tax / Service Tax / VAT Regn. No.
(Attach copy of Certificate)

9. PAN Number & GSTN Regn. No.
(Attach copy of PAN Card & GSTIN
Certificate)

10. ISO Certification :
(Attach copy of Certificate)

Thanking you,
Yours faithfully,

Date:

Seal & Signature

Annexure – II

The following enclosures are furnished in the following order:-

[Tick (✓) whichever is applicable]

1. Constitution, Memorandum / Articles of Association, Board Resolution / Partnership Deed, as applicable and Power of Attorney specifying persons to act on behalf of the Firm / Company ☐

2. Proof of authorized Dealership / Franchisee ☐

3. Audited Balance Sheets and Statements of Profit & Loss Accounts, for the last three years indicating Net Worth, Turnover & Profit in lakhs of rupees ☐

4. List of Customers / Clients [Scheduled Commercial Banks / Govts. (State / Central) and reputed Organizations / Companies] from whom orders have been received during the last three years with documentary evidence ☐

5. Certificates (at least three) on satisfactory Customer Service from the Scheduled Commercial Banks / Govts. (State / Central) and reputed Organizations / Companies ☐

6. List of own Service Centres and Service Centers maintained by our business Partners / Associate or Franchisees ☐

Details of Support Centres as per Annexure – III is also enclosed

7. National and International Quality Certification / Production Facility Certification if any, obtained from ISO / Others. ☐

8. Copy of this EOI duly signed by the authorized person as a token of acceptance of Terms & Conditions ☐

Details of Support Centres

Name of the Bidder: _____

Maintenance and Service support at each locations / Offices					
Sl no.	Zonal Office	Owned / Franchise	Phone/ Mobile/Fax No, and E-mail with communication address	No of Technical staff with Name	Status of Office Working Days & hours
1	Ahmedabad				
2	Ajmer				
3	Bangalore				
4	Begusarai				
5	Bhagalpur				
6	Bhopal				
7	Bhubaneshwar				
8	Burdwan				
9	Chandigarh				
10	Chennai				
11	Coimbatore				
12	Dehradun				
13	Dharamshala				
14	Ernakulam				
15	Guwahati				
16	Haryana				
17	Hyderabad				
18	Indore				
19	Jaipur				
20	Jalandhar				
21	Jodhpur				
22	Jorhat				
23	Kolkata				
24	Lucknow				
25	Meerut				
26	Mumbai				
27	Nagpur				
28	New Delhi				
29	Patna				
30	Pune				
31	Raipur				
32	Ranchi				
33	Salt Lake				
34	Sambalpur				
35	Shimla				
36	Surat				

37	Suri				
38	Varanasi				
39	Hooghly				
40	Agartala				
41	Kanpur				
42	Balasore				

Date:

Seal & Signature of Authorized Representative

Empanelment of Vendors (To be filled by the vendor)

Total Marks - 80	SCORING PATTERN		Self-Scoring by the vendor
1. Constitution			
SCORE : MAXIMUM - 10	Category of the Firm	Score	
Current constitution of the organization	Proprietorship	4	
	Partnership	6	
	Private Limited	8	
	Public Limited	10	
2. Financial (Based on latest audited Balance Sheet)			
SCORE : MAXIMUM - 10	Net Worth of the Firm	Score	
Net Worth	Mentioned separately in Annexure IV (Page 2)		
	Total	10	
SCORE : MAXIMUM - 10	Total Turnover	Score	
Turnover	Mentioned separately in Annexure IV (Page 2)		
	Total	10	
SCORE : MAXIMUM - 10	Gross Profit	Score	
Financial Results	Mentioned separately in Annexure IV (Page 2)		
	Total	10	
3. Client Base & Experience			
SCORE : MAXIMUM - 20	Client base	Score	
Client Base	Scheduled Commercial Banks / Govts. (State / Central) and reputed Organizations / Companies (2 marks per PO, max. marks 20)	20	
	Total	20	

4. Support			
SCORE : MAXIMUM - 10	Support Centre - Own Offices	Score	
Support Centre	Presence in less than 25 % Zones of UCO Bank	2	
	Presence in 25 % to <50 % Zones of UCO Bank	4	
	Presence in 50 % to <75 % Zones of UCO Bank	6	
	Presence in 75 % to <100 % Zones of UCO Bank	8	
	Presence in 100 % Zones of UCO Bank	10	
	Total	10	

5. Certification			
SCORE : MAXIMUM - 10	ISO Certification	Score	
Based on the valid certificate submitted	for 9001 only	5	
	for 14000 only	5	
	For both 9001 & 14000	10	
	Total Score	80	

Remarks :

Minimum 50% marks in total.

Minimum 40% marks in each sub-head (excepting in sub-head 5-Certification). However, scoring the minimum marks in sub-head 4(Support) is exempted for the groups 5, 6 and 7.

Date:

Signature of Authorized Representative

Annexure – IV Part-2

[Empanelment of Vendors SCORING PATTERN of Net Worth, Turnover & Profit]

Group '1' & '3'					
Net Worth (Cap + Reserve)		Turnover / Sales		Profit	
Rs. In lacs	Score Maximum 10	Rs. In lacs	Score Maximum 10	Rs. In lacs	Score Maximum 10
>1 & <=100	1	>1 & <=100	1	>1 & <=5	1
>100 & <=250	2	>100 & <=250	2	>5 & <=10	2
>250 & <=500	3	>250 & <=500	3	>10 & <=20	3
>500 & <=750	4	>500 & <=750	4	>20 & <=50	4
>750 & <=1000	5	>750 & <=1000	5	>50 & <=100	5
>1000 & <=1500	6	>1000 & <=1500	6	>100 & <=200	6
>1500 & <=2500	7	>1500 & <=2500	7	>200 & <=500	7
>2500 & <=5000	8	>2500 & <=5000	8	>500 & <=800	8
>5000 & <=7500	9	>5000 & <=7500	9	>800 & <=1000	9
>7500	10	>7500	10	>1000	10

Group '2'					
Net Worth (Cap + Reserve)		Turnover / Sales		Profit	
Rs. In lacs	Score Maximum 10	Rs. In lacs	Score Maximum 10	Rs. In lacs	Score Maximum 10
>1 & <=50	1	>1 & <=100	1	>1 & <=5	1
>100 & <=250	2	>100 & <=250	2	>5 & <=10	2
>250 & <=500	3	>250 & <=500	3	>10 & <=20	3
>500 & <=750	4	>500 & <=750	4	>20 & <=50	4
>750 & <=1000	5	>750 & <=1000	5	>50 & <=100	5
>1000 & <=1500	6	>1000 & <=1500	6	>100 & <=200	6
>1500 & <=2500	7	>1500 & <=2500	7	>200 & <=500	7
>2500 & <=5000	8	>2500 & <=5000	8	>500 & <=800	8
>5000 & <=7500	9	>5000 & <=7500	9	>800 & <=1000	9
>7500	10	>7500	10	>1000	10

Group '4'					
Net Worth (Cap + Reserve)		Turnover / Sales		Profit	
Rs. In lacs	Score Maximum 10	Rs. In lacs	Score Maximum 10	Rs. In lacs	Score Maximum 10
>1 & <=15	1	>1 & <=20	1	>1 & <=5	1
>15 & <=25	2	>20 & <=50	2	>5 & <=10	2
>25 & <=50	3	>50 & <=75	3	>10 & <=25	3

>50 & <=75	4	>75 & <=100	4	>25 & <=50	4
>75 & <=100	5	>100 & <=200	5	>50 & <=75	5
>100 & <=125	6	>200 & <=500	6	>75 & <=100	6
>125 & <=500	7	>500 & <=1000	7	>100 & <=200	7
>500 & <=1000	8	>1000 & <=2500	8	>200 & <=500	8
>1000 & <=2000	9	>2500 & <=5000	9	>500 & <=1000	9
>2000	10	>5000	10	>1000	10

Group '5'					
Net Worth (Cap + Reserve)		Turnover / Sales		Profit	
Rs. In lacs	Score Maximum 10	Rs. In lacs	Score Maximum 10	Rs. In lacs	Score Maximum 10
Upto 2	1	Upto 20	1	Upto 2	1
>2 & <=4	2	>20 & <=30	2	>2 & <=3	2
>4 & <=7	3	>30 & <=40	3	>3 & <=4	3
>7 & <=10	4	>40 & <=50	4	>4 & <=5	4
>10 & <=13	5	>50 & <=60	5	>5 & <=6	5
>13 & <=17	6	>60 & <=70	6	>6 & <=7	6
>17 & <=20	7	>70 & <=80	7	>7 & <=8	7
>20 & <=23	8	>80 & <=90	8	>8 & <=9	8
>23 & <=25	9	>90 & <=100	9	>9 & <=10	9
>25	10	>100	10	>10	10

Group '6'					
Net Worth (Cap + Reserve)		Turnover / Sales		Profit	
Rs. In lacs	Score Maximum 10	Rs. In lacs	Score Maximum 10	Rs. In lacs	Score Maximum 10
>1 & <=10	1	>1 & <=50	1	>1 & <=5	1
>10 & <=20	2	>50 & <=100	2	>5 & <=10	2
>20 & <=50	3	>100 & <=300	3	>10 & <=20	3
>50 & <=100	4	>300 & <=600	4	>20 & <=50	4
>100 & <=200	5	>1000 & <=2500	5	>50 & <=100	5
>200 & <=500	6	>2500 & <=7500	6	>100 & <=200	6
>500 & <=1000	7	>7500 & <=10000	7	>200 & <=500	7
>1000 & <=200	8	>10000 & <=25000	8	>500 & <=800	8
>2000 & <=5000	9	>90 & <=100	9	>800 & <=1000	9
>5000	10	>25000	10	>1000	10

Group '7'					
Net Worth (Cap + Reserve)		Turnover / Sales		Profit	
Rs. In lacs	Score Maximum 10	Rs. In lacs	Score Maximum 10	Rs. In lacs	Score Maximum 10
Upto 2	1	Upto 20	1	Upto 2	1
>2 & <=4	2	>20 & <=30	2	>2 & <=3	2
>4 & <=7	3	>30 & <=40	3	>3 & <=4	3
>7 & <=10	4	>40 & <=50	4	>4 & <=5	4
>10 & <=13	5	>50 & <=60	5	>5 & <=6	5
>13 & <=17	6	>60 & <=70	6	>6 & <=7	6
>17 & <=20	7	>70 & <=80	7	>7 & <=8	7
>20 & <=23	8	>80 & <=90	8	>8 & <=9	8
>23 & <=25	9	>90 & <=100	9	>9 & <=10	9
>25	10	>100	10	>10	10

[This is an Undertaking to be given on a Non-Judicial Stamp Paper of Appropriate Value]

The Deputy General Manager (IT, BPR & BTD)
UCO Bank
Department of Information Technology, Head Office – II
3 & 4 DD Block, Sector -1
Salt Lake City, Kolkata -700064.

Dear Sir,

Sub: EOI for Empanelment of Vendors for supply, installation, maintenance of Computer Hardware & Software and technical services

Ref No.: DIT/BPR & BTD/OA/EOI/4159/17-18 dated 12.02.2018

With reference to the above EOI and your empanelment letter no. (Here mention the reference number of empanelment letter), we have to state the following:-

1. We undertake to respond to any Request for Proposal (RFP) or Request for Quote (RFQ) as and when called for by the Bank under limited tendering process.
2. We have examined and understood the instructions, terms and conditions forming part of the abovementioned EOI and agree to abide by the General Terms and Conditions stated therein.
3. We further confirm that any offer in response to Request for Proposal (RFP) or Request for Quote (RFQ) will be in conformity with the terms and conditions as mentioned therein.
4. We also understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has right to reject the offer in full or in part without assigning any reasons whatsoever.
5. We also understand that our empanelment and performance will be reviewed on a yearly basis and, if found unsatisfactory will be removed from the list of empanelled vendors.

Yours faithfully,

Authorised Signatory
(Signature and Seal of the Company / Firm)

Name & Designation :
Name of Company / Firm:
Full Address of the Company / Firm:
Date: