

**REQUEST FOR PROPOSAL (RFP)**  
**For**  
**Supply, Installation & Maintenance of Desktops,**  
**Laptops, Thin Clients, Passbook Printers, Laserjet**  
**Printers, Line Printers, DMPs and Flatbed**  
**Scanners**  
**(Rate Contract)**

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

**RFP REF NO: DIT/BPR&BTD/OA/3977/2017-18**  
**Date: 17/01/2018**

The information provided by the bidders in response to this RFP Document will become the property of the Bank and will not be returned. The Bank reserves the right to amend, rescind or reissue this RFP Document and all amendments will be advised to the bidders and such amendments will be binding on them. The Bank also reserves its right to accept or reject any or all the responses to this RFP Document without assigning any reason whatsoever and without any cost or compensation therefor.

This document is prepared by UCO Bank for Supply, Installation & Maintenance of Desktops, Laptops, Thin Clients, Laserjet Printers, Line Printers, DMPs, Passbook Printers and Scanners. 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 service provider'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 selected bidder.

## **OBJECTIVES**

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 3000+ branches, 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.

The Bank intends to purchase Desktops, Laptops, Thin Clients, Passbook Printers, Line Printers, Laserjet Printers and Scanners. The details of items and their required quantities are mentioned in Part – IV. UCO BANK invites bids from the prospective bidders having proven past experience and competence in the field of Supply, Installation & Support of hardware to supply the above hardware items in its branches/offices across the country on Rate Contract basis. Bidders with unsatisfactory past record need not apply.

## CONTENTS

SI No	Item Desc	Pg No
<b>PART – I (General Details)</b>		
1	Invitation for tender Bids	6
2	Submission of Bids: General Terms and Condition	7
3	Period of Validity of Bid	11
4	Contract Period	11
5	Cost of tender Documents	12
6	Earnest Money Deposit	12
7	Rejection of the Bid	14
8	Performance Bank Guarantee	15
9	Indemnity	15
10	Pre Bid meeting	16
11	Modification and Withdrawal of Bids	16
12	For Recipient Only	16
13	Costs Borne by Respondents	16
14	RFP response	16
15	Liquidated Damage	17
16	Price	17
17	Payment Terms	17
18	Security Deposit	18
19	Paying Authority	18
20	Acceptance by the Bank	19
21	Order Cancellation (Termination)	19
22	Consequences of termination	20
23	Force Majeure	20
24	Confidentiality	21
25	Dispute Resolution	22
26	Other Terms and Conditions of the RFP	23
27	Three Bid System	26
<b>PART – II</b>		
1	Eligibility Criteria for the bidder	28
2	List of Documents for Eligibility Proof	31
<b>PART – III</b>		
1	Scope of Work/Requirements	32
2	Technical Inspection & Performance Evaluation	33
3	Verification	33

4	Pre-shipment Inspection	34
5	Delivery & Installation	34
6	Warranty	35
7	Support	36
8	Annual Maintenance Contract	36
9	Preventive Maintenance	36
10	Price Composition	37
11	Award Criteria	37
12	Penalty Charges	38
13	Billing	39
14	Completeness of the Contract	39
15	OEM Authorization	40
16	Undertaking to use new components	40
17	Repeated Failure	40
18	Patent Rights	40
<b>PART – IV</b>		
1	Requirement of Items (ROI)	42
<b>PART – V</b>		
1	Bid Opening And Evaluation Criteria	43
2	Evaluation Methodology	43
3	Eligibility Evaluation	43
4	Technical Evaluation	43
5	Commercial Evaluation	43
6	Selection Methodology	44
7	Annexures	45 onwards

## **PART – I (General Details)**

### **1. Invitation for tender Bids**

UCO Bank invites sealed tenders comprising of Eligibility Bid, Technical bid and Commercial bid from experienced selected bidders having proven capabilities for Supply, Installation & Maintenance of Desktops, Laptops, Thin Clients, Passbook Printers, Laserjet Printers, Line Printers, DMPs and Flatbed Scanners (Rate Contract). The selected bidder is required to adhere to the terms of this RFP document and any deviations to the same shall not be acceptable to UCO Bank.

**The Bid details are given below:**

<b>Bid Details - Control Sheet Table</b>	
<b>Cost of Tender documents</b>	<b>As mentioned in Part – IV</b>
<b>Date of issue of RFP</b>	<b>17.01.2018</b>
<b>Earnest Money Deposit (EMD)</b>	<b>As mentioned in Part – IV</b>
<b>Date of commencement of sale of tender document</b>	<b>17.01.2018</b>
<b>Pre Bid queries to be received only online at</b>	<b>On or before 25.01.2018 upto 04:00 PM</b>
<b>Pre-Bid meeting /Venue</b>	<b>29.01.2018 at 01:00 PM</b> <b>UCO Bank, Head Office – II,</b> <b>Department of Information Technology (DIT),</b> <b>3 &amp; 4 DD Block (5<sup>th</sup> Floor), Sector – I, Salt Lake,</b> <b>Kolkata – 700 064.</b>
<b>Last date, time &amp; Venue for submission of Bid Documents</b>	<b>21.02.2018 at 03:00 PM at:</b> <b>UCO Bank, Head Office – II,</b> <b>Department of Information Technology (DIT),</b> <b>3 &amp; 4 DD Block (5<sup>th</sup> Floor) Sector – I, Salt Lake,</b> <b>Kolkata – 700 064.</b> <b>(Bid documents should be dropped in the</b> <b>Tender Box, kept at 5<sup>th</sup> Floor)</b>
<b>Opening of Technical bids</b>	<b>21.02.2018 at 03:30 PM</b>
<b>Opening of Commercial Bid</b>	<b>Will be advised subsequently to the bidders</b> <b>qualifying in technical Bid</b>
<b>Address of Communication</b>	<b>UCO Bank, Head Office – II,</b> <b>Department of Information Technology (DIT),</b> <b>3 &amp; 4 DD Block, Sector – I, Salt Lake, Kolkata –</b> <b>700 064</b>
<b>Email Address</b>	<b><a href="mailto:hodit.calcutta@ucobank.co.in">hodit.calcutta@ucobank.co.in</a></b>
<b>Contact Telephone / Fax No.</b>	<b>Tel: 033 4455 9775 / 9758</b> <b>Fax: 033 4455 9063</b>
<b>Contact Person</b>	<b>Mr. Sarwar Lal</b> <b>Chief Manager (IT)</b>

Any bid received after specified date and time of the receipt of bids as mentioned above, will not be accepted by the Bank.

UCO Bank is not responsible for non-receipt of response to RFP within the specified date and time due to any reason including postal holidays or delays. In case the specified date of submission & opening of Bids is declared a holiday in West Bengal under NI Act, the bids will be received till the specified time on next working day and Technical Bid will be opened at specified time on that day.

The bidder appointed under the RFP document shall own the single point responsibility for fulfilling all obligations and providing all deliverables and services required for successful implementation of the project.

Unless agreed to specifically by the Bank in writing for any changes in the document issued, the bidder responses should comply with the scope of work.

Unless expressly overridden by the specific agreement to be entered into between the Bank and the bidder, the RFP document shall be the governing document for arrangement between the Bank and the selected bidder in terms of this RFP document.

Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after the specified date & time for submission of bids. No bidder shall be allowed to withdraw the bid.

The bid documents should be strictly as per the following terms and conditions:

## **2. Submission of Bids: General Terms and Condition**

- 2.1 Separate Eligibility, Technical and Commercial Bids along with the soft copies duly sealed and super-scribed as – Supply, Installation & Maintenance of Desktops, Laptops, Thin Clients, Passbook Printers, Laserjet Printers, Line Printers, DMPs and Flatbed Scanners (Rate Contract) (Eligibility/Technical/Commercial Bid) respectively should be put in a single sealed outer cover duly sealed and super-scribed as – Supply, Installation & Maintenance of Desktops, Laptops, Thin Clients, Passbook Printers, Laserjet Printers, Line Printers, DMPs and Flatbed Scanners (Rate Contract).
- 2.2 The bids should be submitted in the following sequence only in separate sealed envelopes super-scribed as “Supply, Installation & Maintenance of Desktops, Laptops, Thin Clients, Passbook Printers, Laserjet Printers, Line Printers, DMPs and Flatbed Scanners (Rate Contract)

(Eligibility/Technical/Commercial Bid)" properly hard-bound:-

- i. Eligibility Bid – Hard Copy & Soft Copy
- ii. Technical Bid – Hard Copy & Soft Copy
- iii. NEFT Receipt for Cost of Tender Document submitted online & EMD in the form of BG
- iv. Commercial – Hard Copy & Soft Copy

2.3 All envelopes must be super-scribed with the following information:

- Name of the Bidder
- Offer Reference
- Type of Offer (Eligibility or Technical or Commercial)

2.4 The Eligibility and Technical Offers should be complete in all respects and contain all information asked for, in the exact format of eligibility and technical specifications given in the RFP, except prices. The Eligibility and Technical offers must not contain any price information. UCO BANK, at its sole discretion, may not evaluate a Technical Offer in case of non-submission or partial submission of technical details. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidder.

2.5 The Eligibility offer should contain proof for each of the points for eligibility evaluation. Any credential detail not accompanied by relevant proof documents from the bidders will not be considered for evaluation.

2.6 The Technical Offer should be complete in all respects and contain all information asked for in the exact format of technical specifications given in the RFP, except prices. The Technical Offer must not contain any price information. UCO BANK, at its sole discretion, may not evaluate a Technical Offer in case of non-submission or partial submission of technical details. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidder.

2.7 Commercial Offer should be strictly quoted in the format as given in the RFP strictly in separate sealed envelope and for periods as mentioned. Prices quoted by Vendors should be inclusive of all costs such as, GST etc. that need to be incurred. The bidder is requested to quote in Indian Rupees ('INR'). Bids in currencies other than INR would not be considered.

2.8 The bids (along with soft copies) shall be dropped/submitted at UCO Bank's address given in Bid Control Sheet Table, on or before the date specified therein.

2.9 The Bank is not bound to accept the lowest or any Bid and reserves the



right to reject any or all Bids at any point of time prior to the issuance of purchase order without assigning any reasons whatsoever and without any cost or compensation therefor.

- 2.10 Bank may reject the bidder if cost of optional items / spare parts (that are not covered under warranty) quoted in Annexure – R is found to be higher in comparison to that of the market price for that specific item.
- 2.11 The Bank reserves the right to resort to re-tendering without providing any reason whatsoever. The Bank shall not incur any liability on account of such rejection.
- 2.12 The Bank reserves the right to modify any terms, conditions or specifications for submission of bids and to obtain revised Bids from the bidders due to such changes, if any at any time prior to completion of evaluation of technical bids from the participating bidders.
- 2.13 Canvassing of any kind will be a disqualification and the Bank may decide to cancel the bidder from its selection as THE VENDOR.
- 2.14 The bidder shall bear all costs associated with the preparation and submission of its bid, attending Pre-bid meeting etc. and Bank will in no case be responsible and liable for these costs, regardless of the conduct or outcome of the bidding process.
- 2.15 Bids shall remain valid for 180 days from the date of opening of technical bids submitted by the bidders. The Earnest Money will have to be submitted for a period of 180 days from the date of opening of the bid. A bid for a shorter period may be rejected by Bank as non-responsive.
- 2.16 In exceptional circumstances, Bank may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing or by fax / email. The Earnest Money provided shall also be suitably extended. A bidder may refuse the request without forfeiting its Earnest Money. A bidder granting the request will not be required nor permitted to modify its bid.
- 2.17 Any effort by any bidder to influence Bank in its evaluation, bid comparison or contract award decisions may result in the rejection of the bidder's bid.
- 2.18 The technical bid will be opened first and only those bidders, deemed eligible as per the eligibility criteria mentioned in this RFP, will be shortlisted for technical evaluation; the qualified bidders will be notified separately. Commercial Bids of only those short-listed-bidders, who have qualified in Technical evaluation, will be opened by the Bank, the date of which will

be notified separately.

- 2.19 The Price Bid must include all hardware and equipments along with specification, Model No, Part No and Price Tag covering warranty period of three year and two years AMC. The Price Bid also must include GST and other applicable taxes as per **Annexure – I**.
- 2.20 The bidder is required to guarantee that exchange rate fluctuations, changes in import duty and GST / other applicable taxes will not affect the Rupee value of the commercial bid over the price validity period.
- 2.21 The bidder shall keep the price valid for a period of 1 year from 01.04.2018 to 31.03.2019. A declaration in this regard should be submitted as per **Annexure – E**.
- 2.22 Prices quoted by the Bidder shall be in Indian Rupees only.
- 2.23 Further, subsequent to the orders being placed, the Bidder shall pass on to the Bank all fiscal benefits arising out of reductions in GST and other applicable taxes.
- 2.24 The Bank shall be under no obligation to accept the technical solution offered or the lowest or any other offer received in response to this RFP notice.
- 2.25 The Bank reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder. When the Bank makes any such rejection, the Bank will not be bound to give any reason and/or justification in this regard to the bidder. The Bank further reserves the right to cancel the entire RFP process without assigning any reasons whatsoever at any stage of the RFP process without assigning any reason whatsoever.
- 2.26 The Bank reserves the right to modify any terms, conditions and specifications of this request for submission of offer and to obtain revised bids from the bidders with regard to such changes. The Bank reserves its right to negotiate with any or all bidders. The Bank reserves the right to accept any bid in whole or in part.
- 2.27 Bids once submitted shall not be returned to the Bidder in future.
- 2.28 Bidder must have back to back support relation with the OEMs whose products are followed by the bidder to the Bank, in case the bidder is not Original Equipment Manufacturer (OEM), a commitment letter from the OEM for extending back to back support/service for the purpose of warranty/AMC by bidder during the contact period at least for a period

of 5 years has to be submitted along with the Technical bid (MAF as per **Annexure – D**).

- 2.29 The technical bid shall be submitted strictly in conformity with the Scope of Work.
- 2.30 The bidder shall not quote for the products, whose End of Sale/ End of Support / End of Life has been declared by the OEM. The Bidder has to ensure that any equipment supplied as part of this RFP should not reach end of support or end of life for at least 5 years post date of acceptance of such equipment by the Bank. In the event if any equipment supplied by the selected Prime Vendor, reaches either end of support or end of life as stipulated in this clause, within the period of 5 years, the selected Vendor has to immediately replace/upgrade the equipment at no additional cost to the Bank, whose technical specifications should be equivalent to or higher than that mentioned in the RFP so that the products should be compatible with the existing setup.
- 2.31 The Bank expects the selected bidder to adhere to the terms of this RFP document and would not like or accept any deviations to the same.
- 2.32 The quantity mentioned in the RFP is indicative only. Bank does not guarantee any minimum or maximum quantity of procurement. Purchase Order shall be placed by HO, CO and ZOs. Delivery locations shall be any branch / office across the country as mentioned by the Bank in its Purchase Order. Conditional tenders shall not be accepted on any ground and shall be summarily rejected.

### 3. **Period of Validity of Bid**

Bid shall remain valid for 180 days from the date of opening of the technical bids submitted by the bidder. In exceptional circumstances, UCO BANK may solicit the Bidder's consent to an extension of the validity period.

### 4. **Contract Period**

The price should be valid for 1 year i.e. 01.04.2018 to 31.03.2019. However, after the completion of initial rate contract period of 1 (one) year, the contract may be extended/renewed for a further period of 3-6 months as would be decided by the Bank on the same terms and conditions as mentioned herein at mutual consent of both the bidder & the Bank.

The selected bidder needs to execute a **Service Level Agreement (SLA)** as per Format to be supplied by the Bank covering inter alia the terms and conditions of this RFP.

The tenure of the Project Contract will be for a period of 5 (Five) years (3 years' warranty + 2 years' AMC) effective from the date of execution of the SLA unless terminated earlier by the Bank by serving 30 days prior notice in writing to the selected bidder at its own convenience without assigning any reason and without any cost or compensation therefor.

The performance of the selected bidder shall be reviewed every quarter and the Bank reserves the right to terminate the contract at its sole discretion by giving 30 days notice without assigning any reasons and without any cost or compensation therefor. Any offer falling short of the contract validity period is liable for rejection.

## 5. Cost of tender documents

A complete set of tender documents can be obtained from the address mentioned below during office hours on all working days on submission of a written application. The bidder participating in the RFP is required to submit a non-refundable fee for an amount as mentioned in Part - IV for **Supply, Installation & Maintenance of Desktops, Laptops, Thin Clients, Passbook Printers, Laserjet Printers, Line Printers, DMPs and Flatbed Scanners (Rate Contract)** through NEFT mode on or before the date & time of technical bid submission. The bidder has to provide Bank with the UTR no. generated after the NEFT (hard copy of the receipt generated should be submitted along with the bid documents), failing which the bid of the concerned bidder will be rejected.

The Bank details for Tender fee are as below:

- ✓ Account Number – 18700210000755
- ✓ Account Name – M/s H.O. DIT
- ✓ Account Type – Current Account
- ✓ Branch-DD Block, Salt Lake branch
- ✓ IFSC – UCBA0001870

The Deputy General Manager ,  
UCO Bank, Head Office – II,  
Department of Information Technology (DIT),  
3 & 4 DD Block (5<sup>th</sup> Floor), Sector – I,  
Salt Lake, Kolkata – 700 064.

Phone no: 033-44559775/9758  
Fax no: 033-4455 9063  
E-Mail:  
[hodit.calcutta@ucobank.co.in](mailto:hodit.calcutta@ucobank.co.in)

## 6. Earnest Money Deposit

The Bidder(s) must submit Earnest Money Deposit in the form of Bank Guarantee valid for a period of 180 days with a further claim period of 30

days in favor of UCO Bank payable at Kolkata for an amount mentioned in Part – IV.

Non-submission of Earnest Money Deposit will lead to outright rejection of the Offer. The EMD of unsuccessful bidders will be returned to them on completion of the procurement process without any interest thereon. The EMD of successful bidder(s) will be returned to them on submission of Performance Bank Guarantee (s) either at the time of or before the execution of Service Level Agreement (SLA).

