



UCO BANK

Department of Information Technology

Request for Proposal (RFP) for “Supply, Installation and Maintenance of Centralized Queue Management System for installation in Branches of UCO Bank”

RFP Ref No: DIT/BPR&BTD/OA/2648/2020-21 Date: 21.12.2020

Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s), Amendments, Addendums and Corrigendum's

Sl. No	Page. No.	Clause No	Clause as per RFP	Description of Query/ Clarification sought by Bidder	Bank Response
1.	10-11 & 62	Part - I 3. Eligibility Criteria: & Annexure – D : Eligibility Compliance	Point No. 6 Criteria: Product offered, by the bidder, of OEMs should be installed and running in at least one Scheduled Commercial Bank in India for at least One year from last three years as on date of bid submission. Documents Required: Copy of purchase order along with Client Certificate is to be submitted.	1. Integrated Digital queue management is fairly new concept for banks and they have recently started deploying this solution. In last three year not many RFP have come with the product asked for. Hence we request you to kindly remove for at least one year and change it to "should be installed and running in at least one Scheduled Commercial Bank in India within last three years as on date of bid submission". Query: Product offered, by the bidder, of OEMs should be installed and running in at least one Scheduled Commercial Bank in India	<u>The Modified Clause to be read as:</u> Point No. 6 Criteria: Product offered, by the bidder, of OEMs should be installed and running in at least one Scheduled Commercial Bank in India within last three years as on date of bid submission. Documents Required: Copy of purchase order along with Client Certificate is to be submitted.

				within last three years as on date of bid submission.	
2.	25-26	<p>Part - II : Invitation for Bids and Instructions to bidders</p> <p>34. Preference to make in India:</p>	<p>34.2 Verification of Local Content:</p> <p>a. The 'Class-I local supplier'/'Class-II Local Supplier' at the time of tender, bidding or solicitation shall be required to indicate percentage of local content and provide self –certification that the item offered meets the local content requirement for 'Class –I Local Supplier'/'Class –II Local Supplier', as the case may be. They shall also give details of the location(s) at which the local value addition is made.</p> <p>b. In case of procurement for a value in excess of Rs 10 Crores, the 'Class-I Local Supplier' / 'Class-II Local Supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content. The local supplier at the time of submission of bid shall be required to provide a certificate as per Annexure - U from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content. The Bank shall follow all the guidelines/notifications for public</p>	<p>Since the procurement value will be less than 10 Crore for this RFP, please clarify if Annexure - U needs to be furnished or not in the bid response.</p>	<p>Clause stands as per RFP. The bidder has to submit a self-declaration as per the format of Annexure - U.</p>

			procurement.		
3.	31	Part – IV Scope of Work	The centralized Queue management System should be such that it should be capable of being ported at a centralized location at Kolkata & Bangalore or any other place decided by the Bank, and accessible from any of our branches / officer, for viewing and monitoring through dashboard	Central server location. Hardware or cloud based. Saas based offering from cloud is allowed or we need to setup in UCO bank data centre for the central sever?	RFP Clause is self-explanatory. Servers and all other hardware are to be deployed in Bank's Premises.
4.	31	Part – IV Scope of Work	The bidder will conduct a site survey and submit report about the site readiness / feasibility report to bank. Bidder will have to undertake all civil, cabling, electrical and other works required for installation of the QMS as per the particular locational requirement of the premises/branch RFP for centralized Queue Management System	Connectivity and Electric point. Electric point and network point for the Queue management kiosk and Display screen needs to be provided by the vendor or bank will provide power and lan points in branches. Please clarify. Also branches to ensure at least two free points in the switch to draw the lan cable from switch to kiosk and display screen.	It is clarified that Bank branches will ensure minimum two free points in the switch to draw the LAN cable from switch to kiosk and display screen and the rest will be borne by the selected bidder without additional cost to the Bank.
5.	32	Part – IV Scope of Work	The Bank would only provide network access required for the above system. The solution proposed must adhere to ISO 8583 messages or other standard message formats and bidder should integrate the solution with Core Banking Solution (existing or higher version). For doing so, if required the bidder shall have to coordinate with prime bidder / system integrator, who has implemented CBS in the Bank, for integrating the system with Finacle 7.x system. Bank is in process of upgrading its current CBS version from Finacle 7.x to Finacle 10.x. The bidder should do necessary modifications or changes to integrate the system with Bank's Core Banking System .i.e. Finacle 10 without any additional cost to the Bank.	Network connectivity. Connectivity for central server, kiosk and display system to be provided by bank. Please clarify. Also please mention the available bandwidth at the branch and server level.	Identified Branches would have at least one connectivity with upto 2 Mbps Bandwidth

6.	35	<p>Part - V</p> <p>2. Delivery and Installation</p>	<p>Bidder has to deploy the units in the Metro / Urban Branches identified by the Bank. Central Unit/ Enterprise Servers shall be deployed in the DC/ DR of the Bank. The Bank reserves the right to shift the ordered items to any location where bank has presence, during the warranty period.</p> <p>Supply, Installation and up-gradation should be completed within 4 weeks of Purchase Order. The delay period of site readiness will not be included in above-mentioned delivery and installation period.</p>	<p>Delivery timelines. We request bank to kindly make Supply, Installation and up-gradation to be completed within 6-8 weeks of Purchase Order.</p>	<p>The Modified Clause to be read as:</p> <p>Bidder has to deploy the units in the Metro / Urban Branches identified by the Bank. Central Unit/ Enterprise Servers shall be deployed in the DC/ DR of the Bank. The Bank reserves the right to shift the ordered items to any location where bank has presence, during the warranty period.</p> <p>Supply, Installation and up-gradation should be completed within 6 weeks from date of issuance of Purchase Order. The delay period of site readiness will not be included in above-mentioned delivery and installation period.</p>								
7.	36	<p>Part - V</p> <p>5. Payment Terms</p>	<p>Monthly rental Payment per Branch shall be done by the Bank on quarterly arrear basis; after deducting applicable penalties; on submission of invoice and supporting documents. Payment shall start after successful rollout of all branches in the respective Purchase Order.</p>	<p>Branches which couldn't be rolled out due to issues pertaining to bank should be paid in full. Also the branches which go live should be eligible for payment .The payment should not be dependent on complete roll out and payment for the branches live should be allowed and done irrespective of the branches mentioned in the purchase order.</p>	<p>Clause stands as per RFP. Payment shall be done on the basis of branches gone live after deducting applicable penalties.</p>								
8.	37	<p>Part - V</p> <p>6. Uptime & Penalty</p>	<p>Penalties & Service Level Agreement</p> <table><tr><th>Level of Uptime per month</th><th>Penalty Charges</th></tr><tr><td>99.5 % and above</td><td>No Penalty</td></tr><tr><td>99.00% and above but below 99.5%</td><td>1% of total cost of monthly payout</td></tr><tr><td>98.00% and above but below 99.00%</td><td>2% of total cost of monthly payout</td></tr></table>	Level of Uptime per month	Penalty Charges	99.5 % and above	No Penalty	99.00% and above but below 99.5%	1% of total cost of monthly payout	98.00% and above but below 99.00%	2% of total cost of monthly payout	<p>1. The penalties mentioned are very high. We request bank to kindly lower the penalties. Maximum penalty to be capped at 1 % of the monthly payout.</p> <p>2. QMS unit should be made operational on same day for Metro / Urban branches if the call is logged by 10 AM. For Semi-Urban and Rural branches the time allowed for complaint resolution is next working day if the call is logged before 4 PM. No payment shall be made for that</p>	<p>1. Clause stands as per RFP.</p> <p>2. RFP covers only Metro / Urban branches. Call lodged by 2 PM must be attended within 3 Hrs of the lodgement.</p>
Level of Uptime per month	Penalty Charges												
99.5 % and above	No Penalty												
99.00% and above but below 99.5%	1% of total cost of monthly payout												
98.00% and above but below 99.00%	2% of total cost of monthly payout												

			<table><tr><td>97% and above but below 98.00%</td><td>5% of total cost of monthly payout</td></tr><tr><td>Below 97%</td><td>10% of total cost of monthly payout</td></tr></table>	97% and above but below 98.00%	5% of total cost of monthly payout	Below 97%	10% of total cost of monthly payout	day and this amount shall be deducted on pro rata basis from the final payment of that month.	
97% and above but below 98.00%	5% of total cost of monthly payout								
Below 97%	10% of total cost of monthly payout								
9.	38	<p>Part - V</p> <p>7. Liquidated Damage</p>	<p>Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of the undelivered portion of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the total cost of ownership. Bank will have right to recover these amounts by any mode such as adjusting from any payments to be made to the Vendor or from the performance Bank Guarantee. Liquidated damages will be calculated per week basis. Dispatch details shall be shared by the vendor regularly after handing over the consignment to the concerned Courier Agency/Indian Postal services. If the selected Bidder fails to provide any of the services after starting of operations, as per the terms of this RFP, the Bank shall be entitled to charge penalty/ liquidated damages @ 5% of the monthly bill, per week or part thereof.</p> <p>The Bank reserves its right to recover these amounts by any mode including adjusting from any payments to be made by the Bank to the Bidder. Bank may invoke the Bank Guarantee for</p>	<p>The Liquidated damages mentioned are very high. We request bank to kindly lower the same. Maximum to be capped at 1 % of TCO.</p>	<p>Clause stands as per RFP.</p>				

			further delay in in delivery & migration.		
10.	64	Annexure – E Technical Criteria/Scope of Solution	<p><u>Point no. 1</u> Token Dispenser</p> <p><u>Minimum set of Requirements</u> PC with 15 inch LCD screen with Touchscreen that can support a minimum of 15 counters and support 1024*768 or higher resolution. The OS should be Windows 10 or compatible OS to ensure compatibility with the banks security standards</p> <p><u>Desired set of Requirements</u> Industrial Grade PC with frameless design unit with sealed 15 inch LCD screen with Touchscreen (SAW) that can be mounted as a desktop or on a pedestal. The OS should be Windows 10 or compatible OS to ensure compatibility with the Bank's security standards</p>	<ol style="list-style-type: none"> 1. LCD Screen 15 ". Kindly allow SAW/ Resistive / capacitive touch screen 2. Touchscreen should be of Bigger Size. 3. Suggestion: The PC should be with 18.5 inch POS screen, so that all Services can display properly 	It is clarified that, minimum 15 inch LCD screen with touch screen or with higher version can be acceptable.
11.	64	Annexure – E Technical Criteria/Scope of Solution	<p><u>Point no. 4</u> Token Display Unit with speakers</p> <p><u>Minimum set of Requirements</u> To be provided by vendor minimum 32" LED screen & Integration also to be done by vendor</p> <p><u>Desired set of Requirements</u> The connection with minimal set of external peripherals and wiring is preferable.</p>	Led screen size. For better viewing experience we recommend 40 inch and above screens.	It is clarified that screen size is minimum 32". Bidder may offer the same or higher size based on their model.
12.	66	Annexure – E Technical Criteria/Scope of Solution	<p><u>Point no. 8</u> Ticket Print</p> <p><u>Minimum set of Requirements</u> Provision to generate paper tickets as SMS</p> <p><u>Desired set of Requirements</u> Go green / e-Tickets to be generated and sent as an SMS to customers.</p>	<ol style="list-style-type: none"> 1. SMS gateway and Bank to provide SMS gateway and SMS's. Also if email needs to be send by bank than email gateway to be provided by bank 2. Do Cost of SMS API need to be factored into Monthly Rental? Or SMS API Provided by Bank. 	Bidder has to integrate with Bank's SMS gateway through API. Integration Cost with Bank's SMS gateway has to be borne by bidder.

13.	67	Annexure – E Technical Criteria/Scope of Solution	<p><u>Point no. 9</u> Ticket Display</p> <p><u>Minimum set of Requirements</u> The ticket panel should display promotional video.</p> <p><u>Desired set of Requirements</u> Promotional video should run on full screen in case if no customer is called for some time.</p>	Promotional video to be provided by bank. Also for Led display bank needs to provide content / video to display on screen.	It is clarified that, Bank will provide the Promotional Video to the selected bidder.
14.	77	Annexure – F Bill of Material	<p><u>Point no. 2 of Branch Unit</u> <u>Line Item:</u> Display Unit : LED Display ensuring proper display for distant view; Wall Mounting</p> <p><u>Specification:</u> USB Port: LAN Port: Audio: PS/2 Port: Power:</p>	Led screen ports. Please remove PS/2 port from the requirement as the led display does not have this port.	PS/2 Port is not mandatory.
15.	77	Annexure – F Bill of Material	<p><u>Point no. 4 of Branch Unit</u> <u>Line Item:</u> Calling Unit (Min 4 per branch)</p>	Speakers. Led screens have inbuilt 20 watt speakers which can be used for calling. Please confirm if additional 4 speakers are required.	It is clarified that no additional speakers are required.
16.		General		<ol style="list-style-type: none"> 1. What is the maximum number of service counters available in the branch. 2. Where will the fulfilment of the application take place, teller portal or finacle application. 3. What all category of service is available at branch. 	<ol style="list-style-type: none"> 1. Number of counter ranges for 3 to 8. 2. It depends on nature of service. However usually customer has to fill in the physical forms before reach to counter. 3. Will share with successful bidder.
17.	77	Annexure – F Bill of Material	<p><u>Software Requirements</u> <u>Server Application:</u> 1. Server Application 2. Client Application</p>	This query is from the OEM of Enterprise Postgres Data Management Platform. As the scope of RFP instructs bidders to deliver database licenses, you have specified Application Server details in the	Please refer the revised Bill of Material (BOM)

				BOM but not a database server. Please clarify?	
18.	10 & 61	Part - I 3. Eligibility Criteria: & Annexure – D : Eligibility Compliance	<p>Point No. 2 Criteria: The Bidder should have minimum annual turnover of Rs. 5 Crores per year, during the last three financial years (i.e. 2016-17, 2017-18 & 2018-19). Documents Required: Copy of audited balance sheet of the financial years i.e. 2016-17, 2017-18 & 2018-19 should be submitted. Certificate from Chartered Accountant stating Turnover and Profit/Loss for last three financial years i.e. 2016-17, 2017-18 & 2018-19 should be submitted.</p>	<p>1. We are a leading supplier of Centralized Queue Management Systems in the country. To mention some of our installations in the PSB sector, -> We have Centralized Queue Management System working across 500 branches of Oriental Bank of Commerce (now Punjab National Bank) for over three years now. -> In the current year itself, we have supplied over 500 Queue Management Systems to State Bank of India. -> We have also supplied 70 QMS systems to Canara Bank and few to UCO Bank. In all we have over 2000 installations across India and countries like Kenya, Tanzania, Nigeria, Oman, Qatar, Sri Lanka, Nepal and Bhutan. However, since we supply our systems at a very competitive rate, we do not comply with the eligibility criteria of your RFP of having turnover of 5 Crores in the last three years. We fully comply with all other technical and other eligibility criteria of your RFP. In order to encourage healthy competition among the vendors and consequent price advantage for the bank, we request you to reduce this eligibility criteria of RFP to turnover of 2 Crores in the last three years. We hope you will consider our request favorably and enable us to compete for your valued order.</p> <p>2. Request you please correct the period of last three financial Years from i.e. 2016-</p>	<p><u>The Modified Clause to be read as:</u> Point No. 2 Criteria: The Bidder should have minimum annual turnover of Rs. 2 Crores per year, during the last three financial years (i.e. 2017-18, 2018-19 & 2019-20). Documents Required: Copy of audited balance sheet of the financial years i.e. 2017-18, 2018-19 & 2019-20 should be submitted. Certificate from Chartered Accountant stating Turnover and Profit/Loss for last three financial years i.e. 2017-18, 2018-19 & 2019-20 should be submitted.</p>

				17, 2017-18 & 2018-19 to 2017-18, 2018-19 & 2019-20. 3. Suggestion: Financial Years should be 2017-18, 2018-19 & 2019-20	
19.	31	Part – IV Scope of Work	Bidder has to ensure supply of consumable viz. Receipt Roll Stationery in sufficient quantity. Stationery replenishment cost needs to be factored in the Monthly Rental Charges	1. Cost of Stationary should be Extra. 2. How Many Rolls Per Month need to Factored in the Monthly Rental Charges? Suggestion: Cost of Rolls can be taken Extra into Commercials and can be charged as per actuals.	Clause stands as per RFP.
20.	32	Part – IV Scope of Work	The bidder need to design / size the Enterprise Central Server with requisite OS, database for the centralised setup. The bidder to provide the details of design and assumptions considered during the design for handling 500 Queue Management Units	1. Server will be provided by Bank or Vender. Need Clarification. 2. Should Costing for providing Central Server for both DC and DR capable of handling 500 QMS Need to be Factored into Monthly Rental?	RFP Clause is self-explanatory. End to End solution is required including Hardware, Software, etc.
21.	48	Part - V 26. Exit Option and Contract Re-Negotiation	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 in case such terms are offered in the industry at that time for projects of similar and comparable size, scope and quality.	As it is RFP process and after opening of price department can't negotiate on already approved term & conditions of RFP. Kindly clarify to our understanding.	This Clause is applicable only in case of cancellation of contract owing to conditions mentioned in the RFP.
22.	10 & 61	Part - I 3. Eligibility Criteria: & Annexure – D : Eligibility Compliance	Point No. 3 Criteria: The Bidder should have positive net-worth in last three financial years. (i.e. 2016-17, 2017-18 & 2018-19) Documents Required: Copy of audited balance sheet of the financial years i.e. 2016-17, 2017-18 & 2018-19 should be submitted. Certificate from Chartered	Request you please correct the period of last three financial Years from i.e. 2016-17, 2017-18 & 2018-19 to 2017-18, 2018-19 & 2019-20	<u>The Modified Clause to be read as:</u> Point No. 3 Criteria: The Bidder should have positive net-worth in last three financial years. (i.e. 2017-18, 2018-19 & 2019-20) Documents Required: Copy of audited balance sheet of the financial years i.e. 2017-18, 2018-19 & 2019-20 should be submitted.

			Accountant stating Turnover and Profit/Loss for last three financial years i.e. 2016-17, 2017-18 & 2018-19 should be submitted.		Certificate from Chartered Accountant stating Turnover and Profit/Loss for last three financial years i.e. 2017-18, 2018-19 & 2019-20 should be submitted.
23.	28	Part –III: Bid Opening and Evaluation Criteria 2. Technical Evaluation:	Proof of Concept (POC): During this phase, each bidder shall be allotted to branch each in any of the Metro City for Proof of Concept. During this period, bidder has to exhibit entire functionalities as per scope of work. The setup of POC should be done within 7 days from the date of intimation from Bank and POC should run upto 15 days. Failure to display/ Non-compliance of any point in scope of work and technical requirements as per Annexure – E will lead to rejection from the further bidding process. After technical evaluation, commercial bids of only technically qualified bidders will be opened. Masked Bill of material must be attached in Technical offer and should not contain any price information. No Payment shall be made to Bidders for POC. Bidders have to take away the devices used, post POC.	Will Bank provide Intranet Connectivity for POC or Need to be done as Standalone Machine? As many functionalities works on Bank's Intranet.	POC shall be done on stand alone.
24.	31	Part – IV Scope of Work	The Bidder will be required to provide training / handholding and support for 3 working days at each branch / delivery point post installation of the systems	Suggestion: For Proper Training at Branch Level for Both Customers and Branch Officials, Handholding support needs to be deployed for 1 Month.	Clause stands as per RFP.
25.	65	Annexure – E Technical Criteria/Scope of Solution	<u>Point no. 5</u> Ticket Generator Unit <u>Minimum set of Requirements</u> Ticket dispenser UI to be web based & responsive and can be accessed from	Ticket dispenser UI to be Web / App based & responsive and can be accessed from any device -Tablet or Kiosk.	<u>The Modified Clause to be read as:</u> <u>Point no. 5</u> Ticket Generator Unit <u>Minimum set of Requirements</u> Ticket dispenser UI to be web / APP

			<p>any device - Tablet or Kiosk.</p> <p><u>Desired set of Requirements</u></p> <p>Responsive web interface to support all latest browsers and should be accessible from Android or iPad or Windows Tablets</p>		<p>based & responsive and can be accessed from any device - Tablet or Kiosk.</p> <p><u>Desired set of Requirements</u></p> <p>Responsive web interface to support all latest browsers and should be accessible from Android or iPad or Windows Tablets</p>
26.	65-66	Annexure – E Technical Criteria/Scope of Solution	<p><u>Point no. 7</u></p> <p>Queuing algorithm</p> <p><u>Minimum set of Requirements</u></p> <p>Should support linear queuing as well as priority queuing whereby customers can select onscreen customer identification icons like senior citizens, Army personnel etc.</p> <p><u>Desired set of Requirements</u></p> <p>Additional provision to handle customer identification through the mag stripe /smart card / NCMC Card / QR Code.</p>	Clause need to be Delete	Clause stands as per RFP.
27.	67	Annexure – E Technical Criteria/Scope of Solution	<p><u>Point no. 10</u></p> <p>Ticket calling panel</p> <p><u>Minimum set of Requirements</u></p> <p>The ticket calling panel allows calling of the next customer in the queue.</p> <p><u>Desired set of Requirements</u></p> <p>The Ticket calling panel should be web based i.e. no installation to be done on the Bank's existing PC.</p>	The Ticket calling panel should be web / App based i.e. no installation to be done on the Bank's existing PC.	RFP Clause is self-explanatory.
28.	72-73	Annexure – E Technical Criteria/Scope of Solution	<p><u>Point no. 16</u></p> <p>Appointment Booking</p> <p><u>Minimum set of Requirements</u></p> <p>System must include a configurable responsive website that allows customers to book and manage appointments through desktop or mobile interfaces.</p>	Appointment module: The customer to get an appointment in advance on a specific date, through Web/ Mobile App.	RFP Clause is self-explanatory.

			<u>Desired set of Requirements</u> Appointment module: The customer to get an appointment in advance on a specific date, through web.		
29.	73	Annexure – E Technical Criteria/Scope of Solution	<u>Point no. 16</u> Appointment Booking <u>Minimum set of Requirements</u> Appointment reminders or confirmations, could be done via SMS, Email or in app notifications.	Branch to approve the appointment and notification to be sent to the customer via middleware available in the internet zone. This Middleware Software will be Provided by Bank or Need to be Deployed by Vender?	RFP Clause is self-explanatory.
30.	73	Annexure – E Technical Criteria/Scope of Solution	<u>Point no. 16</u> Appointment Booking <u>Minimum set of Requirements</u> Show nearest available branches within a defined perimeter based on GPS co-ordinates of the customer.	Need Internet connectivity to the central server to display nearest branches as per GPS coordinates to the customer.	GPS based search is not required. User may be asked for PIN Code based search. PIN Code based DB shall be provided by the bidder.
31.	75	Annexure – E Technical Criteria/Scope of Solution	<u>Point no. 18</u> Integrated Digital Signage <u>Minimum set of Requirements</u> The videos transmission between the server and the branch should be encrypted using SFTP	This feature of Encryption will use heavy Bandwidth uses and not necessary.	GPS based search is not required. User may be asked for PIN Code based search. PIN Code based DB shall be provided by the bidder.

Addendum

Part - IV

Scope of Work

- The customer calling system shall include a chime sound to attract customer's attention.
- Along with promotional messages on paper tokens, safety in using online, mobile, etc., based banking shall be included.

Corrigendum

Sl. No.	Existing Clauses	Modified Clauses
1	<p>Part - I</p> <p>3. Eligibility Criteria:</p> <p>& Annexure – D : Eligibility Compliance</p> <p>Point no. 1</p> <p><u>Criteria:</u></p> <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><u>Proof of documents required / must be submitted:</u></p> <p>The Certificate of Incorporation, PAN, TAN, GSTIN along with the copies of Memorandum and Articles of Association are required to be submitted along with the eligibility bid.</p>	<p>Part - I</p> <p>3. Eligibility Criteria:</p> <p>& Annexure – D : Eligibility Compliance</p> <p>Point no. 1</p> <p><u>Criteria:</u></p> <p>Bidder should be a company registered in India under Companies Act 1956 and Companies Act 2013 since the last three years as on RFP submission date.</p> <p><u>Proof of documents required / must be submitted:</u></p> <p>The Certificate of Incorporation, PAN, TAN, GSTIN along with the copies of Memorandum and Articles of Association are required to be submitted along with the eligibility bid.</p>
2	<p>Part - I</p> <p>3. Eligibility Criteria:</p> <p>& Annexure – D : Eligibility Compliance</p> <p>Point no. 2</p> <p><u>Criteria:</u></p> <p>The Bidder should have minimum annual turnover of Rs. 5 Crores per year, during the last three financial years (i.e. 2016-17, 2017-18 & 2018-19).</p> <p><u>Proof of documents required / must be submitted:</u></p> <p>Copy of audited balance sheet of the financial years i.e. 2016-17, 2017-18 & 2018-19 should be submitted.</p> <p>Certificate from Chartered Accountant stating Turnover and Profit/Loss for last</p>	<p>Part - I</p> <p>3. Eligibility Criteria:</p> <p>& Annexure – D : Eligibility Compliance</p> <p>Point No. 2</p> <p><u>Criteria:</u></p> <p>The Bidder should have minimum annual turnover of Rs. 2 Crores per year, during the last three financial years (i.e. 2017-18, 2018-19 & 2019-20).</p> <p><u>Documents Required:</u></p> <p>Copy of audited balance sheet of the financial years i.e. 2017-18, 2018-19 & 2019-20 should be submitted.</p> <p>Certificate from Chartered Accountant stating Turnover and Profit/Loss for last three financial years i.e. 2017-18, 2018-19</p>

	three financial years i.e. 2016-17, 2017-18 & 2018-19 should be submitted.	& 2019-20 should be submitted.
3	<p>Part - I</p> <p>3. Eligibility Criteria: & Annexure – D : Eligibility Compliance Point No. 3</p> <p>Criteria: The Bidder should have positive net-worth in last three financial years. (i.e. 2016-17, 2017-18 & 2018-19)</p> <p>Documents Required: Copy of audited balance sheet of the financial years i.e. 2016-17, 2017-18 & 2018-19 should be submitted. Certificate from Chartered Accountant stating Turnover and Profit/Loss for last three financial years i.e. 2016-17, 2017-18 & 2018-19 should be submitted.</p>	<p>Part - I</p> <p>3. Eligibility Criteria: & Annexure – D : Eligibility Compliance Point No. 3</p> <p>Criteria: The Bidder should have positive net-worth in last three financial years. (i.e. 2017-18, 2018-19 & 2019-20)</p> <p>Documents Required: Copy of audited balance sheet of the financial years i.e. 2017-18, 2018-19 & 2019-20 should be submitted. Certificate from Chartered Accountant stating Turnover and Profit/Loss for last three financial years i.e. 2017-18, 2018-19 & 2019-20 should be submitted.</p>
4	<p>Part - I</p> <p>3. Eligibility Criteria: & Annexure – D : Eligibility Compliance Point no. 5</p> <p>Criteria: The bidder should have supplied, installed/ commissioned and maintained proposed Queue Management Solution in at least 50 Branches of any Scheduled Commercial Bank (not necessarily in a single order but in the same Bank) in India during last three financial years i.e. 2016-17, 2017-18 & 2018-19.</p> <p><u>Proof of documents required / must be submitted:</u> Copy of purchase order/s and reference letters/ Certificates clearly mentioning that the bidder has supplied, installed, commissioned and maintained at least, 10 Rack mounted servers and SAN Storage and from when they are being maintained by the bidder. The enclosed Purchase Orders & Reference letters/ Certificates to be enclosed should bear following details of the signatory: 1.Signature & Seal 2.Name & Designation 3.Date of issuance</p>	<p>Part - I</p> <p>3. Eligibility Criteria: & Annexure – D : Eligibility Compliance Point no. 5</p> <p>Criteria: The bidder should have supplied, installed/ commissioned and maintained proposed Queue Management Solution in at least 50 Branches of any Scheduled Commercial Bank (not necessarily in a single order but in the same Bank) in India during last three financial years i.e. 2016-17, 2017-18 & 2018-19.</p> <p><u>Proof of documents required / must be submitted:</u> Copy of purchase order/s and reference letters/ Certificates clearly mentioning that the bidder has supplied, installed/ commissioned and maintained proposed Queue Management Solution in at least 50 Branches of any Scheduled Commercial Bank (not necessarily in a single order but in the same Bank) in India during last three financial years i.e. 2016-17, 2017-18 & 2018-19.</p> <p>The Purchase Orders & Reference letters/ Certificates to be enclosed should bear</p>

		<p>following details of the signatory:</p> <p>1.Signature & Seal</p> <p>2.Name & Designation</p> <p>3.Date of issuance</p>
5	<p>Part - I</p> <p>3. Eligibility Criteria:</p> <p>& Annexure – D : Eligibility Compliance Point No. 6</p> <p><u>Criteria:</u></p> <p>Product offered, by the bidder, of OEMs should be installed and running in at least one Scheduled Commercial Bank in India for at least One year from last three years as on date of bid submission.</p> <p><u>Documents Required:</u></p> <p>Copy of purchase order along with Client Certificate is to be submitted.</p>	<p>Part - I</p> <p>3. Eligibility Criteria:</p> <p>& Annexure – D : Eligibility Compliance Point No. 6</p> <p><u>Criteria:</u></p> <p>Product offered, by the bidder, of OEMs should be installed and running in at least one Scheduled Commercial Bank in India from last three years as on date of bid submission.</p> <p><u>Documents Required:</u></p> <p>Copy of purchase order along with Client Certificate is to be submitted.</p>
6	<p>Part - V</p> <p>2. Delivery and Installation</p> <p>Bidder has to deploy the units in the Metro / Urban Branches identified by the Bank. Central Unit/ Enterprise Servers shall be deployed in the DC/ DR of the Bank. The Bank reserves the right to shift the ordered items to any location where bank has presence, during the warranty period.</p> <p>Supply, Installation and up-gradation should be completed within 4 weeks of Purchase Order. The delay period of site readiness will not be included in above-mentioned delivery and installation period.</p>	<p>Part - V</p> <p>2. Delivery and Installation</p> <p>Bidder has to deploy the units in the Metro / Urban Branches identified by the Bank. Central Unit/ Enterprise Servers shall be deployed in the DC/ DR of the Bank. The Bank reserves the right to shift the ordered items to any location where bank has presence, during the warranty period.</p> <p>Supply, Installation and up-gradation should be completed within 6 weeks from date of issuance of Purchase Order. The delay period of site readiness will not be included in above-mentioned delivery and installation period.</p>
7	<p>Annexure – E</p> <p>Technical Criteria/Scope of Solution Point no. 5</p> <p>Ticket Generator Unit</p> <p><u>Minimum set of Requirements</u></p> <p>Ticket dispenser UI to be web based & responsive and can be accessed from any device - Tablet or Kiosk.</p> <p><u>Desired set of Requirements</u></p> <p>Responsive web interface to support all latest browsers and should be accessible from Android or iPad or Windows Tablets</p>	<p>Annexure – E</p> <p>Technical Criteria/Scope of Solution Point no. 5</p> <p>Ticket Generator Unit</p> <p><u>Minimum set of Requirements</u></p> <p>Ticket dispenser UI to be web / APP based & responsive and can be accessed from any device - Tablet or Kiosk.</p> <p><u>Desired set of Requirements</u></p> <p>Responsive web interface to support all latest browsers and should be accessible from Android or iPad or Windows Tablets</p>

Bill of Material

Proposed Hardware / Software shall be delivered at Bank's Centers as mentioned in Purchase Order.

Requirement:

HARDWARE REQUIREMENTS				
Sl. No	Line Item	Make/Model	Specification	Quantity
Server				
Branch Unit				
1	Screen: Touch Type Min size 15", Resolution 1920x1080			
2	Display Unit : LED Display ensuring proper display for distant view; Wall Mounting		USB Port: LAN Port: Audio: PS/2 Port: Power:	
3	Thermal Printer (min 80mm for receipt printing)			
4	Calling Unit (Min 4 per branch)			

SOFTWARE REQUIREMENTS				
Sl. No	Application	Name of Application	Platform	Specification
1	Server Application			
2	Client Application			
3	Database Server			

Place:

Signature of Bidder: _____

Date:

Name: _____

Business Address: _____

List of Regional languages for display of the messages and voice enabled audio

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

Sub: Request for Proposal (RFP) For Supply, Installation and Maintenance of Centralized Queue Management System for installation in Branches of UCO Bank) vide (RFP Ref. No DIT/BPR & BTD/OA/2648/2020-21 Date: 21/12/2020)

Sl. No.	Regional Languages	Bidders Compliance (Yes/No)
1	Assamese	
2	Gujarati	
3	Marathi	
4	Odia	
5	Punjabi	
6	Tamil	
7	English	
8	Hindi	
9	Telugu	
10	Malayalam	
11	Kannada	
12	Bengali	

Yours faithfully,

For.....

Designation:

(Signature and seal of authorized person)

Bidder's corporate name:

Place:

Date:

Note:

All other terms and conditions, clauses of the subject RFP remain unchanged. The reply to pre-bid queries responses / clarifications / corrigendum / addendum & changes in the RFP clause mentioned herein above will be part & parcel of the RFP.

Place: Kolkata

Date: 02.01.2021

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