



## UCO BANK

### Department of Information Technology

**Request for Proposal (RFP) For Selection of Vendor for Supply, Installation & Support of Desktop, Laptop, Thin Client, Line printer, Passbook Printer, DMP, Laser Printer & Flatbed Scanner (Rate Contract)**

**RFP Ref No: DIT/BPR&BD/OA/3977/2017-18 Date: 17.01.2018**

**Pre-Bid Replies / Clarifications to Queries raised by the Bidder(s)**

SI No	Pg No.	RFP Clause No.	RFP Specifications	Modifications suggested by Vendor	Bank's Response
1	29 / 56	Eligibility Criteria Point no. 8	The bidder should have all India presence with Offices / Support Centers at minimum 100 centers with at least 3 engineers where UCO Bank is having its Zonal Offices (List of Zonal offices is given in Annexure – G) to support the branches under its command. In case the bidder is not having own office at the 100 locations as above and wishes to provide support services through partner/franchisee to those locations, a letter from the partner /franchisee should be enclosed stating A letter of undertaking to be given by the bidder. (Escalation matrix covering all 42 Zones of the Bank to be provided in case of selection or at the time of evaluation)that they will be providing support services to UCO bank branches/offices for purchase under this contract.	We request you to please add OEM Bidder/OEM.	<p>The clause stands modified as under:-</p> <p>The bidder / OEM should have all India presence with offices / support Centres at minimum 100 Centres with at least 3 engineers at the offices / support Centres where UCO Bank is having its Zonal Offices (List of Zonal offices is given in Annexure – G) to support the branches under its command. In case the bidder is not having own office at the 100 locations as above and wishes to provide support services through partner / franchisee to those locations, a letter from the partner / franchisee should be enclosed stating A letter of undertaking to be given</p>

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					by the bidder (Escalation matrix covering all 42 Zones of the Bank to be provided in case of selection or at the time of evaluation) that they will be providing support services to UCO bank branches / offices for purchase under this contract.
2	58 & 60	Annexure – H (Group A - Desktop Type 1 & 2)	OS: Windows 10, 64 / 32 bit along with media license and recovery DVD media or Disk Recovery System and down-gradable to Windows 8.1 / Windows 7 Pro.	Windows 10, 64 / 32 bit along with media license and recovery DVD media or Disk Recovery System.  <b>Remarks:</b> Latest Gen (7 <sup>th</sup> Gen) processor does not support Win 7 or Win 8	Windows 10, 64 / 32 bit along with media license and recovery DVD media or Disk Recovery System
3	65	Annexure – H (Group B – Laptops)	PROCESSOR: Intel® Core™ i5-7500 Processors (3.00 GHz base frequency, 6 MB L3 cache) 7 <sup>th</sup> Generation or Higher	Intel Core i5 7200U processor with 2.5 GHz and 3 MB Cache  <b>Remarks:</b> Ask processor for core i5 is of desktop category	Intel Core i5 7200U processor 7 <sup>th</sup> Generation or Higher
4	66	Group B – Laptops	BIOS: Flash BIOS, UCO Logo to be incorporated in BIOS at OEM Factory. Further Bank Name & Logo should be embossed/Printed/Pasted with tamper proof stickers on CPU/ Monitor / Keyboard.	Request for deletion of this clause.  <b>Remarks:</b> This point is relevant for desktop and not suggested for RC business and for small quantity order customization on BIOS is not possible.	The clause stands modified as under:- 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 / Keyboard.

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5	70	Group C - Thin Client	OS: Windows 10 Enterprise Edition	Windows 10  <b>Remarks:</b> Enterprise edition is not available for TC, request you for recheck with Microsoft	The clause stands as per RFP
6	58	7 (Group A: Desktop Type I & II)	Ports: Minimum 8 or more Ports with at least 4 USB 3.0 Ports (min 2 in front panel – remaining ports in the backside); 1 Serial Port, 1 Parallel port, RJ45 port, VGA, 2 Display port (VGA / HDMI). NIC should be IPv6 compliant.	Change to 2 Display Port (HDMI/DP). If possible remove parallel port and VGA as it will lead to cost escalation	The clause stands modified as under:- Minimum 8 or more Ports with at least 4 USB 3.0 Ports (min 2 in front panel – remaining ports in the backside); 1 Serial Port, 1 Parallel port, RJ45 port, VGA, 2 Display port (VGA). NIC should be IPv6 compliant.
7	59 / 63	12 (Group A: Desktop Type I & II)	OS: Windows 10, 64 / 32 bit along with media license and recovery DVD media or Disk Recovery System and down-gradable to Windows 8.1 / Windows 7 Pro. Recovery software to be dumped in the inerasable portion of the HDD. A sticker to be pasted on the supplied hardware by furnishing the list of serial nos. of Operating System along with the corresponding serial numbers of the CPU where it is preloaded.	Windows 10, down gradable to Windows 8.1 and 7 not possible against the asked CPU. Suggest for clarity of the OS and Serial no.	The modified clause stands as follows:- 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.
8	65	7 (Group B: Laptops)	RAM: 8 GB DDR3/4 RAM, 1600 MHz, expandable to 16 GB, 2 DIMM slots out of which at least 1 should be free	8 GB DDR3/4 RAM, 2400 MHz, expandable to 16 GB, 2 DIMM slots out of which at least 1	The clause stands modified as follows:- 8 GB DDR3/4 RAM, 2400 MHz,

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				should be free	expandable upto 16 GB, 2 DIMM slots out of which at least 1 should be free
9	66	18 (Group Laptops) B:	Interfaces: VGA out, RJ-45, minimum three or more USB (2 USB 3.0, 1 no. USB 3.0/2.0/C type) Head phone out, Microphone In, OR Audio combo port, AC Adapter Jack, HDMI/Display port with TPM 1.2 / 2.0 certified.	Minimum 3 USB ports (with minimum one USB 3.0. and One USB 2.0)	The modified clause stands as follows:- Minimum 3 USB ports, out of which one should be USB 3.0
10	66	20 (Group Laptops) B:	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.	Please delete as repeat of Clause 18	This clause stands deleted.
11	66	21 (Group Laptops) B:	Power Supply: AC adapter is ACPI 3.0 Compliance and Quoted Product is compliance with CE, FCC	Remove this as it is part of Laptop certification (ACPI not applicable and separate adaptor certification is not available)	The modified clause stands as follows:- AC adapter should be of same OEM make as that of laptops.
12	67	27 (Group Laptops) B:	OS: Windows 10 Professional 64 bit license with windows 10 recovery CD & Product manuals. Recovery software to be dumped in the inerasable portion of the HDD. A sticker to be pasted by furnishing the list of serial nos. of Operating System along with the corresponding serial numbers of the laptop where it is preloaded.	Sticker requirement to be removed.	The clause stands as per RFP.
13	69	8 (Group Thin Clients) C:	Peripherals: (a) USB optical mouse (b) 104 Keys OEM USB Keyboard (c) Option for VESA mounting support for the thin client to mount the thin	Kindly confirm if VESA mounting brackets have to be supplied	VESA mounting brackets are not required to be supplied.

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			client behind TFT, Under the desk or on the wall.		
14	69	11 (Group C: Thin Clients)	Ports / Slots: (a)1 serial port, configurable. (b)1 Parallel Port. (c) Min.4 External USB ports either in the front or in the backside. (d) Internal amplified speaker, Audio Output – 1/8 inch minijack, 24-bit stereo, 192 KHz sample rate; Audio Input – 1/8 inch microphone mini-jack, 20-bit stereo, 96 KHz sample rate. (e) 1 VGA	Suggest removal of parallel port as most peripherals use USB port. In case parallel port is required, to accept USB to parallel port through converter. Audio Port: To mention composite port or Audio In-out port.	The clause stands as per RFP.
15	71	20 (Group C: Thin Clients)	Regulatory Standards: International: IEC60950-1, 12:2005 with CB Certificate and all National Deviations, CE Mark, BIS, Energy Star Category B, RoHS Directive-2002/95/EC, WEEE Directive-2002/96/EC	Incorporate: Ergonomics: German EKI-ITB 2000, ISO 9241-3/-8; Safety: cULus 60950, TUV-GS, EN 60950; RF Interference: FCC ClassB,CE, VCCI, C_tick: Environmental: WEEE, RoHS Compliant	The clause stands as per RFP.
16	72	21 (Group C: Thin Clients)	Test Certificate: Thin clients should be tested for Finacle / other software Environment as part of Technical Compliance. If not found compatible, Bank will reject such thin clients during technical evaluation stage itself.	During earlier RC process, a thin client model was evaluated and certified by the UCO Bank IT and end user location for Finacle and other softwares. Is there a requirement for testing again if the same model evaluated is quoted?	The clause stands as per RFP.

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17	29	5 (Eligibility Criteria)	The bidder should have minimum Net Worth (capital + reserves – accumulated loss if any) of Rs. 50 Crores to apply for Group A, Rs. 10 crores to apply for Groups B, C & D and Rs. 5 Crores to apply for the remaining Groups	The bidder should have minimum Net Worth (capital + reserves – accumulated loss if any) of Rs. 20 Crores to apply for Group A, Rs. 10 crores to apply for Groups B, C & D and Rs. 5 Crores to apply for the remaining Groups	The modified clause stands as follows:- The bidder should have minimum Net Worth (capital + reserves – accumulated loss if any) of Rs.25 Crores to apply for Group A, Rs. 10 crores to apply for Groups B, C & D and Rs. 5 Crores to apply for the remaining Groups.
18	58 / 62	10 (Group A: Desktop Type I & II)	The Specification of the Keyboard demands - 104 Keys Standard USB keyboard with same make as CPU OEM with three years warranty	Mechanical USB Standard 104 Keys Keyboard with Bilingual Devnagari" in the Keyboard specification  <b>Remarks:</b> Mechanical Keyboards are most preferred keyboards by Various financial institutions and Public Sector Banks due to its Proven value to the user. Indian government is also appealing to work in our Native Languages to make it easy for users and customers to understand process the information. This is only possible if the Keyboards are having Bilingual Keys which makes it easier for users to	The clause stands modified as follows:- The Specification of the Keyboard demands - 104 Keys Standard USB keyboard with same make as CPU OEM with three years warranty. The keyboard should support Rupee symbol of Indian standard.

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				feed the information in regional & national language.	
19	77	9 (DMP 80 Column – 24 Pin)	Interface: Parallel, Serial, USB	All three Ports (Parallel, USB and Serial) does not come as standard in DMPs and shall be changed to Parallel, USB and Optional Serial Port.	The clause stands as per RFP.
20	59 / 62	Desktop Type I & II	Form Factor: Small Form Factor (SFF)	We would request you to accept Micro Tower so that you can get reduction in pricing.	The clause stands as per RFP.
21	67	27 Desktop Type I	OS: Windows 10 Professional 64 bit license with windows 10 recovery CD & Product manuals. Recovery software to be dumped in the inerasable portion of the HDD. A sticker to be pasted by furnishing the list of serial nos. of Operating System along with the corresponding serial numbers of the laptop where it is preloaded.	7 <sup>th</sup> generation processor is not compatible with Win 7. Hence please accept Win 7 prof only.	The clause stands as per RFP.
22	62	Group A: Desktop Type II	RAM: 8 GB DDR3/4 RAM, 1600 MHz, expandable to 16 GB, 4 DIMM slots out of which at least 1 should be free	Please accept 8GB DDR4 2 DIMM slots, 1 slot free	The clause stands as per RFP.
23	65	(Group B: Laptops)	Battery: Li-Ion / Polymer Battery (enclosed in single unit with 7 hrs backup)	There is very minimal price difference between 1 yr & 3 yrs battery warranty. Hence please change to 3 yrs battery warranty.	The clause stands as per RFP.

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24	65	(Group B: Laptops)	Weight: Not exceeding 2.5 Kg. (including battery)	Today laptops come with less weight so "Starting weight should be 1.65 Kg"	The clause stands as per RFP.
25	68	(Group B: Laptops)	Warranty: 3 Years Comprehensive On Site Warranty including battery AND Power Adaptor	Adaptor covers 1 yr warranty as standard.	The clause stands as per RFP.
26	69	Chassis (Group C: Thin Clients)	Fanless Chassis	We Request you to need to remove this Clause. The TC Model Proposed by HP which is suitable to UCO Bank requirements, has Integrated Graphics and to have proper Cooling and system efficiency, we have small FAN on the Processor	The clause stands modified as under:- Thin Client should have in-built fan.
27	69	Ports / Slots (Group C: Thin Clients)	<div>(a)1 serial port, configurable. (b)1 Parallel Port. (c) Min.4 External USB ports either in the front or in the backside. (d) Internal amplified speaker, Audio Output – 1/8 inch minijack/combo, 24-bit stereo, 192 KHz sample rate; Audio Input – 1/8 inch microphone mini-jack, 20-bit stereo, 96 KHz sample rate. (e) 1 VGA</div> <div>(b)1 Parallel Port.</div> <div>(c) Min. 4 External USB ports either in the front or in the backside.</div> <div>(d) Internal amplified speaker, Audio Output – 1/8 inch mini-jack, 24-bit stereo, 192 KHz sample rate;</div>	<div>Internal amplified speaker system for basic audio playback 3.5 mm headset socket (front access).</div> <div>(c) Total 4 External USB or higher, out of which one should be USB 3.0 (including Keyboard and Mice. Clause (d) is repeated which needs to be removed</div>	The clause stands modified as under:- (a)1 serial port configurable. (b)1 Parallel Port configurable (c)Internal amplified speaker system for basic audio playback 3.5 mm headset socket (front access). (d)Total 4 External USB or higher, out of which one should be USB 3.0 (including keyboard and Mice) (e) 1 VGA

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			Audio Input – 1/8 inch microphone mini-jack, 20-bit stereo, 96 KHz sample rate. (e) 1 VGA		
28	70	Technical Specifications	<p>Windows 10 Enterprise Edition. However, the selected bidder will have to perform a Proof Of Concept (POC) testing to check the Finacle compatibility with Windows 10 OS.</p> <p>(a) Windows Embedded Standard 10 Enterprise Edition SP1</p> <p>(b) Should support external DVD R/W &amp; HDD</p> <p>(c) Should support installation of local as well as Network printer through USB / parallel /serial ports.</p> <p>(d)Multi user and single user log on support locally. (e)Local user policies</p> <p>(f)Internet Explorer 10.0 or higher with full JVM</p> <p>(g) llinkweb.</p> <p>(h) Compatibility with TransSafe application for two factor authentication (i)Should support Lingua Next application for Hindi</p> <p>(k)Client upgrade through FTP/SFTP</p> <p>(l) DHCP Enabled flash upgrade</p> <p>(m) Full PPP Support</p>	<p>(a)Windows 10 Internet of Things- IoT downgradable to WES7E SP1</p> <p><b>Remarks:</b> According to Microsoft Windows Embedded Roadmap, WES7E is already in Extended Support which is valid till June 2020. After June 2020 WES7 will be out of support from Microsoft. This RC will be operational by Apr-May 2018 to Apr 2019 timespan. While Purchasing the Thin Client, it should serve you minimum 3 to 5 years of timespan. Considering this, the units which will be procured in Calender Year 2018-19, will not have any support from Microsoft and inturn from the Vendor who will supply these units. Hence it is recommended to go for Win10 IoT with downgradable rights to WES7E for continuing the existing IT infrastructure and application Stack. Once the backend is compatible with Windoes 10 at later date, you can download the latest</p>	The clause stands as per RFP.

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				Windows 10 IoT image and install the same on existing units without any commercial Obligation. We need to cross check the Finacle compatibility with Windows 10 OS.	
29	70	Technical Specifications (Group C : Thin Clients)	Enhance Write Filter & File Based Write Filter support, Update Utility for image and add-on update / installation	Unified Write Filter-UWF for Win 10 IoT and Enhanced and File Based Write Filter- EWF/FBWF for WES7E SP1.  <b>Remarks:</b> These are the Write Filters which will be applicable for Respective OS platform of Microsoft.	The clause stands as per RFP.
30	71	Technical Specifications (Group C : Thin Clients)	Worldwide auto-sensing 100-240 VAC, 50-60 Hz energy-saving automatic power-down, surge-tolerant, 65-watt power supply supplying 19VDC	Worldwide auto-sensing 100-240 VAC, 50-60 Hz energy-saving automatic power-down, surge-tolerant, minimum 45 watt or above power supply supplying 19VDC.	The clause stands as per RFP.
31		New clause to be added		OEM Logo should be Etched (Imprinted/Engraved) on the Motherboard of the TC.  <b>Remarks:</b> There are many vendors in the Industry who procures low cost Materials Mother Boards from Taiwan and using them for Thin Client Manufacturing. This is to ensure that Quality of the product is maintained.	New Clause added as under:- OEM Logo should be Etched (Imprinted/Engraved) on the Motherboard of the TC.

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32		New clause to be added		OEM should have Experience of more than 10 years in the manufacturing of thin clients, along with 10 years of profitability.  <b>Remarks:</b> This to ensure only serious OEM participates, 10 years of turnover and 10 years of profitability should participate so that company is sound enough to sustain for next 5 years of business to support the machine.	Suggestion not acceptable.
33		New clause to be added		Bidder/OEM must submit one physical unit of the TC model which they are quoting at the time of bid submission with requisite certification copies of Regulatory Standards and BIS  <b>Remarks:</b> This will ensure right and functioning machines are being quoted by bidder	Suggestion not acceptable.
34	55	Annexure – G, Clause no. 4	Eligibility Criteria: The bidder should have posted net profit in at least two years out of the last three financial years, i.e., 2014-15 & 2015-16 and 2016-17.	The bidder should have posted net profit in all three years	The clause stands as per RFP.
35	40	Part – IV	Tender Fees – Total Rs.83,500.00	Please reduce the fees as the quantity is reduced compare to last year	The clause stands as per RFP.

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36	40	Part – IV	EMD – Total Rs.37 Lakh	Please reduce the EMD	The clause stands as per RFP.
37	18	18	Security Deposit – The selected bidders shall furnish a Security Deposit of 10% of the estimated order value (i.e. Quantity X Price Fixed through Rate Contract X 10%) in the form of Bank guarantee for a tenure of 15 (fifteen) months issued by any Scheduled Commercial Bank other than UCO Bank. The Bank Guarantee should be deposited within 15 days from the date of issuance of Purchase Order.	Please clarify Quantity part.	Quantity is the estimated quantity mentioned in Part-IV (Requirement of Items) of the RFP document.
38	17	17	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.	Please mention the payment release due time also. (Within 30 day or 45 days.)	The clause stands as per RFP.
39	69	Processor (Group C: Thin Clients)	Intel ATOM / AMD / VIA 1.5 GHz Dual Core CPU	Quad Core processor	The modified clause stands as below:- Intel ATOM / AMD / VIA 1.5 GHz Dual Core or higher.
40		New Clause			Proof of Concept (POC): The technically eligible bidder will have to perform a Proof Of Concept (POC) testing for all hardware items to check

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					the Finacle compatibility with Windows 10 OS and other banking applications. List of applications will be shared by Bank later on.
41		New Clause			Bank should have an option for random checking of supplied hardware items at any of the delivered locations in presence of Bank's representatives / Government certified agencies & bidder's representatives and selected bidder's representatives to have a check on quality. Cost for the same will be borne by the respective bidder.
42		New Clause			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.