

**REQUEST FOR PROPOSAL
FOR
ANNUAL MAINTENANCE CONTRACT (AMC) FOR
UNDERTAKING OF MAINTENANCE OF
COMPUTER HARDWARE AND PERIPHERALS**



**UCO Bank, Zonal Office
Hotel Himland Ext., Circular Road,
Shimla, Himachal Pradesh- 171001**

RFP REF NO: ZOS/ZIT/ 01/2016-17 Date: 05-09-2016

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.

This document is prepared by UCO Bank for its requirement of Annual Maintenance Contract (AMC) of Computer Hardware and peripherals. It should not be reused or copied or used either partially or fully in any form.

Disclaimer

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

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PART –I

General Terms and Conditions

1.1 Introduction

UCO Bank, a body corporate, established under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head Office at 10, B.T.M. Sarani, Kolkata-700001, India, and its Zonal Office Shimla, at Hotel Himlan Ext, Circular Road, Shimla HO – 171001, hereinafter called “the Bank”, is one of the leading public sector Banks in India having more than 3100+ Domestic Branches, four Overseas Branches two each at Singapore & Hong Kong Centres and 2500+ ATMs (including Biometric enabled ATMs), spread all over the country. All the branches of the Bank are CBS enabled through Finacle (Ver. 7.0.25) as a Core Banking Solution. Bank is having tie up with VISA & NPCI and distributes VISA and RuPay enabled debit cards to the customers. Bank has also installed machines for Cash Deposit, Cheque Deposit and Passbook Printing in e-Lobbies across the country. The existing Cash Deposit kiosks, Cheque Deposit Machines and Self-Service Passbook Printing Kiosks are directly integrated with Bank’s Core Banking System.

This invitation of Bids is open to all Registered company in India or their Authorized Representative in India and should have registered local office at Shimla, provided firms fulfil the minimum qualification criteria as mentioned in bid document (Annexurell). In case of authorized representative a letter of authorization to this effect from company must be furnished. **Joint bid will not be accepted by Bank. One company should be represented by one representative only.**

The requirement of engineers for the year will be as under:

S.No	Description	Requirement
1	Engineers	Bidder should post total 5 Dedicated Qualified Engineers (One dedicated engineer to be stationed at Zonal Office, Shimla and Four Dedicated engineers available in the four districts under ZO SHIMLA).

The above requirements are indicative and may vary as per actual needs.

Note: wherever AMC appears it should be read as Annual Maintenance Contract

1.2 Objective

UCO BANK is now pleased to invite Request for Proposal (RFP) from the competent vendors having proven experience in Annual Maintenance Contract (AMC) of Computer Hardware and peripherals. The proposal is invited from the prospective bidders having proven past experience and competence in the field as per the scope given in this RFP document.

The details are given below:

Tender Reference	ZOS/ZIT/01 /2016-17 Date: 05-09-2016
Cost of Tender Document	Rs. 1,000/- (Rupees One Thousand only)
Date of issue of RFP	05-09-2016
Earnest Money Deposit (EMD)	Rs. 25,000/- (Rupees Twenty Five Thousand only, in the form of BG/DD/FD)
Date of commencement of sale of tender document	05-09-2016
Last date for submitting queries for the Pre-bid Meeting	09-09-2016
Pre-Bid meeting /Venue	13-09-2016 at UCO Bank, Zonal Office Hotel Himland Ext., Circular Road, Shimla, Himachal Pradesh- 171001
Last Date and Time for receipt of tender bids	20-09-2016 at 3:00 pm
Opening of Technical bid	20-09-2016 at 3:30 pm
Opening of Commercial Bid	Will be informed subsequently to eligibility-wise / technically qualified bidders.
Address of Communication	UCO Bank, Zonal Office Hotel Himland Ext., Circular Road, Shimla, Himachal Pradesh- 171001
Email Address	zo.shimla@ucobank.co.in
Contact Telephone/Fax Numbers	0177-2625154/
Bids to be submitted	Tender box placed at: UCO Bank, Zonal Office Hotel Himland Ext., Circular Road, Shimla, Himachal Pradesh- 171001

Note: Bids will be opened in presence of the bidders' representatives (maximum two representatives per bidder) who choose to attend. In case the specified date of submission & opening of Bids is declared a holiday under the NI act, the bids will be received till the specified time on next working day and will be opened at 3:30 p.m. UCO Bank is not responsible for non-receipt of responses to RFP within the specified date and time due to any reason including postal holidays or delays.

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

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.

1.3 ELIGIBILITY CRITERIA:

UCO Bank, Zonal Office, Shimla invites tender from reputed firms/companies for award of Annual maintenance Contract of Computer Hardware & Peripherals for a period of 12 months from date of commencement of contract as per details indicated below:

- ☐ Bidder should be a registered company under company act with Registrar of companies in India.
- ☐ The bidder should have supplied AMC for at least one financial year to banks/ Financial Institutes/ E-governance. (Preferably 2015-16).
- ☐ The bidder must have registered office at Shimla as of 01-04-2016.
- ☐ The minimum annual turnover of the bidder should be Rs.30 Lac in the last financial year as per latest Balance Sheet. (Copy to be enclosed).
The bidder should have positive net worth in last 1 financial year as per latest balance sheet. Relevant data should be submitted in annexure C.
- ☐ Bidders, who have not satisfactorily completed any of the earlier contracts with the Bank and/or who have been debarred by the Bank from participating in future tenders, will not be eligible for this tender. Bidder to submit an undertaking in this regard.
- ☐ The bidder will be engaged in supplying and providing maintenance services for **12 months.**
- ☐ The bidder should be having support offices/ Support Centres/ Support Locations with necessary support infrastructure for said AMC.
- ☐ Bidder should submit relevant document in this regard.
- ☐ Bidder should post total 5 Dedicated Qualified Engineers (One dedicated engineer at Zonal Office and four dedicated engineers available in the four districts under ZO SHIMLA).
- ☐ All the engineers of bidder should be on company's payroll. Documentary proof to be submitted in this regard.
- ☐ Bidder has to give an undertaking that for contract period, support will be provided directly by the bidder and no subcontracting will be allowed during the AMC

Agreement.

- ☐ The undertaking should be signed by one of the Board of Directors on company's Letter Head
- ☐ A centralized callboard/ call lodging system should be setup at Zonal Office. Uptime report to be submitted by the vendor on monthly basis after calculation of penalty which will be verified by bank.
- ☐ Bidder has to maintain spare inventory at Local Office.
- ☐ Bidder must provide assistance in network related problems and no extra payment will be paid to bidder for such calls the support engineer will support zonal office in all project (CBS and NON CBS) deployment without any additional cost.
- ☐ Payment will be made on quarterly basis on submission of satisfactory report from branches and after deduction of penalty (if any) in arrears.
- ☐ No AMC Payment will be made for that period if down time exceeds the SLA and bidder fails to provide the standby equipment, if the equipment remains down for more than 48 hrs.
- ☐ Vendor will collect the inventory at the branches which should be duly verified by branch manager.
- ☐ Initially work will be allotted only for 62 branches of Shimla Zone (Shimla and Kinnaur District), which can be extended to other 48 branches in due course after mutual consent.

1.4 SUBMISSION OF OFFER – TWO BID SYSTEM

Separate Eligibility / Techno functional and Commercial Bids, duly sealed and super - scribed as "Eligibility / Techno functional bid" and "Commercial bid" (as per the format prescribed in Annexure-IV & Annexure-V) respectively should be put in a single sealed outer cover, duly sealed and super-scribed "**Annual Maintenance Contract (AMC) of Computer Hardware and peripherals**" as per bid details given in the RFP. If the outer cover / envelope are not sealed & super-scribed as required, the Bank shall not be responsible for the bids misplacement or premature opening.

The bids shall be dropped / submitted at UCO Banks address given in the above Bid Detail- Table, on or before the date specified therein.

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

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

The Eligibility / Technical Offer should be complete in all respects and contain all information asked for, in the exact format of eligibility / technical specifications given in the RFP, **except prices**. The Eligibility / Techno functional offer must not contain any price information. Tender Offer forwarding letter prescribed in Annexure - I should be submitted with the Eligibility / Technical Offer. UCO BANK, at its sole discretion, may not evaluate an Eligibility / Technical Offer in case of non-submission or partial submission of

eligibility / technical details. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidder.

- 2.1 Any inner cover / envelope of a bid, if found to contain both of the eligibility / technical & the commercial bid, then that bid will be rejected.
- 2.2 Any outer envelope, if found to contain only the technical / eligibility bid or commercial bid, will be treated as incomplete and that bid will be liable for rejection.
- 2.3 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.
- 2.4 The Bank does not bind itself 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 reason, whatsoever, and without cost and / or compensation therefore .
- 2.5 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.
- 2.6 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 / eligibility bids from the participating bidders.

Canvassing of any kind will be a disqualification and the Bank may decide to cancel the bidder from its empanelment.

1.5 Tender Document & Fee

A complete set of tender document can be obtained from the following address during office hours on all working days on submission of a written application along with a non-refundable fee of 1,000/- (Rupees One Thousand Only) in the form of:

Demand Draft or Banker's Cheque in favour of UCO BANK, payable at Shimla.

The tender document may also be downloaded from the bank's official website www.ucobank.com. The bidder downloading the tender document from the website is required to submit a non-refundable fee of 1,000/- (Rupees One Thousand Only) in the form of Demand Draft or Banker's Cheque in favor of UCO BANK, payable at Shimla, at the time of submission of the technical bid, failing which the bid of the concerned bidder will be rejected.

UCO BANK reserves the right to accept or reject in part or full any or all offers without assigning any reason thereof. Any decision of UCO Bank in this regard shall be final, conclusive and binding upon the bidders. The Bank reserves the right to accept or reject any Bid in part or in full, and to cancel the Bidding process and reject all Bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for

Bank's action. During the evaluation process at any stage if it is found that the bidder does not meet the eligibility criteria or has submitted false / incorrect information the bid will be rejected summarily by the Bank.

1.6 Earnest Money Deposit

The Bidder(s) must submit Earnest Money Deposit in the form of Bank Guarantee/DD/ FD in favor of UCO Bank, payable at Shimla (as per the format prescribed in Annexure-II) for an amount mentioned hereunder:

Particulars of Job to be undertaken	EMD
All maintenance of Computer Hardware and peripherals and Networking. One Dedicated engineer to be placed at ZO Shimla and four dedicated engineers to be available at Shimla, Solan, Kinnaur and Nahan	25000/-

Note: The EMD shall be valid for a period of 90 days.

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. The EMD of successful bidder(s) will be returned on submission of the Performance Bank Guarantee.

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

- a. If the bidder withdraws its bid during the period of bid validity (180 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 within the stipulated time period.

1.7 Bank Gurantee

The selected bidder, within 15 days from the date of Letter of Indent (LOI) will have to furnish a security deposit in the form of FDR or Performance Bank gurantee, issued by any scheduled commercial bank equal to the Amount of 10% of order value or Rs 50000/- whichever is higher valid for 15 months from the date of Letter of Indent (LOI).

Upon furnishing the Performance Bank Guarantee, the EMD of the selected bidder shall be returned.

The Performance Bank Guarantee/ FDR shall act as a security deposit and either in case the vendor is unable to start the project within the stipulated time or start of the project is delayed inordinately beyond the acceptable levels, the Bank reserves the right to forfeit the same.

Further, the Bank reserves the right to invoke the Performance Bank Guarantee/FDR in case the Vendor is not able to fulfil any or all conditions specified in the document or is unable to complete the project within the stipulated time. This is independent of the LD on Go Live of the project.

1.8 Rejection Of Bid

The Bid is liable to be rejected if:

- 6.1 The document doesn't bear signature of the authorized person.
- 6.2 It is received through Telegram / Fax / E-mail.
- 6.3 It is received after expiry of the due date and time stipulated for Bid submission.
- 6.4 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) are liable for rejection by the Bank.
- 6.5 Any incorrect information provided by the Bidder.

1.8 Modification and Withdrawal of Bids

The queries for the Pre-bid Meeting should be reached in writing or by email on or before 09 .09.2016 on e-mail: zo.shimla@ucobank.co.in may be noted that no query from any bidder shall be entertained or received after the above mentioned date. Queries raised by the prospective bidder and the Bank's response will be hosted at Bank's web site. No individual correspondence will be accepted in this regard.

Only authorized representatives of bidder will be allowed to attend the Pre-bid meeting.

1.9 Information Provided

The RFP document contains statements derived from information that is believed to be reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank in relation to the provision of services. Neither Bank nor any of its employees, agents, contractors, or

advisers gives any representation or warranty, express or implied as to the accuracy or completeness of any information or statement given or made in this RFP document.

1.10 For Respondent Only

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

1.11 Confidentiality

The RFP document is confidential and is not to be reproduced, transmitted, or made available by the Recipient to any other party. The RFP document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient to Bank. Bank may update or revise the RFP document or any part of it. The Recipient acknowledges that any such revised or amended document is received subject to the same terms and conditions as this original and subject to the same confidentiality undertaking.

1.13 Costs Borne by Respondents

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 / Respondent.

1.14 No Legal Relationship

No binding legal relationship will exist between any of the Recipients / Respondents and Bank until execution of a contractual agreement.

1.15 Errors and Omissions

Each Recipient should notify Bank of any error, omission, or discrepancy found in this RFP document.

1.16 Acceptance of Terms

A Recipient will, by responding to Bank RFP, be deemed to have accepted the terms as stated in the RFP.

1.17 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. Recipients 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 Recipients 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 right that may subsist in the submission or Banking documents.

1.18 RFP Response Validity Period

RFPs response will remain valid and open for evaluation according to their terms for a period of at least **6 months** from the time the RFP response submission process closes. During the period Bank may procure additional (maximum 50%) VC end point only.

1.19 Notification

Bank will notify the Respondents in writing as soon as possible about the outcome of the RFP evaluation process, including whether the Respondent's RFP response has been accepted or rejected. Bank is not obliged to provide any reasons for any such acceptance or rejection.

1.20 Language of Bids

The bid, correspondence and supporting documents should be submitted in English.

1.21 Indemnity

The bidder shall indemnify the Bank and be liable for any loss or damage suffered by the Bank due to malfunctioning of the system as supplied and installed by them. The total liability of the selected bidder shall not exceed the total cost of the order value.

1.22 Normalisation of Bids

The Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that, any of the Bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion ask all the technically shortlisted bidders to re-submit the technical and commercial bids once again for scrutiny. The resubmissions can be requested by the Bank in the following two manners:

- ☐ Incremental bid submission in part of the requested clarification by the Bank.
- ☐ Revised submissions of the entire bid in the whole.

The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process. The shortlisted bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

1.23 Authorized Signatory

The selected bidder shall indicate the authorized signatories who can discuss, sign negotiate, correspond and any other required formalities with the bank, with regard to the obligations. The selected bidder shall submit, a certified copy of the resolution of their Board, authenticated by Company Secretary, authorizing an official or officials of the company to discuss, sign with the Bank, raise invoice and accept payments and also to correspond. **The bidder shall furnish proof of signature identification for above purposes as required by the Bank.**

1.24 Format and Signing of Bid

a) Authentication of Bid:

The bid shall be type written and shall be signed by a person or persons duly authorized to bind the bidder to the contract. The letter of authorization shall be supported by a written power-of-attorney accompanying the bid. The person or persons signing the bid shall initial all pages of the bid, except for the un-amended printed literature.

b) Validation of interlineations in Bid

Any interlineations, erasures or overwriting shall be valid only if the person or persons signing the bid have authenticated the same with his signature.

1.25 Deadline for Submission of Bid

a) Last date for Submission

The bids must be received by UCO BANK, at the address specified, not later than 20-09-2016, 3:00 PM. In the event of the specified date for the submission of bids being declared a holiday for UCO BANK, the bids will be received up to the appointed time on the next working day.

b) Extension for Last date for Submission

UCO BANK may, at its own discretion, extend the period for submission of bids by amending the bid documents/RFP, in which case all rights and obligations of UCO BANK and bidders shall stand extended. However no request for extension of time from the bidders shall be binding upon UCO BANK.

1.26 SLA (Service Legal Agreement)

1. Response within 4 Hrs. (in City & within 24hrs in rural area)
2. Resolution within 48 Hrs.
3. SLA Compliance: 95%
4. PM (Preventive Maintenance) has to be carried out once in a quarter.
5. Rate must be quoted for AMC period for 12 months.
6. No separate Outstation charges will be paid during period.
7. The vendor has to execute the AMC agreement on non-judicial stamp paper of requisite value prevailing at the place of execution. The AMC agreement will be executed at Zonal subject to providing the details of AMC as per Annexure of AMC agreement.
8. The penalty for delayed service of equipment's will be collected as per Agreement.
9. Service Tax/ Work Contract Tax / Education Cess/VAT on AMC if any paid by vendor on the AMC amount, will be reimbursed to the vendor on claiming the same in the invoice/Bill as per Bank guidelines from time to time.
10. The TAX(TDS) on AMC charges at the prevailing rate will be deducted at source from all the AMC vendors while releasing the payment to them irrespective of the amount of such payment. The TDS deducted shall be on actual AMC amount including tax portion.
11. The vendor has to carry out the preventive maintenance (PM) equipment once in a quarter as per clauses in the AMC agreement, failing which penalty has to be charged as per the relevant clauses relevant clauses in the AMC agreement.
12. Jurisdiction: All disputes and controversies between UCO Bank Zonal Office Shimla and Vendor shall be subject to the exclusive jurisdiction of the Courts in Shimla and the parties agree to submit themselves to the jurisdiction of such court. This Project agreement shall be governed by the laws of India.
13. **Penalty Clause:** Vendor must resolve the hardware problem, if occurs, within 48 hrs and if in any case part is not available standby hardware must be provided to branch so that working of branch does not hamper.
14. Vendor must maintain adequate spare parts as 3 to 5 spare hardware parts (each type) available in standby for any of the situation. If vendor fails to resolve the problem within 48 hours of information, nor any standby hardware is

provided to the branch, penalty of Rs 300/- per day (pertaining to that particular branch from where the issue has been reported) would be applicable and deducted from bill. If any call closed without resolution will be treated unresolved call and penalty clause applicable for that calls. Penalty will be calculated from the day of reporting the issue/problem. If the issue remains unresolved for more than 5 days no payment of AMC will be made corresponding to that branch.

15. **Termination:** UCO Bank ZO: Shimla reserves the right to abandon the current tender process or cancel and go in for a fresh tender at any point of time without assigning any reason whatsoever.
16. **Selection Process:** The committee will evaluate all the proposals of the vendors received within the RFP submission due date based on the minimum eligibility criteria, response of the vendors to the RFP who prima-facie match up to the Bank's requirements and short-list the vendors. The selection of the vendors will be determined on the basis of various parameters which will be internally evaluated by the Evaluation Committee.

The period of AMC will be 12 months from the period of commencement of contract. Sealed quotations (strictly as per format) should be submitted to Zonal Office of UCO Bank, IT department, Hotel Himland Ext., Circular Road, Shimla- 1 address on or before 20/09/2016 by 12:30 hrs

Part –II

2.1 Bid Opening & Evaluation Criteria

2.2 Evaluation Methodology

The evaluation will be a two-stage process:-

Phase 1 – Techno Functional Compliance / Eligibility Evaluation

Phase 2 – Commercial Evaluation

2.3 Technical Evaluation

The proposals will be evaluated in two stages. In the first stage, i.e. Techno Functional Compliance/ Eligibility 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.

2.4 Commercial Evaluation

Commercial Bids of bidders, who qualified in the Eligibility Evaluation/ Techno Functional Compliance 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.

2.5 Selection Methodology

Techno-functionally complied bidder with lowest quote based on Total Cost of Ownership (TCO) will be considered as successful bidder.



Tender Offer Forwarding Letter

Annexue A

RFP Ref. No.: ZOS/ZIT/01 /2016-17

Date: 05-09-2016

The Deputy General Manager,
UCO bank, Zonal Office
Hoyal Himland Ext., Circular Road
Shimla (HP) -1

Dear Sir,

Sub: Your RFP for **"ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS"** RFP Ref No. ZOS/ZIT/01 /2016-17 Date: 05-09-2016.

With reference to the above RFP, having examined and understood the instructions including all annexure, terms and conditions forming part of the Bid, we hereby enclose our offer for **"ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS"** mentioned in the RFP document forming Eligibility/ Technical as well as Commercial Bids being parts of the above referred Bid.

In the event of acceptance of our Eligibility / Technical as well as Commercial Bids by the Bank we undertake to take AMC of the Computer Hardware and Peripherals of Shimla Zone .

We will submit Earnest Money Deposit in the form of Bank Guarantee valid for a period of 90 days in favour of UCO Bank, payable at Shimla (as per the format prescribed in Annexure-II) for an amount of Rs. 25,000/-.

We will submit a Performance Guarantee for a sum of Rs 25000/- valid for a period of 12 months plus claim period of 3 months.

We agree to abide by the terms and conditions of this tender offer till 180 days from the date of eligibility / technical bid opening and our offer shall remain binding upon us which may be accepted by the Bank any time before expiry of 180 days.

Until a Master Contract is executed, this tender offer, together with the Bank's written acceptance thereof and Bank's notification of award, shall constitute a binding contract between us.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

We enclose the following:

1. BG/FDR No. _____ dated for Rs.25,000/- (Twenty Five Thousand only) / BG No. _____ dated _____ as EMD.
2. DD No. _____ dated for Rs.1000/- (Rupees One Thousand only) dated _____ as cost of RFP document.

DD in favour of UCO Bank by..... Bank,
Branch
payable at Shimla / BG issued by ----- Bank -----
branch.

Dated this day of 2016

Signature:

(In the Capacity of)

Duly authorized to sign the tender offer for and on behalf of

General Details of the Bidder

Annexue B

A. Profile of Bidder

1. Name of bidder:
2. Location
 Regd. Office:
 Controlling Office:
3. Constitution
4. Date of incorporation & Date of Commencement of business:
5. Major change in Management in last three years
6. Names of Banker/s

B. Financial Position of Bidder for the last two financial years

	2014-15	2015-16
Net Worth		
Turnover		

N.B. Enclose copies of Audited Balance Sheets along with enclosures

C. Proposed Service details in brief

- ☐ Description of service :
- ☐ Details of similar service provided to PSU organisation/BFSI in India specifying the number of Banks and branches

Details of Experience in implementation of similar orders like Legal Management software

PSU organization		
Name of Organisation	Period	
	From	To

N.B. Enclose copies of Purchase Orders as references

Signature of Bidder:

Place:

Name: _____

Date:

Business Address:

Undertaking

Annexure-C

The Deputy General Manager,
UCO bank, Zonal Office
Hoyal Himland Ext., Circular Road
Shimla (HP) -1

Sir,

Reg.: RFP ref no..... Date:

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.

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:

To,

The Deputy General Manager,
UCO bank, Zonal Office
Hoyal Himland Ext., Circular Road
Shimla (HP) -1

Dear Sir,

In response to your invitation to respond to your RFP for ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS, M/s _____ having their registered office at _____ hereinafter called the „Bidder”) wish to respond to the said Request for Proposal (RFP) and submit the proposal for Implementation of Near DR and to provide related services as listed in the RFP document.

Whereas the „Bidder” 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 „Bidder” 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 Bidder withdraws his proposal during the period of the proposal validity; or
2. If the Bidder, 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 Rupees _____ 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 Bidder.

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed **Rs. _____** (Rupees _____ Only).
2. This Bank guarantee will be valid up to _____; 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 _____.

Yours faithfully,

For and on behalf of

_____ Bank

Authorised Official

Note: This guarantee will require stamp duty as applicable and shall be signed by the official whose signature and authority shall be verified. The signatory shall affix his signature, name and designation.

Annexure-E

COMPLIANCE STATEMENT

DECLARATION

All Terms and Conditions including Eligibility Criteria and technical criteria

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum, annexures etc. Any deviation may result in disqualification of bids.

Date: _____

Place: _____

Signature of Authorised Signatory

Name of Signatory:

Designation:

Seal of Company



SERVICE SUPPORT DETAILS

Sr. No.	Location					Status of Office working days & hours	No. of Maintena n ce Engineers
	Address	City	Office Telephone Number	Fax No.	Name of contact Person with contact number		
1							
2							
3							
4							

यूको बैंक  **UCO BANK**
Date: _____
Place: _____

Signature of Authorised
Signatory
Name of Signatory:
Designation:
Seal of Company

COMMERCIAL OFFER

Table-A

Sr.No	Items	ITEM WISE
1.	Cost of AMC	Is Rs/ Unit

Table-B

List of Items for AMC:

Sr. No	ITEM	Approx Qty.	Rate/Unit
1	Desktops	400	
2	Laser Printers	100	
3	Multi Function Printers	20	
4	Passbook Printers(Other than LIPI)	50	
5	Scanners	120	
6	Thin Client	130	
7	CTS Scanners	1	
8	Bar Code Printers	5	
9	Any other peripheral		

Please read following important points carefully before filling in details

Important Points

- I. Bank may hold Reverse Auction in the event of 2 or more bidders are technically eligible for deciding L-1 bidder.
- II. Calculation of Commercial Score of the bidders and determining of the L1 Bidder will be decided on the basis of least percentage quoted under Sl. No. 1 of Table A of Annexure G. For the items list mentioned under Table B, please note the items are irrespective of make wise hardware and peripherals, it may be of any brand.
- III. The Offered prices will be valid for a period of 12 months from the date of entering into the Contract.
- IV. Bank reserves the right to negotiate the prices of items as per Table B with the successful bidder.

Date: _____

Place: _____

Signature of Authorised
 Signatory Name of Signatory:
 Designation:
 Seal of
 Company

Technical BID

<u>Sr. No</u>	<u>Documents</u>	<u>Attched in BID Y/N</u>
1.	Tender Offer Forwarding Letter-- Annexure A	
2.	Elegibility Criteria and SLA	
3	Supporting Documents in respect of qualification Creteria as per Annex-	
4.	General Details of the Bidder- Annexure B	
5.	COMPLIANCE STATEMENT- Annexure E	
6.	Service Support Details- Annexure F	
7.	Last 1 year Balance Sheet	
8.	Earnest Money Deposit- DD/BG/FD	
9.	Board Resolution of the Company	
10.	Undertaking –Annexure C	

Note:

- a. Signed copy of RFP.
- b. All Pages of BID documents signed and stamped .
- c. All pages of BID documents must be numbered.

Commercial BID

<u>Sr. No</u>	<u>Documents</u>
1.	<u>Commercial Bid as per Annexure G</u>

Date:

Place:

Signature(Authorised Signatory)

Name :

Designation :

Seal of Company :

Annexure- I

Query Performa

The queries should be submitted in the below mentioned format by prospective bidders only preferably in excel sheet:

S.No.	Page No./ Point No	RFP Clause	Suggestion/Concern	Justification

Queries should be given in form of hard copy OR mailed to e-mail Id : zoshimla.zit@ucobank.co.in as per scheduled date.

Date: _____
Place: _____



UCO BANK

Yours faithfully,

Signature of Authorized Signatory
Name of Signatory:
Designation:
Seal of Company