

REQUEST FOR PROPOSAL (RFP)

For

**Supply, Installation & Maintenance of various Hardware Items
including Computers/Printers/Scanners etc. under 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/5607/2019-20
Date: 06/03/2020

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 various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract. 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.



TABLE OF CONTENTS

SI.NO.	TABLE OF CONTENTS	PAGE NO.
	PART- 1	
1.	INTRODUCTION	7
2.	OVERVIEW OF TENDERING PROCESS	7
3.	ELIGIBILITY CRITERIA	8
	PART-2	
4.	INVITATION OF BIDS AND INSTRUCTIONS TO BIDDERS	12
5.	DUE DILIGENCE	12
6.	TENDER DOCUMENT & FEE	12
7.	EARNEST MONEY DEPOSIT	13
8.	REJECTION OF THE BID	14
9.	PRE BID MEETING	14
10.	MODIFICATION & WITHDRAWAL OF BIDS	14
11.	INFORMATION PROVIDED	14
12.	CLARIFICATION OF OFFER	15
13.	LATE BID	15
14.	ISSUE OF CORRIGENDUM	15
15.	FOR RESPONDENT ONLY	15
16.	DISCLAIMER	15
17.	SELECTION PROCESS	16
18.	MSME	16
19.	COST BORNE BY RESPONDENT	17
20.	NO LEGAL RELATIONSHIP	17
21.	CANCELLATION OF TENDER PROCESS	17
22.	CORRUPT AND FRAUDULENT PRACTICE	17
23.	NON-TRANSFERRABLE OFFER	18
24.	ADDRESS OF COMMUNICATION	18
25.	PERIOD OF BID VALIDITY	18
26.	NO COMMITMENT TO ACCEPT LOWEST OR ANY BID	18
27.	OTHER TERMS AND CONDITIONS	19
28.	ERRORS AND OMISSION	21
29.	ACCEPTANCE OF TERMS	21
30.	RFP RESPONSE	21
31.	RFP RESPONSE VALIDITY PERIOD	22
32.	NOTIFICATION	22
33.	ERASURES OR ALTERATIONS	22
34.	CLARIFICATIONS ON AND AMENDMENTS TO RFP DOCUMENT	22
35.	LANGUAGE OF BIDS	22

36.	AUTHORIZED SIGNATORY	22
37.	SUBMISSION OF OFFER- THREE BID SYSTEM	23
	PART- 3	
38.	ELIGIBILITY EVALUATION	26
39.	TECHNICAL EVALUATION	26
40.	COMMERCIAL EVALUATION	26
41.	REVERSE AUCTION	27
	PART- 4	
42.	SCOPE OF THE WORK	28
	PART-5	
43.	ADOPTION OF INTEGRITY PACT	30
44.	PRELIMINARY SCRUTINY	30
45.	SINGLE POINT OF CONTACT	31
46.	INDEPENDENT EXTERNAL MONITOR (S)	31
47.	CONTRACT PERIOD	32
48.	PERFORMANCE BANK GURANTNEE	33
49.	TAXES	33
50.	CONFIDENTIALITY AND SECRECY	34
51.	PAYMENT TERMS	35
52.	PAYING AUTHORITY	36
53.	WARRANTY	36
54.	PRICE COMPOSITION	36
55.	INSURANCE	37
56.	FORCE MAJEURE	37
57.	COMPLETENESS OF THE CONTRACT	37
58.	ACCEPTANCE BY THE BANK	38
59.	ORDER CANCELLATION (TERMINATION)	38
60.	INDEMNITY	39
61.	PUBLICITY	41
62.	COMPLIANCE TO LABOUR ACT	41
63.	PRIVACY & SECURITY SAFEGUARDS	41
64.	TECHNICAL INSPECTION AND PERFORMANCE EVALUATION	41
65.	DISPUTES RESOLUTION MECHANISM	42
66.	EXIT OPTION AND CONTRACT RE-NEGOTIATION	43
67.	TERMINATION	44
68.	TERMINATION FOR INSOLVENCY	44
69.	TERMINATION FOR DEFAULT	44
70.	CONSEQUENCES OF TERMINATION	44
71.	VERIFICATION	45
72.	<u>PRE-SHIPMENT INSPECTION</u>	45

73.	DELIVERY AND INSTALLATION	45
74.	SUPPORT	47
75.	ANNUAL MAINTENANCE CONTRACT	47
76.	PREVENTIVE MAINTENANCE	47
77.	AWARD CRITERIA	47
78.	PENALTY CHARGES	48
79.	BILLING	49
80.	OEM AUTHORIZATION	49
81.	UNDERTAKING TO USE NEW COMPONENTS	50
82.	REPEATED FAILURE	50
83.	PATENT RIGHTS	50
84.	PERIOD OF VALIDITY OF BID	50
85.	PRICE	50
86.	FOR RESPONDENT ONLY	51
87.	NORMALIZATION OF BIDS	51
88.	COST BORNE BY THE BIDDER	51
89.	LIQUIDATED DAMAGES FOR DELAYED SUPPLY	52
90.	CONFIDENTIALITY	52
91.	ARBITRATION	53
92.	LIMITATION OF LIABILITY	53
93.	APPLICABLE LAW & JURISDICTION OF COURT	53
94.	MAKE IN INDIA	53
95.	NON DISCLOSURE	55
96.	ISSUE OF CORRIGENDUM	56
	PART-6	
97.	REQUIREMENT OF ITEMS (ROI)	57
98.	ANNEXURES	58
		ONWARDS

CONTROL SHEET TABLE

Tender Reference	DIT/BPR & BTD/OA/5607/2019-20 Date: 06/03/2020
Cost of Tender Documents	As mentioned in 'Part – VI'
Date of issue of RFP	06/03/2020
Earnest Money Deposit (EMD)	As mentioned in 'Part – VI'
Date of Commencement of Sale of Tender Document	06/03/2020
Pre Bid queries to be received only online at- hodit.proc@ucobank.co.in	On or before 13/03/2020 up to 4:00 PM
Pre bid Meeting and Venue	17/03/2020 at 3.30 PM at below mentioned address: UCO BANK, Head Office-2 Department of Information Technology, 5th Floor, "Conference Room", 3 & 4 DD Block, Sector -1, Salt Lake, Kolkata-700 064
Last Date and Time for receipts of tender bids	30/03/2020 at 04.00 PM
Opening of Technical Bids	30/03/2020 at 04.30 PM
Opening of Commercial Bid	Will be informed subsequently to eligible & technically qualified bidders.
Address of Communication	Chief Manager, UCO Bank, Head Office-2 Department of Information Technology 7th Floor, 3 & 4 DD Block, Sector -1 Salt Lake, Kolkata-700 064
Email address	hodit.proc@ucobank.co.in
Contact Telephone/Fax Numbers	Tel : 033-44559775/9770
Bids to be submitted	Tender box placed at: UCO BANK, Head Office-2 Department of Information Technology, 5th Floor, 3 & 4 DD Block, Sector -1, Salt Lake, Kolkata-700 064

Note: Bids will be opened in presence of the bidders' representatives (maximum two representatives per bidder) who choose to attend. In case the specified date of submission & opening of Bids is declared a holiday in West Bengal under the NI act, the bids will be received till the specified time on next working day and will be opened at **04:30 PM**. 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. INTRODUCTION

UCO BANK, a body Corporate, established under The Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head Office at 10, B.T.M. Sarani, Kolkata- 700001, India, hereinafter called "The Bank", is one of the leading public sector Banks in India having 3000+ Domestic branches, two overseas branches and 2300+ ATMs spread all over the country. All the branches of the Bank are CBS enabled through Finacle as a Core Banking Solution.

The Bank intends to procure various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract. The details of items and their required quantities are mentioned in '**Part – VI**'. 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.

2. OVERVIEW OF TENDERING PROCESS

UCO Bank invites sealed tenders comprising of eligibility, Technical bid and Commercial bid from experienced prospective bidders having proven capabilities of Supply, Installation & Maintenance of Hardware Items. The prospective bidders are required to adhere to the terms of this RFP document and any deviations to the same shall not to be acceptable to UCO Bank.

The bidder (also called the vendor or bidder through this document) 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 prospective bidder in terms of this RFP documents.

The bidders should take care of submitting the bids properly filled so that the papers are not loose. The bid documents should be properly numbered and submitted in a file in proper manner so that the papers do not bulge out and tear during scrutiny.

Bidders are requested to participate in the tender process according to the time schedule mentioned above.

The eligibility 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 Bid 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.

The Bids should be addressed to:

Deputy General Manager (DIT, BPR & BTB)
UCO Bank, Head Office-2
Department of Information Technology,
5th Floor, 3 & 4 DD Block, Sector -1,
Salt Lake, Kolkata - 700 064

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 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 same time on that day.

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

3. ELIGIBILITY CRITERIA.

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

SL No	Eligibility Criteria	Document to be submitted
1.	Bidder should be a company registered under Companies Act 1956 and Companies Act 2013 since the last three years as on RFP submission date. 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 registration certificate issued by NSIC (if applicable).

2.	The bidder should be an OEM or their authorized representative.	<p>In case of OEM, self-declaration on company letter head and duly signed by authorised signatory to be submitted.</p> <p>In case of an authorized representative, a letter of authorization (MAF) from original manufacturer must be furnished in original duly signed & stamped (As per Annexure – D). MAF should include a clause that OEM will provide support services during warranty period if the bidder authorized by them fails to perform.</p>
3	The bidder should have posted net profit in at least two years out of the last three financial years, i.e., 2016-17 & 2017-18 and 2018-19.	Audited Balance Sheets for last 3 years, i.e., 2016-17 & 2017-18 and 2018-19.
4.	The bidder should have positive Net Worth (capital + reserves – accumulated loss if any) in the last three Financial Year i.e. 2016-17 & 2017-18 and 2018-19.	And
5.	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 and Rs. 10 Crores to apply for the remaining Groups, in the last three Financial Year i.e. 2016-17 & 2017-18 and 2018-19.	Certificate from Chartered Accountant stating Net Worth, Turnover and Profit/Loss for last 3 financial years. It should be in concurrence with the audited balance sheet.
6.	The bidder / OEM should have all India presence with offices / support Centers at minimum 100 Centers with at least 3 engineers at the offices / support Centers where UCO Bank is having its Zonal Offices (List of Zonal offices is given in Annexure – J) to support the branches under its	<p>A letter of undertaking to be given by the bidder.</p> <p>(Escalation matrix covering all 42 Zones of the Bank to be provided in case of selection or at the time of evaluation)</p>

	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.															
7.	<p>The bidder should have executed orders for each group in each of the last three financial years i.e. 2016-17 & 2017-18 and 2018-19, not less than as under:</p> <table><tr><th>Group</th><th>Minimum Quantity (nos.) supplied for each group in each FY</th></tr><tr><td>Groups A</td><td>2000</td></tr><tr><td>Groups B, E & H</td><td>100</td></tr><tr><td>Groups C</td><td>20</td></tr><tr><td>Groups D</td><td>200</td></tr><tr><td>Groups F & I</td><td>500</td></tr><tr><td>Groups G</td><td>300</td></tr></table> <p>Out of the above, 50 % orders should be from Govt. / Public Sector Organizations for each Groups.</p>	Group	Minimum Quantity (nos.) supplied for each group in each FY	Groups A	2000	Groups B, E & H	100	Groups C	20	Groups D	200	Groups F & I	500	Groups G	300	Related Purchase Order copies to be submitted along with copies of invoices.
Group	Minimum Quantity (nos.) supplied for each group in each FY															
Groups A	2000															
Groups B, E & H	100															
Groups C	20															
Groups D	200															
Groups F & I	500															
Groups G	300															
8	Bidder should not have been black-listed by any bank / institution in India. An undertaking to this effect must be submitted in their letter head.	Self-declaration to this effect on Company letter head should be submitted.														
9	The bidder should ensure that there are no proceedings / inquiries / investigations have been commenced / pending against service provider by any statutory or regulatory agencies	Declaration in the letterhead of the bidder's company to that effect should be submitted.														

which may result in liquidation of company / firm and / or deterrent on continuity of business.	
---	--

Note: - In this tender process either authorized representative / distributor / dealer in India on behalf of Principal OEM (Original Equipment Manufacturer) or Principal OEM itself can bid but both cannot bid simultaneously. In such case OEM bid will only be accepted. If an agent / distributor submits bid on behalf of the Principal OEM, the same agent / distributor shall not submit a bid on behalf of another Principal OEM in the same tender for the same item or product.

The service provider must comply with all above-mentioned criteria. Non-compliance of any of the criteria will entail rejection of the offer summarily. Documentary Evidence for compliance to each of the eligibility criteria must be enclosed along with the bid together with references. Undertaking for subsequent submission of any of the required document will not be entertained under any circumstances. However, UCO BANK reserves the right to seek clarifications on the already submitted documents. Non-compliance of any of the criteria will entail rejection of the offer summarily. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the service provider.

Bidder must comply with all above-mentioned criteria. Non-compliance of any of the criteria will entail rejection of the offer summarily. Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made. 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, conclusive and binding upon the bidder.

PART – II

INVITATION FOR BIDS AND INSTRUCTIONS TO BIDDERS

1. INVITATION FOR BIDS

This Request for Proposal (RFP) is to invite proposals from eligible bidders desirous of taking up the project for Supply, Installation & Maintenance of various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract). Sealed offers / Bids (Bid) prepared in accordance with this RFP should be submitted as per details given in the Bid Control sheet. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful bidder will be entirely at Bank's discretion.

2. DUE DILIGENCE

The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP and study the RFP document carefully. Bid shall be deemed to have been submitted after careful study and examination of this RFP with full understanding of its implications. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP. Failure to furnish all information required by this RFP or submission of a Bid not responsive to this RFP in each and every respect will be at the Bidder's own risk and may result in rejection of the Bid and for which UCO Bank shall not be held responsible.

3. TENDER DOCUMENT & FEE

The tender document is to be downloaded from the bank's official website <https://www.ucobank.com> . The bidder downloading the tender document from the website is required to submit a non-refundable fee for an amount as mentioned in 'Part – VI' for Supply, Installation & Maintenance of various Hardware Items including Computers/Printers/Scanners etc. under 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.

In case of bidders being an MSME under registration of any scheme of Ministry of MSME, they are exempted from the submission of EMD and the Tender Cost / Fee. A valid certificate in this regard issued by the Ministry of MSME has to be submitted.

Bank details for Tender Fee	Address for Obtaining printed copy of RFP
Account Number-18700210000755 Account Name- M/s H O DIT Branch- DD Block, Salt Lake branch IFSC- UCBA0001870 MICR-700028138	UCO Bank Head office, Department of Information Technology 3&4 DD Block, 7 th floor, Salt lake City, Sector-1, Kolkata – 700064 Phone- 033- 4455 9775/9770

4. 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 – VI**. Bank Guarantee should be issued by any schedule commercial bank other than **YES BANK**.

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 EMD will not bear any interest and EMD made by the bidder will be impounded if:

- 4.1** The bidder withdraws its bid during the period of bid validity(210 days from the date of opening of bid).
- 4.2** If the bidder makes any statement or encloses any form which turns out to be false, fake, incorrect and /or misleading at any time prior to signing of contract and /or conceals or suppresses material information; and/or .
- 4.3** The selected bidder withdraws his tender before furnishing an unconditional and irrevocable Performance Bank Guarantee.
- 4.4** The bidder violates any of the provisions of the terms and conditions of this tender specification.
- 4.5** In case the successful bidder fails in the following:
 - 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)

5. REJECTION OF THE BID

The Bid is liable to be rejected if:

- 5.1** The document doesn't bear signature of authorized person on each page signed and duly stamp.
- 5.2** It is received through E-mail.
- 5.3** It is received after expiry of the due date and time stipulated, or such extended time as stipulated by the Bank, for bid submission.
- 5.4** Incomplete Bids, including non-submission or non-furnishing of requisite documents including Integrity Pact/ Conditional Bids/ deviation of terms & conditions or scope of work/ incorrect information in bid / Bids not conforming to the terms and conditions stipulated in this Request for proposal (RFP) are liable for rejection by the Bank.
- 5.5** Bidder should comply with all the points mentioned in the RFP. Non-compliance of any point will lead to rejection of the bid.
- 5.6** Any form of canvassing/lobbying/influence/query regarding short listing, status etc. will be a disqualification.
- 5.7** 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).
- 5.8** Non-submission of Pre Contract Integrity Pact as per format given in Annexure – M.

6. PRE-BID MEETING

The queries for the Pre-bid Meeting should reach us in writing or by email on or before the date mentioned in the Bid Control Sheet by e-mail to hodit.proc@ucobank.co.in. It 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 on Bank's web site. No individual correspondence will be accepted in this regard.

Only authorized representatives, not more than two, of the bidder will be allowed to attend the Pre-bid meeting.

7. 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 successful bidders, the EMD will be forfeited by the Bidder and impounded by the Bank.

8. 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.

9. CLARIFICATION OF OFFER

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.

10. LATE BIDS

Any bid received by the Bank after the deadline (Date and Time mentioned in Bid Details table / Pre Bid / subsequent addenda / corrigenda) for submission of bids will be rejected and / or returned unopened to the bidder.

11. ISSUE OF CORRIGENDUM

At any time prior to the last date of receipt of bids, Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by a Corrigendum. Any such corrigendum shall be deemed to be incorporated into this RFP.

12. 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.

13. DISCLAIMER

Subject to any law to the contrary, and to the maximum extent permitted by law, Bank and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information, including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with

any negligence, omission, default, lack of care or misrepresentation on the part of Bank or any of its officers, employees, contractors, agents, or advisers.

14. SELECTION PROCESS

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.

If Bank receives a single bid for any group / category, the entire Rate Contract process will not be cancelled but retendering process will be initiated for that specific group only.

15. MSME

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

- i. Exemption from submission of EMD and Tender Fee / Cost shall be given to bidders who are Micro, Small & Medium Enterprises (MSME) and registered under provisions of the Policy i.e. registration with District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME. Bids received without EMD and tender cost from bidders not having valid NSIC registered documents for exemption will not be considered.
- ii. To qualify for EMD & Tender Fee / Cost exemption, firms should necessarily enclose a valid copy of registration certificate which is valid on last date of submission of the tender documents. MSME firms who are in the process of obtaining registration will not be considered for EMD & Tender Fee / Cost exemption. (Traders are excluded who are engaged in trading activity without value addition / branding / packing. In such a case they will have to submit EMD and Tender Cost).
- iii. MSME bidder has to submit a self-declaration accepting that if they are awarded the contract and they fail to sign the contract or to submit a Performance Bank Guarantee before the deadline defined by the Bank, they will be suspended for a period of three years from being eligible to submit bids for contracts with the Bank.
- iv. In tender participating MSEs quoting price within price band of L1+15% allowed to supply a portion upto 20% of requirement by bringing down their price to L1 price where L1 is non-MSEs.

- v. An MSE unit will not get any purchase preference over any other MSE unit.
- vi. Bids received without EMD for bidders not having valid NSIC registered documents for exemption will not be considered. Bids received without EMD for bidders not having valid registration documents for exemption will not be considered. However, Performance Bank Guarantee has to be submitted by the bidder under any circumstance.

16. 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.

17. NO LEGAL RELATIONSHIP

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

18. CANCELLATION OF TENDER PROCESS

- a. UCO Bank reserves the right to cancel the tender process partly or fully at its sole discretion at any stage without assigning any reason to any of the participating bidder.
- b. The vendor shall indemnify UCO Bank and keep indemnified against any loss or damage that UCO Bank may sustain on account of any violation of patents, trademark etc. by the vendor in respect of the products supplied / services offered.

19. CORRUPT AND FRAUDULENT PRACTICES

As per Central Vigilance Commission (CVC) directives, it is required that Bidders / Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution

AND

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank

and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

20. NON-TRANSFERRABLE 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.

21. ADDRESS OF COMMUNICATION

Offers / bid should be addressed to the address given in bid control sheet.

22. PERIOD OF BID VALIDITY

Bids shall remain valid for 180 (One Hundred and Eighty) days after the date of bid opening prescribed by UCO BANK. UCO BANK holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence. In exceptional circumstances, UCO BANK may solicit the Bidder's consent to an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The Bid Security provided shall also be suitably extended. A bidder acceding to the request will neither be required nor be permitted to modify its bid. A bidder may refuse the request without forfeiting its bid security. In any case the bid security of the bidders will be returned after completion of the process.

23. NO COMMITMENT TO ACCEPT LOWEST OR ANY BID

UCO Bank shall be under no obligation to accept the lowest or any other offer received in response to this RFP and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. UCO Bank reserves the right to make any changes in the terms and

conditions of purchase. UCO Bank will not be obliged to meet and have discussions with any vendor, and or to listen to any representations.

24. OTHER TERMS AND CONDITIONS

- a. 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.
- b. 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.
- c. 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.
- d.** 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.
- e.** 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.
- f. 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.
- g. 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.

- h. 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.
- i. 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.
- j. 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.
- k. 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.
- l.** 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.
- m. 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.
- n. Response of the Bid:** The Bidder should comply all the terms and conditions of RFP.
- o.** 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.
- p. 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.
- q. 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.
- r.** 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.

- s. **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.
- t. **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.
- u. 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.
- v. The Technical bid should have compliance chart as per **Annexure – H** including documentary proof in support of Eligibility Criteria, Commercial Bids and Annexures **A – Z**.
- w. 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**.

25. ERRORS AND OMISSIONS

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

26. ACCEPTANCE OF TERMS

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

27. 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.

28. 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.

29. 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.

30. 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 initialled / authenticated by the person/(s) signing the Bid.

31. CLARIFICATIONS ON AND AMENDMENTS TO RFP DOCUMENT

Prospective bidders may seek clarification on the RFP document by letter/fax/e-mail till the date mentioned in the bid control sheet. Further, at least 7 days' time prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s) sought from prospective bidders, modify the RFP contents by amendment. Clarification /Amendment, if any, will be notified on Bank's website.

32. LANGUAGE OF BIDS

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.

33. AUTHORIZED SIGNATORY

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 person who is duly authorized by the Board of Directors / Competent Authority of the bidder or having Power of Attorney.

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 certified by Company Secretary along with Power of Attorney duly stamped, authorizing an official or officials of the company to discuss, sign with the Bank, raise invoice and accept payments and also to correspond.

34. SUBMISSION OF OFFER- THREE BID SYSTEM

Separate Eligibility, Technical and Commercial Bids along with soft copies duly sealed and super-scribed as - RFP for Supply, Installation & Maintenance of various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract (**Eligibility Bid**), -- RFP for Supply, Installation & Maintenance of various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract (**Technical Bid**) and -- RFP for Supply, Installation & Maintenance of various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract (**Commercial Bid**) respectively should be put in a single sealed outer cover duly sealed and super-scribed as- "RFP for Supply, Installation & Maintenance of various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract" as per the below mentioned diagram and as per bid details given in the RFP.

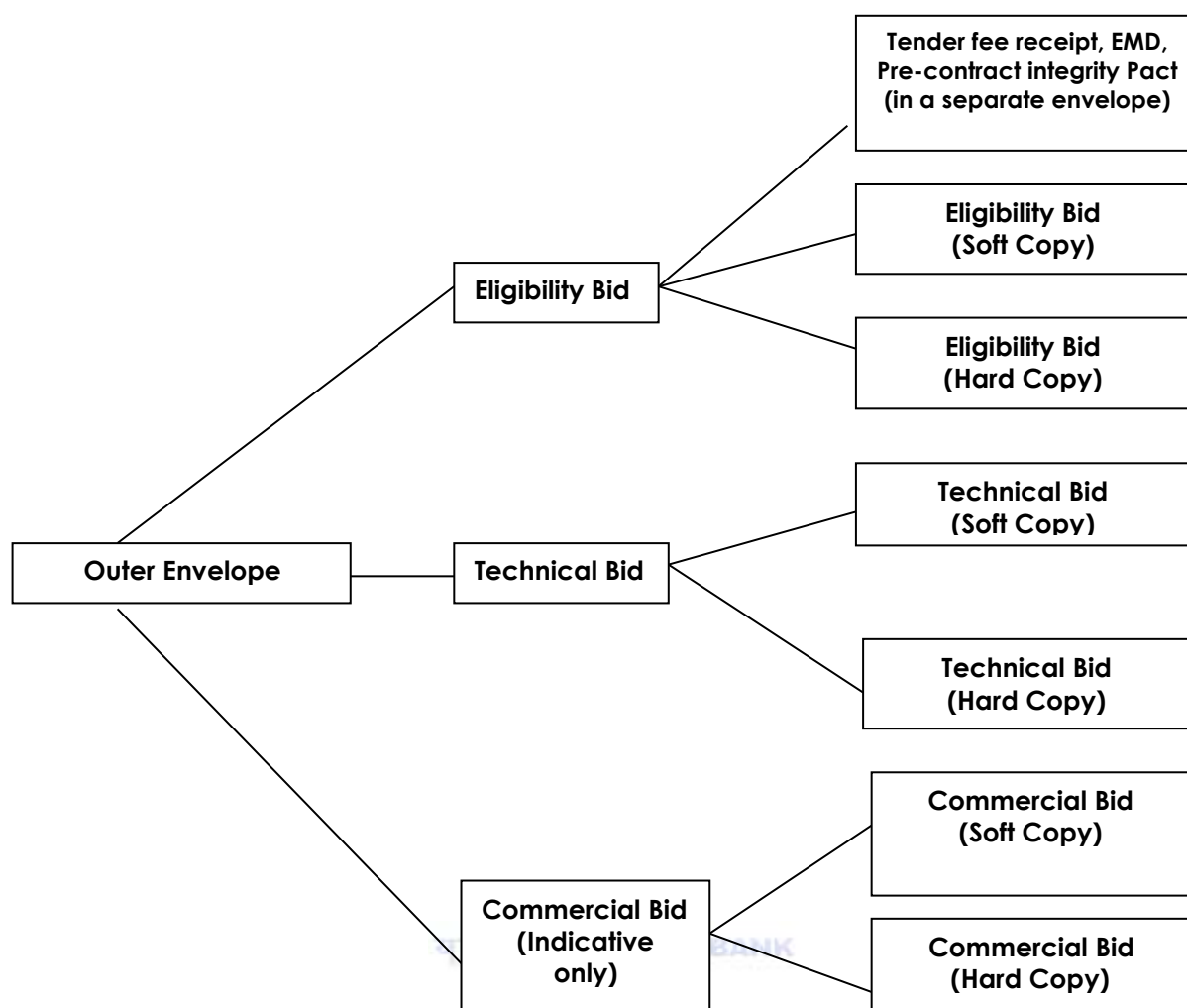


The bids (along with soft copy) shall be dropped/submitted at UCO Bank's address given in Bid Control Sheet Table, on or before the date specified therein.

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

- Name of the Bidder
- Bid Reference No.
- Type of Bid (Eligibility or Technical or Commercial)

The Eligibility and Technical Bid 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 Bids must not contain any price information otherwise BANK, at its sole discretion, may not evaluate the same. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidders. The Technical bid should have documentary proof in support of Eligibility Criteria and all the Annexures as per RFP document.



Bidder to ensure that Soft copy of the bids submitted should contain each and every document submitted in the original bid documents.

The Commercial Offer (Indicative) (Hard Copy) should contain all relevant price information as per **Annexure – I**.

All pages and documents in individual bids should be numbered as page no. – (Current Page No.) of page no – (Total Page No.) and should contain tender reference no. and Bank's Name.

Note:

- 1** If the outer cover / envelop are not sealed & super-scribed as required, the Bank will assume no responsibility for bid documents misplacement or premature opening.
- 2** All pages and documents in individual bids should be numbered as page no. (Current Page. No) of page. No - (Total Page No) and should contain tender reference no. and Bank's Name.
- 3** 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 reasons whatsoever.

- 4 If any inner cover / envelop of a bid is found to contain Eligibility/ Technical & Commercial Bids together then that bid will be rejected summarily.
- 5 If any outer envelope is found to contain only the eligibility bid or technical bid or commercial bid, it will be treated as incomplete and that bid will be liable for rejection.
- 6 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.
- 7 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.
- 8 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.
- 9 Canvassing of any kind will be a disqualification and the Bank may decide to cancel the bidder from its empanelment.



PART –III BID OPENING AND EVALUATION CRITERIA

There would be three (3) **stages for evaluation process**. The Stages are:

- I) Eligibility Criteria Evaluation
- II) Technical Evaluation
- III) Commercial Evaluation

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.

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.

3. Commercial Evaluation

Commercial Bids (Indicative) of the 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.

4. REVERSE AUCTION

The Bidder who's Price Bid (indicative) has 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 –IV

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; 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/.

- 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 **01.04.2020 to 31.03.2021** which may be extended by the Bank on mutually agreed terms.
- 1.15** Bidder shall not quote products, whose End of sale/ End of Support / End of Life has been declared by the OEM as on RFP submission date.
- 1.16** Bidder to ensure that any equipment supplied as part of this RFP would not reach end of support or end of life for at least five (5) years postdate of acceptance of such equipment by the Bank. In the event if any equipment supplied by bidder, reaches either end of support or end of life as stipulated in this clause, within the period of five (5) years , Bidder shall immediately replace/upgrade the equipment at no additional cost to the Bank. (Undertaking as per Annexure-Z should be submitted).

PART-V

1. ADOPTION OF INTEGRITY PACT

UCO Bank has adopted practice of Integrity Pact (IP) as per CVC guidelines. The Integrity Pact essentially envisages an agreement between the prospective vendors / bidders / sellers, who commit themselves to Integrity Pact (IP) with the Bank, would be considered competent to participate in the bidding process. In other words, entering into this pact would be the preliminary qualification. In case of bids for the purchase of Goods, Services, and Consultancy etc. not accompanied with signed IP by the bidders along with the technical bid, the offers shall be summarily rejected. The essential ingredients of the Pact include:

- i. Promise on the part of the principal not to seek or accept any benefit, which is not legally available.
- ii. Principal to treat all bidders with equity and reason
- iii. Promise on the part of bidders not to offer any benefit to the employees of the Principal not available legally
- iv. Bidders not to enter into any undisclosed agreement or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contract etc.
- v. Bidders not to pass any information provided by the Principal as part of business relationship to others and not to commit any offence under PC/IPC Act.
- vi. Foreign bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principals or associates.
- vii. Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.

Integrity Pact, in respect of a particular contract, shall be operative from the date IP is signed by both the parties till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings. IP shall cover all phases of contract i.e. from the stage of Notice Inviting Tenders (NIT)/Request for Proposals (RFP) till the conclusion of the contract i.e. final payment or the duration of warranty/guarantee. Format of IP is attached as **Annexure – M** for strict compliance.

All pages of Integrity Pact (IP) must be signed and stamped. Integrity Pact (IP) should be deposited with Procurement or concerned Department undertaken procurement at the address mentioned along with RFP document.

2. PRELIMINARY SCRUTINY

UCO Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether all the necessary information supported by documentary evidences are submitted as per prescribed method. Offers not meeting the prescribed guidelines and or with incorrect information or not supported by documentary evidence, wherever called for, would summarily be rejected. However, UCO Bank, at its sole discretion, may waive any minor non-conformity or any minor irregularity in an offer. UCO Bank reserves the right for such waivers and this shall be binding on all vendors.

3. SINGLE POINT OF CONTACT

The selected bidder shall appoint a single point of contact, with whom Bank will deal, for any activity pertaining to the requirements of this RFP. The selected Bidder shall provide support services which include installation of servers by providing onsite support on next business day, response and resolution at Kolkata during contract period after the acceptance of the hardware and software. In case of any failure of Hard Disk or any other components during the warranty period then the Bidder shall replace such components immediately.

4. INDEPENDENT EXTERNAL MONITOR (S)

The following Independent External Monitors (IEMs) have been appointed by UCO Bank, who will review independently and objectively, whether and to what extent parties have complied with their obligation under the pact.

1. Shri S. R. Raman
1A-121, Kalpataru Gardens
Near East-West Flyover
Kandivali East, Mumbai - 400101
E-mail:- raman1952@gmail.com
2. Ms. Vijayalakshmi R Iyer
Flat No. – 1402, Barberry Towers,
Nahar Amrit Shakti,
Chandivali, Powai, Mumbai – 400072
E-mail:- vriyer1955@gmail.com

The Bank has appointed Independent Monitors (hereinafter referred to as Monitors) for the Integrity Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors given in the Pre Contract Integrity Pact to be submitted by the bidder as per Annexure – M.

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 Bank within 8 to 10 weeks from the date of reference or intimation to him by the Bank and should the occasion arise, submit proposals for correcting problematic situations.

5. CONTRACT PERIOD

The price should be valid for **1 year** i.e. **01.04.2020 to 31.03.2021**. 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 **6 (Six) years (effectively 5 years from the date of purchase order issued for the individual items)** 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.

6. PERFORMANCE BANK GUARANTEE

The successful bidder shall be required to submit a Performance Bank Guarantee (**Annexure – C**) within 15 days from the date of receipt of LOI equivalent to **10 %** of the Total Cost of Ownership of each group out of which first **5% PBG** of TCO (group) shall be deposited on receipt of LOI as mentioned above. Additional **5% PBG** of TCO (group) shall be deposited by the bidder immediately after receipt of order of **40%** of estimated quantity mentioned in their Letter of Empanelment. The issued PBG shall be valid for a period of 1 (one) 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 **15 (fifteen)** months from the date of issuance of the Bank Guarantee. Performance Bank Guarantee should be issued by a schedule commercial Bank other than **YES BANK**.

7. TAXES



- a. Bidder shall be solely liable for the payment of all taxes, duties, fines, penalties, etc., by whatever name called as may become due and payable under the local, state and/or central laws, rules and/or regulations as may be prevalent and as amended from time to time in relation to the services rendered pursuant to this agreement. The Bank may in its discretion, but without being bound to do so, make payment of Taxes, duties as aforesaid and in the event of such payment, Bank shall be entitled to deduct the payment so made from the payment due to Bidder in respect of Bills.
- b. The Bank shall not be liable nor responsible for collection and / or payment of any such taxes, duties, fines, penalties etc., by whatever name called, that are due and payable by bidder, under the local, state and/ or central laws, rules and /or regulations as may be prevalent and as amended from time to time.
- c. Nothing contained herein shall prevent the Bank from deducting taxes deductible at source as required by any law/s or regulation/s. Bidder shall be responsible to report any non-receipt of certificate of taxes deducted at source within ninety (90) days of deduction of such taxes at source by the Bank to bidder. The Bank will not issue any duplicate certificate for deduction of taxes at source unless such request is made within ninety (90) days of the closure of the financial year.

- d. Bidder shall co-operate fully in the defense of any claim/s by any local, state or union authorities against The Bank with respect to any taxes and/or duties due and payable by bidder and /or individuals assigned by bidder under this agreement. Without limiting the generality of the foregoing bidder shall upon request by The Bank, give to The Bank all documents, evidences in a form satisfactory to The Bank to defend such claim/s. Any claims filed against The Bank, the cost to be borne by the selected bidder.

8. CONFIDENTIALITY AND SECRECY

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.

The Recipient will not disclose or discuss the contents of the RFP document with any officer, employee, consultant, director, agent, or other person associated or affiliated in any way with Bank or any of its customers, suppliers, or agents without the prior written consent of Bank.

The bidder/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.
- The selected service provider acknowledges and agrees that all tangible and intangible information obtained, developed or disclosed including all

documents, data, papers, statements, any business/customer information, trade secrets and process of the UCO Bank relating to its business practices in connection with the performance of services under this Agreement or otherwise, is deemed by the UCO Bank and shall be considered to be confidential and proprietary information ("Confidential Information"), solely of the UCO Bank and shall not be used/disclosed to anybody in any manner except with the written consent of The UCO Bank.

- The selected service provider shall ensure that the same is not used or permitted to be used in any manner incompatible or inconsistent with that authorized by the UCO Bank. The Confidential Information will be safeguarded and the selected service provider will take all necessary action to protect it against misuse, loss, destruction, alterations or deletions thereof.
- 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 Service Level Agreement.

9. PAYMENT TERMS



- 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 authorized official of the bank / branch at the respective sites etc.
- 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.
- 10% of the order value** (i.e. the residual amount) will be paid after completion of the Warranty period or on submission of Bank Guarantee issued by a Scheduled Commercial Bank other than **YES BANK**, for equivalent amount and tenure to the respective PO issuing authority (ZOs/HO). This Bank Guarantee is in addition to the 10% Security Deposit.
- 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.

- e. 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.
- f. 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.

10. 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.

11. 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.

12. PRICE COMPOSITION

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

- a. Cost of the equipment including cost of software.
- b. 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.
- c. Three years comprehensive onsite warranty maintenance of Desktops / Laptops / Other hardware items covering all components, services and visits to the concerned offices.
- d. Insurance to cover the equipment from transit period till installation /date of sign off.

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

13. INSURANCE

The Selected bidder will obtain the Insurance covering all the risks during transit, storage, installation, commissioning, testing and handling including third part liabilities for the equipment supplied for all risks up to the delivery at the bank's site. The cost of the same will be borne by the selected bidder. The Selected bidder has to submit a copy of the insurance document so that the Bank may get a new insurance cover after the delivery, installation and acceptance of the system.

14. 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.

15. 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

16. 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.

17. 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.

18. INDEMNITY

Selected bidder shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from

- i. an act or omission of the Vendor, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract,
- ii. breach of any of the terms of this RFP or breach of any representation or warranty by the Vendor,
- iii. use of the deliverables and or services provided by the Vendor,
- iv. Infringement of any patent, trademarks, copyrights etc. Or such other statutory infringements in respect of all components provided to fulfil the scope of this project.

Vendor shall further indemnify the Bank against any loss or damage to the Bank premises or property, loss of life, etc., due to the acts of the Vendor's employees or representatives. The Vendor shall further indemnify the Bank against any loss or damage arising out of claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on the Bank for malfunctioning of the equipment or software or deliverables at all points of time, provided however,

- i. the Bank notify the vendor in writing immediately on becoming aware of such claim,
- ii. the Vendor has sole control of defence and all related settlement negotiations,
- iii. the Bank provides the Vendor with the assistance, information and authority reasonably necessary to perform the above, and
- iv. The Bank does not make any statement or comments or representations about the claim without prior written consent of the Vendor, except under due process of law or order of the court.

It is clarified that the vendor shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to the Bank (and/or its customers, users and service providers) rights,

interest and reputation. Vendor shall be responsible for any loss of life, etc, due to acts of Vendor's representatives, and not just arising out of gross negligence or misconduct, etc, as such liabilities pose significant risk. Vendor should take full responsibility for its and its employee's actions.

The vendors should indemnify the Bank (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:

- Non-compliance of the vendor with Laws / Governmental Requirements
- IP infringement
- Negligence and misconduct of the Vendor, its employees, and agents
- Breach of any terms of RFP, Representation or Warranty
- Act or omission in performance of service.

Further,

- I. Vendor's aggregate liability in connection with obligations undertaken as a part of the RFP regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Contract Value.
- II. Vendor's liability in case of claims against the Bank resulting from Wilful Misconduct or Gross Negligence of Bidder, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited
- III. Bank shall not be held liable for any responsibility or claim / litigation arising out of the use of any third party software or modules supplied by Bidder as part of procurement under the RFP.
- IV. Under no circumstances bank shall be liable to the selected Bidder for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if UCO Bank has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.
- V. Subject to any law to the contrary, and to the maximum extent permitted by law Bank shall not be liable to vendor for any consequential/ incidental, or indirect damages arising out of this agreement.

Indemnity would be limited to court; tribunal or arbitrator awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities.

The vendor shall not indemnify the Bank for

- i. Any loss of profits, revenue, contracts, or anticipated savings or
- ii. Any consequential or indirect loss or damage however caused, provided that the claims against customers, users and service providers of the Bank would be considered as a "direct" claim.

19. 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.

20. COMPLIANCE TO LABOUR ACT

As per Government (Central / State) Minimum Wages Act in force, it is imperative that all the employees engaged by the bidder are being paid wages / salaries as stipulated by government in the Act. Towards this, Successful Bidder shall submit a confirmation as per format provided in Annexure-T of the RFP.

Successful Bidder shall be the principal employer of the technical resources, employees, agents, contractors, subcontractors etc. engaged by Successful Bidders and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the contract to be issued for this tender.

21. PRIVACY & SECURITY SAFEGUARDS

The Selected bidder shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the selected bidder under this contract or existing at any Bank location. The Selected bidder shall develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank data and sensitive application software. The Selected bidder shall also ensure that all subcontractors who are involved in providing such security safe guards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the selected bidder under this contract or existing at any Bank location.

22. 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.

23. DISPUTES RESOLUTION MECHANISM

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 & BTD) 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.

24. EXIT OPTION AND CONTRACT RE-NEGOTIATION

- a) The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions:
- Failure of the Selected bidder to accept the contract / purchase order and furnish the Performance Guarantee within 30 days of receipt of purchase contract;
 - Delay in offering equipments for pre-delivery Inspection;
 - Delay in delivery beyond the specified period;
 - Delay in completing installation / implementation of Network devices / checks beyond the specified periods;
 - Serious discrepancy in hardware noticed during the pre-dispatch factory inspection; and
 - Serious discrepancy in functionality to be provided or the performance levels agreed upon, which have an impact on the functioning of the Bank.
 - Serious discrepancy in completion of project.
 - Serious discrepancy in maintenance of project.
- b) In addition to the cancellation of purchase contract, Bank reserves the right to appropriate the damages through encashment of Bid Security/ Performance Bank Guarantee given by the Selected Bidder.
- c) The Bank will reserve a right to re-negotiate the price and terms of the entire contract with the Selected Bidder at more favourable terms for Bank in case such terms are offered in the industry at that time for projects of similar and comparable size, scope and quality.
- d) The Bank shall have the option of purchasing the equipment from third-party suppliers, in case such equipment is available at a lower price and the Selected Bidder's offer does not match such lower price. Notwithstanding the foregoing, the Selected Bidder shall continue to have the same obligations as contained in this scope document in relation to such equipment procured from third-party suppliers.
- e) As aforesaid the Bank would procure the equipment from the third party only in the event that the equipment was available at more favourable terms in the industry, and secondly,
- f) The Equipment procured here from third parties is functionally similar, so that the Selected Bidder can maintain such equipment.

- g) Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Selected Bidder will be expected to continue the services. The Bank shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 to 12 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration.
- h) The Bank and the Selected Bidder shall together prepare the Reverse Transition Plan. However, the Bank shall have the sole decision to ascertain whether such Plan has been complied with.
- i) Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Selected Bidder to the Bank or its designee to ensure smooth handover and transitioning of Bank's deliverables, maintenance.

25. TERMINATION

The Bank shall be entitled to terminate the agreement with the selected bidder at any time by giving Thirty (30) days prior written notice to the selected bidder.

The Bank shall be entitled to terminate the agreement at any time by giving notice if:

- a) The Selected bidder breaches its obligations under the scope document or the subsequent agreement and if the breach is not cured within 30 days from the date of notice.
- b) The Selected bidder (i) has a winding up order made against it; or (ii) has a receiver appointed over all or substantial assets; or (iii) is or becomes unable to pay its debts as they become due; or (iv) enters into any arrangement or composition with or for the benefit of its creditors; or (v) passes a resolution for its voluntary winding up or dissolution or if it is dissolved. The Selected bidder shall have right to terminate only in the event of winding up of the Bank.

26. TERMINATION FOR INSOLVENCY

The Bank may at any time terminate the Contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

27. TERMINATION FOR DEFAULT

The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the bidder, may terminate this Contract in whole or in part, if the bidder fails to perform any obligation(s) under the Contract.

28. 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.

29. 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.

30. 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.

31. DELIVERY AND INSTALLATION

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

Delivery	<p>a) 6 weeks in States where Road Permit is required.</p> <p>b) 8 weeks in North East States, Andaman & Nicobar Island and Lakshadweep Island.</p> <p>c) 4 weeks in all other places.</p>
Installation and operationalization	<p>Within 1 week of delivery</p> <p>(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.)</p>

- b) 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.
- c) All the equipment supplied by the Bidder shall be legal and Bidder shall give indemnity to that effect.
- d) 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 (make & model as per bid document) 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.
- e) 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.
- f) At the destination site, the cartons will be opened only in the presence of Bank Officials and Vendor's representative.
- g) Inventories at all their service locations shall be maintained by the vendor(s) for immediate replacement of Hardware items in case of faults / failures.
- h) 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.

- i) 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.

32. 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.

33. 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/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.

34. 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.

35. 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, both the selected bidder will be awarded with contract in the ratio of **60% and 40%** (on total requirement basis).

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 & 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.

36. PENALTY CHARGES



- a) 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 4th and 5th years.
- b) 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.
- c) 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.
- d) The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.
- e) 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.

- f) 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.
- g) 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.
- h) The Bank shall implement all penalty clauses after giving due notice to the bidder.
- i) 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.
- j) As per Warranty Terms, 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). Downtime 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.
- k) In case vendor fails to meet any of the above standards, there will be a penalty of Rs.100/- per day per Desktops, 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.

37. 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

38. 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.

39. 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 free from any malicious software/malware and legally obtained. This undertaking to the Bank is to be signed by a Director or Head of marketing of the Company.

40. 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.

41. PATENT RIGHTS

- a) 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.
- b) 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.
- c) 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.
- d) 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.

42. 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.

43. PRICE

- a) The Price Bid must include GST and other applicable taxes.

- b) The bidder shall keep the price valid for a period of **1 year i.e. 01.04.2020 to 31.03.2021**. 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.
- c) 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.

44. 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.

45. NORMALIZATION 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 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 resubmission 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.

46. 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.

47. 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.

48. 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.

49. ARBITRATION

All dispute or differences whatsoever arising between the selected bidder and the Bank out of or in relation to the construction, meaning and operation, with the selected bidder, or breach thereof shall be settled amicably. If, however, the parties are not able to resolve any dispute or difference aforementioned amicably, the same shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration

and the award made in pursuance thereof shall be binding on the parties. The Arbitrator / Arbitrators shall give a reasoned award.

Work under the Contract shall be continued by the Selected bidder during the arbitration proceedings unless otherwise directed in writing by the Bank unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or of the umpire, as the case may be, is obtained and save as those which are otherwise explicitly provided in the Contract, no payment due to payable by the Bank, to the Selected bidder shall be withheld on account of the on-going arbitration proceedings, if any unless it is the subject matter or one of the subject matters thereof. The venue of the arbitration shall be at Kolkata, India.

50. LIMITATION OF LIABILITY

Bidder's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for

- a. IP Infringement indemnity.
- b. Bodily injury (including Death) and damage to real property and tangible property caused by Bidder/s' gross negligence. For the purpose of this section, contract value at any given point of time, means the aggregate value of the purchase orders placed by Bank on the Bidder that gave rise to claim, under this RFP.
- c. Bidder shall be liable for any indirect, consequential, incidental or special damages under the agreement/ purchase order.

51. APPLICABLE LAW & JURISDICTION OF COURT

The Contract with the selected bidder shall be governed in accordance with the Laws of India for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Kolkata (with the exclusion of all other Courts).

52. MAKE IN INDIA

As per Public Procurement (Preference to Make in India), Order 2017 issued by Government of India, Ministry of Industrial Policy and Promotion, the following guidelines have to be adhered to in order to encourage 'Make in India' and promote manufacturing and production of goods and services in India with a view to enhancing income and employment:

1. The technical specifications mentioned in the RFP REF NO: DIT/BPR & BTB/OA/5607/2019-20 dated 06.03.2020 and pre bid responses / corrigendum / addendum should be strictly adhered to by the local bidder and POC should be done so that Bank can check / test if its internal applications are running smoothly or not to avoid compatibility issues in future.

2. In procurement of goods in respect of which the Nodal Ministry has communicated that there is sufficient local capacity and local competition and where the estimated value of procurement is Rs.50 lakhs or less, only local suppliers shall be eligible.
3. If the estimated value of procurement of such goods is more than Rs.50 lakhs, the following procedure shall be followed:
 - I. Among all qualified bids for desktops, laptops and dot matrix printers, the lowest bid will be termed as L1. If L1 is from a local supplier, the contract for full quantity will be awarded to L1.
 - II. If L1 bid is not from a local supplier, 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the local suppliers will be invited to match the L1 price for the remaining 50% quantity subject to the local supplier's quoted price falling within the margin of purchase preference and contract for that quantity shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case some quantity is still left uncovered on local suppliers, then such balance quantity may also be ordered on the L1 bidder.
4. In procurement of goods not covered by 1 and 2, the following Procedure shall be followed:
 - I. Among all qualified bids for desktops, laptops and dot matrix printers, the lowest bid will be termed as L1. If L1 is from a local supplier, the contract will be awarded to L1.
 - II. In case such lowest eligible local supplier fails to match the L1 price, the local supplier with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the local suppliers within the margin of purchase preference matches the L1 price, then the contract may be awarded to the L1 bidder.
 - III. If L1 is not from a local supplier, the lowest bidder among the local suppliers, will be invited to match the L1 price subject to local supplier's quoted price falling within the margin of purchase preference and the contract shall be awarded to such local supplier subject to matching the L1 price.
5. The local supplier participating in the tendering process at the time of tender, bidding or solicitation shall submit an undertaking in their company's letterhead (self-certification) mentioning that the item offered meets the minimum local content and shall give the details of the locations at which the local value addition is made (as per **Annexure - U**).
6. The following Electronic products are notified under the Public Procurement (Preference to Make in India) Order 2017:-

Item	Percentage of procurement for which preference to domestically manufactured items is to be provided (in value terms)	Percentage local content or domestic value addition in terms of Bill of Material (BOM) required for the items to qualify as domestically manufactured
Desktop PCs	50%	45%
Laptops	50%	40%
Dot Matrix Printers	50%	55%

The local supplier participating in the RFP has to submit an undertaking (as per Annexure – U) mentioning that the domestic value addition in BOM is 45% for Desktops, 40% for Laptops and 55% for Dot Matrix Printers and the conditions as mentioned are to be strictly adhered to as per notification issued by Government of India, Ministry of Industrial Policy and Promotion.

53. NON-DISCLOSURE

By virtue of RFP process and subsequent Contract, as and when it is entered into between the Bank and the bidder, and its implementation thereof, the bidder may have access to the confidential information and data of the Bank and its customers. The bidder will enter into a Non-Disclosure Agreement to maintain the secrecy of Bank's data as per following:-

- a. That the bidder will treat the confidential information as confidential and shall not disclose to any third party. The bidder will also agree that its employees, agents, sub-contractors shall maintain confidentiality of the confidential information.
- b. That the bidder will agree that it shall neither use, nor reproduce for use in any way, any confidential information of the Bank without consent of the Bank. That the bidder will also agree to protect the confidential information of the Bank with at least the same standard of care and procedures used by them to protect its own confidential Information of similar importance. Without limitation of the foregoing, the bidder shall use reasonable efforts to advise the Bank immediately in the event that the bidder learns or has reason to believe that any person who has had access to confidential information has violated or intends to violate the terms of the Contract to be entered into between the Bank and the bidder, and will reasonably cooperate in seeking injunctive relieve against any such person.
- c. That if the bidder hires another person to assist it in the performance of its obligations under the Contract, or assigns any portion of its rights or delegates

any portion of its responsibilities or obligations under the Contract to another person, it shall cause its assignee or delegate to be bound to retain the confidentiality of the confidential information in the same manner as the Bidder is bound to maintain the confidentiality. This clause will remain valid even after the termination or expiry of this agreement.

d. That the bidder will strictly maintain the secrecy of Bank's data.

e. Bidder has to submit Non-disclosure Agreement format given as **Annexure-L**

54. ISSUE OF CORRIGENDUM

At any time prior to the last date of receipt of bids, Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by a Corrigendum. Any such corrigendum shall be deemed to be incorporated into this RFP.



PART – VI
REQUIREMENT OF ITEMS (ROI)

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

Item Group	Particulars of the Items	Estimated Quantity	Cost of RFP (in Rs.) (<u>Tender Document Fee</u>)	EMD Amount (In Rs.)
A.	Desktop PCs :			
	Type 1: CPU, Key Board, Mouse , TFT Monitor and DVD RW	200	30,000	30,00,000
	Type 2: CPU, Key Board, Mouse, TFT Monitor	800		
	Type 3: CPU, Key Board, Mouse, TFT Monitor	1000		
B.	Laptops	50	1,500	2,00,000
C.	Microsoft Surface	50	1,500	2,00,000
D.	Passbook Printer	200	1,500	1,50,000
E.	Dot Matrix Printers :			
	24 Pin 80 Column Printers	20	1,000	40,000
	24 Pin 136 Column Printers	50		
F.	Laser Printers:			
	Non-Duplex	400	3,000	3,00,000
	Duplex	100		
G.	Scanner			
	Flat Bed A4 Size	200	1,000	1,00,000
	Portable Scanner	100		
H.	High speed scanner			
	A4 size	80	5,000	5,00,000
	A3 Size	20		
I.	Biometric Devices	1000	1,000	1,00,000

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

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**

Dear Sir,

Sub: RFP For Supply, Installation & Maintenance of various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract. RFP REF NO: DIT/BPR&BTB/OA/5607/2019-20 dated 06.03.2020

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 various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract (Item: _____) as detailed in **Part - VI** 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. _____/-) 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. _____ (Rupees _____ only) issued by _____ Bank _____ Branch favoring 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 (EARNEST MONEY DEPOSIT) 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 various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract. RFP REF NO: DIT/BPR&BTB/OA/5607/2019-20 dated 06.03.2020

In response to your RFP For Supply, Installation & Maintenance of various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract RFP REF NO: DIT/BPR&BTB/OA/5607/2019-20 dated 06.03.2020 (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 various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract. RFP REF NO: DIT/BPR&BTB/OA/5607/2019-20 dated 06.03.2020 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 _____) 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

**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 various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract. RFP REF NO: DIT/BPR&BTB/OA/5607/2019-20 dated 06.03.2020

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 various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract. RFP REF NO: DIT/BPR&BTB/OA/5607/2019-20 dated 06.03.2020 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 __/__/____ (15 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 __ 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 & BTB),
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 Noand 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 various Hardware Items
including Computers/Printers/Scanners etc. under Rate Contract. RFP REF NO:
DIT/BPR&BTB/OA/5607/2019-20 dated 06.03.2020.**

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 various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract. RFP REF NO: DIT/BPR&BTB/OA/5607/2019-20 dated 06.03.2020 .

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 COMPLIANCE

SL No	Eligibility Criteria	Document to be submitted	Compliance Yes/No
1.	<p>Bidder should be a company registered under Companies Act 1956 and Companies Act 2013 since the last three years as on RFP submission date.</p> <p>OR</p> <p>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.</p>	<p>Certificate of Incorporation or Certificate of Commencement of business (whichever is applicable).</p> <p>MSME Registration certificate issued by NSIC (if applicable).</p>	
2.	The bidder should be an OEM or their authorized representative.	<p>In case of OEM, self-declaration on company letter head and duly signed by authorised signatory to be submitted.</p> <p>In case of an authorized representative, a letter of authorization (MAF) from original manufacturer must be furnished in original duly signed & stamped (As per Annexure – D). MAF should include a clause that OEM will provide support services during warranty period if the bidder authorized by them fails to perform.</p>	
3	The bidder should have posted net profit in at least two years out of the last three financial years, i.e., 2016-17 & 2017-18 and 2018-19.	<p>Audited Balance Sheets for last 3 years, i.e., 2016-17 & 2017-18 and 2018-19.</p> <p>And</p>	

4.	The bidder should have positive Net Worth (capital + reserves – accumulated loss if any) in the last three Financial Year i.e. 2016-17 & 2017-18 and 2018-19.	Certificate from Chartered Accountant stating Net Worth, Turnover and Profit/Loss for last 3 financial years. It should be in concurrence with the audited balance sheet.					
5.	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 and Rs. 10 Crores to apply for the remaining Groups, in the last three Financial Year i.e. 2016-17 & 2017-18 and 2018-19.						
6.	The bidder / OEM should have all India presence with offices / support Centers at minimum 100 Centers with at least 3 engineers at the offices / support Centers where UCO Bank is having its Zonal Offices (List of Zonal offices is given in Annexure – J) 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)					
7.	The bidder should have executed orders for each group in each of the last three financial years i.e. 2016-17 & 2017-18 and 2018-19, not less than as under: <table><tr><th>Group</th><th>Minimum Quantity (nos.) supplied for each group in each FY</th></tr><tr><td>Groups A</td><td>2000</td></tr></table>	Group	Minimum Quantity (nos.) supplied for each group in each FY	Groups A	2000	Related Purchase Order copies to be submitted along with copies of invoices.	
Group	Minimum Quantity (nos.) supplied for each group in each FY						
Groups A	2000						

	Groups B, E & H	100		
	Groups C	20		
	Groups D	200		
	Groups F & I	500		
	Groups G	300		
	Out of the above, 50 % orders should be from Govt. / Public Sector Organizations for each Groups.			
8	Bidder should not have been black-listed by any bank / institution in India. An undertaking to this effect must be submitted in their letter head.		Self-declaration to this effect on Company letter head should be submitted.	
9	The bidder should ensure that there are no proceedings / inquiries / investigations have been commenced / pending against service provider by any statutory or regulatory agencies which may result in liquidation of company / firm and / or deterrent on continuity of business.		Declaration in the letterhead of the bidder's company to that effect should be submitted.	

TECHNICAL SPECIFICATIONS

RFP For Supply, Installation & Maintenance of various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract. RFP REF NO: DIT/BPR&BTD/OA/5607/2019-20 dated 06.03.2020

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	Intel® Core™ i5-8600 (Min 1.6 GHz base frequency, 6 MB L3 cache) 8 th Generation or higher processor OR AMD Ryzen 5 5300U (2 GHz base frequency, 6 MB total cache) or higher processor.		
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, 1 VGA and 1 additional port (VGA/HDMI/Display port). NIC should be IPv4, 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. The keyboard should support Rupee symbol of Indian standard.		
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. 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. Worldwide auto-sensing 100-240		

		VAC, 50-60 Hz energy-saving automatic power-down, surge-tolerant, power supply supplying 19VDC should not exceed 65-watt		
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	The bidder should submit FCC / UL / RoHS / BEE / BIS / QCI / EPR / EPEAT / Energy Star 5/6 compliant certifications.		
16	DVD RW DRIVE	DVD+/- RW 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 and 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 – A

Item: Desktops (Type-II)

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	Intel® Core™ i5-8600 (Min 1.6 GHz base frequency, 6 MB L3 cache) 8 th Generation or higher processor OR AMD Ryzen 5 5300U (2 GHz base frequency, 6 MB total cache) or higher processor.		
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, 1 VGA and 1 additional port (VGA/HDMI/Display port). NIC should be IPv4, 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. The keyboard should support Rupee symbol of Indian standard.		
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. 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. Worldwide auto-sensing 100-240 VAC, 50-60 Hz energy-saving automatic power-down, surge-tolerant, power supply supplying 19VDC should not exceed 65-watt.		
14	Quality	1. The production facility of the		

	Management	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	The bidder should submit FCC / UL / RoHS / BEE / BIS / QCI / EPR / EPEAT / Energy Star 5/6 compliant certifications.		
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 and 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	Installation of software such Open Office, Biometric S/w, Bi-lingual S/W and Finacle related		

	Software Access.	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 – A

Item: Desktops (Type-III)

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	Intel® Core™ i3-8145U (1.60 GHz base frequency, 4 MB L3 cache) 8 th Generation or higher processor OR AMD Ryzen 5 3500U (2.60 GHz base frequency, 6 MB total cache) or higher processor.		
4	MOTHER BOARD & CHIPSET	Intel Q270 or higher chipset/ equivalent AMD chipset as per Bank's technical specifications.		
5	RAM	Minimum 2 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	HD Drive	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, 1 VGA and 1 additional port (VGA/HDMI/Display port). NIC should be IPv4, 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/Mini Form Factor		
10	keyboard	104 Keys Standard USB keyboard with same make as		

		CPU OEM with three years warranty. The keyboard should support Rupee symbol of Indian standard.		
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. 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. Worldwide auto-sensing 100-240 VAC, 50-60 Hz energy-saving automatic power-down, surge-tolerant, power supply supplying 19VDC should not exceed 65-watt		
14	Quality Management	1. The production facility of the Original Equipment Manufacturer (OEM) should		

		<p>have ISO 9001 Certification.</p> <p>2. The Original Equipment Manufacturer (OEM) should also possess ISO 14001 Certification.</p> <p>Copies of relevant certificates to be attached.</p>		
15	Certification/ Regulatory Standards	The bidder should submit FCC / UL / RoHS / BEE / BIS / QCI / EPR / EPEAT / Energy Star 5/6 compliant certifications.		
16	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.		
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 and 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, 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**

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	Category	Business Class laptop		
4	Processor	Intel® Core™ i7-8565U (min 1.80 GHz base frequency, 8 MB L3 cache) 8 th 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 RAM, 2400 MHz, expandable upto 16 GB, 2 DIMM slots out of which at least 1 should be free.		
8	HDD	1 TB SATA III HDD, 7200 RPM or higher with Pre configuration 3 Partitions		
9	Display	14" HD Display or higher brightness antiglare LED / WLED back-tail 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	Minimum 3 USB ports, out of which one should be USB 3.0.		
19	Keyboard Card & Touch Pad Device	OEM standard spill resistant, backlit Keyboard and Built in multi gesture touch Pad, supporting two finger scroll, 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 should be of Same OEM make as that of laptops.		
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	Documentation	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		

		<p>inerasable portion of the HDD.</p> <p>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.</p>		
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 Printed with tamper proof stickers on CPU, Monitor and Keyboard.		
30	Software & Components for Finacle Software Access.	<p>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.</p> <p>Certified to preload Windows 10 professional, Digital certificate of authenticity of Preloaded Microsoft OS to be given.</p>		
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: Microsoft Surface**

Sl No	Parameter	Minimum Technical Specifications	Offered Specification (Equal or higher)	Compliance (Y/ N)
1.	Make	Microsoft		
2.	Model	Microsoft Surface Pro		
3.	Processor	Intel® Core™ i5 9 th Generation or Higher.		
4.	RAM	8 GB		
5.	SSD	256 GB		
6.	Accessories	Data Cable, Adapter, Stylus / Pen		
7.	Smart Case	Microsoft Make Smart Case including Keyboard along with Bag		
8.	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 – D
Item: Passbook Printer

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	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	Must be configured		

	with software packages	as required for UCO Bank version of Finacle		
19	Compatibility with operating systems	Vista, Win7, Win8, Win10		
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 – E
Item: DMP (80 Column – 24 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	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.



Group – E**Item: DMP (136 Column – 24 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 – F
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 – F**Item: Laser Printer - Duplex**

Sl 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	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 / Air Print 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 – G**Item: Flatbed Scanner**

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	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.

Group – G**Item: Portable Scanner**

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	Scanner type	A4 Sheet Fed, Simplex color scanner		
4	Light Source	RGB LED		
5	Optical resolution	600 x 600 dpi		
6	Output Resolution	150 - 600 dpi		
7	Monochrome Speed	8 ppm/ 16 ipm		
8	Color Speed	8 ppm/ 16 ipm		
9	Output File format	JPEG, TIFF, Multi TIFF, Searchable PDF, BMP,		
10	Standard Connectivity	Hi Speed 2.0 or higher		
11	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.

Group – H**Item: High Speed Scanner (A4 Size)**

Sl No	Specification	Requirement	Offered Specification	Bidders Compliance (Yes/No)
1.	Make	Bidder to specify		
2.	Model	Bidder to specify		
3.	Scanner Type	Sheet Fed		
4.	Scanner Technology	CCD		
5.	Document Size	A4		
6.	Optical Resolution (Dpi)	600		
7.	Maximum Resolution (Dpi)	1200		
8.	Monochrome Scan Speed	40PPM/80IPM		
9.	Colour Scan Speed	40PPM/80IPM		
10.	Colour Depth (Bits)	Min 24		
11.	Paper Weight Handling Capacity(GSM)	413		
12.	Scanning Feature	Duplex		
13.	Paper Path	Straight		
14.	Multi Fed Detection Feature	Yes		
15.	Automatic Document Feeder (ADF)	Available		
16.	ADF Tray Capacity (Number of Sheets)	100		
17.	USB interface	3.0		
18.	OS Compatibility	Windows®8 (32 bit/64-bit), Windows®7 (32-bit/64-bit), Windows Vista® (32-bit/64-bit), Windows XP® (32-bit/64-bit),		
19.	Daily Duty Cycle (Number of Pages)	4000 or more		
20.	Scan File Formats	PDF, PDF Searchable, PDF/A, TIFF, Multi-TIFF, JPEG, BMP, PNG, DOC, TXT		

21.	Bundled Software	Paper Stream IP (TWAIN/ISIS) Driver, Software Operational Panel, Error Recovery Guide, Paper Stream Capture, Scan Snap Manager for 6 Series, Scan to Microsoft Share point, ABBY Fine Reader for Scan Snap, Scanner Central Admin Agent		
22.	Power Consumption in Stand by Modes	Max 0.35 Watt		
23.	Power Consumption in operational modes	Max 38 Watt		
24.	Operating Temperature	5 - 35 Centigrade		
25.	Operating (% RH) Humidity	20-80 %		
26.	Dimension (w x D x H) (mm x mm x mm)	300x170x163		
27.	Weight	Max 4.5 Kg		
28.	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.

Group – H

Item: High Speed Scanner (A3 Size)

Sl No	Specification	Requirement	Offered Specification	Bidders Compliance (Yes/No)
1.	Make	Bidder to specify		
2.	Model	Bidder to specify		
3.	Scanner Type	Sheet Fed		
4.	Scanner Technology	CCD		
5.	Document Size	A3+		
6.	Optical Resolution (Dpi)	600		
7.	Maximum Resolution (Dpi)	1200		
8.	Monochrome Scan Speed	60PPM/120IPM @200&300 DPI		
9.	Colour Scan Speed	60PPM/120IPM@ 200&300 DPI		
10.	Colour Depth (Bits)	Min 24		
11.	Paper Weight Handling Capacity(GSM)	413		
12.	Scanning Feature	Duplex		
13.	Paper Path	Straight		
14.	Multi Fed Detection Feature	Yes		
15.	Automatic Document Feeder (ADF)	Available		
16.	ADF Tray Capacity (Number of Sheets)	100		
17.	USB Interface	3.0		
18.	OS Compatibility	Windows®10(32-bit/64-bit), Windows®8.1 (32-bit/64-bit), Windows® 7(32-bit/64-bit),		
19.	Daily Duty Cycle (Number of Pages)	9000 or more		
20.	Scan File Formats	PDF, PDF Searchable, PDF/A, TIFF, JPEG, BMP, PNG, DOC, XLS, OCR		
21.	Bundled Software	Paper Stream IP driver (TWAIN/TWAINX64/ISIS) , Paper Stream Capture, Software Operational Panel, Error Recovery Guide,		

		Scanner Central Admin, Download link for Scan Snap Manager for fi Series*11, ABBYY FineReader for ScanSnap, 2D Barcode for Paperstream		
22.	Power Consumption in Stand by Modes	Max 1.4 Watt		
23.	Power Consumption in operational modes	Max 36 Watt		
24.	Operating Temperature	5-35 Centigrade		
25.	Operating Humidity (% RH)	20-80		
26.	Dimension (w x D x H) (mmx mmx mm)	380x209x168		
27.	Weight	Max 8.0 Kg		
28.	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.

Group – I**Item: Biometric Devices**

Sl No	Specification	Requirement	Offered Specification	Bidders Compliance (Yes/No)
1.	Make	Bidder to specify		
2.	Model	Bidder to specify		
3.	Fingerprint template Compliance for minutiae data	ISO 19794(2)		
4.	Fingerprint template Compliance for image resolution	ISO 19794(4)		
5.	Image Acquisition Requirements	PIV		
6.	Scan resolution pixels/centimeter (ppcm)	197		
7.	Scan resolution pixels/inch (ppi)	500		
8.	Pixel depth (bits)	8 bit 256 grey scale		
9.	Firmware level encryption	Yes		
10.	Enrolment and Verification (other than just the image of the finger being captured)	Live Swipe		
11.	Impression type	Live-scan plain / Live-Scan Contactless may be considered for verification.		
12.	Light source dependability	No		
13.	High Resistance	To shock, abrasion and water		
14.	Algorithm should include	Image Quality Determination and feature generalisation		
15.	Encryption of fingerprint template	Using unique foreign key		

16.	USB connectivity	Yes, USB 2.0, USB3.0 Micro USB, Type B, Type C		
17.	Capture mode	Plain live scan capture		
		Auto capture with built-in quality check (incorporates NIST quality considerations)		
18.	Power	Through USB		
19.	Software API	Interface API and Data Dictionary to be shared with the bank and documentation to enable seamless integration with CBS or any other system. (It is assumed that the time of scan and logout will be recorded and maintained in records)		
20.	Scanner and Supplier - STQC Certified	Yes		
21.	Technical Support Office	India		
22.	Compatibility	Transafe (Finacle 7.0.25 & Finacle 10.x)		
23.	Warranty	3 Years comprehensive onsite warranty with all spare parts		

COMMERCIAL FORMAT**Group: A. Item: Desktops (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 th year (Excluding GST) (C)	GST Amount on 4 th yr. AMC (Mention GST %) (D)	AMC for 5 th year (Excluding GST) (E)	GST Amount on 5 th yr. AMC (Mention GST %) (F)	Total Cost including three years warranty and two Years AMC (Excluding GST) (G=A+C+E)
1	Monitor for Desktop									
2	Desktop type-I (CPU including keyboard and Mouse with mouse pad)									
4	Desktop type-II (CPU including keyboard and Mouse with mouse pad)									
6	Desktop type-III (CPU including keyboard and Mouse with mouse pad)									
Total Cost of Monitor (for Desktops) including three years warranty and two Years AMC (Excluding GST) (G=A+C+E) In Words										
Total Cost of Desktop type-I (CPU including keyboard and Mouse with mouse pad) including three years warranty and two Years AMC (Excluding GST) (G=A+C+E) In Words										
Total Cost for Desktop type-II (CPU including keyboard and Mouse with mouse pad) including three years warranty and two Years AMC (Excluding GST) (G=A+C+E) In Words										
Total Cost for Desktop type-III (CPU including keyboard and Mouse with mouse pad) including three years warranty and two Years AMC (Excluding GST) (G=A+C+E) In Words										

Note:

- Unit Price & AMC quoted should be exclusive of GST and should be quoted in INR.
- Each Items Total Cost (Column G) will be compared to find out the lowest bidder.
- The combined cost of **Monitor** and **CPU** will be considered for calculation of L1 bidder for Desktop categories separately for Types I, II & III.
- Lowest Bidder (L1) will be determined on the sum of Unit Price along with AMC amounts for 4th & 5th 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 4th & 5th years in column C & E.
- Technical specifications of monitor and CPU will be as per the specifications mentioned in RFP / Pre Bid responses / Corrigendum / Addendum.
- If the cost for any line item is indicated as zero or blank then Bank may assume that the said item is provided to the Bank without any cost.

9. In case of any discrepancy between figures and words, the amount in words shall prevail

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 06.03.2020 and subsequent pre-bid and amendments.

Company Seal
Date

Authorized Signatory
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 (mention GST %) (B)	AMC for 4 th year (Excluding GST) (C)	GST Amount on 4 th yr. AMC (Mention GST %) (D)	AMC for 5 th year (Excluding GST) (E)	GST Amount on 5 th yr. AMC (Mention GST %) (F)	Total Cost including three years warranty and two Years AMC (Excluding GST) (G=A+C+E)
1	Laptop									
Total Cost including three years warranty and two Years AMC (Excluding GST) (G=A+C+E) In Words										

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 4th & 5th 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 4th & 5th years in column C & E.
6. If the cost for any line item is indicated as zero or blank then Bank may assume that the said item is provided to the Bank without any cost.
7. In case of any discrepancy between figures and words, the amount in words shall prevail

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 06.03.2020 and subsequent pre-bid and amendments.

Company Seal
Date

Authorized Signatory
Name & Designation:

Group: C Item: Microsoft Surface 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 th year (Excluding GST) (C)	GST Amount on 4 th yr. AMC (Mention GST %) (D)	AMC for 5 th year (Excluding GST) (E)	GST Amount on 5 th yr. AMC (Mention GST %) (F)	Total Cost including three years warranty and two Years AMC (Excluding GST) (G=A+C+E)
1	Microsoft Surface Pro with Smart Case with Cover/ Bag	Microsoft	Surface Pro							
Total Cost including three years warranty and two Years AMC (Excluding GST) (G=A+C+E) In Words										

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 4th & 5th 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 4th & 5th years in column C & E.
6. If the cost for any line item is indicated as zero or blank then Bank may assume that the said item is provided to the Bank without any cost.
7. In case of any discrepancy between figures and words, the amount in words shall prevail

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 06.03.2020 and subsequent pre-bid and amendments.

Company Seal
Date

Authorized Signatory
Name & Designation:

Group: D 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 th year (Excluding GST) (C)	GST Amount on 4 th yr. AMC (Mention GST %) (D)	AMC for 5 th year (Excluding GST) (E)	GST Amount on 5 th 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									
Total Cost including three years warranty and two Years AMC (Excluding GST) (G=A+C+E) In Words										

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 4th & 5th 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 4th & 5th years in column C & E.
- If the cost for any line item is indicated as zero or blank then Bank may assume that the said item is provided to the Bank without any cost.
- In case of any discrepancy between figures and words, the amount in words shall prevail

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 06.03.2020 and subsequent pre-bid and amendments.

Company Seal
Date

Authorized Signatory
Name & Designation:

Group: E**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 (mentioned GST %) (B)	AMC for 4 th year (Excluding GST) (C)	GST Amount on 4 th yr. AMC (Mention GST %) (D)	AMC for 5 th year (Excluding GST) (E)	GST Amount on 5 th 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									
Total Cost of DMP- 80 col including three years warranty and two Years AMC (Excluding GST) (G=A+C+E) in Words										
Total Cost of DMP- 136 col including three years warranty and two Years AMC (Excluding GST) (G=A+C+E) in Words										

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 4th & 5th 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 4th & 5th years in column C & E.
- If the cost for any line item is indicated as zero or blank then Bank may assume that the said item is provided to the Bank without any cost.
- In case of any discrepancy between figures and words, the amount in words shall prevail

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 06.03.2020 and subsequent pre-bid and amendments.

Company Seal
Date

Authorized Signatory
Name & Designation:

Group: F**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 (mention GST %) (B)	AMC for 4 th year (Excluding GST) (C)	GST Amount on 4 th yr. AMC (Mention GST %) (D)	AMC for 5 th year (Excluding GST) (E)	GST Amount on 5 th yr. AMC (Mention 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									
Total Cost of Laser Printer (Non Duplex) including three years warranty and two Years AMC (Excluding GST) (G=A+C+E) in Words										
Total Cost of Laser Printer (Duplex) including three years warranty and two Years AMC (Excluding GST) (G=A+C+E) in Words										

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 4th & 5th 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 4th & 5th years in column C & E.
- If the cost for any line item is indicated as zero or blank then Bank may assume that the said item is provided to the Bank without any cost.
- In case of any discrepancy between figures and words, the amount in words shall prevail

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 06.03.2020 and subsequent pre-bid and amendments.

Company Seal
Date

Authorized Signatory
Name & Designation:

Group: G Item: Flatbed Scanner & Portable 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 th year (Excluding GST) (C)	GST Amount on 4 th yr. AMC (Mention GST %) (D)	AMC for 5 th year (Excluding GST) (E)	GST Amount on 5 th yr. AMC (Mention GST %) (F)	Total Cost including three years warranty and two Years AMC (Excluding GST) (G=A+C+E)
1	Flatbed Scanner									
2	Portable Scanner									
Total Cost of Flatbed Scanner including three years warranty and two Years AMC (Excluding GST) (G=A+C+E) in Words										
Total Cost of Portable Scanner including three years warranty and two Years AMC (Excluding GST) (G=A+C+E) in Words										

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 4th & 5th 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 4th & 5th years in column C & E.
- If the cost for any line item is indicated as zero or blank then Bank may assume that the said item is provided to the Bank without any cost.
- In case of any discrepancy between figures and words, the amount in words shall prevail

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 06.03.2020 and subsequent pre-bid and amendments.

Company Seal
Date

Authorized Signatory
Name & Designation:

Group: H Item: High Speed 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 th year (Excluding GST) (C)	GST Amount on 4 th yr. AMC (Mention GST %) (D)	AMC for 5 th year (Excluding GST) (E)	GST Amount on 5 th yr. AMC (Mention GST %) (F)	Total Cost including three years warranty and two Years AMC (Excluding GST) (G=A+C+E)
1	A3 Size									
2	A4 Size									
Total Cost of High-speed Scanner A3 Size including three years warranty and two Years AMC (Excluding GST) (G=A+C+E) in Words										
Total Cost of High-speed Scanner A4 Size including three years warranty and two Years AMC (Excluding GST) (G=A+C+E) in Words										

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 4th & 5th 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 4th & 5th years in column C & E.
- If the cost for any line item is indicated as zero or blank then Bank may assume that the said item is provided to the Bank without any cost.
- In case of any discrepancy between figures and words, the amount in words shall prevail

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 06.03.2020 and subsequent pre-bid and amendments.

Company Seal
Date

Authorized Signatory
Name & Designation:

Group: I**Item: Biometric Devices (with Three Years Warranty)**

SI No	Particulars of the Items	Make	Model	Unit Price (Excluding taxes) with 3 years warranty (A)	GST Amount (Mention GST %) (B)	Total Cost including three years warranty (Excluding GST) (C=A)
1	Biometric Devices					
Total Cost of Biometric Devices including three years warranty (Excluding GST) (C=A) in Words						

Note:

1. Unit Price quoted should be exclusive of GST and should be quoted in INR.
2. Lowest Bidder (L1) will be determined on the Unit Price mentioned in column C.
3. The bidder should strictly quote for Unit Price with 3 years warranty in column A.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 06.03.2020 and subsequent pre-bid and amendments.

Company Seal
Date



Authorized Signatory
Name & Designation:

RFP For Supply, Installation & Maintenance of various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract. RFP REF NO: DIT/BPR&BTD/OA/5607/2019-20 dated 06.03.2020

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	Agartala				
2	Ahmedabad				
3	Ajmer				
4	Bangalore				
5	Balasore				
6	Begusarai				
7	Bhagalpur				
8	Bhopal				
9	Bhubaneshwar				
10	Burdwan				
11	Chandigarh				
12	Chennai				
13	Coimbatore				
14	Dehradun				
15	Dharamshala				
16	Ernakulam				
17	Guwahati				
18	Haryana				
19	Hoogly				
20	Hyderabad				
21	Indore				
22	Jaipur				
23	Jalandhar				
24	Jodhpur				
25	Jorhat				
26	Kolkata				
27	Kanpur				
28	Lucknow				
29	Meerut				

30	Mumbai				
31	Nagpur				
32	New Delhi				
33	Patna				
34	Pune				
35	Raipur				
36	Ranchi				
37	Salt Lake				
38	Sambalpur				
39	Shimla				
40	Surat				
41	Suri				
42	Varanasi				



Compliance Chart

**RFP for Supply, Installation & Maintenance of various Hardware Items including
Computers/Printers/Scanners etc. under Rate Contract. RFP REF NO:
DIT/BPR&BTD/OA/5607/2019-20 dated 06.03.2020**

Sl No.	Particulars	Compliance Status (Yes / No)
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?	
3.	Is the Commercial bid made in conformity with Commercial bill of Materials as per Annexure –I?	
4.	Whether Bill of Material & commercial format with masking of price is submitted 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 Annexures –A,B,C,D E,F,G,H,I J,K,L ,M,N, O,P,Q,R,S,T, U, V,W,X,Y,Z are 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

(To be stamped in accordance with the stamp act)

This Non-Disclosure Agreement is entered into on thisday of, 2020

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 various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract. RFP REF NO: DIT/BPR&BTD/OA/5607/2019-20 dated 06.03.2020. 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 various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract 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 endeavour 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

.....

Signature: _____

Name: _____

Designation: _____

Date: _____



For and on behalf of

.....

(The selected bidder)

Signature: _____

Name: _____

Designation: _____

Date: _____

PRE CONTRACT INTEGRITY PACT**(To be stamped as per the Stamp Law of the Respective State)**

1. Whereas UCO Bank having its registered office at 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 acting through its Department of IT, represented by Authorised Signatory hereinafter referred to as the Buyer and the first party, proposes to procure (RFP For Supply, Installation & Maintenance of various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract) hereinafter referred to as Stores and / or Services.

And

M/s_____ represented by_____ Authorised signatory, (which term, unless expressly indicated by the contract, shall be deemed to include its successors and its assignee), hereinafter referred to as the bidder/seller and the second party, is willing to offer/has offered the Stores and / or Services.

2. Whereas the Bidder/Seller is a private company/public company/ /partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a Public Sector Undertaking and registered under Companies Act 1956. Buyer and Bidder/Seller shall hereinafter be individually referred to as —Party or collectively as the —parties, as the context may require.

3. Preamble

Buyer has called for tenders under laid down organizational procedures intending to enter into contract /s for supply / purchase / etc. of Supply, Installation & Maintenance of various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract and the Bidder /Seller is one amongst several bidders /Proprietary Vendor /Customer Nominated Source/Licenser who has indicated a desire to bid/supply in such tendering process. The Buyer values and takes primary responsibility for values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder (s) and / or Seller(s).

In order to achieve these goals, the Buyer will appoint Independent External Monitor(s) (IEM) in consultation with Central Vigilance Commission, who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

4. Commitments of the Buyer

4.1 The Buyer commits itself to take all measures necessary to prevent corruption and fraudulent practices and to observe the following principles:-

- (i)** No employee of the Buyer, personally or through family members, will in connection with the tender, or the execution of a contract demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- (ii)** The Buyer will during the tender process treat all Bidder(s) /Seller(s) with equity and reason. The Buyer will in particular, before and during the tender process, provide to all Bidder (s) /Seller(s) the same information and will not provide to any Bidders(s) /Seller(s) confidential /additional information through which the Bidder(s) / Seller(s) could obtain an advantage in relation to the process or the contract execution.
- (iii)** The Buyer will exclude from the process all known prejudiced persons.

4.2 If the Buyer obtains information on the conduct of any of its employees which is a criminal offence under the Indian Legislation Prevention of Corruption Act 1988 as amended from time to time or if there be a substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer and in addition can initiate disciplinary action.

5 Commitments of the Bidder(s) /Seller(s):

5.1 The Bidder(s)/ Seller(s) commit itself to take necessary measures to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

- (i)** The Bidder(s) /Seller(s) will not directly or through any other persons or firm, offer promise or give to any of the Buyer's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he / she is not legally entitled to, in order to obtain in exchange any advantage during the tendering or qualification process or during the execution of the contract.
- (ii)** The Bidder(s) /Seller(s) will not enter with other Bidders / Sellers into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- (iii)** The bidder(s) /Seller(s) will not commit any offence under the Indian legislation, Prevention of Corruption Act, 1988 as amended from time to time. Further, the Bidder(s) /Seller(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or

document provided by the Buyer as part of the business relationship, regarding plans, technical proposals and business details, including information constrained or transmitted electronically.

- (iv)** The Bidder(s) /Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s) / sub-contractor(s), if any, Further, the Bidder /Seller shall be held responsible for any violation/breach of the provisions by its sub-supplier(s) /Sub-contractor(s).

5.2 The Bidder(s) /Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s) / sub-contractor(s), if any, Further, the Bidder /Seller shall be held responsible for any violation /breach of the provisions by its sub-supplier(s) /sub-contractor(s).

5.3 The Bidder(s) /Seller(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

5.4 Agents / Agency Commission

The Bidder /Seller confirms and declares to the Buyer that the bidder/Seller is the original manufacturer/authorized distributor / stockiest of original manufacturer or Govt. Sponsored /Designated Export Agencies (applicable in case of countries where domestic laws do not permit direct export by OEMS of the stores and /or Services referred to in this tender / Offer / contract / Purchase Order and has not engaged any individual or firm, whether Indian or Foreign whatsoever, to intercede, facilitate or in any way to recommend to Buyer or any of its functionaries, whether officially or unofficially, to the award of the tender / contract / Purchase order to the Seller/Bidder; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Seller / Bidder agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in anyway incorrect or if at a later stage it is discovered by the Buyer that the Seller incorrect or if at a later stage it is discovered by the Buyer that the Seller/Bidder has engaged any such individual /firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract /Purchase order, the Seller /Bidder will be liable to refund that amount to the Buyer. The Seller will also be debarred from participating in any RFP / Tender for new projects / program with Buyer for a minimum period of five years. The Buyer will also have a right to consider cancellation of the Contract / Purchase order either wholly or in part, without any entitlement of compensation to the Seller /Bidder who shall in such event be liable to refund agents / agency commission payments to the buyer made by the Seller /Bidder along with interest at the rate of 2% per annum above

LIBOR (London Inter Bank Offer Rate) (for foreign vendors) and Base Rate of SBI (State Bank of India) plus 2% (for Indian vendors). The Buyer will also have the right to recover any such amount from any contracts / Purchase order concluded earlier or later with Buyer.

6. Previous Transgression

6.1 The Bidder /Seller declares that no previous transgressions have occurred in the last three years from the date of signing of this Integrity Pact with any other company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprise in India that could justify Bidder's /Seller's exclusion from the tender process.

6.2 If the Bidder /Seller makes incorrect statement on this subject, Bidder /Seller can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason without any liability whatsoever on the Buyer.

7. Company Code of Conduct

Bidders /Sellers are also advised to have a company code of conduct (clearly rejecting the use of bribes and other unethical behaviour) and a compliance program for the implementation of the code of conduct throughout the company.

8. Sanctions for Violation

8.1 If the Bidder(s) /Seller(s), before award or during execution has committed a transgression through a violation of Clause 5, above or in any other form such as to put his reliability or credibility in question, the Buyer is entitled to disqualify the Bidder(s) /Seller (s) from the tender process or take action as per the procedure mentioned herein below:

- (i) To disqualify the Bidder /Seller with the tender process and exclusion from future contracts.
- (ii) To debar the Bidder /Seller from entering into any bid from Buyer for a period of two years.
- (iii) To immediately cancel the contract, if already signed /awarded without any liability on the Buyer to compensate the Bidder /Seller for damages, if any. Subject to Clause 5, any lawful payment due to the Bidder/Seller for supplies effected till date of termination would be made in normal course.
- (iv) To encash EMD /Advance Bank Guarantees / Performance Bonds / Warranty Bonds, etc. which may have been furnished by the Bidder /Seller to the extent of the undelivered Stores and / or Services.

8.2 If the Buyer obtains Knowledge of conduct of Bidder /Seller or of an employee or representative or an associate of Bidder /Seller which constitutes corruption, or if the Buyer has substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer.

9. Compensation for Damages

9.1 If the Buyer has disqualified the Bidder(s) /Seller(s) from the tender process prior to the award according to Clause 8, the Buyer is entitled to demand and recover the damages equivalent to Earnest Money Deposit in case of open tendering.

9.2 If the Buyer has terminated the contract according to Clause 8, or if the Buyer is entitled to terminate the contract according to Clause 8, the Buyer shall be entitled to encash the advance bank guarantee and performance bond / warranty bond, if furnished by the Bidder / Seller, in order to recover the payments, already made by the Buyer for undelivered Stores and / or Services.

10. Independent External Monitor(s)

10.1 The Buyer has appointed independent External Monitors for this Integrity Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors are given in RFP).

10.2 As soon as the integrity Pact is signed, the Buyer shall provide a copy thereof, along with a brief background of the case to the independent External Monitors.

10.3 The Bidder(s) / Seller(s) if they deem it necessary, May furnish any information as relevant to their bid to the Independent External Monitors.

10.4 If any complaint with regard to violation of the IP is received by the buyer in a procurement case, the buyer shall refer the complaint to the Independent External Monitors for their comments / enquiry.

10.5 If the Independent External Monitors need to peruse the records of the buyer in connection with the complaint sent to them by the buyer, the buyer shall make arrangement for such perusal of records by the independent External Monitors.

10.6 The report of enquiry, if any, made by the Independent External Monitors shall be submitted to MD & CEO, UCO Bank, Head Office at 10, Biplabi Trailokya Maharaj Sarani , Kolkata-700001 within 2 weeks, for a final and appropriate decision in the matter keeping in view the provision of this Integrity Pact.

10.7 The word "Monitor" would include both singular and plural.

11. Law and Place of Jurisdiction

This Integrity Pact is subject to Indian Laws, and exclusive Jurisdiction of Courts at Kolkata, India.

12. 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 provision of the extant law in force relating to any civil or criminal proceedings.

13. Integrity Pact Duration.

- 13.1** This Integrity Pact begins when both parties have legally signed it. It expires of order / finalization of contract.
- 13.2** If any claim is made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by MD & CEO, UCO Bank .
- 13.3** Should one or several provisions of this Integrity Pact turn out to be invalid, the reminder of this Integrity Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

14 Other Provisions



- 14.1 Changes and supplements need to be made in writing. Side agreements have not been made.
- 14.2 The Bidders (s)/ Sellers (s) signing this IP shall not initiate any Legal action or approach any court of law during the examination of any allegations/complaint by IEM and until the IEM delivers its report.
- 14.3 In view of nature of this Integrity Pact, this Integrity Pact shall not be terminated by any party and will subsist throughout its stated period.
- 14.4 Nothing contained in this Integrity Pact shall be deemed to assure the bidder / Seller of any success or otherwise in the tendering process.
15. This Integrity Pact is signed with UCO Bank exclusively and hence shall not be treated as precedence for signing of IP with MoD or any other Organization.
16. In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.
17. The Parties here by sign this Integrity Pact.

BUYER

Signature:

Authorized Signatory

BIDDER /SELLER

Signature:

Authorized Signatory (*)

Department of IT

Place:

Date:

Witness:

(Name & Address)

Witness:

(Name & Address)



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
5th Floor, 3 & 4 DD Block, Sector – I,
Salt Lake, Kolkata – 700064.**

Dear Sir(s),

Sub: RFP For Supply, Installation & Maintenance of various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract. RFP REF NO: DIT/BPR&BTD/OA/5607/2019-20 dated 06.03.2020

We, M/s _____, the undersigned, hereby confirm that we have read and understood the eligibility criteria and fulfill the same.

- a) We further confirm that all the information as per requirement of the Bank have been included in our bid.
- b) 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.
- c) 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.
- d) 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 & BTB)

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 _____, 2020

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. DIT/BPR&BTD/OA/5607/2019-20 dated 06/03/2020 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, 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, , 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 & BTB),
UCO Bank, Head Office
Department of Information Technology
5th Floor, 3 & 4, DD Block, Sector-I
Salt Lake, Kolkata -700064**

Sir,

**Sub: RFP For Supply, Installation & Maintenance of various Hardware Items
including Computers/Printers/Scanners etc. under Rate Contract. RFP REF NO:
DIT/BPR&BTB/OA/5607/2019-20 dated 06.03.2020**

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,
5th Floor, 3 & 4, DD Block, Sector – I,
Salt Lake, Kolkata -700064.**

Sir,

Sub: RFP For Supply, Installation & Maintenance of various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract. RFP REF NO: DIT/BPR&BTD/OA/5607/2019-20 dated 06.03.2020

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.

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

Yours faithfully,

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

PRE-BID QUERY FORMAT

Bidders have to provide their queries on eligibility criteria, scope of work, terms & conditions etc. in excel format as mentioned below. Bidders are requested to categorize their queries under appropriate headings. Bidders are requested to provide a reference of the page number, state the clarification point and the queries/suggestion/deviation that they propose as shown below (all the pre bid queries will be entertained in this **Microsoft Excel format** by e-mail).

Page No	Clause No	Original Clause	Query/ clarification/ deviation raised	Bank Response

Place:

Date:



Name & Designation:

Business Address:

Email Address:

Mobile Number

Undertaking Letter on the vendor's letterhead for Central Minimum Wages Act & Labour Laws

**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**

Sir,

Sub: Confirmation for Government Rules relating to Minimum Wages:

Ref: RFP For Supply, Installation & Maintenance of various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract. RFP REF NO: DIT/BPR&BTD/OA/5607/2019-20 dated 06.03.2020

Further to our proposal dated In response to the Request for Proposal (Bank's tender No..... herein referred to as RFP) issued by Bank, we hereby covenant, warranty and confirm as follows:

In this regard we confirm that the employees engaged /or to be engaged in future by our Company to carry out the services in your bank for the above said contract are paid/ shall be paid minimum wages / salaries as stipulated in the Government (Central / State) Minimum Wages / Salaries act in force. All the employees/operator deployed as part of this solution will comply with government's rules and regulations like minimum wages act, Provident Fund and ESIC facility standard. We also indemnify the Bank against any action / losses / damages that arise due to action initiated by Commissioner of Labour for non-compliance to the above criteria.

We further authorize the Bank to deduct from the amount payable to the Company under the contract or any other contract of the Company with the Bank if a penalty is imposed by Labour Commissioner towards non-compliance to the "Minimum Wages / Salary stipulated by government in the Act by your company.

(Proof of compliance and labour license needs to be submitted along with the quotation)

Yours faithfully,
Authorised Signatory
Designation
Bidder's corporate name
Place:

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 various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract. RFP REF NO: DIT/BPR&BTB/OA/5607/2019-20 dated 06.03.2020

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 adhere to 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 and notification issued by Government of India, Ministry of Industrial Policy and Promotion & Ministry of Electronics and Information Technology.

Further, as per the mentioned Government notifications, we do hereby declare that the domestic value addition in BOM is 45% for Desktops, 40% for Laptops and 55% for Dot Matrix Printers (participating bidder should mention value addition % for its quoted product only).

Yours faithfully,

Authorized Signatory
Designation
Bidder's corporate name

BUSINESS RULES FOR REVERSE AUCTION

Ref: RFP For Supply, Installation & Maintenance of various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract. RFP REF NO: DIT/BPR&BTD/OA/5607/2019-20 dated 06.03.2020

Reverse Auction through E-Procurement

The detailed procedure for Reverse Auction to be followed in the RFP For Supply, Installation & Maintenance of various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract. RFP REF NO: DIT/BPR&BTD/OA/5607/2019-20 dated 06.03.2020.

The response to the present tender will be submitted by way of submitting the Technical offer & Indicative Commercial offers separately through online. The technical details with the relevant information /documents/acceptance of all terms and conditions strictly as described in this tender document will have to be submitted by the Bidders. The Indicative commercial bids submitted by the Bidders who are short listed in the technical bid evaluation process will be opened and those Bidders will be invited to participate in the online Reverse Auction to be conducted by the company selected by the Bank. Bidders who are short listed from Technical evaluation will be trained by the Reverse Auction Company for this purpose, and they will have to abide by the rules framed by the Bank in consultation with Reverse Auction Service provider. The e-business rules are furnished hereunder in this document.

Further, please note that the Bidder(s) who do not qualify in the technical bid processes will not be considered for participation in Reverse Auction. For participating in reverse auction digital signature is a pre-requisite.

BUSINESS RULES FOR REVERSE AUCTION

1. APPLICABILITY

1.1. Reverse Auctions are carried out under the framework of rules that are called Business Rules.

1.2. All bidders participating in Reverse Auction shall understand/accept and give an undertaking for compliance with the same to the Bank in the prescribed format Exhibit-A.

1.3. Any bidder not willing to submit such an undertaking shall be disqualified for further participation respecting the procurement in question.

2. ELIGIBILITY:

2.1. Only bidders who are technically qualified and who submit the prescribed undertaking to the Bank alone can participate in Reverse Auction relevant to the procurement for which RFP is floated.

3. COMPLIANCE/CONFIRMATION FROM BIDDERS:

3.1. The bidders participating in Reverse Auction shall submit the following duly signed by the same Competent Authority who signs the offer documents in response to the RFP.

3.1.1. Acceptance of Business Rules for Reverse Auction and undertaking as per format in Annexure-W.

3.1.2. Agreement between service provider and bidder. (This format will be given by the service provider prior to announcement of Reverse Auction.)

3.1.3. Letter of authority authorizing the name/s of official/s to take part in Reverse Auction as per format in Annexure- X.

3.1.4 Undertaking of Process Compliance Statement for Reverse Auction as per format prescribed in Annexure-Y.

4. TRAINING

4.1. The Bank will facilitate training for participation in Reverse Auction either on its own or through the service provider for the Reverse Auction.

4.2. Where necessary, the Bank/service provider may also conduct a 'mock reverse auction' to familiarize the bidders with Reverse Auction process.

4.3. Any bidder/bidder not participating in training and/or „mock reverse auction“ shall do so at his own risk and it shall not be open for him to make any complaint/grievance later.

5. TOTAL COST OF OWNERSHIP (TCO)

5.1. TCO refers to the aggregate amount payable by the Bank for availing the services.

5.2. TCO shall encompass but not be limited to the following:

5.2.1 Cost of services.

5.2.2 Training costs for the product/service/equipment if and as defined in RFP.

5.3. TCO, however, shall not include variables of GST. These shall be paid as per actual and on production of receipts. However, no penalties respecting GST shall be paid by the Bank and the bidder shall bear such expenses.

6. DATE/TIME FOR TRAINING

6.1. The Venue, Date, Time etc. for training in Reverse Auction shall be advised at the appropriate time.

6.2. The Bank shall Endeavour to fix such Date/Time at mutual convenience to the bidder/s, service provider and the Bank.

6.3. No request for postponement/fixing of Training Date/Time shall be entertained which in the sole view and discretion of the Bank might result in any avoidable delay to either the Reverse Auction or the whole process of selection of bidder.

7. DATE/TIME OF REVERSE AUCTION

7.1. The Date and Time of commencement of Reverse Auction as also Duration of 'Reverse Auction' Time shall be communicated at least 7 working Days prior to such auction Date.

7.2. Any force majeure or other condition leading to postponement of auction shall entitle the Bank to postponement of auction even after communication, but, the Bank shall be obliged to communicate to all participating bidders the 'postponement' prior to commencement of such "Reverse Auction".

8. CONDUCT OF REVERSE AUCTION

8.1. The Reverse Auction shall be conducted on a specific web portal meant for this purpose.

8.2. The Reverse Auction may be conducted by the Bank itself or through a service provider specifically identified/appointed/empaneled by the Bank.

9. SERVICE PROVIDER'S ROLE & RESPONSIBILITIES

9.1. In all Reverse Auctions conducted by the Bank through a Service Provider, the Bank shall enter into a separate agreement clearly detailing the role and responsibilities of the service provider hosting the web portal for the Reverse Auction.

9.2. For creating necessary obligations and rights, the service provider will also enter into an agreement with each bidder as per a format designed by him for this purpose. The Bank shall resolve any points/issues concerning such agreement of bidder and service provider.

9.3. While a Service Level Agreement (SLA) by the bank with the service provider is an arrangement for smooth and fair conduct of the Reverse Auction, the Bank shall be directly responsible to bidders for fair and transparent conduct of Reverse Auction.

9.4. The service provider at the end of each Reverse Auction shall provide the bank with all details of the bids and reports of reverse auction.

9.5. The service provider shall also archive the data pertaining to the Reverse Auction for a minimum period of 3 years.

10. TRAINING AND AUCTION

10.1. Service provider / auctioneer are responsible for conduct of adequate training to all technically qualified bidders representing the reverse auction and bidding process.

10.2. Each bidder / bidder shall participate in the training at his / their own cost.

10.3. Wherever it is considered necessary and asked by the bidders or as decided by the auctioneer or by Bank a mock auction may also be conducted for the benefit of all concerned.

10.4. Authorized representatives of the bidders named in the authorization letter given by the bidder (Exhibit-B) shall be given unique user name, password by the service provider / auctioneer.

10.5. Each bidder shall change the password and edit the information in the registration page after receipt of initial password.

10.6. All the bids made from the login ID given to bidder shall ipso-facto be considered bid made by the bidder / bidder to whom login ID and password were assigned by the service provider / auctioneer.

10.7. Any bid once made through registered login ID / password by the bidder / bidder cannot be cancelled. The bidder, in other words, is bound to sell the "Offering" as per the RFP at the bid price of TCO.

10.8. Every successive bid by the bidder / bidder being decremented bidding shall replace the earlier bid automatically and the final bid as per the time and log-in ID shall prevail over the earlier bids.

10.9. The Bank shall conduct the reverse auction as per the Standard English reverse auction, that is, no two bids can have identical price from two different bidders. In other words, there shall never be a "Tie" in bids.

11. PROXY BID

11.1. A proxy bid is one where bidder can submit the lowest bid amount by him in strict confidence to the system directly. This obviates the need for him participating in the bidding process until the proxy bid amount is decrementally reached by other bidders.

11.2. When proxy bid amount is reached, the bidder has an option to revise the proxy bid amount or he can prefer to start participating in bidding process.

11.3. Since it is an English auction with no ties, two bidders submitting identical proxy bid amount and succeeding in auction simultaneously does not arise.

11.4. During training, the issue of proxy bidding will be clarified in detail by the service provider.

12. TRANSPARENCY IN BIDS

12.1. All bidders will be able to view during the auction time the current lowest price in portal. Bidder shall be able to view not only the lowest bid but also the last bid made by him at any point of time during the auction time.

13. MASKING OF NAMES

13.1. Names of bidders/ bidders shall be anonymously masked in the Reverse Auction process and bidders will be given suitable dummy names.

13.2. After completion of Reverse Auction, the service provider / auctioneer shall submit a report to the Bank with all details of bid and the original names of the bidders as also the L1 bidder with his / their original names.

14. START PRICE



14.1. Bank shall determine the start price either on its own or through asking for information of price band on TCO from each bidder at appropriate time during or at the conclusion of technical evaluation. Based on the price band so informed by bidders, Bank would determine the start price for reverse auction.

15. DECREMENTAL BID VALUE

15.1. The bidders shall be able to bid only at a specified decrement value and not at any other fractions.

15.2. The bid decrement value shall be rounded off to the nearest thousands of rupees.

15.3. For the sake of convenience of bidders, the web portal shall display the next possible decremented value of bid. It is not, however, obligatory on the part of bidders to bid at the next immediate lower level only. (That is, bids can be even at 2 or 3 lower levels than the immediate lower level.)

16. COPY OF BUSINESS RULES

16.1. The Bank shall supply copy of the Business rules to any bidders / bidders, wishing to participate in the reverse auction. Such request shall be made in writing to the Bank by an authorized representative of the bidder.

16.2. The Bank shall also handover a copy of the Business Rules with a covering letter duly signed by an authorized signatory of the Bank.

16.3. For any dispute concerning the Business Rules, the hard copy of Business Rules supplied by the Bank for the reference of reverse auction process will alone be considered final and binding.

17. REVERSE AUCTION PROCESS

17.1. In order to reduce the time involved in the procurement process, Bank shall be entitled to complete the entire procurement process through a single Reverse Auction. For this purpose, Bank shall do all it can to award the contract to L1 bidder or in the circumstances where awarding of contract may have to be done to the L2, L3 bidder as provided for in the RFP.

17.2. The Bank shall however, be entitled to cancel the procurement of Reverse Auction , if in its view procurement or reverse auction process cannot be conducted in a fair manner and / or in the interest of the Bank.

17.3. The successful bidder shall be obliged to provide a Bill of Material at the last bid price at the close of auction.



18. EXPENDITURE ON REVERSE AUCTION

18.1. All expenses of reverse auction shall be borne by the Bank.

18.2. Bidders, however, shall attend the training or mock auction at their own cost.

19. CHANGES IN BUSINESS RULES

19.1. Any change in Business Rules as may become emergent and based on the experience gained shall be made only by a Committee of senior / top executives of the Bank.

19.2. Any / all changes made in Business Rules shall be uploaded in the Website immediately.

19.3. If any reverse auction process has commenced and a change is made in Business Rules, it shall be informed immediately to each bidder/ bidder and his concurrence to / acceptance of the change shall be obtained in writing by the Bank.

20. DON'TS APPLICABLE TO THE BIDDER/BIDDER

20.1. No bidder shall involve himself / itself or any of his / its representatives in any price manipulation directly or indirectly with other bidders. If any such practice comes to the notice, Bank shall disqualify the bidder / bidders concerned from the reverse auction process.

20.2. Bidder shall not disclose details of his bids or any other details concerning Reverse Auction process of the Bank to any other third party without specific permission in writing from the Bank.

20.3. Neither Bank nor service provider / auctioneer can be held responsible for consequential damages such as no power supply, system problem, inability to use the system, loss of electronic information, power interruptions, UPS failure, etc. (Bank shall, however, entertain any such issues of interruptions, problems with open mind and fair degree of transparency in the process before deciding to stop or extend the auction.)

21. GRIEVANCES REDRESSAL

21.1. Any aggrieved bidder / bidder through Reverse Auction process can make complaint in writing within 48 hours of the Reverse Auction to the Chief Compliance Officer of the Bank.

21.2. The Chief Compliance Officer along with the Chief Law Officer of the bank and Chief of Audit Dept. shall give personal hearing to the aggrieved bidder / bidder and decide upon the complaint / grievance.

21.3. Decision of the Grievance Redressal Committee shall be binding on the Bank as well as on all bidders participating in the Reverse Auction.

22. ERRORS AND OMISSIONS

22.1. On any issue or area of material concern respecting Reverse Auction not specifically dealt with in these Business Rules, the decision of the bank shall be final and binding on all concerned.

Place:

Date:

Signature:

Name & Designation:

Business Address:

Compliance Statement - Reverse Auction

(To be submitted by all the bidders participating in Reverse Auction)

**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.**

Ref: RFP For Supply, Installation & Maintenance of various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract. RFP REF NO: DIT/BPR&BTB/OA/5607/2019-20 dated 06.03.2020

- a) We _____ (name of the company) hereby confirm having submitted our bid for participating in Bank's RFP For Supply, Installation & Maintenance of various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract. RFP REF NO: DIT/BPR&BTB/OA/5607/2019-20 dated 06.03.2020
- b) We also confirm having read the terms of RFP as well as the Business Rules relating to the Reverse Auction for this RFP process.
- c) We hereby undertake and agree to abide by all the terms and conditions stipulated by UCO Bank in the RFP document including all annexure and the Business Rules for Reverse Auction.
- d) We shall participate in the on-line auction conducted by (Auction Company) selected by UCO bank and submit our commercial bid. We shall also abide by the procedures prescribed for online auction by the auction company.
- e) We, hereby confirm that we will honour the Bids placed by us during the auction process, failing which we shall forfeit the EMD. We also understand that the bank may debar us from participating in future tenders.
- f) We confirm having nominated Mr _____, designated as _____ of our company to participate in the Reverse Auction on behalf of the company. We undertake that the company shall be bound by the bids made by him in Reverse Auction.
- g) We undertake to submit the confirmation of last bid price by us to the auction company/Bank within 24 working hours of the completion of event. We also undertake to submit the Bill of Materials for the TCO (Total Cost of Ownership) in terms of RFP.

Signature with company seal

Name:

Company / Organization:

Designation within Company / Organization:

Address of Company / Organization:

Date:

Name of Authorized Representative: _____

Signature of Authorized Representative: _____

Verified above signature

Competent Authority Signature: _____

Date: _____



Letter of Authority for Participation in Reverse Auction

**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.**

Ref: RFP For Supply, Installation & Maintenance of various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract. RFP REF NO: DIT/BPR&BTB/OA/5607/2019-20 dated 06.03.2020

- a) We _____ (name of the company) have submitted our bid for participating in Bank's RFP dated 06/03/2020 for Supply, Installation & Maintenance of various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract.
- b) We also confirm having read and understood the terms of RFP as well as the Business Rules relating to the Reverse Auction for this RFP process.
- c) As per the terms of RFP and Business rules, we nominate Mr _____, designated as _____ of our company to participate in the Reverse Auction.
- d) We accordingly authorize Bank and / or the Auction Company to issue user ID and password to the above named official of the company.
- e) Both Bank and the auction company shall contact the above named official for any and all matters relating to the Reverse Auction.
- f) We, hereby confirm that we will honour the Bids placed by Mr _____ on behalf Of the company in the auction process, failing which we will forfeit the EMD. We agree and understand that the bank may debar us from participating in future tenders for any such failure on our part.

Signature with company seal

Name:

Company / Organization:

Designation within Company / Organization:

Address of Company / Organization:

Date:

Name of Authorized Representative: _____

Signature of Authorized Representative: _____

Verified above signature

Competent Authority Signature: _____

Date: _____



Undertaking of Process Compliance Statement for Reverse Auction

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

**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,

Ref: RFP For Supply, Installation & Maintenance of various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract. RFP REF NO: DIT/BPR&BTB/OA/5607/2019-20 dated 06.03.2020

This letter is to confirm that:



1. The undersigned is authorized representative of the company.
2. We have studied the Commercial Terms and the Business Rules governing the Reverse Auction as mentioned in the RFP and confirm our agreement to them.
3. We confirm that UCO Bank and Auction Service Provider shall not be liable & responsible in any manner whatsoever for my/our failure to access & bid on the e-auction platform due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the auction event.
4. We also confirm that we have a valid digital signature certificate issued by a valid Certifying Authority.
5. We also confirm that we will mail the price confirmation & break up of our quoted price as per Annexure-I within 24 hour of the completion of the reverse auction.
6. We, hereby confirm that we will honour the bids placed by us during the auction process.

Signature with company seal

Name:

Company / Organization:

Designation within Company / Organization:

Address of Company / Organization:

Date:

Name of Authorized Representative: _____

Signature of Authorized Representative: _____

Verified above signature

Competent Authority Signature: _____

Date: _____



Undertaking Letter on the vendor's letterhead

To,
Deputy General Manager (DIT, BPR & BTB)
UCO Bank, Head Office
Department of Information Technology
5th Floor, 3&4, DD Block, Sector-I
Salt Lake, Kolkata -700064

Sir,

Ref: RFP For Supply, Installation & Maintenance of various Hardware Items including Computers/Printers/Scanners etc. under Rate Contract. RFP REF NO: DIT/BPR&BTB/OA/5607/2019-20 dated 06.03.2020

We undertake that we shall not quote products, whose End of sale/ End of Support / End of Life has been declared by the OEM as on RFP submission date. We ensure that any equipment supplied as part of this RFP would not reach end of support or end of life for at least five (5) years postdate of acceptance of such equipment by the Bank. In the event if any equipment supplied by us, reaches either end of support or end of life as stipulated in this clause, within the period of five (5) years , we shall immediately replace/upgrade the equipment at no additional cost to the Bank



Yours faithfully,

Authorised Signatory
Designation
Bidder's corporate name
Place:
Date: