

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



Head Office-2
Department of Information Technology
5th Floor, 3 & 4 DD Block, Sector -1
Salt Lake, Kolkata-700 064

EOI Ref. No: DIT/BPR&BTD/OA/261/2021-22 Date: 07/05/2021

The information provided by the bidders in response to this EOI Document will become the property of the Bank and will not be returned. The Bank reserves the right to amend, rescind or reissue this EOI 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 EOI Document without assigning any reason whatsoever.

This document is prepared by UCO Bank for Expression of Interest (EOI) for Empanelment of Vendors for Supply, Installation and Maintenance of Computer Hardware, Software and Related Technical Services (e-tendering). 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 the BANK or any of its employees, in relation to the accuracy or completeness of this document and any liability thereof expressly disclaimed. The EOI is not an offer by the BANK, but an invitation for bidder's responses. No contractual obligation on behalf of the BANK, whatsoever, shall arise from the offer process unless and until a formal contract is signed and executed by duly authorized officials of the BANK and the Bidder.

1. Introduction

UCO Bank, a body corporate, established under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head Office at 10, B.T.M. Sarani, Kolkata-700001, India, and its Department of Information Technology at 3 & 4, DD Block, Sector-1, Salt Lake, Kolkata - 700064, hereinafter called "the Bank", is one of the leading public sector Banks in India having more than 3000+ Domestic Branches, Two Overseas Branches one each at Singapore & Hong Kong Center and 2300+ ATMs (including Biometric enabled ATMs), spread all over the country.

2. Control Sheet

Tender Reference No.	DIT/BPR&BTD/OA/261/2021-22 Date: 07/05/2021
Last Date & Time for submitting Bid Documents	07/06/2021 at 4.00PM
Opening of Bids	07/06/2021 at 4.30PM { participant bidders is to ensure possession of Digital Signature Certificate (for Signing and Encryption)}
Address for communication	Deputy General Manager, Department of Information Technology, 3 & 4 DD Block, Sector – I, Salt Lake, Kolkata 700 064. Contact number:- 033- 4455 9770/9433 E-Mail: hodit.proc@ucobank.co.in
Bids to be submitted	e-bidding on www.tenderwizard.com
Address for support for Online RFP/Process of submission of tender documents	This Tender will follow e-Tendering process [e-bids] as under which will be conducted by Bank's authorized e- Tendering Service Provider M/s Antares Systems Ltd through Website https://www.tenderwizard.com/UCOBANK Following activities will be conducted online through above website: a) Submission of Eligibility and Technical Bid by the Vendor b) Clarification, if any, sought by the Bank c) Opening of Eligibility/Technical Bid by the Bank

d) On-line evaluation by the Bank.

Representatives of Vendors will be given training for e- Tendering by the Service Provider, M/s Antares Systems Ltd.

* Bidders who wish to participate in online tenders will have to register with the website

(<https://www.tenderwizard.com/UCO BANK>)

through the "Register" link provided on the home page. Bidder will create login id & password on their own in registration process.

* Following facilities shall be provided to registered bidders/ vendors by the service provider M/s Antares Systems Ltd:

a) Support to the Bidders for participating in the bids through e-tendering Website.

b) Call center support/ email/ phone/mobile etc. in all possible medium.

c) Registration with the e-tendering website.

d) User Manual / Training Kit to the Bidder.

e) Any no. of users of Vendor/ Bidder organization can take support on the e-tendering system.

f) Bidder who wish to participate in this tender need to procure Digital Signature Certificate (for Signing and Encryption) as per Information Technology Act-2000 and CVC guidelines using that they can digitally sign their electronic bids. Bidders can procure the same from any of the CCA approved certifying agencies, or they may contact M/s Antares Systems Ltd. at below mentioned address and they will assist them in procuring the same.

Bidders who already have a valid Digital Signature Certificate need not to procure the same. In case bidders need any clarification regarding online participation, they can contact

Antares Systems Ltd.

Registered Office at: #24, Sudha Complex,
3rd

Stage, 4th Block, Bangalore – 560079.

Ph: - 080-49352000 / 40482000

Fax: - 080-49352034

Help Desk:

Contact Person: Mr. Kushal Bose/ Mr. Tousik Ghosh

Mobile no. 07686913157 / 09674758724

(On working days-0900 hours–1800 hours)

e-mail:

kushal.b@antaressystems.com

tousik.g@antaressystems.com

g) Bidders who wish to participate in e-Tender need to fill data in predefined forms of EOI , Technical, Price bid available in respective tender only.

h) Bidder should upload scanned copies of reference documents in support of their eligibility of the bid and as per the instructions given in tender documents

After filling data in predefined forms bidders need to click on final submission link to submit their encrypted bid

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 4:30 PM.

3. Objective

UCO BANK invites "Expression of Interest" for Empanelment of Vendors for Supply, Installation, Maintenance of computer hardware, software and related technical services for its various branches and offices all over India. Maintenance & Technical Services are only for various departments of Head Office and Central Staff College at Kolkata. The items for which EOI is being invited are classified into 6 groups which are given below:

Sl. No	GROUP	GROUP DESCRIPTION
1	A	Computer Hardware (Server /Desktop PC /Laptop /Scanners /Printers (Line Printers, PBP, DMP, Inkjet, Wi-Fi, Laser jet Printers and Multi- Functional Printers)
2	B	UPS and Batteries of various capacities (2 KVA to 20 KVA)
3	C	Network Communication Equipment's and Information System Security Products (Routers, Switch, Firewall, IDS, Webcam etc.), Rack, LAN cabling, Patch Panel, Patch Chord, unmanaged switch, items related to cabling.
4	D	Standard Software (Operating System, Application software, Utility software, RDBMS, JBOSS, JRUN, SSI Certificate etc. i.e. products of Microsoft/ Oracle/ IBM/ Adobe / Red Hat etc.)
5	E	Tablet devices (Microsoft Surface Pro, Laptop, iPad) and related accessories (Adapter, cable, cover etc.)
6	F	a. Maintenance & Technical Services for all Head Office Departments and Central Staff College situated in Kolkata. b. AMC, ATS and other IT Services like repair and maintenance of computer items, printers etc. c. Purchase of components/ parts for servers. PC. Printers and peripherals – RAM, HDD etc.

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

Prospective bidders may participate in one or more than one groups also, if eligible for respective group(s).

4. Eligibility Criteria

Sl. No.	Eligibility Criteria	Proof of Documents required / must be submitted
1	Bidder should be a limited company (Public/Private) registered in India under the Companies Act, 1956/2013 for the last 3 years as on EOI issuance date.	<ol style="list-style-type: none"> 1. Certificate of Incorporation issued by Registrar of Companies along with 2. Copies of Memorandum of Association 3. Copies of Articles of Association 4. Shareholding pattern 5. Partnership Deed

		<p>PAN, TAN, GSTIN Certificate and any other tax related document if applicable is required to be submitted along with the eligibility bid.</p> <p>MSME Registration registration certificate issued by NSIC (if applicable).</p>
2	Bidder should be original manufacturer of product or their authorized representative / dealer. In case of authorized representative, a letter of authorization from the original manufacturer must be furnished.	Letter of authorization (MAF) from original manufacturer must be furnished in original duly signed & stamped
3	Bidder should be a financially sound and profitable firm/company and they must have earned profit during any two of the last 3 financial years i.e. 2017-18, 2018-19 and 2019-20 (Audited Balance Sheets / Auditor's Certificate for the last three financial years to be submitted).	Copy of the audited balance sheet, certificate from the Chartered Accountant of the company showing profit, net worth and turnover of the company for the consecutive last three financial years i.e. 2017-18, 2018-19 & 2019-20 should be submitted.
4	Bidder should have experience of at least 3 years in last 5 years in India as of EOI issuance date in PSU Banks, Financial Institutes/ Government Departments / Undertakings (State / Central) for supply, installation & maintenance support services of Hardware / Software etc. as mentioned in respective group for eligibility in the said group.	Documentary evidence with relevant copies of Purchase Order/ SLA along with Completion Certificates / Installation Reports / Project Sign-Offs, in the last five years including names of minimum 3 clients with Phone and Fax numbers, E-Mail IDs etc.
5	Bidder should have all India presence with their own offices in the metropolitan cities of Mumbai, Chennai, New Delhi & Kolkata. In addition, the bidder should preferably have Offices / Support Centres / Franchisee Arrangements at the 42 centres where UCO Bank is having its Zonal Offices (Annexure-IV). (For Groups E & F, bidders must have	Bidder should submit detailed list of such support centers across India covering the locations

	office/ support center in Kolkata).	
6	Bidder should be having technical manpower to provide service at all respective locations. In case of Authorised Distributor & Reseller, there should be a back to back arrangement with the OEM for deliverables (spares & skill), supported by documentary evidence/s (at least one certificate for each deliverable from OEM to be attached).	List of Service Centre with full address, name of contact person, contact number.
7	Bidder should not have been debarred / black-listed by any Bank or RBI or any other regulatory authority or Financial Institutions in India as on date of RFQ submission.	Undertaking is to be Submitted as per Annexure-VI.
8	The service provider should ensure that there are no legal proceedings / inquiries / investigations have been commenced / pending / threatened against service provider by any statutory or regulatory or investigative agencies or any other for which performance under the contract will get adversely affected / may get affected.	Undertaking is to be Submitted in company's letter head to be submitted.

5. General Terms & Conditions

- a. Empanelment would be for a period of **two years** from the date of issuance of empanelment letter / agreement subject to satisfactory service and yearly review. If the service provided by the bidder is found to be unsatisfactory or if at any time it is found that the information provided for empanelment or for any tender is false or if irregularities shown by the bidder for applying for the tenders, the Bank shall reserve the right to remove such vendors from the empanelled list without giving any notice to the vendor in advance.
- b. The bidder, if earlier empanelled with the Bank, should have satisfactory record in Delivery / Supply / Support related to Computer / Telecommunication items. Bank shall have the right to reject the proposal of such bidders where past performance with the bank is not satisfactory. Any bidder, who is already debarred/blacklisted by our Bank for non-performance is not eligible to participate.
- c. Any bidder, empanelled under this empanelment, **if fails to participate in more than 3 (three) tenders / Request for Quotes (RFQ) floated by the Bank, would be removed from the list of empanelled vendors.**
- d. If called for, the bidder should be ready to participate in Bank's tender process as per the terms and conditions of the respective RFQs.

- e. The vendors, currently empanelled by the Bank, are also required to respond to this "Expression of Interest" for Empanelment of Vendors and get empanelled for the current period.
- f. Vendor selected for any particular group should be able to supply all items/services mentioned in the group.
- g. For Group F (c), bidder may have to deploy resident engineer in Bank's office building.

6. Invitation for Bids

This Expression of Interest (EOI) is to invite proposals from eligible bidders desirous of taking up the project for EOI for Empanelment of Vendors for Supply, Installation and Maintenance of Computer Hardware, Software and Related Technical Services (e-tendering). Sealed offers / Bids (Bid) prepared in accordance with this EOI 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 EOI and subsequent selection of the successful bidder will be entirely at Bank's discretion.

7. Bid Security Declaration

A Bidder is required to submit along with its Bid a Bid Securing Declaration. The Bidder has to sign a Bid Securing Declaration accepting that the Bidder will be suspended for participation in the tendering process of the Bank in future, if

- a) the Bidder withdraws its Bid during the period of validity i.e. 180 days from the Bid due date; or
- b) the Bidder is awarded the Contract and fails to sign the Contract; or
- c) the Bidder fails to submit an unconditional and irrevocable performance security before the deadline defined in the request for bid documents; or
- d) the Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; or
- e) the Bidder fails to submit the requisite documents as per the tender specification; or
- f) The Bidder violates any of the provisions of the terms and conditions of this tender specification.

The Bid Securing Declaration shall be submitted as per the format at **Annexure-VII**.

8. Bank Guarantee

The vendor, within 15 days from the date of LOI (letter of Intent) will have to furnish a Bank Guarantee, format as per Annexure-VII of the EOI, issued by any scheduled commercial bank of **Rs. 25,000 (Rupees Twenty Five Thousand Only)** for each group participating, valid for **(24 months) 2 years with 3 months claim period** from the date of LOI.

The BG is required to protect the interest of the Bank against any breach of terms and conditions of the Agreement, delay in supply/installation of Product(s) and/or providing services under any Purchase Order(s), which may warrant invoking of BG. In case any act of the supplier results in imposition of Liquidated Damages then also the Bank reserves the right to invoke the BG.

9. Due Diligence

The Bidder is expected to examine all instructions, forms, terms and specifications in this EOI and study the EOI document carefully. Eligibility Bid shall be deemed to have been submitted after careful study and examination of this EOI with full understanding of its implications. The Bid should be precise, complete and in the prescribed format as per the requirement of this EOI. Failure to furnish all information required by this EOI or submission of a Bid not responsive to this EOI 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.

10. 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, the bidder will be suspended for a period of 2 years for participation in the tendering process of the Bank in future.

11. Information Provided

The EOI 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 EOI document.

12. 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.

13. 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 EOI document by a Corrigendum. Any such corrigendum shall be deemed to be incorporated into this EOI.

14. For Respondent Only

The EOI 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

15. 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 EOI 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.

16. Cost 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. 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.

18. 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.

19. Errors and Omissions

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

20. Notification

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

21. 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

22. 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.

23. Bid Submission & Evaluation

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

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

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

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

Bid submission methodology is mentioned in bid control sheet.

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

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

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

Note: This is only for the purpose of empanelment and Commercials are not to be submitted with "Expression of Interest (EOI)". Post selection, RFQs for different categories will be shared with empanelled vendors, however, Bank does not guarantee any number such RFQ during the period of empanelment.

24. Post selection Limited Tendering Process

On selection of bidders, they will be empanelled in respective groups. Post empanelment, Bank will initiate Limited Tendering processes as per the requirement during the empanelment period of 2 years. The RFQ will be provided to the empanelled bidders of respective group. The Selection process, SOW and Terms & Conditions will be specified in the RFQ document. The Selected bidder in limited tendering process will be awarded for the tender and will be required to adhere the SOW and Terms & Conditions mentioned in the RFQ.

Application for Empanelment of Vendors**Ref. No.:****Date:****To,**

**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,

Sub: Supply, installation and maintenance of Computer Hardware & Software and technical services (e-tendering) for which EOI for empanelment is being invited

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

Group	Group Description	Tick (✓) Group for which Interest is Expressed
A	Computer Hardware (Server /Desktop PC /Laptop /Scanners /Printers (Line Printers, PBP, DMP, Inkjet, Wi-Fi, Laser jet Printers and Multi-Functional Printers)	
B	UPS and Batteries of various capacities (2 KVA to 20 KVA)	
C	Network Communication Equipment's and Information System Security Products (Routers, Switch, Firewall, IDS, Webcam etc.), Rack, LAN cabling, Patch Panel, Patch Chord, unmanaged switch, items related to cabling.	
D	Standard Software (Operating System, Application software, Utility software, RDBMS, JBOSS, JRUN, SSL Certificate etc. i.e. products of Microsoft/ Oracle/ IBM/ Adobe / Red Hat etc.)	
E	Tablet devices (Microsoft Surface Pro, Laptop, iPad) and related accessories (Adapter, cable, cover etc.)	

F	<ol style="list-style-type: none"> 1. Maintenance & Technical Services for all Head Office Departments and Central Staff College situated in Kolkata. 2. AMC, ATS and other IT Services like repair and maintenance of computer items, printers etc. 3. Purchase of components/ parts for servers. PC. Printers and peripherals – RAM, HDD etc. 	
---	--	--

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

Date:

Seal & Signature

BIO-DATA

1. Name of the Company / Firm

2. Constitution

2a. Date of Incorporation

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

3b. Communication Address:

Contact Person:

Contact No. / Fax No.

Email ID:

4. Products dealing with / services
rendered5. Net Worth (Rs. in lakhs)
(for last three financial years as per
audited balance sheets.)

Year	Capital	Reserve
2017-18		
2018-19		
2019-20		

Year	Profit & Loss
2017-18	
2018-19	

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

2019-20	
---------	--

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

Year	Turnover
2017-18	
2018-19	
2019-20	

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

--

10. ISO Certification:
(Attach copy of Certificate)

--

Thanking you,
Yours faithfully,

Date:

Seal & Signature

The following enclosures are furnished in the following order:-

[Tick (✓) whichever is applicable]

1. Constitution, Memorandum / Articles of Association, Board Resolution / Partnership Deed, as applicable and Power of Attorney specifying persons to act on behalf of the Firm / Company ☐
2. Proof of authorized Dealership / Franchisee ☐
3. Audited Balance Sheets and Statements of Profit & Loss Accounts, for the last three years indicating Net Worth, Turnover & Profit in lakhs of rupees ☐
4. List of Customers / Clients [Scheduled Commercial Banks / Govts. (State / Central) and reputed Organizations / Companies] from whom orders have been received during the last three years with documentary evidence ☐
5. Certificates (at least three) on satisfactory Customer Service from the Scheduled Commercial Banks / Govts. (State / Central) and reputed Organizations / Companies ☐
6. List of own Service Centres and Service Centers maintained by our business Partners / Associate or Franchisees ☐
Details of Support Centres as per Annexure III is also enclosed
7. National and International Quality Certification / Production Facility Certification if any, obtained from ISO / Others. ☐
8. Copy of this EOI duly signed by the authorized person as a token of acceptance of Terms & Conditions ☐

Details of Support Centres

Name of the Bidder: _____

Maintenance and Service support at each locations / Offices					
Sl. no.	Zonal Office	Owned / Franchise	Phone/ Mobile/Fax No, and E-mail with communication address	No of Technical staff with Name	Status of Office Working Days & hours
1	Agartala				
2	Ahmedabad				
3	Ajmer				
4	Balasore				
5	Bangalore				
6	Begusarai				
7	Bhagalpur				
8	Bhopal				
9	Bhubaneswar				
10	Burdwan				
11	Chandigarh				
12	Chennai				
13	Coimbatore				
14	Dehradun				
15	Dharamshala				
16	Ernakulam				
17	Guwahati				
18	Haryana				
19	Hooghly				
20	Hyderabad				
21	Indore				
22	Jaipur				
23	Jalandhar				
24	Jodhpur				
25	Jorhat				
26	Kanpur				
27	Kolkata				
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				

Date:

Seal & Signature of Authorized Representative

Empanelment of Vendors (To be filled by the vendor)

Total Marks - 80	SCORING PATTERN		Self-Scoring by the vendor
1. Constitution			
SCORE : MAXIMUM - 10	Category of the Firm	Score	
Current constitution of the organization	Proprietorship	4	
	Partnership	6	
	Private Limited	8	
	Public Limited	10	
	Total	10	

2. Financial (Based on latest audited Balance Sheet)			
SCORE : MAXIMUM - 10	Net Worth of the Firm	Score	
Net Worth	Mentioned separately in Annexure IV (Page 2)		
	Total	10	
SCORE : MAXIMUM - 10	Total Turnover	Score	
Turnover	Mentioned separately in Annexure IV (Page 2)		
	Total	10	
SCORE : MAXIMUM - 10	Gross Profit	Score	
Financial Results	Mentioned separately in Annexure IV (Page 2)		
	Total	10	

3. Client Base & Experience			
SCORE : MAXIMUM - 20	Client base	Score	
Client Base	Scheduled Commercial Banks / Govts. (State / Central) and reputed Organizations / Companies (2 marks per PO, max. marks 20)	20	
	Total	20	

4. Support			
SCORE : MAXIMUM - 10	Support Centre - Own Offices	Score	
Support Centre	Presence in less than 25% Zones of UCO Bank	2	

	Presence in 25 % to <50 % Zones of UCO Bank	4	
	Presence in 50 % to <75 % Zones of UCO Bank	6	
	Presence in 75 % to <100 % Zones of UCO Bank	8	
	Presence in 100 % Zones of UCO Bank	10	
	Total	10	

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

Total Score			
Sl	Scoring Item	Maximum Marks	Self-Scoring by the vendor
1	Constitution	10	
2	Net Worth of the Firm	10	
3	Total Turnover	10	
4	Gross Profit	10	
5	Client Base & Experience	20	
6	Support	10	
7	Certification	10	
	Total	80	

Remarks:

Minimum 50% marks in total.

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

Date:

Signature of Authorized Representative

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

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

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

Group '4'					
Net Worth (Cap + Reserve)		Turnover / Sales		Profit	
Rs. In lacs	Score Maximum 10	Rs. In lacs	Score Maximum 10	Rs. In lacs	Score Maximum 10

>1 & <=15	1	>1 & <=20	1	>1 & <=5	1
>15 & <=25	2	>20 & <=50	2	>5 & <=10	2
>25 & <=50	3	>50 & <=75	3	>10 & <=25	3
>50 & <=75	4	>75 & <=100	4	>25 & <=50	4
>75 & <=100	5	>100 & <=200	5	>50 & <=75	5
>100 & <=125	6	>200 & <=500	6	>75 & <=100	6
>125 & <=500	7	>500 & <=1000	7	>100 & <=200	7
>500 & <=1000	8	>1000 & <=2500	8	>200 & <=500	8
>1000 & <=2000	9	>2500 & <=5000	9	>500 & <=1000	9
>2000	10	>5000	10	>1000	10

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

Group '6'					
Net Worth (Cap + Reserve)		Turnover / Sales		Profit	
Rs. In lacs	Score Maximum 10	Rs. In lacs	Score Maximum 10	Rs. In lacs	Score Maximum 10
>1 & <=10	1	>1 & <=50	1	>1 & <=5	1
>10 & <=20	2	>50 & <=100	2	>5 & <=10	2
>20 & <=50	3	>100 & <=300	3	>10 & <=20	3
>50 & <=100	4	>300 & <=600	4	>20 & <=50	4
>100 & <=200	5	>1000 & <=2500	5	>50 & <=100	5

>200 & <=500	6	>2500 & <=7500	6	>100 & <=200	6
>500 & <=1000	7	>7500 & <=10000	7	>200 & <=500	7
>1000 & <=200	8	>10000 & <=25000	8	>500 & <=800	8
>2000 & <=5000	9	>90 & <=100	9	>800 & <=1000	9
>5000	10	>25000	10	>1000	10

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

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

To,

**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,

Sub: EOI for Empanelment of Vendors for supply, installation and maintenance of Computer Hardware & Software and technical services (e-tendering), Ref No.: DIT/BPR&BTD/OA/261/2021-22 dated 07/05/2021

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

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

Yours faithfully,

Authorised Signatory

(Signature and Seal of the Company / Firm)

Name & Designation:

Name of Company / Firm:

Full Address of the Company / Firm:

Date:

UNDERTAKING FOR NON-BLACKLISTING / NON-DEBARMENT OF THE BIDDER

TO BE STAMPED AS A DECLARATION & DULY ATTESTED BY A NOTARY

Sub: EOI for Empanelment of Vendors for supply, installation and maintenance of Computer Hardware & Software and technical services (e-tendering), Ref No.: DIT/BPR&BTD/OA/261/2021-22 dated 07/05/2021

- 1) I/We, Proprietor/Partner(s)/Director(s) of M/s..... hereby confirm that I/We have read and understood the eligibility criteria and fulfil the same.
- 2) I/We further confirm that all the information furnished by me/us, as per the requirement of the Bank, have been included in our bid.
- 3) I/We further 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.
- 4) *I/We further hereby declare that I/We have not been black-listed or otherwise debarred by any Bank/Financial Institution/Central Government/ State Government/any Central or State Undertaking or Corporation/ Reserve Bank of India or any other Regulatory Authority or any other Statutory Authority as on date of the publication of this Tender/Procurement.

(OR)

I/We further hereby declare that the Proprietorship Concern/Partnership Firm/Company/..... (if any other entity) namely M/s was blacklisted/debarred by.....(Name of the Authority who blacklisted/debarred) from taking part in their Tender/Procurement for a period ofyears w.e.f.to..... The period is subsisting/over on.....and now I/We is/are entitled to take part in Tender/Procurement.

- 5) I/We declare that no proceedings/inquiries/investigations have commenced/pending against me/us by any Statutory Authority/Regulatory Agency/Investigating Agency which may result in liquidation of company/

firm/proprietorship concern and/or may act as deterrent on the continuity of business and/or may hamper in providing the said services, as envisaged in this document.

- 6) I/We further hereby declare that no legal action is pending against me/us for any cause in any legal jurisdiction.
- 7) I/We undertake that adequate number of resources, if required by the Bank, will be deployed for the project to complete the assignment within the stipulated time.

***STRIKE OUT WHICH IS INAPPLICABLE**

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

Signature (1) (2)

(duly authorized to sign)

Name:.....

Capacity in which as executed:.....

Name & registered address of the Bidder:.....

Seal of the Bidder to be affixed

FORMAT OF BID SECURING DECLARATION

(The Bidder shall fill in this Format in accordance with the instructions as indicated)

Sub: EOI for Empanelment of Vendors for supply, installation and maintenance of Computer Hardware & Software and technical services, Ref No.: DIT/BPR&BTD/OA/261/2021-22 dated 07/05/2021

To,

**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,

I/We,..... (Authorised Signatory of the Bidder) submitted by the undersigned on behalf of the Bidder (M/s _____) either Sole or in Joint Venture, do hereby declare and accept the following:

(A) I/We understand according to your conditions, the bid must be supported by a Bid-Securing Declaration.

(B) I/We accept that M/s _____ will automatically be suspended from being eligible for bidding or submitting proposals in any contract with the Bank for the period of time starting on **Bid Submission Date** if I/We are in breach of our obligation(s) under the Bid conditions, enumerated as under:

- 1)** if I/We withdraw the Bid during the period of validity i.e. **180 Days** from the Bid due date; or
- 2)** if I/We is/are awarded the Contract and fail to sign the Contract; or

- 3) if I/We fail to submit an unconditional and irrevocable performance security before the deadline defined in the request for bid documents; or
- 4) if I/We make any statement or enclose any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; or
- 5) if I/We fail to submit the requisite documents as per the tender specification; or
- 6) if I/We violate any of the provisions of the terms and conditions of this tender specification.

(C) We understand this Bid Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder or (ii)days after the expiration of our Bid.

Name of the Bidder*	
Name of the person duly authorized to sign the Bid on behalf of the Bidder**	
Designation of the person signing the Bid	
Signature of the person named above	
Official Seal	

Dated onthis day of(mention the month),..... (mention the year)
P.S.

(1) * In the case the Bid is submitted by an Entity (viz., Partnership Firm, LLP, Company, Joint Venture), specify the name of the Entity as the Bidder.

(2) ** The Person signing the Bid shall have the Power of Attorney given by the Bidder to execute the documents on behalf of the Bidder.

(3) In case of a Joint Venture, the Bid-Securing Declaration must be in the name of all Members/Partners to the Joint Venture that submits the Bid.

PROFORMA FOR PERFORMANCE BANK GUARANTEE
(To be stamped in accordance with the stamp act)

1. In consideration of UCO BANK, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertaking) Act, 1970, having its head office at 10 BIPLABI TRILOKYA MAHARAJ SARANI (BRABOURNE ROAD), Kolkata-700001 (hereinafter called "UCO BANK") having agreed to exempt M/s _____ (**Name of the vendor Company**), a Company incorporated under the Companies Act, 1956 having its registered office at (Address of the vendor company) (hereinafter called "the said VENDOR") from the demand, under the terms and conditions of UCO BANK's purchase order/ Letter of Intent bearing no.dated..... issued to the Vendor and an Agreement to be made between UCO Bank and the Vendor for a period of In pursuance of Request For Proposal no.....dated....., as modified, (hereinafter called "the said Agreement"), of security deposit for the due fulfillment by the said VENDOR of the Terms and conditions contained in the said Agreement, on production of a Bank Guarantee for Rs.....(Rupees.....Only). We,..... [indicate the name of the Bank ISSUING THE BANK GUARANTEE] (hereinafter referred to as "the Bank") at the request of [VENDOR] do hereby undertake to pay to UCO BANK an amount not exceeding Rs.....against any loss or damage caused to or suffered or would be caused to or suffered by UCO BANK by reason of any breach by the said VENDOR of any of the terms or conditions contained in the said Agreement.
2. We [indicate the name of the Bank ISSUING THE BANK GUARANTEE] do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from UCO BANK stating that the amount claimed is due by way of loss or damage caused to or breach by the said VENDOR of any of the terms or conditions contained in the said Agreement or by reason of the VENDOR'S failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.....

3. We undertake to pay to UCO BANK any money so demanded notwithstanding any dispute or disputes raised by the VENDOR in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present being absolute and unequivocal. The payment as made by us under this bond shall be a valid discharge of our liability for payment there under and the VENDOR for payment there under and the VENDOR shall have no claim against us for making such payment.
4. We,[indicate the name of the Bank ISSUING THE GUARANTEE] further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of BANK under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till UCO BANK certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said VENDOR and accordingly discharged this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before(Expiry of claim period), we shall be discharged from all liabilities under this guarantee thereafter.
5. We [indicate the name of Bank ISSUING THE GUARANTEE] further agree with UCO BANK that UCO BANK shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said VENDOR from time or to postpone for any time, or from time to time any of the powers exercisable by UCO BANK against the said VENDOR and to forebear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any variation, or extension being granted to the said VENDOR or for any forbearance, act or omission on the part of UCO BANK of any indulgence by UCO BANK to the said VENDOR or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
6. This guarantee will not be discharged due to the change in the constitution of the Bank or the VENDOR.
7. We, [indicate the name of Bank ISSUING THE GUARANTEE] lastly undertake not to revoke this guarantee during its currency except with the previous consent of UCO BANK in writing.

Notwithstanding anything contained herein:

- a. Our liability under this Bank Guarantee shall not exceed Rs.....
(Rupees.....) Only.
- b. This Bank Guarantee shall be valid upto
.....and
- c. We are liable to pay the guaranteed amount or any part thereof under
this Bank Guarantee only and only if you serve upon us a written claim or
demand on or before(date of expiry
of Guarantee including claim period).

8. Dated the day of for [indicate the name of
Bank]

Yours' faithfully,

For and on behalf of

_____ Bank.

Authorised Official.

NOTE:

1. Selected vendor should ensure that the seal and CODE No. of the signatory is
put by the Bankers, before submission of the Bank guarantee.
2. Bidder guarantee issued by Banks located in India shall be on a Non-Judicial
Stamp Paper of requisite value as applicable to the place of execution.