The Earnest Money Deposit may be forfeited under the following circumstances:

- a. If the bidder withdraws its bid during the period of bid validity (210 days from the date of opening of bid).
- b. If the bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
- c. In case of the successful bidder, if the bidder fails:
  - To sign the contract in the form and manner to the satisfaction of UCO BANK
  - To furnish performance Bank Guarantee in the form and manner to the satisfaction of UCO BANK either at the time of or before the execution of Service Level Agreement (SLA).
- d. EMD should be submitted strictly in the form of BG only in a separate sealed envelope along with Cost of Tender Document wherever applicable. In case, it is not found in a separate envelope, Bank may reject the bid and Bank will not have any liability to return the EMD.
- e. Any deviations / modifications in the Bank Guarantee from the ones provided in the annexures will not be accepted by the Bank.

**Note:**

As per recommendations of GOI, Bank has decided to waive off EMD for NSIC registered MSME entrepreneurs.

We clarify that:

- a. Exemption from submission of EMD shall be given to bidders who are Micro, Small & Medium Enterprises (MSME) and are registered with National Small Scale Industrial Corporation Ltd. (NSIC) under its “Single Point Registration Scheme”. The bidder has to submit necessary document issued by NSIC to avail the exemption. To qualify for EMD exemption, firms

should necessarily enclose a valid copy of registration certificate issued by NSIC which are valid on last date of submission of the tender documents. MSME firms who are in the process of obtaining NSIC registration will not be considered for EMD exemption.

- b. As per Government of India guidelines, there is a special provision for Micro & Small Enterprises owned by Scheduled Castes & Schedule Tribes. Out of 20% target of annual procurement from Micro & Small Enterprises, a sub-target of 20% (i.e., 4% out of above 20%) shall be earmarked for procurement from Micro & Small Enterprises owned by Scheduled Castes & Schedule Tribe entrepreneurs. Provided that, in the event of failure of such Micro & Small Enterprises to participate in the tender process or meet tender requirements and L1 price, 4% sub-target for procurement earmarked for procurement from Micro & Small Enterprises owned by Scheduled Castes & Schedule Tribe entrepreneurs shall be met from other Micro & Small Enterprises.

(It is clarified that necessary & valid documents should be submitted by the Micro & Small Enterprises and SC/ST Micro & Small Enterprises owners to avail the preference).

- c. Further, participating Micro & Small Enterprises bidders quoting price within price band of L1+15% shall also be allowed to supply a portion of requirement if they agree to bring down their price to L1 price in a situation where L1 price is from some firm other than a Micro & Small Enterprise and such Micro & Small Enterprise shall be allowed to supply upto 20% of total tendered value. In case of more than one such Micro & Small Enterprises, the supply shall be shared proportionately.

Bids received without EMD for bidders not having valid NSIC registered documents for exemption will not be considered.

Tender Document Fee and PBG have to be submitted under any circumstance.

## **7. Rejection of the Bid**

The Bid is liable to be rejected if:

- 7.1 The document doesn't bear signature of authorized person.
- 7.2 It is received through Fax/E-mail.
- 7.3 It is received after expiry of the due date and time stipulated for Bid submission as mentioned in Bid Control Sheet.



- 7.4 The bidder submits Incomplete Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for proposal (RFP).

## 8. Performance Bank Guarantee

The successful bidder shall be required to provide a Performance Bank Guarantee within 15 days from the date of signing of the SLA (**Annexure – C**) equivalent to 10% of the Total Cost of Ownership/Order Value. The issued PBG shall be valid for a period of **3 (three) years plus a claim period of 3 (three) months**, indemnifying any loss to the Bank, thus PBG should be valid for a total period of **39 (thirty nine) months** from the date of issuance of the Bank Guarantee. Bank reserves the right to invoke the BG for any non-compliance of the terms & conditions of this RFP or the SLA to be executed between the selected bidder and the Bank at any point of time without prejudice to its other rights and remedies available under the Contract and/or the Law (s) for the time being in force. In case the contract period is extended by the Bank, the selected bidder shall be responsible to extend the validity period and claim period of the Performance Bank Guarantee.

## 9. Indemnity



The selected Bidder agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any claim for infringement of intellectual property rights.

The selected Bidder agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any breach of the terms and conditions contained in this RFP or Service Level Agreement to be executed.

The selected Bidder agrees to indemnify and keep indemnified Bank at all times against all claims, demands, actions, costs, expenses (including legal expenses), loss of reputation and suits which may arise or be brought against the Bank, by third parties on account of negligence or failure to fulfil obligations by the selected bidder or its employees/personnel.

All indemnities shall survive notwithstanding expiry or termination of Service Level Agreement and the Vendor shall continue to be liable under the indemnities.

The selected bidder is required to furnish a separate Deed of Indemnity (Format whereof to be supplied by the Bank) in Bank's favour in this respect before or at the time of execution of the Service Level Agreement.

## **10. Pre Bid meeting**

For the purpose of clarifications of doubts of the bidders on issues related to the RFP, 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](mailto: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.**

## **11. Modification and Withdrawal of Bids**

No bid can be modified by the bidder subsequent to the closing date and time for submission of bids. In the event of withdrawal of the bid by bidders, Bank shall be entitled to forfeit the EMD.

## **12. For Recipient Only**

The RFP document is intended solely for the information to the party to whom it is issued ("the Recipient" or "the Interested Bidder") and no other person or organization.

## **13. Costs Borne by Bidder**

All costs and expenses incurred by Recipients / Respondents in any way associated with the development, preparation, and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by Bank, will be borne entirely and exclusively by the Recipient / Bidder.

## **14. RFP response**

If the response to this RFP does not include the information required or is incomplete or submission is through Fax mode or through e-mail, the response to the RFP is liable to be rejected.



All submissions will become the property of Bank. Bidders shall be deemed to license, and grant all rights to Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Bidders who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property rights that may subsist in the submission or Banking documents.

## 15. Liquidated Damages for delayed supply

If the vendor fails to deliver contracted product(s), install/activate, and operationalize all of the equipments or fails to complete the work or does not perform the service(s) within the time schedule stipulated in the Contract/PO, the Bank, without prejudice to its other remedies under the Contract, deduct from the Contract price, as liquidated damages, a sum equivalent to 1 (one) percent of the undelivered/uninstalled portion of the order value excluding GST and other applicable taxes for each and every calendar week of delay, subject to a maximum limit of 10 percent of the undelivered portion of the order value excluding GST and other applicable taxes.

## 16. Price



- 16.1. The Price Bid must include GST and other applicable taxes.
- 16.2. The bidder shall keep the price valid for a period of **1 year** i.e. 01.04.2018 to 31.03.2019. The Bank further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder.
- 16.3. Prices quoted by the Bidder shall be in Indian Rupees and not subject to any price escalation, if the order is placed within the validity period.

## 17. Payment Terms

- 17.1 **90% of the order value** along with GST and other applicable duties on actual basis will be paid on delivery, installation and acceptance of ordered items, after realizing penalty charges for late delivery and / or late installation, if any. The claim for payment should contain proof of delivery, installation note & User Acceptance Report signed by an authorised official of the bank /

branch at the respective sites etc.

- 17.2 In case installation is held up by the Bank for site non-readiness, the payment may be released after 30 days from delivery on production of Site Non-Readiness (SNR) certificate from the competent authority at the delivery site.
- 17.3 **10% of the order value** (i.e. the residual amount) will be paid after completion of the Warranty period or on submission of Performance Bank Guarantee issued by a PSU Bank for equivalent amount and tenure to the respective PO issuing authority (ZOs/COs/HO). This Bank Guarantee is in addition to the 10% Security Deposit as mentioned below under point 18 (PART – II).
- 17.4 Upon request of the bidder, the Bank at its discretion may allow the bidder to submit the BG at the HO for the total amount and the tenure.
- 17.5 The AMC amount to be paid towards facilities of AMC as mentioned below is to be paid quarterly at the end of each quarter on pro-rata basis.
- 17.6 In case installation is held up by the Bank for site non-readiness, the payment may be released after 30 days from delivery on production of Site Non-Readiness (SNR) certificate from the competent authority at the delivery site.

## 18. Security Deposit

The selected bidders shall furnish a Security Deposit of 10% of the estimated order value (i.e. Quantity X Price Fixed through Rate Contract X 10%) in the form of Bank guarantee for a tenure of 15 (fifteen) months issued by any Scheduled Commercial Bank other than UCO Bank. The Bank Guarantee should be deposited within 15 days from the date of issuance of Purchase Order.

## 19. Paying Authority

The payments as per the Payment Schedule covered hereinabove shall be paid by the respective offices / departments who have issued Purchase Orders. However, Payment of the Bills would be done on quarterly basis.

## 20. **Acceptance by the Bank**

The selected bidder in presence of the Bank's authorized officials will conduct acceptance test at the site. No additional charges shall be payable by the Bank for carrying out these acceptance tests.

## 21. **Order Cancellation (Termination)**

UCO BANK reserves the right to cancel the work/purchase order or terminate the SLA by giving 30 (thirty) days' prior notice in writing and recover damages, costs and expenses etc., incurred by Bank under the following circumstances: -

- a) The selected bidder commits a breach of any of the terms and conditions of this RFP or the SLA to be executed between the Bank and the selected Bidder.
- b) The selected bidder goes into liquidation, voluntarily or otherwise.
- c) The selected bidder violates the Laws, Rules, Regulations, Bye-Laws, Guidelines, and Notifications etc.
- d) An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.
- e) The selected bidder fails to complete the assignment as per the time lines prescribed in the Work Order/SLA and the extension, if any allowed.
- f) Deductions on account of liquidated damages exceed more than 10% of the total work order.
- g) In case, the selected bidder fails to deliver the resources as stipulated in the delivery schedule, UCO BANK reserves the right to procure the same or similar resources from alternate sources at the risk, cost and responsibility of the selected bidder.
- h) After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, UCO BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which UCO BANK may have to incur in executing the balance contract. This clause is applicable, if the contract is cancelled for any reason, whatsoever.
- i) UCO BANK reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the

selected bidder, including the adjustment of pending bills and/or invoking the Performance Bank Guarantee under this contract.

The rights of the Bank enumerated above are in addition to the rights/remedies available to the Bank under the Law(s) for the time being in force.

## **22. Consequences of termination**

In the event of termination of the Contract due to any reason, whatsoever, [whether consequent to the expiry of stipulated term of the Contract or otherwise], UCO BANK shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all steps to minimize loss resulting from the termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the Contract.

In the event that the termination of the Contract is due to the expiry of the term of the Contract and the Contract is not further extended by UCO BANK, the Vendor herein shall be obliged to provide all such assistance to the next successor Bidder or any other person as may be required and as UCO BANK may specify including training, where the successor(s) is a representative/personnel of UCO BANK to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.

Nothing herein shall restrict the right of UCO BANK to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Letter of Indemnity and pursue such other rights and/or remedies that may be available to UCO BANK under law or otherwise.

The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

## **23. Force Majeure**

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or UCO BANK as the case may be which they could not foresee or with a reasonable amount of diligence could not have been

foreseen and which substantially affect the performance of the contract, such as:

- I. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics
- II. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
- III. Terrorist attack, public unrest in work area

Provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of such causes. The bidder or UCO BANK shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding the above, provisions relating to indemnity, confidentiality, survive termination of the contract shall remain same.

## 24. Confidentiality

The selected bidder must undertake that they shall hold in trust any Information received by them under the Contract/Service Level Agreement, and the strictest of confidence shall be maintained in respect of such Information. The bidder has also to agree:

- To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by BANK;
- To only make copies as specifically authorized by the prior written consent of Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;
- To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause, and
- To treat all Information as Confidential Information.
- **Conflict of Interest:** The Vendor shall disclose to BANK in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Vendor or the Bidder's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.
- The successful Bidder is required to execute a *Non Disclosure Agreement* to the bank as per bank's format before or at the time of execution of the Master Contract.

## 25. Dispute Resolution

The Bidder and the Bank shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b. The matter will be referred for negotiation between General Manager (DIT, BPR & LTD) of UCO BANK and the Authorized Official of the selected Bidder. The matter shall then be resolved between them and the agreed course of action shall be documented within a further period of 15 days.

In case the dispute(s)/difference(s) between the Parties is/are not settled through negotiation in the manner as mentioned above, the same may be resolved by arbitration and such dispute/difference shall be submitted by either party for arbitration within 15 days of the failure of negotiations. Arbitration shall be held in Kolkata and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 30 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

The arbitrators shall hold their sittings at Kolkata. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Kolkata alone shall have the jurisdiction in respect of all matters connected with or arising out of the Contract/Service Level Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties, rather shall continue to render the Service/s in accordance with the provisions of the Contract / Service Level Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

## **26. Other Terms and Conditions of the RFP**

- 26.1. Signing of the bid: The bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested. In the case of a body corporate, the bid shall be signed by the duly authorized officers and supported by internal corporate authorizations.
- 26.2. Cost of preparation and submission of bid document: The bidder shall bear all costs for the preparation and submission of the bid. UCO BANK shall not be responsible or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.
- 26.3. Erasures or Alterations: The Bid should contain no alterations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections should be duly stamped and initialed / authenticated by the person/(s) signing the Bid. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidders risk and may result in rejection of the bid.
- 26.4. Language of Bid: The bid as well as all correspondence and documents relating to the bid exchanged by the bidder and the Bank shall be in English language only.
- 26.5. Non Disclosure Agreement: The selected vendor is required to sign a Non-Disclosure Agreement with UCO Bank.
- 26.6. Price Freezing: The price finalized shall remain valid during the period of the Rate Contract.



- 26.7. Preliminary Scrutiny: UCO BANK will scrutinize the offers/bids to determine whether they are complete, whether any errors have been made in the offer/bid, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule.
- 26.8. The Bank reserves the right to modify any terms, conditions and specifications of this request for submission of offer and to obtain revised bids from the bidders with regard to such changes. The Bank reserves its right to negotiate with any or all bidders. The Bank reserves the right to accept any bid in whole or in part. In all the aforesaid matters, Bank's decision is final and conclusive.
- 26.9. The Bank reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder. When the Bank makes any such rejection, the Bank will not be bound to give any reason and/or justification in this regard to the bidder. The Bank further reserves the right to reject any or all offers or cancel the whole tendering process due to change in its business requirement without assigning any reason, whatsoever and without any cost or compensation therefor.
- 26.10. Clarification of Offers: To assist in the scrutiny, evaluation and comparison of offers/bids, UCO BANK may, at its sole discretion, ask some or all bidders for clarification of their offer/bid. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder.
- 26.11. Audit by Third Party: Bank at its discretion may appoint third party for auditing the activities of onsite services and operations of entire services provided to the Bank.
- 26.12. Governing Laws & Jurisdiction of the Court: The provisions of this RFP and the Service Level Agreement to be executed shall be governed by the laws of India for the time being in force and the Rules made thereunder from time to time and all the dispute(s) or difference(s) arising out of or in connection with the contract shall be subject to the exclusive jurisdiction of the courts at KOLKATA.



- 26.13. Publicity: Any publicity by the bidder in which the name of UCO Bank is to be used should be done only with the explicit written permission of UCO Bank. The Vendor shall not make or allow making a public announcement or media release about any aspect of the Contract unless UCO BANK first gives the Vendor its prior written consent.
- 26.14. Non-Transferable Offer: This Request for Proposal (RFP) is not transferable. Only the bidder who has purchased this document in its name or submitted the necessary RFP price (for downloaded RFP) will be eligible for participation in the evaluation process.
- 26.15. Confidentiality of the bid document: The bidder, irrespective of his/her participation in the bidding process, shall treat the details of the documents as secret and confidential.
- 26.16. If an agent bid on behalf of the Principal, the same agent shall not submit a bid on behalf of another Principal in the same tender for this project.
- 26.17. Cancellation of tender process: Bank reserves the right to cancel the tender process partly or fully at its sole discretion at any stage without assigning any reason and without any cost or compensation therefor.
- 26.18. Modification of Order: Bank reserves its rights to modify (i.e., addition and reduction) the Purchase/Work Order as per its requirement and the payment for such addition /reduction would be determined on pro rata basis or on mutual consent of the parties.
- 26.19. Response of the Bid: The Bidder should comply all the terms and conditions of RFP.
- 26.20. Bidder is required to comply with and adhere to all Laws, Rules, Regulations, Bye-Laws, Guidelines, Notifications etc. The bidder is solely responsible for any legal obligation related to this.
- 26.21. Price Discussion: It is absolutely essential for the bidders to quote the lowest price at the time of making the offer in their own interest. The Bank reserves the right to do price discovery and engage the successful bidder in discussions on the prices quoted.
- 26.22. Non-Assignment: Neither the subject matter of the contract nor any right arising out of the contract shall be transferred, assigned or

delegated to any third party by Vendor without prior written consent of the Bank.

- 26.23. UCO BANK shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers without assigning any reason whatsoever. UCO BANK has the right to re-issue tender/bid. UCO BANK reserves the right to make any changes in the terms and conditions of purchase that will be informed to all bidders. UCO BANK will not be obliged to meet and have discussions with any bidder, and/or to listen to any representations once their offer/bid is rejected. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidder.
- 26.24. **GST Law**: The bidder has to submit an Undertaking mentioning its compliance with all applicable GST Laws including GST Acts, Rules, Regulations, Procedures, Circulars & Instructions thereunder applicable in India from time to time and to ensure that such compliance is done.
- 26.25. **Central Minimum Wages Act & Labour Laws**: The bidder has to submit an Undertaking in its letterhead ensuring that the payment towards services is in consonance with Central Minimum Wages Act & Labour Laws.
- 26.26. UCO Bank may extend the period of validity of prices and quantity after expiry of the price validity or after procurement of maximum quantity mentioned in the RFP at mutually agreed terms. The quantity of each item mentioned in the RFP is indicative only which may vary as per requirement of the Bank.
- 26.27. The Technical bid should have compliance chart as per **Annexure – K** including documentary proof in support of Eligibility Criteria, Commercial Bids and Annexures **A – Q**.
- 26.28. The Price Bid must include all hardware and network equipments along with specification, Model No, Part Name, Serial No, Date of Installation, Warranty completion Date and Price Tag covering warranty period of 3 years and 2 years AMC. The Price Bid also must include GST and other applicable taxes as per **Annexure – I**.

## 27. Three Bid System

UCO Bank will follow Three Bid System i.e. Eligibility Bid – containing Eligibility Criteria, Technical Bid – containing Technical Information & Commercial Bid

(Indicative) - containing Price Information. Eligibility evaluation would be completed first followed by Technical evaluation. Thereafter, Price Information (Commercial Bid) will be opened before the technically qualified bidders who wish to be present. The Commercial Bid (indicative) should contain all relevant price information and should not contradict the Technical Offer in any manner. **Thereafter, to arrive at the final price for each item as listed in each group, Bank will invite bidders for Reverse Auction (RA) to discover L1 bidder for each category.**

### **Commercial Evaluation / Reverse Auction**

The Bidders whose Price Bid (indicative) have not been rejected / disqualified by the Bank will be asked to participate in the Reverse Auction, which will be conducted for determining the L1 vendor separately for each group. The business rules, term and conditions of the Reverse Auction process will be provided to such short listed bidders in due course. Bidders have to comply with the procedure prescribed by the vendor appointed by the Bank for e-tendering / reverse auction. The technically qualified bidders will also be advised about the date of the reverse auction and date of training for this purpose. Bank reserves its right to open the indicative price bids of all the technically qualified bidders before the reverse auction process to arrive at the opening price (start price) for the Reverse Auction. However there would be no compulsion on the part of the Bank to necessarily accept these prices as Bench Mark for determining the Start Bid price and the Bank may at its discretion use any other process / methodology to determine the Start Bid Price and decrement price without having to disclose the basis to the Bidders. On completion of the Reverse Auction, the Bank will evaluate the resultant price for each item for respective group which will get precedence over the price offered in the indicative price bid submitted by bidders. The L-1 bidder will be determined on the basis of the lowest price quoted / offered in the Reverse Auction for each item.

## **PART – II**

### **1. Eligibility Criteria for the bidder**

Only those Bidders who fulfil the following criteria are eligible to respond to the RFP. Offers received from the bidders who do not fulfil any of the following eligibility criteria are liable to be rejected.

<b>Sl</b>	<b>Eligibility Criteria</b>	<b>Document to be submitted</b>
1.	The bidder must be a Limited Company, registered in India under the companies Act 1956 (Proof required) and should be in existence for 3 years OR Concerns registered as MSME Entrepreneur & still categorized as MSME as on RFP submission date. The bidder should not be a subsidiary of a foreign company.	Certificate of Incorporation or Certificate of Commencement of business (whichever is applicable), MSME Registration (if applicable).
2	The bidder should be registered with GSTN	Copy of GSTIN Certificate
3.	The bidder should be an OEM or their authorized representative.	Undertaking/Power of Attorney (POA) from the OEM mentioning a clause that OEM will provide support services during warranty period if the bidder authorized by them fails to perform.  In case of an authorized representative, a letter of authorization (MAF) from original manufacturer must be furnished in original duly signed & stamped (As per <b>Annexure – D</b> ).

4	The bidder should have posted net profit in at least two years out of the last three financial years, i.e., 2014-15 & 2015-16 and 2016-17.	
5.	The bidder should have minimum Net Worth (capital + reserves – accumulated loss if any) of Rs. 50 Crores to apply for Group A, Rs. 10 crores to apply for Groups B, C & D and Rs. 5 Crores to apply for the remaining Groups.	Certificate from Chartered Accountant stating Net Worth, Turnover and Profit/Loss for last 3 financial years.  And  Audited Balance Sheets for last 3 years, i.e., 2014-15, 2015-16 & 2016-17.
6.	The bidder should have a minimum yearly turnover of Rs. 100 crores to apply for Group A, Rs. 50 crores to apply for Groups B, C & D and Rs.10 crores to apply for the remaining Groups.	
6.	The bidder should not have been debarred / blacklisted by any Bank/Central Govt. and any of the State Govt. Organizations in India for non-performance or any other reason as on date of submission of bids is not eligible to participate.	An undertaking to this effect in the company's letterhead signed by authorized signatory. Satisfactory working certificate issued by any Bank/Govt. Organization in last two years i.e. 2015-16 & 2016-17 to be submitted by the bidder.
7.	The bidder should have all India presence with Offices / Support Centers at minimum 100 centers with at least 3 engineers where UCO Bank is having its Zonal Offices (List of Zonal offices is given in <b>Annexure – G</b> ) to support the branches under its command.  In case the bidder is not having own office at the 100 locations as above and wishes to provide support services through partner/franchisee to those locations, a letter from the partner /franchisee should be enclosed stating	A letter of undertaking to be given by the bidder.  (Escalation matrix covering all 42 Zones of the Bank to be provided in case of selection or at the time of evaluation)

	that they will be providing support services to UCO bank branches/offices for purchase under this contract.	
8.	The bidder should have executed orders for each group in last three years aggregating to not less than <b>Rs. 2 crores</b> to apply for items under Groups A & D and <b>Rs. 1 crore</b> to apply for the remaining Groups. Of the above, orders aggregating to <b>Rs. 1 crore</b> should be from Govt. / Public Sector Organizations for Groups A & D and <b>Rs. 50 lacs</b> for the remaining Groups.	Related Purchase Order copies to be submitted along with copies of related invoices.

***UCO BANK reserves the right to verify /evaluate the claims made by the Bidder independently. Any decision of UCO BANK in this regard shall be final. The Bidder needs to comply with all the eligibility criteria mentioned above. Non-compliance to any of these criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation. Any credential detail not accompanied by relevant proof documents from the clients will not be considered for evaluation. All credential letters should be appropriately bound, labeled and segregated in the respective areas. There is no restriction on the number of credentials a Bidder can provide. Any assumptions made by the Bidder's in response of this RFP will be their own risk and cost. The bank will not be liable for any such assumptions / representations made by the Bidder. The bank's decision will be final.***

### **LIST OF DOCUMENTS FOR ELIGIBILITY PROOF**

- Provide details of organization along with all the key contacts including their work phone, cell phone, work address and e-mail details.
- Provide certificate of incorporation, GSTIN Certificate, PAN, MSME Registration Certificate (if applicable).
- Provide audited annual statement of accounts for the last 3 financial years i.e. 2014-15, 2015-16 & 2016-17 in support of the following :
  - ✓ Turnover and profit from products / services
  - ✓ Locations in which the company has offices.
  - ✓ Total number of employees in India.
- Provide the necessary documentation in support of the Bidder for the following:
  - ✓ Corporate structure, founder and related history of the company
  - ✓ Ownership structure
  - ✓ Number of years in this business and relevant business lines
- Credentials describing the bidding company's experience in providing the services, relevant to this request as follows:
  - ✓ Name of the company / Bank
  - ✓ Year from which services being provided
  - ✓ Key client references which provide details such as name, address, e-mail address, phone no., fax no. and mobile no.

The first stage of evaluation will be validation of the eligibility criteria. Only those bidders who meet the eligibility criteria will be considered for further stages of evaluation viz. technical and commercial stages.

## **PART – III**

### **1. Scope of Work / Requirements**

Bank will award the contract to the successful bidder(s) for the Contract Period specified in this RFP from the date of empanelment and the bidder(s) should deliver the service with the following scope:

- 1.1 Bidder should be capable of providing all the equipments and services thereon for which they have submitted their bids.
- 1.2 The systems must be capable of upgrading at a later stage as and when required by the Bank. (Wherever specified in the technical specifications)
- 1.3 Bidders need to have a co-ordination with their OEM (if any) for integrating the items supplied by them for the branches/offices to function smoothly.
- 1.4 Bank desires to procure Computer Hardware & Peripherals for the branches/offices under its various Zones/Circles; hence the selected bidder should work seamlessly throughout the Country.
- 1.5 The Bank reserves the right to shift the equipment to a suitable location depending upon the need. The bidder will arrange to shift the equipment, install and commission the same at the shifted location at mutually agreed shifting charges.
- 1.6 The Hardware vendor will generate the configuration/specification report from the desktop and present the printout of the same along with installation report to the branch/office for their verification & signature.
- 1.7 Obtaining of the Road Permits, FORM 32, security forms etc. will be the sole responsibility of the successful bidder at its own cost.
- 1.8 Before award of the contract to the successful bidder/s the configuration settings like partition of hard disk, disabling of USB Ports, software dump etc., will be shared by the Bank and the successful bidder/s will have to configure / install accordingly.
- 1.9 The Scope of Work also includes the scope provided under **Other Terms & Conditions** and instructions to the bidders in the RFP.



- 1.10 Standard software application used by the bank shall be given to selected bidder(s) for installation (pre-installed at factory level) of the same in all desktops/laptops/thin clients.
- 1.11 The bidder(s) will undertake to ensure availability of offered hardware items during the rate contract period as well as maintaining sufficient inventory of genuine spare parts for a minimum period of 3 years for the hardware items supplied under this rate contract.
- 1.12 Successful bidder will be responsible for affixing asset tags and complete inventory details of each hardware equipment supplied to the Bank. The Asset Tags so printed by the successful bidder must have the company's logo along with other details like warranty/AMC validity, call logging no., mail id etc. The asset tag details for the Hardware would be mutually decided by the Bank and the successful bidder.
- 1.13 The bidder(s) has to submit an undertaking (format enclosed in the **Annexure – Q**) along with the delivered items, signed by the officials not lower than the company secretary of the system OEM, certifying that all the components/parts/assembly/software used in the proposed hardware like hard disk, monitor, memory, etc. are original/new components/ parts/assembly/software and that no refurbished/duplicate/second hand components have been used or would be used.
- 1.14 The validity of Rate Contract will be for one year from **01.04.2018 to 31.03.2019** which may be extended by the Bank on mutually agreed terms.

## **2. Technical Inspection and Performance Evaluation**

UCO Bank reserves its right to carry out a technical inspection and performance evaluation (bench-marking) of the offered item(s) before and after delivery of items during entire contract period. If any item is found to be non-compliant as per technical specification, it needs to be replaced within 15 days at no additional cost to the Bank.

## **3. Verification**

UCO Bank reserves the right to verify any or all statements made by the vendor in the Bid document and to inspect the vendor's facilities, if

necessary, to establish to its satisfaction about the vendor's capacity to perform the job.

#### **4. Pre-shipment Inspection**

UCO Bank, if deemed fit, will inspect any or all of the Computer items at vendor's manufacturing site before shipment to respective branches/office/locations of the Bank, to verify that the items shipped to UCO Bank are as per the technical specification specified in the Rate Contract.

#### **5. Delivery and Installation**

- 5.1 The Bank would like to have the following time schedule for completion of the activities from the date of placement of Purchase orders.

Delivery	a) 6 weeks in States where Road Permit is required. b) 8 weeks in North East States, Andaman & Nicobar Island and Lakshwadeep Island. c) 4 weeks in all other places.
Installation and operationalisation	Within 1 week of delivery (In case installation is held up for site non-readiness, a certificate from the competent authority at respective site(s) is to be furnished for obtaining payment.)

- 5.2 If however, the delay is caused by any action pending from the Bank end, the corresponding period will not be considered while calculation of delay period.
- 5.3 All the equipment supplied by the Bidder shall be legal and Bidder shall give indemnity to that effect.
- 5.4 The equipments are considered accepted (Commissioned and Operationalized) after signing the Acceptance Test document jointly by the representatives from the Bank and the selected bidder. The component level checking for individual item may be included during the acceptance test. Upon satisfactory installation of the equipment, vendor should obtain signed installation certificate from the Bank Official after making the stock entry at their end and specify the same in the installation certificate. The same shall be submitted by the vendor along with the bills for payment.

- 5.5 The Bank reserves the right to shift the equipments to other locations in case of exigencies. In such cases the vendor has to arrange shifting of the equipments and install the same at the new location. In case of shifting of the hardware the vendor will arrange for shifting at mutually agreed shifting charges. Cost for obtaining necessary road permits and other related permits will be the responsibility of selected bidder.
- 5.6 At the destination site, the cartons will be opened only in the presence of Bank Officials and Vendor's representative.
- 5.7 Inventories at all their service locations shall be maintained by the vendor(s) for immediate replacement of Hardware items in case of faults / failures.
- 5.8 A sticker mentioning the date of installation and the period of warranty along with the Name of the Vendor and the Service Support Call Centre Number must be pasted on each equipment. This is mandatory at the time of installation of the system, the compliance of which must be reported in the installation report.
- 5.9 In case of a system failure (e.g. Hard Disk failure), vendor will ensure recovery of data from the Hard Disk and its restoration, while making the system operational at the site. However, vendor will not be liable to provide any guarantee for Data Integrity. User will be encouraged to take regular backup of his data.

## **6. Warranty**

The vendor must provide 3 years' on-site comprehensive warranty for all hardware items to be supplied under this rate contract covering all spare parts & service (except consumables like toners, inks, cartridges and ribbons) from the date of acceptance of the systems by UCO Bank at the respective locations.

During the warranty period, the vendor will have to undertake comprehensive maintenance of the entire hardware, hardware components, systems software and accessories supplied by the vendor. This service is to be provided on all the working days of the Bank between 9 a.m. to 9 p.m. notwithstanding the fact whether on such days the selected vendor's office remains closed or not. The request for support shall have to be attended by the vendor even if the request is made over telephone/ SMS or by e-mail/fax by the respective sites, within 4 hours within City limits, within 8 hours in the Suburb (25 Km radius) and within 24 hours at all other places (Response time). The entire equipment should be repaired within 48 hours (Resolution time). In case of vendor failing above

standards, a standby arrangement should be provided till the machine is repaired.

The Vendor shall be fully responsible for the manufacturer's warranty for all equipment, accessories, spare parts etc. against any defects arising from design, material, manufacturing, workmanship, or any act or omission of the manufacturer / Vendor or any defect that may develop under normal use of supplied equipment during the warranty period. Warranty shall not become void even if UCO Bank buys any other supplemental hardware from a third party and installs it with/in these machines. However, the warranty will not apply to such hardware installed. Besides the above, the vendor will have to enter into Service Level Agreement.

## **7. Support**

The bidder has to provide good after-sales service/support i.e. timely attending of calls (within maximum resolution time, as specified in this RFP under warranty clause), received from the branches/offices where the hardware items have been supplied & installed. The desired support time should be uniformly maintained at all the sites. To meet up time the bidder has to maintain sufficient inventory of spare parts at all the support centers/our ZO locations to avoid unnecessary delay in obtaining the spare parts.

## **8. Annual Maintenance Contract**

The Bidder is expected to provide AMC for all the hardware equipments supplied for two years after the expiry of warranty period. The AMC amount in Bill of material (BOM) has been taken for 2 years on all hardware items to arrive at TCO. The AMC charges will be paid by respective ZOs/COs/Admin offices quarterly in arrears as mentioned in the payment terms. The AMC charges should be between 5 to 8% of the cost of hardware equipments.

In case the rate of AMC is not within the range of 5% to 8%, Bank reserves the right to calculate the Maintenance charges at the rate of 5% of hardware equipments cost to arrive at the TCO in Commercial Bid.

## **9. Preventive Maintenance**

During the warranty period as well as during the annual maintenance contract, the bidder, in addition to attending calls for repairs/maintenance, shall conduct preventive maintenance checks for the supplied hardware items once in every six months basis and no charges shall be payable for such maintenance, including parts replaced or requiring replacement.

## 10. Price Composition

10.1 The price quoted should be only in Indian rupees and inclusive of the following:

- Cost of the equipment including cost of software.
- The price should be inclusive of GST and all other applicable taxes, which shall be paid as per actual by the Bank on the date of invoicing.
- Three years comprehensive onsite warranty maintenance of Desktops / Laptops / Other hardware items covering all components, services and visits to the concerned offices.
- Insurance to cover the equipment from transit period till installation /date of sign off.

10.2 The bidders should quote prices strictly as per the price composition stated above failing which the offers are likely to be rejected.

10.3 Vendors will get the insurance cover for all risk upto the delivery & installation of Hardware items. The cost of the same will be borne by the vendor. A copy of insurance policy should be provided by the vendor at the time of installation of the hardware

## 11. Award Criteria



The price of the items which are mentioned in Annexure – I will be evaluated based on value of the estimated quantity of purchases during the period. Individual unit item with 3 years' comprehensive onsite warranty would be the basis for evaluating the lowest Bidder(s) for each item type of the group. Evaluation will be done for each group and each type separately.

After evaluation, the Bidder, whose commercial offer has been determined as the lowest, will be named as 'L1' and the second lowest will be named as 'L2'. The 'L2' will be given a chance to match the price with 'L1' within 3 (three) days of communication. In case L2 agrees and matches the L1 price, the 2 vendors selected will be awarded the contract. The orders will be distributed between them in the ratio of 65% and 35% (on total requirement basis). In case of desktops, the order shall be shared between L1, L2 and L3 at a ratio of 50:30:20.

In case, L2 vendor is not agreeing to match the L1 price the next lowest will be given a chance to match the L1 price. This process will be continued till Bank gets the second vendor who agrees to match the prices of L1. In case, none of the above vendors is able to match the L1 price the whole quantity will be ordered to L1 only.

In case of Desktops, Thin Clients & Laptops before award of the contract to the successful bidder(s) the configuration settings like partition of hard disk, disabling of USB Ports, installation of standard application etc., will be shared by the Bank.

## **12. Penalty Charges**

- 12.1 The selected bidder should provide onsite support at any location in India as per **Annexure – J** as and when required within maximum next 2 working days from the date of complaint lodged by Bank. In case of any non-compliance of above support, the vendor will become liable for penalty of 1% of affected equipment cost on per day basis and penalty amount will be accumulated and will be deducted either from AMC amounts of 4<sup>th</sup> and 5<sup>th</sup> years.
- 12.2 Notwithstanding anything contained above, no such penalty will be chargeable on the Vendor under the above clauses for the inability occasioned, if such inability is due to reasons entirely attributable to the Bank.
- 12.3 The sum total of penalties will not exceed 10% of the TCO. Thereafter, the contract/purchase order may be cancelled and Performance Bank Guarantee may be revoked.
- 12.4 The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.
- 12.5 Bank may recover such amount of penalty from any payment being released to the vendor, irrespective of the fact whether such payment is relating to this contract or otherwise.
- 12.6 If any act or failure by the bidder under the agreement results in failure or inoperability of resources and if the Bank has to take corrective actions to ensure functionality of the same, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.
- 12.7 Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the resources provided by the Bidder.
- 12.8 The Bank shall implement all penalty clauses after giving due notice to the bidder.

- 12.9 If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.
- 12.10 As per Warranty Terms (Clause No. 15), all the items mentioned in Part - IV should be repaired within 48 hours. In case of vendor failing above standards, a standby arrangement should be provided till the machine is repaired (of equivalent or higher configuration). Down time will be calculated from the time of break-down message (i.e. first call made or e-mail sent to service engineer / call center) till the system becomes functional or standby is provided. Public Holidays as declared at the respective centers are excluded for the above downtime calculation. The Vendor will provide onsite service of the equipment (except spares) once every 3 months during the warranty period.
- 12.11 In case vendor fails to meet any of the above standards, there will be a penalty of Rs.100/- per day per Desktops, Thin Client, Laptop and Line Printers and Rs. 50/- per day for other hardware items. These penalty charges will be deducted from the Performance guarantee offered as security deposit or from the EMD or from any Bill payable to the vendor. The maximum penalty for downtime will be 10% of the equipment cost.

### **13. Billing**

The billing shall include Unit Price and GST and other taxes, which will be paid locally by the respective Zonal Offices / Circle Offices / Department of Information Technology, Head Office for which the hardware is being purchased

### **14. Completeness of the contract**

The contract will be deemed as incomplete if any component of the item mentioned in scope of work and technical requirement as per **Annexure - H** of this tender or any documentation / media relating thereto is not delivered, or is delivered but not installed and /or not operational or not acceptable to the Indenter after acceptance testing / examination. In such an event, the supply and installation will be termed as incomplete and it will not be accepted and the warranty period will not commence. The Warranty period will commence only on acceptance (based on acceptance test) of equipment by the Indenter.



## **15. OEM Authorization**

In case the successful bidder is not ready to provide the support during the warranty/AMC period, support will be provided by OEM directly or their other authorized partners for the remaining period of warranty/AMC of the product without any additional cost to the Bank. An authorization letter from OEM regarding this must be attached with the technical bid.

## **16. Undertaking to use new components**

Bidder should give an undertaking to the Bank that the equipments (including all components) delivered to the Bank are brand new. The bidder should also give an undertaking in writing that all the software supplied by the bidder is licensed and legally obtained. This undertaking to the Bank is to be signed by a Director or Head of marketing of the Company.

## **17. Repeated Failure**

If, during the warranty period, any system as a whole or any subsystem has any failure on two or more occasions in a period of 3 months, it shall be replaced by equivalent new equipment by the Vendor at extra no cost to UCO Bank.



## **18. Patent Rights**

18.1.The supplier shall indemnify the purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India.

18.2.The supplier shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.

18.3.The supplier shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible for, including all expenses of the court and legal fees.

18.4.The Bank will give notice to the Supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

The suggested format for arrangement of documents in Inner Envelope No. 2 is as follows.

- 1. Index**
- 2. Annexures – A to Q**
- 3. Authorized Signatory Undertaking**
- 4. Compliance for Technical Specification**
- 5. Masked Commercial Format**
- 6. Certificate of Incorporation**
- 7. Certificate from Chartered Accountant and audited balance sheets for last three financial years**
- 8. Order copies / Contract copies / Certificates**

- If the outer cover / envelope are not sealed & super-scribed as required, the Bank will assume no responsibility for bid's misplacement or premature opening.
- If any inner envelope of a bid is found to contain both technical & commercial bids then that bid will be rejected summarily.
- If any outer envelope is found to contain only the technical bid or commercial bid, it will be treated as incomplete and that bid will be liable for rejection.
- If commercial bid is not submitted in a separate sealed envelope duly marked as mentioned above, this will constitute grounds for declaring the bid non-responsive.
- In case the specified date of submission of RFP is declared a holiday in West Bengal, the bids will be received till the specified time on the next working day.

## **PART – IV**

### **REQUIREMENT OF ITEMS (ROI)**

**Estimated Quantity, Cost of RFP, EMD Amount of different Items Group-wise**

<b>Item Group</b>	<b>Particulars of the Items</b>	<b>Estimated Quantity</b>	<b>Cost of RFP (in Rs.) (<u>Tender Document Fee</u>)</b>	<b>EMD Amount (in Rs.)</b>
A	<b>Desktop PCs :</b>			
	Type 1: CPU, Key Board, Mouse and TFT Monitor	1000	30,000	15,00,000
	Type 2: CPU, Key Board, Mouse, TFT Monitor and DVD RW	300	10,000	3,00,000
B	<b>Laptops</b>	100	5,000	1,50,000
C	<b>Thin Clients</b>	500	10,000	3,00,000
D	<b>Line Printers (500 LPM)</b>	100	20,000	8,00,000
E	<b>Passbook Printer</b>	200	3,000	2,00,000
F	<b>Dot Matrix Printers :</b>			
	24 Pin 80 Column Printers	100	2,000	50,000
	24 Pin 136 Column Printers	100	2,000	50,000
G	<b>Laser Printers:</b>			
	Non-Duplex	300	3,000	50,000
	Duplex	500	5,000	2,00,000
H	<b>Scanner – Flat Bed A4 Size</b>	500	2,500	1,00,000

**Note:** The above requirement is based on current assessment and may vary as per the Bank's actual requirements.

## **PART – V**

### **1. Bid Opening And Evaluation Criteria**

#### **1.1 Evaluation Methodology**

The evaluation will be a three-stage process -

Phase 1 – Eligibility Evaluation

Phase 2 – Technical Evaluation

Phase 3 – Commercial Evaluation

##### **1.2.1 Eligibility Evaluation**

The Bank will evaluate the technical response to the RFP of bidder who are found eligible as per the eligibility criteria mentioned in the RFP.

##### **1.2.2 Technical Evaluation**

The proposals will be evaluated in two stages. In the first stage, i.e. Technical Evaluation, the bidders will be shortlisted, based on bidder's responses. In the second stage, the commercial bids would be evaluated.

During the period of evaluation, bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/e-mail seeking explanation.

The resources offered should meet all the technical requirements mentioned in scope of work and **Annexure – H. Non-compliance to any of the technical specification may attract rejection of the proposal.**

##### **1.2.3 Commercial Evaluation**

Commercial Bids of bidders, who qualified in the technical evaluation stage, will be considered for participation in commercial Bidding. After opening Commercial Offers of the short-listed Bidders, if any discrepancy is noticed between words and figures, the amount indicated in words shall prevail.

- The L1 Bidder will be selected on the basis of the amount quoted for proposed solution as per **Annexure – I.**
- The bidder will be solely responsible for complying with any applicable Export / Import Regulations. The Bank will no way be responsible for any deemed Export benefit that may be available to the bidder.

- In case there is a variation in value between numbers and words, the value mentioned in words would be considered.
- The Bidder needs to provide Unit costs for components and services; unit rates with GST and other applicable taxes would be considered for the TCO purposes.
- In the event the vendor has not quoted or mentioned the component or services required, for evaluation purposes the highest value of the submitted bids for that component or service would be used to calculate the TCO. For the purposes of payment and finalization of the contract, the value of the lowest bid would be used.

### **1.3 Selection Methodology**

Technically qualified and eligible as per eligibility criteria mentioned in the RFP with lowest quote based on Total Cost of Ownership (TCO) will be considered as successful bidder.



**Undertaking Letter to the Bank on the vendor's letterhead**

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

Dear Sir,

**Sub: RFP for Supply, Installation & Maintenance of Desktops, Laptops, Thin Clients, Passbook Printers, Laserjet Printers, Line Printers, DMPs and Flatbed Scanners (Rate Contract)**

**(RFP Ref. No. \_\_\_\_\_ dated \_\_\_\_\_)**

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the Bid, we hereby enclose our offer for the Supply, Installation & Maintenance of Desktops, Laptops, Thin Clients, Passbook Printers, Laserjet Printers, Line Printers, DMPs and Flatbed Scanners (Rate Contract) (Item: \_\_\_\_\_) as detailed in **Part - V** of your above referred Bid.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in your above referred letter and enclosures and the product quoted is in conformity with that mentioned in the RFP.

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.

We enclose Pay Order / Demand Draft No. \_\_\_\_\_ for Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) favoring UCO Bank issued by \_\_\_\_\_ Bank \_\_\_\_\_ Branch payable at Kolkata, towards Cost of Tender Document.

We enclose herewith the following:-

- i. UTR no. of the tender cost (**Rs.xxx/-**) submitted online during NEFT of the said amount along with the hard copy of the receipt generated should be submitted along with the bid documents.
- ii. Bank Guarantee No. \_\_\_\_\_ dated \_\_\_\_\_ for Rs.xxx \_\_\_\_\_ (Rupees \_\_\_\_\_ only) issued by \_\_\_\_\_ Bank

\_\_\_\_\_ Branch favouring UCO Bank, towards Earnest Money Deposit.

We hereby accept all terms and conditions mentioned in the RFP unconditionally. Knowingly or unknowingly if we have mentioned any deviations/ conditions in the terms and conditions of the RFP in any part of the bid submitted by us may be ignored. We understand the bid submitted with conditions shall be treated as conditional bid and shall not consider for evaluation.

Yours faithfully,

Authorized Signatory  
(Name & Designation, seal of the firm)  
Date:





**EMD Format**

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

Dear Sir(s),

**Sub: RFP for Supply, Installation & Maintenance of Desktops, Laptops, Thin Clients, Passbook Printers, Laserjet Printers, Line Printers, DMPs and Flatbed Scanners (Rate Contract)**

**(RFP Ref. No. \_\_\_\_\_ dated \_\_\_\_\_)**

In response to your **RFP for Supply, Installation & Maintenance of Desktops, Laptops, Thin Clients, Passbook Printers, Laserjet Printers, Line Printers, DMPs and Flatbed Scanners (Rate Contract)** (RFP Ref. No. \_\_\_\_\_ dated \_\_\_\_\_), M/s

\_\_\_\_\_ having their registered office at \_\_\_\_\_ (hereinafter called the 'Vendor') wish to respond to the said Request for Proposal (RFP) for self and other associated vendors and submit the proposal for **RFP for Supply, Installation & Maintenance of Desktops, Laptops, Thin Clients, Passbook Printers, Laserjet Printers, Line Printers, DMPs and Flatbed Scanners (Rate Contract)** (RFP Ref. No. \_\_\_\_\_ dated \_\_\_\_\_) and to provide related services as listed in the RFP document.

Whereas the 'Vendor' has submitted the proposal in response to RFP, we, the \_\_\_\_\_ Bank having our head office \_\_\_\_\_ hereby irrevocably guarantee an amount of Rs. .... (Rupees ..... only) as bid security as required to be submitted by the 'Vendor' as a condition for participation in the said process of RFP.

The Bid security for which this guarantee is given is liable to be enforced/invoked:

1. If the Vendor withdraws his proposal during the validity period of the proposal; or
2. If the Vendor, having been notified of the acceptance of its proposal by the Bank during the period of the validity of the proposal fails or refuses to enter into the contract in accordance with the Terms and Conditions of the RFP or the terms and conditions mutually agreed subsequently.

We undertake to pay immediately on demand to UCO Bank the said amount of Rs.... (Rupees xxxx) without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of

the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by UCO Bank which shall be conclusive and binding on us irrespective of any dispute or difference raised by the vendor.

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed Rs\_\_\_\_\_ (Rupees \_\_\_\_\_ only).
2. This Bank guarantee will be valid upto \_\_\_\_\_; and
3. We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before\_\_\_\_\_.

In witness whereof the Bank, through the authorized officer has sets its hand and stamp on this \_\_\_\_ day of \_\_\_\_at \_\_\_\_\_.



**Performance Bank Guarantee Format**

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

Dear Sir(s),

**Sub: RFP for Supply, Installation & Maintenance of Desktops, Laptops, Thin Clients, Passbook Printers, Laserjet Printers, Line Printers, DMPs and Flatbed Scanners (Rate Contract)**

**(RFP Ref. No. \_\_\_\_\_ dated \_\_\_\_\_)**

WHEREAS, The UCO Bank, having its Head Office at 10 B.T.M Sarani, Kolkata - 700001 (hereinafter called the 'Bank') has invited Bids for the **RFP for Supply, Installation & Maintenance of Desktops, Laptops, Thin Clients, Passbook Printers, Laserjet Printers, Line Printers, DMPs and Flatbed Scanners (Rate Contract) (RFP Ref. No. \_\_\_\_\_ dated \_\_\_\_\_)** on the terms and conditions mentioned in the Bid document.

1. It is one of the terms of invitation of Bids that the Bidder shall furnish a Bank Guarantee as Performance Bank Guarantee of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

2. M/s \_\_\_\_\_, (hereinafter called as Vendor), who are our constituents intend to submit their Bid for the said work and have requested us to furnish guarantee to the 'Bank' in respect of the said sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

NOW THIS GUARANTEE WITNESSETH

1. We \_\_\_\_\_ (Bank) do hereby agree with and undertake to the UCO Bank, their Successors, Assigns that in the event of the UCO Bank coming to the conclusion that the Vendor have not performed their obligations under the said conditions of the Bid or have committed a breach thereof, which conclusion shall be binding on us as well as the said Vendor. We shall on demand by the UCO Bank, pay without demur to the UCO Bank, Rs \_\_\_\_\_ or any lower amount that may be demanded by the UCO Bank. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Vendor under the said Conditions, provided, however, that our liability against such sum shall not exceed Rs \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

2. We also agree to undertake to and confirm that the sum not exceeding Rs\_\_\_\_\_ as aforesaid shall be paid by us without any demur or protest, merely on demand from the UCO Bank on receipt of a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence and the notice from the UCO Bank shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the Bank within a period of one week from the date of receipt of the notice as aforesaid.

3. We confirm that our obligation to the UCO Bank under this guarantee shall be independent of the agreement or agreements or other understandings between UCO Bank and the Vendor. This guarantee shall not be revoked by us without prior consent in writing of the UCO Bank.

We hereby further agree that –

a) Any forbearance or commission on the part of the UCO Bank in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Bid and / or hereunder or granting of any time or showing of any indulgence by the UCO Bank to the Vendor or any other matters in connection therewith shall not discharge us in any way our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Vendors of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs \_\_\_\_\_ (Rupees \_\_\_\_\_).

b) Our liability under these presents shall not exceed the sum of Rs \_\_\_\_\_ (Rupees \_\_\_\_\_).

c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in Bidding for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.

d) This guarantee shall remain in force up to xx.xx.xxxx (39 months from the date of signing of the SLA) provided that if so desired by UCO Bank, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

e) Our liability under this will terminate unless these presents are renewed as provided hereinabove on the xx or on the day when our said constituents comply with their obligations, as to which a certificate in writing by UCO Bank alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within six months from that date or any extended period, all the rights of UCO Bank against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations

and liabilities hereunder.

Yours' faithfully,

For and on behalf of

\_\_\_\_\_ Bank.

Authorised official.

**(NB: This guarantee will require stamp duty as applicable and shall be signed by the official whose signature and authority shall be verified).**



**Manufacturer Authorisation Form (MAF)**

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

Dear Sir,

We ..... (Name of the Manufacturer) who are established and reputable manufacturers of ..... having factories at ....., ..... and ..... do hereby authorize M/s ..... (who is the bidder submitting its bid pursuant to the Request for Proposal issued by UCO Bank on behalf, to submit a Bid and negotiate and conclude a contract with you for supply of equipments manufactured by us against the Request for Proposal received from your bank by the Bidder and we have duly authorised the Bidder for this purpose.

We hereby extend our guarantee/ warranty and AMC/ATS as per terms and conditions of the RFP No .....and the contract for the equipment and services offered for supply against this RFP No..... by the above-mentioned Bidder, and hereby undertake to perform the obligations as set out in the RFP No..... in respect of such equipments and services.

Yours Faithfully

Authorised Signatory

(Name:

Phone No.:                      Fax:                      E-mail:                      )

*(This letter should be on the letterhead of the Manufacturer duly signed by an authorized signatory)*

**Undertaking Letter to the Bank on the vendor's letterhead**

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

Sir,

**Sub: RFP for Supply, Installation & Maintenance of Desktops, Laptops, Thin  
Clients, Passbook Printers, Laserjet Printers, Line Printers, DMPs and  
Flatbed Scanners (Rate Contract)**

**(RFP Ref. No. \_\_\_\_\_ dated \_\_\_\_\_)**

We submit our Bid Document herewith. We understand that Bank is not bound to accept the lowest or any bid received and Bank may reject all or any bid. We shall keep the price valid for a period of 1 year from the date of issuance of the first Purchase Order

If our bid is accepted, we are responsible for the due performance as per the scope of work and terms & conditions as per mentioned in RFP.

Yours faithfully,

For.....

(Signature and seal of authorized person)

Place:

Date:



**Undertaking Letter to the Bank on the vendor's letterhead**

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

Sir,

**Sub: RFP for Supply, Installation & Maintenance of Desktops, Laptops, Thin Clients, Passbook Printers, Laserjet Printers, Line Printers, DMPs and Flatbed Scanners (Rate Contract)**  
**(RFP Ref. No. \_\_\_\_\_ dated \_\_\_\_\_)**

Further to our proposal dated ....., in response to the Request for Proposal (Bank's tender No. .... hereinafter referred to as “**RFP**”) issued by UCO Bank, we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original tender documents if any, issued by the Bank. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

Authorized Signatory  
Designation  
Bidder's corporate name

**Eligibility Criteria**

SI	Eligibility Criteria	Document to be submitted
1.	The bidder must be a Limited Company, registered in India under the companies Act 1956 (Proof required) and should be in existence for 3 years OR Concerns registered as MSME Entrepreneur & still categorized as MSME as on RFP submission date. The bidder should not be a subsidiary of a foreign company.	Certificate of Incorporation or Commencement of business (whichever applicable), MSME Registration (if applicable).
2	The bidder should be registered with GSTN	Copy of GSTIN Certificate
3.	The bidder should be an OEM or their authorized representative.	Undertaking/Power of Attorney (POA) from the OEM mentioning a clause that OEM will provide support services during warranty period if the bidder authorized by them fails to perform.  In case of an authorized representative, a letter of authorization (MAF) from original manufacturer must be furnished in original duly signed & stamped (As per <b>Annexure – D</b> ).
4	The bidder should have posted net profit in at least two years out of the last three financial years, i.e., 2014-15 & 2015-16 and 2016-17.	Certificate from Chartered Accountant stating Net Worth, Turnover and Profit/Loss for last 3 financial years.

5.	The bidder should have minimum Net Worth (capital + reserves – accumulated loss if any) of Rs. 50 Crores to apply for Group A, Rs. 10 crores to apply for Groups B, C & D and Rs. 5 Crores to apply for the remaining Groups.	And  Audited Balance Sheets for last 3 years, i.e., 2014-15, 2015-16 & 2016-17.
6.	The bidder should have a minimum yearly turnover of Rs. 100 crores to apply for Group A, Rs. 50 crores to apply for Groups B, C & D and Rs.10 crores to apply for the remaining Groups.	
7.	Any bidder, who is already debarred / blacklisted by any Bank/Fl/Govt. Organization for non-performance or any other reason as on date of submission of bids is not eligible to participate.	An undertaking to this effect in the company's letterhead signed by authorized signatory. Satisfactory working certificate issued by any Bank/Fl/Govt. Organization in last two years i.e. 2015-16 & 2016-17 to be submitted by the bidder.
8.	The bidder should have all India presence with Offices / Support Centers at minimum 100 centers with at least 3 engineers where UCO Bank is having its Zonal Offices (List of Zonal offices is given in <b>Annexure - G</b> ) to support the branches under its command.  In case the bidder is not having own office at the 100 locations as above and wishes to provide support services through partner/franchisee to those locations, a letter from the partner /franchisee should be enclosed stating that they will be providing support services to UCO bank branches/offices for purchase under this contract.	A letter of undertaking to be given by the bidder.  (Escalation matrix covering all 42 Zones of the Bank to be provided in case of selection or at the time of evaluation)

8.	The bidder should have executed orders for each group in last three years aggregating to not less than <b>Rs. 2 crores</b> to apply for items under Groups A & D and <b>Rs. 1 crore</b> to apply for the remaining Groups. Of the above, orders aggregating to <b>Rs. 1 crore</b> should be from Govt./Public Sector Organizations for Groups A & D and <b>Rs. 50 lacs</b> for the remaining Groups.	Related Purchase Order copies to be submitted along with copies of related invoices.
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## TECHNICAL SPECIFICATIONS

## RFP for Supply &amp; Maintenance of Desktops, Laptops, Thin Clients, Laserjet Printers, Line Printers, DMPs, Passbook Printers and Scanners

RFP Ref. No. \_\_\_\_\_ dated \_\_\_\_\_

## Group – A

## Item: Desktops (Type-I)

Sl No	Parameter	Minimum Technical Specifications	Offered Specification (Equal or higher)	Compliance (Y/ N)
1	Make	Bidder to specify		
2	Model	Bidder to specify		
3	Processor	Minimum Intel® Core™ i5-7500 (3.00 GHz base frequency, 6 MB L3 cache) Processors 7 <sup>th</sup> Generation or AMD A10 PRO 9700 Processor or equivalent processor or higher.		
4	MOTHER BOARD & CHIPSET	Intel Q270 or higher chipset/ equivalent AMD chipset as per Bank's technical specifications.		
5	RAM	Minimum 4 GB DDR 3/4 1600 MHz or higher expandable up to 16 GB, 2 DIMM slots out of which at least 1 should be free		
6	HARD DISK	Minimum 500 GB SATA-III HDD, 7200 RPM or higher with Pre configuration 3 Partitions		
7	PORTS	Minimum 8 or more Ports with at least 4 USB 3.0 Ports (min 2 in front panel – remaining ports in the backside); 1 Serial Port, 1 Parallel port, RJ45 port, VGA, 2 Display port (VGA / HDMI). NIC should be IPv6 compliant.		
8	ETHERNET INTERFACE	Integrated 10/100/1000BaseT Network Controller with Ethernet RJ-45 Port. Should confirm to IEEE 802.3 standards and should be CE Mark		

		compliant.		
9	FORM FACTOR	Small Form Factor (SFF)		
10	KEYBOARD	104 Keys Standard USB keyboard with same make as CPU OEM with three years warranty.		
11	MOUSE	Optical Scroll Mouse with same make as CPU OEM with one left and one right click button. Mouse pad suitable for mouse to be provided.		
12	OPERATING SYSTEM (OS)	Windows 10, 64 / 32 bit along with media license and recovery DVD media or Disk Recovery System and down-gradable to Windows 8.1 / Windows 7 Pro. Recovery software to be dumped in the inerasable portion of the HDD. A sticker to be pasted on the supplied hardware by furnishing the list of serial nos. of Operating System along with the corresponding serial numbers of the CPU where it is preloaded.		
13	POWER SUPPLY	Power Supply (SMPS) - 180 W or higher watt Power supply. Energy Star 6.0 or above Compliant, Screen Blanking, Hard Disk and System Idle Mode in, Power On, Set up Password. Power Supply Surge protected. EPEAT - Silver Certified for the quoted product, RoHS certified.		
14	QUALITY MANAGEMENT	1. The production facility of the Original Equipment Manufacturer (OEM) should have ISO 9001 Certification. 2. The Original Equipment Manufacturer (OEM) should also possess ISO 14001 Certification.		

		Copies of relevant certificates to be attached.		
15	CERTIFICATION/REGULATORY STANDARDS	1. FCC Certification, 2. UL Certification 3. RoHS Compliant and 4. EPEAT Silver Certification for the quoted product.		
16	TFT MONITOR	Minimum 18.5" TFT (1024X768) / LED (1366X768) Color Monitor or higher with same make as CPU OEM TCO 6.0. certified / Energy Star 5.2 or higher.		
17	Direct Named OEM	The Manufacturer of the Desktop should be direct named OEM of Microsoft Corporation for preloading Microsoft products		
18	WARRANTY SUPPORT	3 Years comprehensive onsite warranty		
19	BIOS	Flash BIOS, UCO Logo to be incorporated in BIOS at OEM Factory. Further Bank Name & Logo should be embossed/Printed/Pasted with tamper proof stickers on CPU/Monitor/Keyboard.		
20	Security	Kensington Slot on chassis for physically securing the chassis. Serial, Parallel & USB Interface Control, Power-On Password, Setup Password, Memory Change Alert Functionality with Pad Lock		
21	Software & Components for Finacle Software Access.	Installation of software such Open Office, Biometric S/w, Bi-lingual S/W and Finacle related S/W dump etc. from the media provided by the Bank. IE 8 /IE 10 with full JVM and link web shall be loaded and configured as per requirement of Finacle / other software application in the branches. Certified to preload Windows 10 professional, Digital		



		certificate of authenticity of Preloaded Microsoft OS to be given.		
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**Note: Bidder should specify the actual specification offered by them merely writing Yes/No in the offered specification column will not be treated as compliance.**



Group – A			Item: Desktops (Type-II)	
SI No	Parameter	Minimum Technical Specifications	Offered Specification (Equal or higher)	Compliance (Y/ N)
1	Make	Bidder to specify		
2	Model	Bidder to specify		
3	Processor	Intel® Core™ i5-7500 (3.00 GHz base frequency, 6 MB L3 cache) Processors 7 <sup>th</sup> Generation or AMD A10 PRO 9700 or equivalent processor or higher.		
4	MOTHER BOARD & CHIPSET	Intel Q270 or higher chipset/ equivalent AMD chipset as per Bank's technical specifications.		
5	RAM	Minimum 8 GB DDR 3/4 1600 MHz or higher expandable up to 16 GB, 4 DIMM slots out of which at least 2 should be free		
6	HD Drive	1 TB SATA III HDD, 7200 RPM or higher with Pre configuration 3 Partitions		
7	PORTS	Minimum 8 or more Ports with at least 4 USB 3.0 Ports (min 2 in front panel – remaining ports in the backside); 1 Serial Port, 1 Parallel port, RJ45 port, VGA, 2 Display port (VGA / HDMI). NIC should be IPv6 compliant.		
8	ETHERNET INTERFACE	Integrated 10/100/1000BaseT Network Controller with Ethernet RJ-45 Port. Should confirm to IEEE 802.3 standards and should be CE Mark compliant.		
9	FORM FACTOR	Small Form Factor (SFF)		
10	Keyboard	104 Keys Standard USB keyboard with same make as CPU OEM with three years warranty.		
11	Mouse	Optical Scroll Mouse with same make as CPU OEM with		

		one left and one right click button. Mouse pad suitable for mouse to be provided.		
12	Operating System	Windows 10, 64 / 32 bit along with media license and recovery DVD media or Disk Recovery System and down-gradable to Windows 8.1 / Windows 7 Pro. Recovery software to be dumped in the inerasable portion of the HDD. A sticker to be pasted on the supplied hardware by furnishing the list of serial nos. of Operating System along with the corresponding serial numbers of the CPU where it is preloaded.		
13	POWER SUPPLY	Power Supply (SMPS) - 180 W or higher watt Power supply. Energy Star 6.0 or above Compliant, Screen Blanking, Hard Disk and System Idle Mode in, Power On, Set up Password. Power Supply Surge protected. EPEAT - Silver Certified for the quoted product, RoHS certified.		
14	QUALITY MANAGEMENT	<ol style="list-style-type: none"> <li>1. The production facility of the Original Equipment Manufacturer (OEM) should have ISO 9001 Certification.</li> <li>2. The Original Equipment Manufacturer (OEM) should also possess ISO 14001 Certification. Copies of relevant certificates to be attached.</li> </ol>		
15	CERTIFICATION/REGULATORY STANDARDS	<ol style="list-style-type: none"> <li>1. FCC Certification,</li> <li>2. UL Certification</li> <li>3. RoHS Compliant</li> <li>4. EPEAT Silver Certification for the quoted product.</li> </ol>		
16	DVD RW	DVD+/- RW drive		

	DRIVE			
17	MONITOR	18.5" TFT (1024X768) / LED (1366X768) Color Monitor or higher with same make as CPU OEM TCO 6.0. certified/ Energy Star 5.2 or higher.		
18	Direct Named OEM	The Manufacturer of the Desktop should be direct named OEM of Microsoft Corporation for preloading Microsoft products		
19	Warranty & Support	3 Years comprehensive onsite warranty		
20	BIOS	Flash BIOS, UCO Logo to be incorporated in BIOS at OEM Factory. Further Bank Name & Logo should be embossed/Printed/Pasted with tamper proof stickers on CPU/Monitor/Keyboard.		
21	Security	Kensington Slot on chassis for physically securing the chassis. Serial, Parallel & USB Interface Control, Power-On Password, Setup Password, Memory Change Alert Functionality with Pad Lock		
22	Software & Components for Finacle Software Access.	Installation of software such Open Office, Bank related s/w dump etc. from the media provided by the Bank. IE 8 /IE 10 with full JVM and link web shall be loaded and configured as per requirement of Finacle / other software application in the branches. Certified to preload Windows 10 professional, Digital certificate of authenticity of Preloaded Microsoft OS to be given.		

**Note: Bidder should specify the actual specification offered by them merely writing Yes/No in the offered specification column will not be treated as compliance.**

**Group – B****Item: Laptops**

<b>SI No</b>	<b>Parameter</b>	<b>Minimum Technical Specifications</b>	<b>Offered Specification (Equal or higher)</b>	<b>Compliance (Y/ N)</b>
1	Make	Bidder to specify		
2	Model	Bidder to specify		
3	Category	Business Class laptop		
4	Processor	Intel® Core™ i5-7500 Processors (3.00 GHz base frequency, 6 MB L3 cache) 7 <sup>th</sup> Generation or Higher		
5	CHIPSET	Intel Chipset (based on the Intel processor offered by the vendor).		
6	Flash Memory (SD Slot)	Card Reader/ Additional Express card Slot for SD/MICRO SD CARD		
7	RAM	8 GB DDR 3/4 1600 MHz or higher expandable up to 16 GB, 2 DIMM slots out of which at least 1 should be free		
8	HDD	500 GB SATA III HDD, 7200 RPM or higher with Pre configuration 3 Partitions		
9	Display	14" HD Display or higher brightness ant glare LED / WLED back-lit display with 1366*768 pixel resolution or higher		
10	Graphics controller	Integrated Intel HD Graphics Media Accelerator		
11	Audio	Two built-in stereo speakers High-definition audio support. Built-in microphone		
12	Bluetooth	Enabled		
13	Webcam	Inbuilt / Integrated web camera minimum 720P or HD		
14	Battery	Li-Ion / Polymer Battery(enclosed in single		

		unit) with 7 hours backup or above		
15	Ethernet Controller	Gigabit Ethernet		
16	Ethernet Card	10/100/1000 Mbps inbuilt Ethernet card		
17	Wireless Device	Wireless LAN Card with necessary driver (802.11 ac)		
18	Interfaces	VGA out, RJ-45, minimum three or more USB (2 USB 3.0, 1 no. USB 3.0 / 2.0 / C type) Head phone out, Microphone In, OR Audio combo port, AC Adapter Jack, HDMI/Display port with TPM 1.2 / 2.0 certified.		
19	Keyboard Card & Touch Pad Device	OEM standard spill resistant, backlit Keyboard and Built in multi gesture touch Pad, supporting two finger scrool, pinch, rotate, flip.		
20	PORTS	Minimum 3 USB (USB 3.0), 1 HDMI, 1 headphone / microphone in / out OR combo; 1 AC power, 1 RJ-45, 1 VGA, Media card reader. NIC should be IPv6 compliant.		
21	POWER SUPPLY	AC adapter is ACPI 3.0 Compliance and Quoted Product is compliance with CE, FCC		
22	Accessories (Cost Included)	DVDs of all essentials device drivers, burning software etc. AC Adapter.		
23	Carry Case	OEM Carry Bag (no back pack)		
24	Design	Scratch resistant hardened chassis with Metallic Hinges		
25	Documentat ion	System specification document, User Manual.		

26	Weight	Not exceeding 2.5 Kg. (including battery)		
27	Operating System (OS)	Windows 10 Professional 64 bit license with Windows 10 recovery CD & Product manuals. Recovery software to be dumped in the inerasable portion of the HDD. <b>A sticker to be pasted on the supplied hardware by furnishing the list of serial nos. of Operating System along with the corresponding serial numbers of the laptop where it is preloaded.</b>		
28	Anti Virus	Anti-Virus Software with 3 years License and media		
29	BIOS	Flash BIOS, UCO Logo to be incorporated in BIOS at OEM Factory. Further Bank Name & Logo should be embossed/Printed/Pasted with tamper proof stickers on CPU/ Monitor / Keyboard.		
30	Software & Components for Finacle Software Access.	Installation of software such Open Office, Anti-Virus, dump of installed / custom software, Bank related S/W dump etc. from the media provided by the Bank. IE 8 / IE 10 with full JVM and link web shall be loaded and configured as per requirement. Certified to preload Windows 10 professional, Digital certificate of authenticity of Preloaded Microsoft OS to be given.		
31	Certificate	Energy Star 5.2 or above Compliance. EPEAT-Silver		

		Certified. Preload Windows 10 professional, Preloaded Microsoft OS must be genuine. RoHS compliant for Laptop.		
32	Direct Named OEM	The Manufacturer of the Laptop should be direct named OEM of Microsoft Corporation for preloading Microsoft products.		
33	Warranty	3 Years Comprehensive On Site Warranty including battery AND Power Adaptor		

**Note: Bidder should specify the actual specification offered by them merely writing Yes/No in the offered specification column will not be treated as compliance.**





**Group – C****Item: Thin Client**

<b>SI No</b>	<b>Parameter</b>	<b>Minimum Technical Specifications</b>	<b>Offered Specification (Equal or higher)</b>	<b>Compliance (Y/N)</b>
1	Make	Bidder to specify		
2	Model	Bidder to specify		
3	Flash Memory	Minimum 32 GB or higher		
4	Main Memory	Minimum 2 GB 1333 MHz SODIMM		
5	Processor	Intel ATOM / AMD / VIA 1.5 GHz Dual Core CPU		
6	Chassis	Fanless Chassis		
7	BIOS	BIOS should be of same OEM		
8	Peripherals	(a)USB optical mouse (b)104 Keys OEM USB Keyboard (c)Option for VESA mounting support for the thin client to mount the thin client behind TFT, Under the desk or on the wall.		
9	Network Interface	10/100/1000 Mbps Ethernet (auto sensing) NIC, RJ45 connector.		
10	Graphics	Intel/AMD/Via Integrated Graphics Processor		
11	Ports / Slots	(a)1 serial port, configurable. (b)1 Parallel Port. (c) Min.4 External USB ports either in the front or in the backside. (d) Internal amplified speaker, Audio Output – 1/8 inch minijack/combo, 24-bit stereo, 192 KHz sample rate; Audio Input – 1/8 inch microphone mini-jack, 20-bit stereo, 96 KHz sample rate. (e) 1 VGA		
12	Security	Option to enable / disable Mass Storage		

13	Display	Max. resolution 1920 x 1200, 32 Bit		
14	OS Support	<p><b>Windows 10 Enterprise Edition. However, the selected bidder will have to perform a Proof Of Concept (POC) testing to check the Finacle compatibility with Windows 10 OS.</b></p> <p>(a) Windows Embedded Standard 10 Enterprise Edition SP1</p> <p>(b) Should support external DVD R/W &amp; HDD</p> <p>(c) Should support installation of local as well as Network printer through USB / parallel /serial ports.</p> <p>(d) Multi user and single user log on support locally.</p> <p>(e) Local user policies</p> <p>(f) Internet Explorer 10.0 or higher with full JVM</p> <p>(g) Ilinkweb.</p> <p>(h) Compatibility with TransSafe application for two factor authentication</p> <p>(i) Should support Lingua Next application for Hindi</p> <p>(k) Client upgrade through FTP/SFTP</p> <p>(l) DHCP Enabled flash upgrade</p> <p>(m) Full PPP Support</p>		
15	OS Security Features	Enhance Write Filter & File Based Write Filter support, In-built Utility for image and add-on update / installation		

16	Emulation /Protocol Support	Citrix Receiver 3.3(E),Citrix Online Plugin 13.3, Citrix HDX Support, Microsoft RDP 8.0, Microsoft Internet Explorer 9 or higher, Windows Media Player 12, VMware Horizon View Client 5.2, Built-in tool to capture TC image and redeploy using a USB pen-drive.		
17	Network	TCP / IP with DNS and DHCP, wake on LAN, PPP, PPPOE, PPTP, L2TP, PXE & RPL, SNTP.		
18	Management	OEM Management software to manage Thin Clients from Centralised Server: <ul style="list-style-type: none"> <li>•Asset Track</li> <li>•Grouping of Terminals</li> <li>•Device Online/Offline status</li> <li>•Configure Device Settings</li> <li>•Should support of upgrade of group of Thin clients from central location</li> <li>•Power Management: Reboot, Shutdown, Wake-on-LAN</li> </ul>		
19	Power Supply	Worldwide auto-sensing 100-240 VAC, 50-60 Hz energy-saving automatic power-down, surge-tolerant, 65-watt power supply supplying 19VDC.		
20	Regulatory Standards	International: IEC60950-1, 12:2005,, with CB Certificate and all National Deviations, CE Mark, BIS, Energy Star Category B, RoHS Directive-2002/95/EC, WEEE Directive-2002/96/EC		

21	Test Certificate	Thin clients should be tested for Finacle / other software Environment as part of Technical Compliance. If not found compatible, Bank will reject such thin clients during technical evaluation stage itself.		
22	Monitor	18.5" TFT LCD Colour Monitor of same OEM (Compatible with proposed Thin Clients), 1024 x 768 or higher, TCO 6.0 Certified / Energy Star or higher		
23	Weight	Should be less than 1.6 Kg.		
24	Warranty & Services	<p>3 Years comprehensive onsite warranty.</p> <p>Bidder/OEM should have:</p> <ul style="list-style-type: none"> <li>➤ 200+ service centres across India in Class – A, B, C cities.</li> <li>➤ 1LS, 2LS, 3LS backend infra for after sales support.</li> <li>➤ Next Business Day response.</li> <li>➤ Trained and certified Support staff.</li> <li>➤ 6 days after sales support in a week, i.e., Monday to Saturday.</li> </ul>		

**Group – D****Item: Line Printer (500 LPM)**

<b>Sl No</b>	<b>Parameter</b>	<b>Minimum Technical Specifications</b>	<b>Offered Specification (Equal or higher)</b>	<b>Compliance (Y/ N)</b>
1	Make	Bidder to specify		
2	Model	Bidder to specify		
3	High Speed(Upper Case)	Minimum 500		
4	Data Processing(Upper Case)	Minimum 375		
5	NLQ/Gothic(Upper Case)	Minimum 189		
6	High Speed(Lower Case)	Minimum 428		
7	Data Processing(Lower Case)	Minimum 300		
8	NLQ/Gothic(Lower Case)	Minimum 144		
9	Data Processing(Hindi)	Minimum 155 (in Devanagari print)		
10	NLQ/Gothic(Hindi)	Minimum 75		
11	Character Pitch	10 pitches ranging from 5-20 cpi		
12	Line Pitch	4.5 to 10 or higher LPI		
13	Graphic Resolution	Minimum 180X144 dpi		
14	Graphics print speed	Min.40 inches per minute at 60X72 dpi		
15	Fonts	Draft, Data Processing, OCR A/B		
16	Acoustic Level	62 dBA or lower		
17	Ribbon Sensor Monitor	Should display Ribbon Consumption		
18	Ribbon Life	Minimum 9000 pages.		
19	Paper Feed	Continuous Fanfold Edge-perforated.		
20	Paper Handling	2 tractors		
21	Number of copies	Six(6) Part Forms		
22	Interfacing options	Parallel & Serial, Active		

		simultaneously		
		USB(optional)		
23	Emulation Standard	Wep Printronix P Series, IBM Pro printer III XL, Epson FX		
24	MTBF	Minimum 10000 hour		
25	Display	LCD Display Characters		
26	Consumables	Ribbon Cartridge		
27	Certification	ISO 9001 for Quality & ISO 14001 for Production Environment		
28	Warranty	3 Years comprehensive onsite warranty with printer heads with 2 Years Comprehensive AMC		

**Note:** Bidder should specify the actual specification offered by them merely writing Yes/No in the offered specification column will not be treated as compliance.

**Group – E**
**Item: Passbook Printer**

SI No	Parameter	Minimum Technical Specifications	Offered Specification (Equal or higher)	Compliance (Y/ N)
1	Make	Bidder to specify.		
2	Model	Bidder to specify.		
3	Type	24- PIN dot matrix		
4	Print head life	400 million dots or better.		
5	Printing Speed(min.)			
	a) H.S.D.	480 cps or better		
	b) Draft	300 cps or better		
	c) N.L.Q.	150 cps or better		
	d) L.Q.	100 cps or better		
6	Line Length	94 Columns or more @10dpi		
7	Line Pitch	6, 8 LPI incremental.		
8	Font	Draft, Sans serif, Roman, Italic, Bar code, OCR-A/B		
9	Pitch	10,12,15,16.6, 17.1 cpi or more		
10	Interface	IEEE 1284 Parallel and RS232 serial & USB 2.0		
11	Ribbon cartridge life	3.5 million character or more		
12	Emulation	Olivetti standard + IBM + Epson		
13	Noise level	< 55 dB		
14	Passbook handling	Vertical and Horizontal		
15	Power consumption			
	a) Standby	8 Watts.		
	b) Printing	120 Watts.		
16	Ink	Indelible Ink		
17	MTBF	Heavy Duty, Not less than 10000 hrs		
18	Compatibility with software packages	Must be configured as required for UCO Bank version of Finacle		
19	Compatibility with operating	Vista, Win7, Win8, Win10		

	systems			
20	Warranty Period	3 years comprehensive onsite warranty with all spare parts and comprehensive AMC for 4th & 5th year.		
21	Buffer Memory	32 KB or more.		
22	Certification	ISO 9001 & 14001		

**Note:** Bidder should specify the actual specification offered by them merely writing Yes/No in the offered specification column will not be treated as compliance.





**Group – F****Item: DMP (80 Column – 24 Pin)**

<b>Sl No</b>	<b>Parameter</b>	<b>Minimum Technical Specifications</b>	<b>Offered Specification (Equal or higher)</b>	<b>Compliance (Y/ N)</b>
1	Make	Bidder to specify		
2	Model	Bidder to specify		
3	No of Pin	24 PIN		
4	Speed	200 CPS AT 10 CPI DRAFT		
5	Mode	DRAFT / LQ		
6	Functions	AUTO LOAD/EJECTION, PAPER PARKING, ONLINE MICRO FEED, BUFFER CLEAR, FONT/PITCH LOCK		
7	Receiver Buffer	RECEIVER BUFFER 64 KB OR HIGHER		
8	Input Voltage	150 – 240 VOLT		
9	Interfaces	PARALLEL, SERIAL, USB		
10	Page Length Setting in Inches	3.67, 4, 6, 7, 8, 11, 12 & 14 THROUGH PANNEL ON FRONT SIDE		
11	Drivers	WINDOWS VISTA /WIN 7/WIN 8/WIN 10		
12	Print Head Life	PRINT HEAD LIFE –150 MILLION CHARACTER / DOTS PER PIN		
13	Ribbon Life	RIBBON LIFE 3 MILLION CHARACTER or above		
14	Control Panel	Provision for control panel in front side of the printer for various print functions like assisting the users to toggle between the settings etc.		
15	Tractor	STANDARD FRICTION/REAR PAPER FEED WITH OPTIONAL PUSH OR PULL TRACTOR		
16	Sheet	ORIGINAL PLUS 2 SHEETS (WITH CARBON)		
17	Compatibility	PRINTER SHOULD BE CONFIGURED IN FINACLE VERSION AS CUSTOMISED TO UCO BANK FOR DEMAND DRAFT, PAY ORDER& FIXED DEPOSIT		

		RECEIPT PRINTING WITH PROPER ALIGNMENT		
18	QUALITY CERTIFICATION	Production facility of OEM Vendor should be ISO 9001/2000 & 14000 Certified		
19	Warranty	3 Years warranty (comprehensive onsite warranty with printer heads) with 2 Years Comprehensive AMC		

**Note: Bidder should specify the actual specification offered by them merely writing Yes/No in the offered specification column will not be treated as compliance.**



Pin)

Sl No	Parameter	Minimum Technical Specifications	Offered Specification (Equal or higher)	Compliance (Y/ N)
1	Make	Bidder to specify		
2	Model	Bidder to specify		
3	Reliability	Rugged, heavy duty, min 6,000 power on hour		
4	No of Pin	24 pin		
5	Speed	250 cps at 10 cpi draft or higher.		
6	Mode	Draft / Lq		
7	Paper Handling	Fan fold, cut sheet		
8	Functions	Auto load/ejection, paper parking, online micro feed, buffer clear, font / pitch lock		
9	Receiver Buffer	Receiver buffer 64 kb or higher		
10	Input Voltage	150 – 240 volt		
11	Page Length Setting in Inches	3.67, 4, 6, 7, 8, 11, 12 & 14 WITH PANNEL ON FRONT SIDE		
12	Drivers	Windows vista/ Win 7/ Win 8/Win 10		
13	Interfaces	RS-232 c serial, parallel port and USB (optional)		
14	Print Head Life	Print head life –200 million character/ 300 million dots per pin		
15	Ribbon Life	Ribbon life 3 million character (draft mode) or higher		
16	Control Panel	Provision for control panel in front side of the printer for various print functions like assisting the users to toggle between the settings etc.		
17	Tractor	Standard friction/rear paper feed with push or pull tractor		

18	Sheet	Original plus 3 copies (with carbon).		
19	Certification	ISO 9001 for quality & ISO 14001 for production environment		
20	Warranty	3 Years warranty (comprehensive onsite warranty with printer heads) with 2 Years Comprehensive AMC		

**Note: Bidder should specify the actual specification offered by them merely writing Yes/No in the offered specification column will not be treated as compliance.**



**Group – G****Item: Laser Printer – Non Duplex**

SI No	Parameter	Minimum Technical Specifications	Offered Specification (Equal or higher)	Compliance (Y/ N)
1	Make	HP/Canon/Samsung/Epson		
2	Model	Bidder to specify		
3	Print Technology	Laser		
4	Print Speed (First page-out)	Less Than 10 sec from Power Safe mode.		
5	Minimum Page per Min.(ppm) A4 Black	15 or more.		
6	Minimum Processor	150 MHz		
7	Minimum Memory (Expandable : Yes / No)	2 MB or more		
8	Minimum Print Resolution	Min. 600 dpi X 600dpi		
9	Duty cycle (monthly, A4)	Up to 5000 pages without any constraints		
10	Media handling Paper input	Min 150 sheets Adjustable Tray + Manual Tray (optional).		
11	Paper output	100 sheets		
12	Paper size	A4, A5 Legal, Customized etc.		
13	Interface and connectivity	Full Speed USB / High Speed USB 2.0		
14	Duplex Printing	Manual		
15	Operating System Compatibility	Windows Vista/ Windows 7/ Windows 8 /Windows 10/ Linux		
16	Control Panel	Sufficient indicators for Print Go and Cancel.		
17	Printer Driver/Software	Drivers-Windows Vista, Windows 7, Windows 8, Window 10		

18	Toner	The first toner supplied along with the printer should be a full toner.		
19	Certification	ISO 9001 for Quality & ISO 14001 for Production Environment		
20	WARRANTY	3 Years warranty (comprehensive onsite for all spare parts except toner)		

**Note:** Bidder should specify the actual specification offered by them merely writing Yes/No in the offered specification column will not be treated as compliance.



**Group – G****Item: Laser Printer - Duplex**

<b>SI No</b>	<b>Parameter</b>	<b>Minimum Technical Specifications</b>	<b>Offered Specification (Equal or higher)</b>	<b>Compliance (Y/ N)</b>
1	Make	HP/Canon/Samsung/Epson		
2	Model	Bidder to specify		
3	Print Technology	Laser		
4	Print Speed (First page-out)	Less Than 10 sec from Power Safe mode.		
5	Minimum Page per Min.(ppm) A4 Black	25 or more.		
6	Minimum Processor	250 MHz		
7	Minimum Memory (Expandable : Yes / No)	8 MB or more		
8	Minimum Print Resolution	Min. 600 dpi X 600dpi		
9	Duty cycle (monthly, A4)	Up to 8000 pages		
10	Media handling Paper input	Min 150 sheets Adjustable Tray + Manual Tray (optional).		
11	Paper output	100 sheets		
12	Paper size	A4, A5 Legal, Customized, Transparencies etc.		
13	Interface and connectivity	Full Speed USB / High Speed USB 2.0, Ethernet (LAN) port / Wireless / AirPrint enabled.		
14	Duplex Printing	Automatic		
15	Operating System Compatibility	Windows Vista/ windows 7/Windows 8 /Windows 10/Linux		
16	Control Panel	Sufficient indicators for Print Go and Cancel.		
17	Printer/Driver/Software	Drivers - Windows Vista, Windows 7, Windows 8, Windows 10		
18	Toner	The first toner supplied along with the printer should be a full toner.		

19	Certification	ISO 9001 for Quality & ISO 14001 for Production Environment		
20	WARRANTY	3 Years warranty (comprehensive onsite for all spare parts except toner)		

**Note:** Bidder should specify the actual specification offered by them merely writing Yes/No in the offered specification column will not be treated as compliance.





**Group – H****Item: Scanner**

<b>SI No</b>	<b>Parameter</b>	<b>Minimum Technical Specifications</b>	<b>Offered Specification (Equal or higher)</b>	<b>Compliance (Y/ N)</b>
1	Make	Bidder to specify		
2	Model	Bidder to specify		
3	Scanner type	Flat Bed, colour and monochrome		
4	Scan Technology	CCD / CIS		
5	Scan resolution	1200x2400 dpi		
6	Interface	USB Port		
7	Document Size	Standard A4 Size ( 216 x 297 mm)		
8	File Format supported	BMP, TIFF, JPEG, PCX, TXT, PDF		
9	Software	Scanning, Image editing, OCR, Document Management software		
10	OS Compatibility	Windows 7 / 8 / 10		
11	Bit Depth	48 bit colour		
12	Image Scaling / Enlargement	10 to 2400% in 1% increments		
13	Output Resolution	75, 150, 200, 300, 400, 600, 1200, 2400		
14	Control Panel	Four Front Panel button (Scan, Copy, Scan to PDF, Scan to email)		
15	Standard Connectivity	Hi Speed 2.0 or higher		
16	Power Source	USB charged		
17	Warranty	3 Years comprehensive onsite warranty with all spare parts		

**Note: Bidder should specify the actual specification offered by them merely writing Yes/No in the offered specification column will not be treated as compliance.**

## MASKED COMMERCIAL FORMAT

**Group: A.****Item: Desktop (with Three Years Comprehensive On-site Warranty)**

Sl No	Particulars of the Items	Make	Model	Unit Price (Excluding GST) with 3 years' comprehensive warranty (A)	GST Amount (mentioned on GST %) (B)	AMC for 4 <sup>th</sup> year (Excluding GST) (C)	GST Amount on 4 <sup>th</sup> yr AMC (mentioned on GST %) (D)	AMC for 5 <sup>th</sup> year (Excluding GST) (E)	GST Amount on 5 <sup>th</sup> yr AMC (mentioned on GST %) (F)	Total Cost including three years warranty and two Years AMC (Excluding GST) (G=A+C+E)
1	Desktop type-I									
2	Desktop type-II									
3	MS Office License	Optional Item (Price not to be included in calculating TCO)								

**Note:**

1. Unit Price & AMC quoted should be exclusive of GST and should be quoted in INR.
2. Each Items Total price (Column G) will be compared to find out the lowest bidder.
3. Lowest Bidder (L1) will be determined on the sum of Unit Price along with AMC amounts for 4<sup>th</sup> & 5<sup>th</sup> years mentioned in column G.
4. The AMC rate should be quoted greater than or equal to 5% per year. In case AMC rate quoted is less than 5% then the Bank will make 5% AMC amount per year by deducting for each year from the unit price without altering the total cost.
5. The bidder should strictly quote for Unit Price with 3 years warranty in column A and AMC for 4<sup>th</sup> & 5<sup>th</sup> years in column C & E.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated xx.xx.2018 and subsequent pre-bid and amendments.

Company Seal

Authorized Signatory

Date

Name & Designation:



**Group: B****Item: Laptop (with Three Years Comprehensive On-site Warranty)**

Sl No	Particulars of the Items	Make	Model	Unit Price (Excluding GST) with 3 years' comprehensive warranty (A)	GST Amount (mentioned GST %) (B)	AMC for 4 <sup>th</sup> year (Excluding GST) (C)	GST Amount on 4 <sup>th</sup> yr AMC (mentioned GST %) (D)	AMC for 5 <sup>th</sup> year (Excluding GST) (E)	GST Amount on 5 <sup>th</sup> yr AMC (mentioned GST %) (F)	Total Cost including three years warranty and two Years AMC (Excluding GST) (G=A+C+E)
1	Laptop									
2	MS Office	Optional Item (Price not to be included in calculating TCO)								

**Note:**

- Unit Price & AMC quoted should be exclusive of GST and should be quoted in INR.
- Each Items Total price (Column G) will be compared to find out the lowest bidder.
- Lowest Bidder (L1) will be determined on the sum of Unit Price along with AMC amounts for 4<sup>th</sup> & 5<sup>th</sup> years mentioned in column G.
- The AMC rate should be quoted greater than or equal to 5% per year. In case AMC rate quoted is less than 5% then the Bank will make 5% AMC amount per year by deducting for each year from the unit price without altering the total cost.
- The bidder should strictly quote for Unit Price with 3 years warranty in column A and AMC for 4<sup>th</sup> & 5<sup>th</sup> years in column C & E.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated xx.xx.2018 and subsequent pre-bid and amendments.

Company Seal  
Date

Authorized Signatory  
Name & Designation:

**Group: C****Item: Thin Client (with Three Years Comprehensive On-site Warranty)**

Sl No	Particulars of the Items	Make	Model	Unit Price (Excluding GST) with 3 years' comprehensive warranty (A)	GST Amount (mention GST %) (B)	AMC for 4 <sup>th</sup> year (Excluding GST) (C)	GST Amount on 4 <sup>th</sup> yr AMC (mention GST %) (D)	AMC for 5 <sup>th</sup> year (Excluding GST) (E)	GST Amount on 5 <sup>th</sup> yr AMC (mention GST %) (F)	Total Cost including three years warranty and two Years AMC (Excluding GST) (G=A+C+E)
1	Thin Client									

**Note:**

1. Unit Price & AMC quoted should be exclusive of GST and should be quoted in INR.
2. Each Items Total price (Column G) will be compared to find out the lowest bidder.
3. Lowest Bidder (L1) will be determined on the sum of Unit Price along with AMC amounts for 4<sup>th</sup> & 5<sup>th</sup> years mentioned in column G.
4. The AMC rate should be quoted greater than or equal to 5% per year. In case AMC rate quoted is less than 5% then the Bank will make 5% AMC amount per year by deducting for each year from the unit price without altering the total cost.
5. The bidder should strictly quote for Unit Price with 3 years warranty in column A and AMC for 4<sup>th</sup> & 5<sup>th</sup> years in column C & E.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated xx.xx.2018 and subsequent pre-bid and amendments.

Company Seal  
Date

Authorized Signatory  
Name & Designation:

**Group: D Item: Line Printer (500 LPM) with Three Years Comprehensive On-site Warranty**

Sl No	Particulars of the Items	Make	Model	Unit Price (Excluding GST) with 3 years' comprehensive warranty (A)	GST Amount (mentioned GST %) (B)	AMC for 4 <sup>th</sup> year (Excluding GST) (C)	GST Amount on 4 <sup>th</sup> yr AMC (mentioned GST %) (D)	AMC for 5 <sup>th</sup> year (Excluding GST) (E)	GST Amount on 5 <sup>th</sup> yr AMC (mentioned GST %) (F)	Total Cost including three years warranty and two Years AMC (Excluding GST) (G=A+C+E)
1	Line Printer									

**Note:**

1. Unit Price & AMC quoted should be exclusive of GST and should be quoted in INR.
2. Each Items Total price (Column G) will be compared to find out the lowest bidder.
3. Lowest Bidder (L1) will be determined on the sum of Unit Price along with AMC amounts for 4<sup>th</sup> & 5<sup>th</sup> years mentioned in column G.
4. The AMC rate should be quoted greater than or equal to 5% per year. In case AMC rate quoted is less than 5% then the Bank will make 5% AMC amount per year by deducting for each year from the unit price without altering the total cost.
5. The bidder should strictly quote for Unit Price with 3 years warranty in column A and AMC for 4<sup>th</sup> & 5<sup>th</sup> years in column C & E.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated xx.xx.2018 and subsequent pre-bid and amendments.

Company Seal  
Date

Authorized Signatory  
Name & Designation:

**Group: E****Item: Passbook Printer (with Three Years Comprehensive On-site Warranty)**

Sl No	Particulars of the Items	Make	Model	Unit Price (Excluding taxes) with 3 years' comprehensive warranty (A)	GST Amount (mention GST %) (B)	AMC for 4 <sup>th</sup> year (Excluding GST) (C)	GST Amount on 4 <sup>th</sup> yr AMC (mention GST %) (D)	AMC for 5 <sup>th</sup> year (Excluding GST) (E)	GST Amount on 5 <sup>th</sup> yr AMC (mention GST %) (F)	Total Cost including three years warranty and two Years AMC (Excluding GST) (G=A+C+E)
1	Pass Book Printer									

**Note:**

1. Unit Price & AMC quoted should be exclusive of GST and should be quoted in INR.
2. Each Items Total price (Column G) will be compared to find out the lowest bidder.
3. Lowest Bidder (L1) will be determined on the sum of Unit Price along with AMC amounts for 4<sup>th</sup> & 5<sup>th</sup> years mentioned in column G.
4. The AMC rate should be quoted greater than or equal to 5% per year. In case AMC rate quoted is less than 5% then the Bank will make 5% AMC amount per year by deducting for each year from the unit price without altering the total cost.
5. The bidder should strictly quote for Unit Price with 3 years warranty in column A and AMC for 4<sup>th</sup> & 5<sup>th</sup> years in column C & E.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated xx.xx.2018 and subsequent pre-bid and amendments.

Company Seal  
Date

Authorized Signatory  
Name & Designation:

**Group: F**

**Item: Dot Matrix Printer (with Three Years Comprehensive On-site Warranty)**

Sl No	Particulars of the Items	Make	Model	Unit Price (Excluding taxes) with 3 years' comprehensive warranty (A)	GST Amount (mention GST %) (B)	AMC for 4 <sup>th</sup> year (Excluding GST) (C)	GST Amount on 4 <sup>th</sup> yr AMC (mention GST %) (D)	AMC for 5 <sup>th</sup> year (Excluding GST) (E)	GST Amount on 5 <sup>th</sup> yr AMC (mention GST %) (F)	Total Cost including three years warranty and two Years AMC (Excluding GST) (G=A+C+E)
1	DMP – 80col									
2	DMP – 136col									

**Note:**

1. Unit Price & AMC quoted should be exclusive of GST and should be quoted in INR.
2. Each Items Total price (Column G) will be compared to find out the lowest bidder.
3. Lowest Bidder (L1) will be determined on the sum of Unit Price along with AMC amounts for 4<sup>th</sup> & 5<sup>th</sup> years mentioned in column G.
4. The AMC rate should be quoted greater than or equal to 5% per year. In case AMC rate quoted is less than 5% then the Bank will make 5% AMC amount per year by deducting for each year from the unit price without altering the total cost.
5. The bidder should strictly quote for Unit Price with 3 years warranty in column A and AMC for 4<sup>th</sup> & 5<sup>th</sup> years in column C & E.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated xx.xx.2018 and subsequent pre-bid and amendments.

Company Seal  
Date

Authorized Signatory  
Name & Designation:



**Group: G**

**Item: Laser Printer (with Three Years Comprehensive On-site Warranty)**

Sl No	Particulars of the Items	Make	Model	Unit Price (Excluding taxes) with 3 years' comprehensive warranty (A)	GST Amount (mentioned GST %) (B)	AMC for 4 <sup>th</sup> year (Excluding GST) (C)	GST Amount on 4 <sup>th</sup> yr AMC (mentioned GST %) (D)	AMC for 5 <sup>th</sup> year (Excluding GST) (E)	GST Amount on 5 <sup>th</sup> yr AMC (mentioned GST %) (F)	Total Cost including three years warranty and two Years AMC (Excluding GST) (G=A+C+E)
1	Laser Printer – Non Duplex									
2	Laser Printer - Duplex									

**Note:**

1. Unit Price & AMC quoted should be exclusive of GST and should be quoted in INR.
2. Each Items Total price (Column G) will be compared to find out the lowest bidder.
3. Lowest Bidder (L1) will be determined on the sum of Unit Price along with AMC amounts for 4<sup>th</sup> & 5<sup>th</sup> years mentioned in column G.
4. The AMC rate should be quoted greater than or equal to 5% per year. In case AMC rate quoted is less than 5% then the Bank will make 5% AMC amount per year by deducting for each year from the unit price without altering the total cost.
5. The bidder should strictly quote for Unit Price with 3 years warranty in column A and AMC for 4<sup>th</sup> & 5<sup>th</sup> years in column C & E.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated xx.xx.2018 and subsequent pre-bid and amendments.

Company Seal  
Date

Authorized Signatory  
Name & Designation:

**Group: H****Item: Flatbed Scanner (with Three Years Comprehensive On-site Warranty)**

Sl No	Particulars of the Items	Make	Model	Unit Price (Excluding taxes) with 3 years' comprehensive warranty (A)	GST Amount (mention GST %) (B)	AMC for 4 <sup>th</sup> year (Excluding GST) (C)	GST Amount on 4 <sup>th</sup> yr AMC (mention GST %) (D)	AMC for 5 <sup>th</sup> year (Excluding GST) (E)	GST Amount on 5 <sup>th</sup> yr AMC (mention GST %) (F)	Total Cost including three years warranty and two Years AMC (Excluding GST) (G=A+C+E)
1	Flatbed Scanner									

**Note:**

1. Unit Price & AMC quoted should be exclusive of GST and should be quoted in INR.
2. Each Items Total price (Column G) will be compared to find out the lowest bidder.
3. Lowest Bidder (L1) will be determined on the sum of Unit Price along with AMC amounts for 4<sup>th</sup> & 5<sup>th</sup> years mentioned in column G.
4. The AMC rate should be quoted greater than or equal to 5% per year. In case AMC rate quoted is less than 5% then the Bank will make 5% AMC amount per year by deducting for each year from the unit price without altering the total cost.
5. The bidder should strictly quote for Unit Price with 3 years warranty in column A and AMC for 4<sup>th</sup> & 5<sup>th</sup> years in column C & E.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated xx.xx.2018 and subsequent pre-bid and amendments.

Company Seal  
Date

Authorized Signatory  
Name & Designation:

RFP Ref No. .... dated xx.xx.2017

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	Bhubaneswar				
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	Hoogly				
40	Agartala				
41	Kanpur				
42	Balasore				



**Compliance Chart****Compliance chart for submitting RFP for Supply, Installation and Maintenance**

<b>Sl No.</b>	<b>Particulars</b>	<b>Compliance Status (Yes / No)</b>
1.	Are Technical & Commercial bid submitted under separate sealed envelopes?	
2	Is the Technical bid made in conformity with technical requirements as per Annexure H& J?	
3.	Is the Commercial bid made in conformity with Commercial bill of Materials as per Annexure –J?	
4.	Whether Bill of Material with masking of price is mentioned in Technical offer document?	
5.	Whether Model No. & Bill of Material is mentioned in Commercial Bid document?	
6.	Are the Technical & Commercial Bids organized properly?	
7.	Are all the pages numbered properly and signed and stamped.	
8	Is EMD submitted?	
9.	Is EMD & NEFT Receipt for Cost of RFP submitted in a separate sealed envelope?	
10.	Duly signed Annexure –A,B,C,D E,F,G,H,I J,K,L ,M,N is enclosed	
11.	Is the softcopies of the response of Technical Commercial RFP submitted in separate CDs?	
12.	Are document in support of all eligibility criteria submitted?	

**Signature of Bidder:****Place:****Name:****Date:****Business Address:**

**NON-DISCLOSURE AGREEMENT**

This Non-Disclosure Agreement is entered into on this ....day of ....., 2017

**BETWEEN**

**UCO Bank**, a body corporate, constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 as amended from time to time having its Head Office at No.10, BTM Sarani, Kolkata-700001 hereinafter referred to as "**the Bank**" (which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its assigns, administrators and successors) **of the FIRST PART/ DISCLOSING PARTY**

**AND**

.....  
 ..... (which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its assigns, administrator and successors) of the **SECOND PART/ RECEIVING PARTY**

(Each of Bank and the vendor is sometimes referred to herein as a "**Party**" and together as the "**Parties**").

**WHEREAS** the Vendor/Receiving Party is *inter alia* engaged for Supply, Installation & Maintenance of Desktops, Laptops, Thin Clients, Printers, DMPs & Scanners as per the terms and conditions specified in the RFP Ref. No **UCO/DIT/xxxx/2017-18 dated xx/12/2017**. The Vendor/Receiving Party would be the single point of contact for this project.

**WHEREAS** Bank/Disclosing Party is *inter alia* engaged in the business of Banking; and

**WHEREAS** the Parties presently desire to discuss and/or consult with each other's business for the purposes of entering into Agreements for Supply, Installation & Maintenance of Desktops, Laptops, Thin Clients, Printers, DMPs & Scanners to the Bank.

**WHEREAS** the Parties recognize that each other's business involves specialized and proprietary knowledge, information, methods, processes, techniques and skills peculiar to their security and growth and that any disclosure of such methods, processes, skills, financial data, or other confidential and proprietary information would substantially injure a Party's business, impair a Party's investments and goodwill, and jeopardize a Party's relationship with a Party's clients and customers; and

**WHEREAS** in the course of consultation with respect to the potential business venture, the Parties anticipate disclosing to each other certain information of a novel, proprietary, or confidential nature, and desire that such information be subject to all of the terms and conditions set forth herein below;

**NOW THEREFORE** the Parties hereto, in consideration of the promises and other good and valuable consideration, agree such information shall be treated as follows:

**1. Confidential Information:** “**Confidential Information**” shall mean and include any information which relates to the financial and/or business operations of each Party, including but not limited to, specifications, drawings, sketches, models, samples, reports, forecasts, current or historical data, computer programs or documentation and all other technical, financial or business data, information related to each Party's customers, products, processes, financial condition, employees, intellectual property, manufacturing techniques, experimental work, trade secrets.

**2. Use of Confidential Information:** The Vendor/Receiving Party agrees not to use the Bank/Disclosing Party's confidential Information for any purpose other than for the specific consultation regarding the potential business venture. Any other use of such Confidential Information by the Receiving Party shall be made only upon the prior written consent from an authorized representative of the Disclosing Party which wishes to disclose such information or pursuant to subsequent agreement between the Parties hereto.

**3. Restrictions:** Subject to the provisions of paragraph 4 below, the Party receiving Confidential Information (the “**Receiving Party**”) shall, for contract period of three (3) years from the date of the last disclosure of Confidential Information made under this Agreement (except for personal customer data which shall remain confidential forever), use the same care and discretion to limit disclosure of such Confidential Information as it uses with similar confidential information of its own and shall not disclose, lecture upon, publish, copy, modify, divulge either directly or indirectly, use (except as permitted above under clause (2) or otherwise transfer the Confidential Information to any other person or entity, including taking reasonable degree of care and steps to:

(a) restrict disclosure of Confidential Information solely to its concerned employees, agents, advisors, consultants, contractors and /or subcontractors with a need to know and not disclose such proprietary information to any other parties; and

(b) advise all receiving Party's employees with access to the Confidential Information of the obligation to protect Confidential Information provided hereunder and obtain from agents, advisors, contractors and/or consultants an agreement to be so bound.

(c) use the Confidential Information provided hereunder only for purposes directly related to the potential business venture.

**4. Exclusions:** The obligations imposed upon Receiving Party herein shall not apply to information, technical data or know how, whether or not designated as confidential, that:

(a) is already known to the Receiving Party at the time of the disclosure without an obligation of confidentiality;

(b) is or becomes publicly known through no unauthorized act of the Receiving Party;

(c) is rightfully received from a third Party without restriction and without breach of this Agreement;

(d) is independently developed by the Receiving Party without use of the other Party's Confidential Information and is so documented;

(e) is disclosed without similar restrictions to a third party by the Party owning the Confidential Information;

(f) is approved for release by written authorization of the Disclosing Party; or

(g) is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however, that the Receiving Party shall first have given notice to the Disclosing Party and made a reasonable effort to obtain a protective order requiring that the Confidential Information and/or documents so disclosed be used only for the purposes for which the order was issued.

**5. Return of Confidential Information:** All Confidential Information and copies and extracts of it shall be promptly returned by the Receiving Party to the Disclosing Party at any time within thirty (30) days of receipt of a written request by the Disclosing Party for the return of such Confidential Information.

**6. Ownership of Information:** The Receiving Party agrees that all Confidential Information shall remain the exclusive property of the Disclosing Party and its affiliates, successors and assigns.



**7. No License Granted:** Nothing contained in this Agreement shall be construed as granting or conferring any rights by license or otherwise in any Confidential Information disclosed to the Receiving Party or to any information, discovery or improvement made, conceived, or acquired before or after the date of this Agreement. No disclosure of any Confidential Information hereunder shall be construed by the Receiving Party to be a public disclosure of such Confidential Information for any purpose whatsoever.

**8. Breach:** In the event the Receiving Party discloses, disseminates or releases any Confidential Information received from the Disclosing Party, except as provided above, such disclosure, dissemination or release will be deemed a material breach of this Agreement and the Disclosing Party shall have the right to demand prompt return of all Confidential Information previously provided to the Receiving Party and in such case, the Receiving party shall be bound to return all information within 30 days from the date of such demand. The provisions of this paragraph are in addition to any other legal right or remedies, the Disclosing Party may have under the Law for the time being in force.

#### **9. Arbitration and Equitable Relief**

**(a) Arbitration:** The Parties shall endeavor to settle any dispute/difference arising out of or relating to this Agreement through consultation and negotiation. In the event no settlement can be reached through such negotiation and consultation, the Parties agree that such disputes shall be referred to and finally resolved by arbitration under the provisions of the Arbitration and Conciliation Act, 1996 and the rules made thereunder from time to time. The arbitration shall be held in Kolkata. The language used in the arbitral proceedings shall be English. The arbitration proceeding shall be conducted by a panel of three arbitrators, each party shall appoint his own arbitrator and the two appointed arbitrators shall appoint the third arbitrator who shall act as presiding Arbitrator.

**(b) Equitable Remedies:** The Parties agree that in event of breach of any of the covenants contained in this Agreement due to negligence/fault/laches of the Receiving Party, the Disclosing party shall have, in addition to any other remedy, the right:

- i) to obtain an injunction from a court of competent jurisdiction restraining such breach or threatened breach; and
- ii) to specific performance of any such provisions of this Agreement. The Parties further agree that no bond or other shall be required in obtaining

such equitable relief and the Parties hereby consent to the issuance of such injunction and to the ordering of specific performance.

**(c) Legal Expenses:** If any action and proceeding is brought for the enforcement of this Agreement, or because of an alleged or actual dispute, breach, default, or misrepresentation in connection with any of the provisions of this Agreement, each Party will bear its own expenses, including the attorney's fees and other costs incurred in such action.

**(d) Indemnification:** The Receiving Party shall indemnify the Bank and hold the Bank harmless against any loss caused to it as a result of the non-performance or improper performance of this Agreement by the Receiving Party, or its servants or agents to perform any aspect of its obligations forming part of the subject matter of this Agreement.

**10. Term:** This Agreement may be terminated by either Party giving sixty (60) days' prior written notice to the other Party; provided, however, the obligations to protect the Confidential Information in accordance with this Agreement shall survive for a period of three (3) years from the date of the last disclosure of Confidential Information made under this Agreement (except for personal customer data which shall remain confidential forever).

**11. No Formal Business Obligations:** This Agreement shall not constitute create, give effect to or otherwise imply a joint venture, pooling arrangement, partnership, or formal business organization of any kind, nor shall it constitute, create, give effect to, or otherwise imply an obligation or commitment on the part of either Party to submit a proposal or to perform a contract with the other Party or to refrain from entering into an agreement or negotiation with any other Party. Nothing herein shall be construed as providing for the sharing of profits or loss arising out of the efforts of either or both Parties. Neither Party will be liable for any of the costs associated with the other's efforts in connection with this Agreement. If the Parties hereto decide to enter into any licensing arrangement regarding any Confidential Information or present or future patent claims disclosed hereunder, it shall only be done on the basis of a separate written agreement between them.

## **12. General Provisions**

**(a) Governing Law:** This Agreement shall be governed by and construed in accordance with the laws of India.

**(b) Severability:** If one or more of the provisions in this Agreement is deemed void by law, then the remaining provisions shall remain valid and continue in full force and effect.

**(c) Successors and Assign:** This Agreement will be binding upon the successors and/or assigns of the Parties, provided however that neither Party shall assign its rights or duties under this Agreement without the prior written consent of the other Party.

**(d) Headings:** All headings used herein are intended for reference purposes only and shall not affect the interpretation or validity of this Agreement.

**(e) Entire Agreement:** This Agreement constitutes the entire agreement and understanding of the Parties with respect to the subject matter of this Agreement. Any amendments or modifications of this Agreement shall be in writing and executed by a duly authorized representative of the Parties.

**(f) Jurisdiction of Court:** All disputes under this Non-Disclosure Agreement are subject to the jurisdiction of Courts of Kolkata only.

**(g)** Two original sets of Non Disclosure Agreement are executed and retained by either parties, Bank and \_\_\_\_\_ (the selected bidder)

The Parties, by the signature of their authorized representatives appearing below, acknowledge that they have read and understood each and every term of this Agreement and agree to be bound by its terms and conditions.

**For and on behalf of**  
**of**

.....

**For and on behalf**

.....

**(The selected bidder)**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

**PRE CONTRACT INTEGRITY PACT****General**

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on.....day of the month of....., 20\_\_ between, on one hand UCO BANK, a body corporate constituted under The Banking companies (Acquisition & Transfer Act of 1970), as amended by The Banking Laws (Amendment) Act, 1985, having its Head Office at 10, Biplabi Trailokya Maharaj Sarani , Kolkata-700001 {hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s.....represented by Shri..... (hereinafter called the "BIDDER/Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to procure (Name of the Stores/Equipment/item) and the BIDDER/Seller is willing to offer/has offered the stores and

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a .....Department performing its functions on behalf of UCO BANK.

Now, therefore, to avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to :-

Enabling the BUYER to obtain the desired said stores/equipment at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

### **Commitments of the BUYER**

- 1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

### **Commitments of BIDDERS**

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

- The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

- The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.
- BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
- BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
- The BIDDER further confirms and declares to the BUYER that the BIDDER has not engaged any individual or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual or company in respect of any such intercession, facilitation or recommendation.
- The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

- The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.
- The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

### **Previous Transgression**

- The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER'S exclusion from the tender process.
- The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

### **Earnest Money (Security Deposit)**



- While submitting commercial bid, the BIDDER shall deposit an amount (to be specified in RFP) as Earnest Money/Security Deposit, with the BUYER through any of the following instruments:
  - (i) Bank Draft or a Pay Order in favour of \_\_\_\_\_;
  - (ii) A confirmed guarantee by an Indian Nationalised Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.
  - (iii) Any other mode or through any other instrument (to be specified in the RFP).
- The Earnest Money/Security Deposit shall be valid upto a period of five years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.
- In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact
- No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

### **Sanctions for Violations**

- Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-
  - (i) To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
  - (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.



- (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
  - (iv) To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Base Rate of UCO Bank, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilised to recover the aforesaid sum and interest.
  - (v) To en-cash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
  - (vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
  - (vii) To debar the BIDDER from participating in future bidding processes of the UCO Bank for a minimum period of four years, which may be further extended at the discretion of the BUYER.
  - (viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
  - (ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.
  - (x) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- The BUYER will be-entitled to take all or any of the actions mentioned at para 6.1 (i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the

Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

- The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

### **Fall Clause**

- The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

### **Independent Monitors**



- The BUYER has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors to be given).
- The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.
- Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.

- The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.
- The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties/The parties will offer to the Monitor the option to participate in such meetings.
- The Monitor will submit a written report to the designated Authority of BUYER/'Secretary in the Department/ within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic Situations.

### **Facilitation of Investigation**



In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

### **Law and Place of Jurisdiction**

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

### **Other Legal Actions**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

### **Validity**

- The validity of this Integrity Pact shall be from date of its signing and extend upto 5 years or the complete execution of the contract to

the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

- Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

The parties hereby sign this Integrity Pact at -----on-----.

BUYER

Name of the Officer

Designation

Deptt

Witness

1.

2.

BIDDER

Authorised Signatory

Witness

1.

2.



**Undertaking for Non-Blacklisting / Non-Debarment of the bidder**

To,

**The Deputy General Manager (DIT, BPR & BTD)**

**UCO Bank, Head Office**

**Department of Information Technology**

**5<sup>th</sup> Floor, 3 & 4 DD Block, Sector – I,**

**Salt Lake, Kolkata – 700064.**

Dear Sir(s),

**Sub: RFP for Supply & Maintenance of Desktops, Laptops, Thin Clients, Laserjet Printers, Line Printers, DMPs, Passbook Printers and Scanners**

**(RFP Ref. No. DIT/BPR&BTD/OA/xxxx/2017-18 dated xx/xx/2017)**

- a) We, M/s \_\_\_\_\_, the undersigned, hereby confirm that we have read and understood the eligibility criteria and fulfill the same.
- b) We further confirm that all the information as per requirement of the Bank have been included in our bid.
- c) Further, we hereby undertake and agree to abide by all terms and conditions and guidelines stipulated by the Bank. We understand that any deviation may result in disqualification of our bid.
- d) We have not been blacklisted by any Nationalized Bank/RBI/IBA or any other Government agency/ICAI. No legal action is pending against us for any cause in any legal jurisdiction.
- e) We undertake that adequate number of resources, if required by the Bank, will be deployed for the project to complete the assignment within stipulated time.

(Deviation to the above if any, the Bidder must provide details of such action(s))

(1)

(2)

**(Signature and the capacity of the person duly authorized to sign the bid for and on behalf of)**

**Undertaking to abide by all By-Laws / Rules / Regulations**

(TO BE EXECUTED ON NON-JUDICIAL STAMP PAPER OF REQUISITE VALUE)

**The Deputy General Manager (DIT, BPR & BTD)**

**UCO Bank, Head Office**

**Department of Information Technology**

**5th Floor, 3&4, DD Block, Sector-I**

**Salt Lake, Kolkata -700064**

**Sub: Declaration-Cum-Undertaking regarding compliance with all statutory requirements**

In consideration of UCO Bank, a body corporate, constituted under Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 as amended from time to time having its Head Office at 10, Biplabi Trailokya Maharaj Sarani, Kolkata-700001 (hereinafter referred to as "Bank" which expression shall include its successors and assigns), we, M/s....., having its Registered Office at....., do hereby, having examined the RFP including all Annexure, confirm and agree to comply with all Laws, Rules, Regulations, Bye-Laws, Guidelines, Notifications etc.

We do also hereby irrevocably and unconditionally agree and undertake to save and keep the Bank, including its respective directors, officers, and employees and keep them harmless from and against any claim, demand, losses, liabilities or expenses of any nature and kind whatsoever and any damage caused from and against all suits and other actions that may be instituted taken or preferred against the Bank by whomsoever and all losses, damages, costs, charges and expenses arising out of non-compliance with or non-adherence to any statutory/regulatory requirements and/or any other law for the time being in force.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_\_ .

Place:

**For M/s. ....**

.....

**[Seal and Signature(s) of the Authorised Signatory (s)]**

**Deed of Indemnity**

**(To be executed on non-judicial stamp paper of requisite value)**

THIS DEED OF INDEMNITY made on this \_\_\_\_\_ day of \_\_\_\_\_, 2017

**BETWEEN**

**M/s <Vendor>**, a company incorporated under the provisions of the Companies Act, ..... having its Registered Office at ..... represented by the Authorized Signatory, Mr./Mrs. ....(Designation) (hereinafter referred to as '**Indemnifier**' which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its administrators, successors and assigns) of the **ONE PART;**

**AND**

**UCO Bank**, a body corporate, constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 as amended from time to time, having its Head Office at No.10, BTM Sarani, Kolkata-700001 represented by the Authorized Signatory of its Information Technology Department, Mr. ....(Designation) (hereinafter referred to as "**Bank**" which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its assigns and successors) of the **OTHER PART**

**WHEREAS** Bank had, vide its RFP No. UCO/DIT/1666/2016-17 dated 06/12/2016 invited bids from the eligible Bidders for selection of Vendor having proven past experience and competence in the field of Supply, Installation & Maintenance of Desktops, Laptops, Thin Clients, DMPs, Laser Printers, Line Printers and Scanners on Rate Contract basis in the Bank to be used by its Branches / Offices across the country.

**AND WHEREAS** the Indemnifier has:

- A. offered to provide the services to the Bank in terms of the above mentioned RFP and subsequent amendments /corrigendums/ clarifications etc.;
- B. represented and warranted that it has all permissions, consents, approvals and license from all authorities, both regulatory / statutory and non-regulatory, for providing the services to the Bank in terms of the above mentioned RFP and subsequent amendments /corrigendums/ clarifications etc.;

- C. represented and warranted that the Services to be provided to Bank will not violate any provisions of the applicable laws, regulations or guidelines including laws relating to Intellectual Property Rights, legal & environmental and in case there is any violation of any law, rules or regulation, which is capable of being remedied, the same will be got remedied immediately during the tenure of contract to the satisfaction of Bank;
- D. represented that the Vendor has adequate resources and sufficient knowledge, expertise and competency in the field for Supply, Installation & Maintenance of Desktops, Laptops, Thin Clients, DMPs, Laser Printers, Line Printers, Scanners on Rate Contract as per the scope mentioned in the RFP document(s) and legally competent to enter into Contract with the Bank;

**WHEREAS** the Bank, relying and based on the aforesaid representations and warranties of the Indemnifier, has agreed to avail the Services from the Indemnifier on the terms and conditions more particularly described in the Master Contract dated .....

**WHEREAS** one of the conditions of the said Master Contract dated ..... is that the Indemnifier is required to furnish an indemnity in favour of the BANK indemnifying the latter against all claims, losses, costs, actions, suits, damages etc. arising due to or on account of indemnifier's breach of any of the terms and conditions of the Master Contract dated ..... or violation of any trademarks, patents, copyrights and licenses, the applicable laws, regulations, guidelines during the Supply / Services to the BANK as also Indemnifier's misconduct, omission and negligence.

In pursuance thereof, the Indemnifier has agreed to furnish an indemnity in the form and manner and to the satisfaction of the BANK as hereinafter appearing;

**NOW THIS DEED WITNESSETH AS UNDER: -**

In consideration of Bank having agreed to award the Contract to the Indemnifier, the Indemnifier hereby unconditionally, absolutely and irrevocably agrees and undertakes that: -

1. the Indemnifier shall, at all times hereinafter, save and keep the Bank including its respective directors, officers, employees, agents and representatives harmless and indemnified, from and against any claim, costs, charges, damages, demand ,losses, liabilities or expenses of any nature and kind whatsoever and by whomsoever made in respect of the said Contract and any loss or damage caused from and against all suits and other actions that may be instituted, taken or preferred against Bank by whomsoever and all losses, damages, costs, charges and expenses etc. that the Bank may incur by reason of any claim made by any



claimant for any reason whatsoever or by anybody claiming under them or otherwise for any losses, damages or claims arising out of all kinds of accidents, destruction, deliberate or otherwise, direct or indirect, from those arising out of violation of applicable laws including those relating to intellectual property rights, rules ,regulations, guidelines and also from the environmental damages, if any, which may occur or result during the contract period.

2. The Indemnifier further agrees and undertakes that the Indemnifier shall, ensure that all the permissions, authorizations, consents and licenses are obtained and renewed from the local and/or municipal and/or governmental authorities, as may be required under the applicable laws, rules, regulations, guidelines, orders framed or issued by the appropriate authorities.
3. The Indemnifier further agrees to provide complete documentation of all sub-systems, operating systems, systems software, utility software and other software, hardware or other components in the nature of accessories or otherwise they are having or procured from third parties. The Indemnifier shall also provide licensed software for all software services, whether developed by it or acquired from others for performing the obligations under the Contract. The Indemnifier hereby indemnifies and keeps indemnified the Bank including its respective directors, officers, employees, agents and representatives against any levies /penalties / claims / demands litigations, suits, actions, judgments, and or otherwise on account of any default and or breach and or otherwise in this regard.
4. If any additional approval, consent or permission is required by the Indemnifier to execute and perform the Contract during the currency of the Contract, the Indemnifier shall procure the same and/or comply with the conditions stipulated by the concerned authorities without any delay.
5. The obligations of the Indemnifier herein are irrevocable, absolute and unconditional, in each case irrespective of the value, genuineness, validity, regularity or enforceability of the aforesaid Contract or other agreement, or the insolvency, bankruptcy, reorganization, dissolution, liquidation or change in ownership of the Bank or Indemnifier or any other circumstances whatsoever which might otherwise constitute a discharge or defence of an indemnifier.
6. The obligations of the Indemnifier under this deed shall not be affected by any act, omission, matter or thing which, would reduce, release the Indemnifier from any of the indemnified obligations under this indemnity or diminish the indemnified obligations in whole or in part, including in law, equity or contract (whether or not known to it or to the Bank).

7. This indemnity shall survive notwithstanding expiry or termination (for any reason(s) whatsoever) of the contract.
8. Any notice, request or other communication to be given or made under this indemnity shall be in writing addressed to either party at the address as stated in the Contract and/or as stated above.
9. This indemnity and other non-contractual obligations arising out of this indemnity shall be governed by and construed in accordance with the laws of India. The Indemnifier irrevocably and unconditionally agrees that any legal action, suit or proceedings arising out of or relating to this indemnity shall be brought in the Courts/Tribunals at Kolkata. Final judgment against the Indemnifier in any such action, suit or proceeding shall be conclusive and may be enforced in any other jurisdiction, by way of suit on the judgment/decreed, a certified copy of which shall be conclusive evidence of the judgment/decreed, or in any other manner provided by law. By the execution of this indemnity, the Indemnifier irrevocably submits to the exclusive jurisdiction of Court(s)/Tribunal(s) at Kolkata in any such action, suit or proceeding.
10. The Bank may assign or transfer all or any part of its interest herein to any other person. The Indemnifier shall not assign or transfer any of its rights or obligations under this indemnity, except with the prior written consent of the Bank.



**IN WITNESS WHEREOF** the parties herein have set their hands unto these presents on the day, month and year above written

**Witnesses:**

.....

1) (Signature & Seal of the authorised signatory  
Indemnifier)

2) .....  
(Signature & Seal of the authorized signatory of the  
Bank)

**Undertaking Letter to the Bank on the vendor's letterhead**

**(Signed by the officials not lower than the company secretary of the system OEM)**

**The Deputy General Manager (DIT, BPR & BTD),  
UCO Bank, Head Office  
Department of Information Technology  
5<sup>th</sup> Floor, 3 & 4, DD Block, Sector-I  
Salt Lake, Kolkata -700064**

Sir,

**Sub: RFP for Supply, Installation & Maintenance of Desktops, Laptops, Thin Clients, Passbook Printers, Laserjet Printers, Line Printers, DMPs and Flatbed Scanners (Rate Contract)**

**(RFP Ref. No. \_\_\_\_\_ dated \_\_\_\_\_)**

We do hereby undertake that all the components / parts / assembly / software used in the proposed hardware like hard disk, monitor, memory, etc. along with the delivered items are original / new components / parts / assembly / software and that no refurbished / duplicate / second hand components have been used or would be used.



Yours faithfully,

Authorized Signatory  
(Name & Designation, seal of the firm)  
Date:

**Undertaking Letter to the Bank on the vendor's letterhead**

**(Signed by the officials not lower than the company secretary of the system OEM)**

**The Deputy General Manager (DIT, BPR & BTD),  
UCO Bank, Head Office,  
Department of Information Technology,  
5<sup>th</sup> Floor, 3 & 4, DD Block, Sector – I,  
Salt Lake, Kolkata -700064.**

Sir,

**Sub: RFP for Supply, Installation & Maintenance of Desktops, Laptops, Thin Clients, Passbook Printers, Laserjet Printers, Line Printers, DMPs and Flatbed Scanners (Rate Contract)**

**(RFP Ref. No. \_\_\_\_\_ dated \_\_\_\_\_)**

We do hereby provide a list of items / spare parts / optional items that are not covered under warranty along with the best possible prices (in INR) respectively.

<b>SI No</b>	<b>Description of Spare part / Optional item (not covered under warranty)</b>	<b>Unit Price (A)</b>	<b>GST Amount with % (B)</b>	<b>Total Price (including GST) (C = A + B)</b>

Yours faithfully,

Authorized Signatory  
(Name & Designation, seal of the firm)  
Date: