



UCO BANK
Department of Information Technology

RFP for Selection of Vendor for Supply, Installation and Maintenance of 800 Barcode Based Self Service Passbook Printing Kiosk

RFP Ref. No. DIT/BPR & BTB/OA/1146/2019-20 Date: 18/06/2019

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

Sl No.	RFP Page No.	RFP Clause No.	Subject/Description	Query sought/Suggestions of the Bidder	Bank's Response
1	27	4. SCOPE OF WORK 4.1.1	The bidder should supply, install and maintain barcode based Self Service Passbook Printing Kiosks as per specification given in Annexure-V including all required hardware, software, operating systems, databases, middleware, third-party utilities and interface the same with Core Banking Solution i.e. Finacle 7.0.25 and above. In Future, if Bank upgraded the Core Banking Solution to higher version, the bidder needs to do end to end integration without any cost to the Bank. Self Service Passbook Printing Kiosks integrated as a single unit and it should be installed at a level convenient for the customers to stand and operate. Bank reserves the right to install these kiosks at on-site or off-site locations as per requirement of the Bank.	Bidder would like to clarify that any up-gradation that does not involve a commercial impact will only be passed on as a freebie. Charges will be applicable otherwise.	Clause stands as per RFP.
				We request Bank to discuss regarding up-gradation in CBS system with selected bidder for re-implementation and integration cost mutually.	Clause stands as per RFP.
				Request bank to consider same at additional cost.	Clause stands as per RFP.
			In Future, if Bank upgraded the Core Banking Solution to higher version, the bidder needs to do end to end integration without any cost to the Bank.	Request the Bank to alter this clause as any change required for the upgrade of the CBS which would require the bidder to carry out integration would be done at mutually agreed rates.	Clause stands as per RFP.

2	27	4. SCOPE OF WORK 4.1.2	The machines shall be integrated with Bank's core banking solution. Bank would only provide power and network access required for the above Kiosks. The solution proposed must adhere to ISO 8583 message standards or above and any other format/protocol in order to integrate the proposed solution with Bank's CBS (Finacle 7.0.25 or above). For doing so, if required the selected Bidder shall have to coordinate with Bank's existing prime vendor/system integrator, who has implemented CBS in UCO Bank, for integrating the Barcode Based Self Service Passbook Printing Kiosks with Finacle system. The selected bidder should develop necessary Interface to integrate the Barcode Based Self Service Passbook Printings with Bank's Core Banking System i.e. Finacle without any additional cost to the Bank.	Bank to facilitate vendor in getting required integration document / license having common data format from Banks CBS Application Vendors and complete process flow diagram without any cost to us.	Clause stands as per RFP.
				We request Bank to pay the Interface & integration charges to selected bidder.	Clause stands as per RFP.
3	27	4. SCOPE OF WORK 4.1.3	The bidder will provide middleware to be installed at Bank's DC & DR including required application & database, which will be interfaced with FINACLE by the bidder. Bidder should develop Interface with Bank's core Banking Solution (Finacle) through the central Finacle server deployed by Bank, at their own cost. The middleware should have the capacity to handle connectivity for atleast 800 kiosks. The bidder should maintain the middleware in the contract period. The bidder should update the software patches and antivirus patches time to time.	Required server Hardware and Server software (i.e. Server OS, and Antivirus) for DC and DR will be provided by bank, kindly confirm.	Please Refer to Corrigendum.
				Please clarify that anti-virus solution is not in scope of said RFP as central server will be provided by bank.	
4	27	4. SCOPE OF WORK 4.1.4	The bidder has to provide the Barcode Based Self Service Passbook Printing Kiosk and Bar Code Printer as per the specifications mentioned in this bid. However, for printing of Bar-code on the passbooks, Bank may use the existing Barcode printers available for printing of barcodes. It will be the discretion of the Bank to procure Barcode Based Self Service Passbook Printing Kiosk with/without Bar Code Printer from the selected vendor.	Request Bank to share Existing Barcode printer model number and make details for integration details.	Details will be shared with selected Bidder.
				Do one need to provide one printer for each machine, please clarify	Clause stands as per RFP.

5	27	4. SCOPE OF WORK 4.1.5	Barcode Based Self Service Passbook Printing Kiosk should be in colour branding of UCO Bank. Bank's colour branding shall be shared with the selected bidders. The machine should have instructions pasted to guide/help the customers for Passbook Printing.	Is Vinyl wrapping OK for same?	Clause is Self Explanatory.
6	28	4. SCOPE OF WORK 4.1.6	The scope of the services is to be provided for the period of at least 5 years i.e. 3 year comprehensive onsite warranty and 2 years AMC from the date of project Sign off by the bank	Requesting bank to amend it as - The scope of the services is to be provided for the period of at least 5 years i.e. 1 year comprehensive onsite warranty and 4 years AMC from the date of project Sign off by the bank. This will benefit bank for better control on after sales services.	Clause stands as per RFP.
7	28	4. SCOPE OF WORK 4.1.10	The selected bidder should also undertake to customize display screens of the machines as desired by bank in graphic mode in three languages (Hindi, English and the local language selected by Bank depending on the state where the machine is deployed) for all transactions undertaken by machines without any extra cost.	1) Content to be displayed on customizes display and transactional screens for all regional languages to be provided/approval by Bank at the time of UAT/POC only. 2) Changes or adding new screens on Banks requirement in future should not more than twice in a year and same will be implemented on subsequent PM.	Clause stands as per RFP.
8	28	4. SCOPE OF WORK 4.1.12	The selected bidder shall deliver Kiosks at the respective sites within four weeks from the date of receipt of the order from the Bank, failing which the Bank reserves its right to levy liquidated damages.	Delivery time should be start from the date of formal order with complete details of shipping locations. In case of PDI it should be start from the date of inspection. We request Bank to consider 4 weeks across India except difficult terrain like North East/Himachal / Andaman etc. where delivery time may please be extended to minimum 6 weeks. Request bank to consider Delivery time of 6 weeks	Please refer to Corrigendum.
9	28	4. SCOPE OF WORK 4.1.14	The selected bidder will have to integrate their Kiosks with the banks CBS host system (existing or higher) and make them operational within one week from the date of delivery at each site. Non-accomplishment of fulfilling the criteria for integration as mentioned above, failing which the Bank reserves its right to levy liquidated damages.	Request for bank to consider 4 weeks for software integration from date of delivery.	Clause stands as per RFP. However for initial integration of middleware & kiosks with Bank's CBS, selected vendor shall complete the integration within 4 weeks from the date of LOI/Master Purchase Order.

10	29	4. SCOPE OF WORK 4.1.15	The Bidder would be responsible for timely applying/loading of all the software patches release by OEMs / OS vendors/ RBI or Regulatory in all the respective Kiosks during the Warranty and AMC period. This job has to be done as a part of Warranty and AMC support services, without any extra cost to Bank. The bidder will undertake up gradation of the software patches on time to time basis as per the Bank's requirement as well as the regulatory compliance.	We request the bank to modify this clause and would like to clarify that any up gradation that does not involve a commercial impact can only be done without any additional charges. Charges will be applicable otherwise. Since these requirements are unknown, we cannot factor any cost for this upfront and the same should be discussed and reimbursed by the bank on case to case basis.	Clause stands as per RFP.
11	29	4. SCOPE OF WORK 4.1.16	The selected Bidder has to obtain transit insurance cover for the Kiosks from their factory/go-down to the site and such insurance cover should be available till installation of the Kiosks/Machines. The insurance cover should be available for min.30 days from the delivery of Kiosks/ Machines.	We request Bank to modify the clause as the insurance cover should be valid till the time of delivery to the bank site.	Please refer to corrigendum.
12	29	4. SCOPE OF WORK 4.1.20	No visit / service charges will be borne by the Bank for up-gradation of the software/ replacement of hardware components pertaining to Self Service Passbook Printing Kiosks and BAR Code Printer for the purpose of enhancing their functionality to meet mandatory compliance from concerned authorities. Any up-gradation should be completed within 15 days from the date of request of the Bank.	<p>Any up-gradation is subjected to feasibility and request for bank fix the frequency of such visits we suggest twice in a year Max.</p> <p>We request Bank to modify the clause as (A) : Selected bidder has to upload the software at free of cost but any up-gradation in software is chargeable with mutually agreed rate. (B) Replacement of Hardware is chargeable if Bank needs any special Hardware in future.</p> <p>Please note any future upgrade required w.r.t Hardware or Software will be at additional cost to bank as same cannot be factored in costing as now.</p> <p>Any up-gradation that would require the bidder to make major changes to adhere to the government guidelines would be done at the mutually agreed rates.</p>	Clause stands as per RFP.

13	29	4.SCOPE OF THE WORK 4.1.22	The bidder has to ensure that all the licenses for the application/software/ middleware OS used in the Kiosks/Machines/Bar Code Printers should be in the name of UCO Bank only and necessary license certificates/copies of the same has to be submitted in original to the Bank.	Request the bank to please clarify whether the given offering is required on the License model or it needs to be hosted from the bidders' premises.	Clause is self-explanatory.
14	30	4.SCOPE OF THE WORK 4.1.29	The Kiosk installed should be connected to Remote Monitoring System (RMS) so that, availability of Kiosks services could be ensured by way of remote monitoring of Kiosks through system driven, automated process with an ability to initiate corrective measures to address various messages emanating from installed Kiosks.	Request the bank to please clarify whether the given offering is required on the License model or it needs to be hosted from the bidders' premises. Whether the RMMS should be given to the Bank on license deal or to be hosted from bidders premises	Clause stands as per RFP.
15	30	4. SCOPE OF WORK 4.1.30	Remote Monitoring System should be capable of monitoring the uptime of all the machines configured on the Bank's network on real time basis from a centralized location. The penalties will be applied based on this report. Automatic call logging and closing facility should be available in the Remote Monitoring System.	Remote monitoring of Kiosk is not in the scope of OEM. This is fall under Managed Services (MS) scope where MS Charges are applicable.	Clause is self-explanatory.
16	30	4. SCOPE OF WORK 4.1.32	One resource should be provided by bidder to manage Remote Monitoring Management System (RMMS), Interface Server, MIS, call complaints/ monitoring etc. at no extra cost to the Bank. Successful bidder is liable for a penalty of Rs.1000/- per day on unavailability of the resource. This support is required for contract period of 5 years.	We request Bank to exclude penalty where selected bidder have no control on Bank internal systems like Power/UPS issue/Network connectivity/Non-accessibility of site etc.	Please refer to clause 4.2 Facility Management.
				Request the Bank to clarify whether the bidder needs to factor in for any buffer resource for the same.	Clause is self-explanatory
17	31	4. SCOPE OF WORK 4.1.38	The Selected Bidder needs to provide ready to print 1000 barcode sticker per Bar Code Printer as per specification provided by Bank.	We request Bank to delete this clause.	Clause stands as per RFP.
18	31	4. SCOPE OF WORK 4.1.39	Barcode Based Self Service Passbook Printing Kiosk should be compatible to print, all the existing barcoded passbooks which are already in use. The provided solution should work for all types of passbooks.	Bank need to confirm passbook type and format are same across for this requirement. Kindly Confirm. As application will support one type / format of passbook.	Clause is clarified as: Passbooks in Bank are same across the country.


19	31	4. SCOPE OF WORK 4.1.36	Selected bidder has to upgrade the version of the Operating Systems to higher version of the machines without additional cost during the contract period in case the existing version of the OS is declared end of support/ end of life.	<p>We request Bank to modify the clause as: Selected bidder has to update the version of the Operating Systems / software patches without additional cost during the contract period in case the existing version of the OS is declared end of support/ end of life. In case of higher OS Version is required is chargeable with mutually agreed rate.</p> <p>Request bank to delete this clause.</p> <p>Request the Bank to alter this clause as any upgrade that might be required in order to adhere to the government guidelines shall be done at mutually agreed commercials.</p>	Clause stands as per RFP.
20	31	4. SCOPE OF WORK 4.1.40	Bank can also procure Barcode Based Self Service Passbook printing kiosk for its Regional Rural Bank (RRB) at the same unit cost and on the same terms and condition with individual remote monitoring tool for each RRB's.	We understand RRBs individual Kiosk will be monitored based on their credentials from proposed central remote monitoring system. Kindly confirm.	Clause is self-explanatory.
21	32	4. SCOPE OF WORK 4.1.45	The bidder will have to provide and deploy the necessary functionality for printing narration of entries in Hindi and regional language also if required, at no extra cost, so that the customers are able to print their transactions in Hindi language also. The translation to Hindi language will be provided by the Bank.	Bank need to share language narrations / translation for printing Hindi and regional languages during UAT.	Details will be shared with selected bidder only.
22	32	4. SCOPE OF WORK 4.1.46	The bidder will be responsible for complying with the security policies of bank (both kiosk and server end) at no extra cost.	<p>Bank need to share security policy to implement on Kiosk during UAT.</p> <p>Security policy for Server application only is under bidder scope, bank need to take care for other items. Kindly confirm.</p>	Details will be shared with selected bidder only.
23	32	4. SCOPE OF WORK 4.1.47	Source code (both kiosks and RMS) to be certified by a certification agency or Bank empaneled CISA Certified Auditors, to be free of defects and malware/virus, as and when required by the bank at no additional cost.	Request bank to delete this clause.	Clause stands as per RFP

24	32	4. SCOPE OF WORK 4.1.49	Bank is approximately having 500 Passbook Printing Kiosk of various make & model, installed at different locations across the country. Bidder is required to install its client application in these devices and integrate them with proposed middleware to make them functional. Cost of the same shall be separately negotiated with the successful bidder.	Request for Bank to remove this requirement from RFP. As bidder has no control on other vendor machines.	Please refer to corrigendum.
25	33	Note- In case of Buyback/ Replacement:	Buy Back/ Replacement: The bidder will have to buy - back or exchange facility with the existing pass-book printing kiosk as per the bank requirement. The buy-back payments may be adjusted against the total invoices payable for Barcode based Passbook Printing Kiosks. The bidder will have to arrange to pick up the old one by their own and in doing so bidder has to bear all types of cost. These kiosks are to be bought back by the selected bidder on „as is where is“ basis. These kiosks may be located at the locations other than the locations where Barcode based passbook printer kiosks are to be delivered. Bidder has to arrange for the pick-up within 30 days of the order given by the bank. Otherwise, there will be a penalty of Rs 100/- per day per kiosk.	Request the Bank to alter this clause as the buyback price shall be decided on mutually agreed basis and the same remains subject to the agreed price between the bidder and the Bank. 1.) Purchase order should accompany the complete site details with contact number from where from the buyback machine should be collected. Buy Back machine collection from other location than it should be same city around 10-15 k.m. distance. (2.) Purchase order date shall be considered from the date of receipt of buy back collection details in case it is not received with P.O.	Clause Stands deleted.
26	35	5.4 Performance Bank Guarantee	The selected bidder, within 15 days from the date of Letter of Intent (LOI). will have to furnish a Performance Bank Guarantee, format as per Annexure-VIII of the RFP, issued by any scheduled commercial bank operating in India(except UCO Bank) , equivalent to 10% of the TCO valid for 84 months with 3 months additional claim period.	BG should not be required for 84 months where contract period is only for 5 years.	Clause stand as per RFP

27	36	5.6 Payment Terms	<p>Payment Terms: 90% of the value of the equipment will be paid after delivery, completion of successful installation of the machine and the same going live on UCO Bank's network. The payment will be made on receipt of the invoices along with duly certified installation report from the respective Branch Head. Vendor has to submit the acceptance certificate as per Annexure XXI along with invoice details.</p>	<p>1. Some payment should be made on delivery. 2. If installation is not done due to Bank dependency, payment should be made on Site Not Ready certificate. 3. PBG mentioned in clause 5.4 already covered the warranty period than why bank retained 10%.</p>	Please refer to corrigendum.
			<p>The balance 10% of the equipment will be paid after the warranty period or on submission of a Bank Guarantee (BG) to the Payment Authority for equivalent amount and tenure and an installation report duly certified by Branch along with acceptance certificate as per Annexure XXI.</p>	<p>Request the Bank to clarify, when will the balance 10 % of the payment for the Kiosks made? Is it after the Bank Guarantee is submitted or after the warranty period.</p>	
28	41	5.11 Liquidated Damage	<p>In case the delivery & installation is delayed beyond the scheduled time from the effective date, —Liquidated Damage for Late Delivery & Installation, 0.5% of undelivered equipment (\$) for each calendar week of delay or part thereof subject to maximum of 10% of order value will be imposed and will be deducted from the bill amount. UCO BANK reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by UCO BANK to the bidder. Liquidated damages will be calculated per week on per site basis. If the successful Bidder fails to complete the due performance in accordance to the specification and conditions of the bid document, the Bank reserve the right to cancel the entire order placed on the selected bidder. The Bank reserves the right to invoke the Performance Bank Guarantee submitted by the bidder.</p>	<p>Requested to maximum LD reduced upto 5%.</p>	Clause stands as per RFP.
				<p>We request Bank as : Delay in delivery should be considered as "Late Delivery & Installation Charges" @ Rs 250/- per day. We request Bank to arrange site readiness confirmation with necessary Lan/Power etc. Also, if the Kiosk is not installed after delivery of 30 Days due to any Bank Dependency, it can be treated as "Deemed Installation" to release the total payment.</p>	Please refer to corrigendum of Payment terms.
				<p>Request the Bank to provide a 30 days of cure period for the improvement of the performance before the terminations of the contract.</p>	Clause stands as per RFP.
29	65	Security	<p>Anti-virus Should be installed and updated periodically.</p>	<p>Anti -virus is under banks scope or bidder need to provide kindly confirm.</p>	Please refer revised clause 4.1.3.

30	66	Cabinet 6.3	The Collection box must be made secure with password operated lock.	Request for Bank to remove this requirement from RFP, as there is no collection box required in passbook Kiosk.	Clause stands deleted.
				The Unit on the whole is secure. It cannot be tampered easily. As the collection box is embedded/affixed inside the secure area, a separate password operated lock may not be necessary.	
31	66	Application Software 8.2	Will maintain log of all transactions between kiosks and Finacle/ATM Switch.	Request for Bank to elaborate the use of ATM switch in Passbook printing. Please remove this clause.	Clause stands modified as: Will maintain log of all transactions between kiosks and Finacle.
32	66	Application Software 8.9	Encryption at network communication level	Request for bank to share details of Encryption at network communication level.	Will be shared with selected bidder (if required).
33	66	Application Software 8.10	Encryption in Barcoding	Request for bank to share details of Encryption in Barcoding.	
34	66	Application Software 8.11	Centralized solution to check the patches of OS installed and configuration of Kiosks (like Mac ID, IP address).	OS patch checking is part of Banks AD service. However Kiosk Mac ID and IP address information can be stored / display at central location.	Clause stands modified as: Centralized solution to check configuration of Kiosks (like Mac ID, IP address).
35	67	Application Software 11	Must have audio visual guidance to help users along with visually challenged customers to use printer with multilingual capability. Language option as per requirement of bank in accordance to the place of installation.	Request for Bank to elaborate the requirement on visually challenged for passbook printing on Kiosk.	Clause stands deleted.
36	68	Application Software 13	Should have Line/Page Recognition Function, page and line sensing, Passbook Printer for passbook update.	We understand that this requirement is part of Auto page turning passbook printer. Request for bank to remove this requirement.	Clause is self explanatory.
37	68	Application Software 20	Ability to support horizontal/vertical type pass books	Bank need to confirm passbook type (horizontal/ vertical) and format are same across for this requirement. Kindly Confirm. As application will support one type either horizontal/vertical passbook.	Clause clarified as below: Bank currently uses vertical passbooks across all branches. The solution provided should support the same. However if Bank introduces Horizontal Passbook in future, the selected bidder has to complete the integration without any additional cost to Bank.

38	68	Application Software 25	At the time of issuance of new passbook, the customer details present should be printed on 1st page of the Passbook.	We understand that first page of the passbook will be printed by teller. Only after that customer will be allowed to update the passbook through KIOSK. Kindly confirm.	Clause Clarified as below: First page of the passbook will be printed by teller. Customer will print the transactions through kiosk.
37	52	5.24.3 Termination for Convenience	The Bank, by written notice sent to the Selected Bidder, may terminate the Contract, in whole or in part, at any time for its convenience.	This is one sided clause, should be applicable in both ways.	Clause stands as per RFP.
39	24	3.1 Evaluation Criteria	The bidder with the lowest commercial quote will be declared as L1.	Requesting bank to evaluate on the basis of Technical highest scoring (T1) and scope of matching the T1 bidder pricing with commercial L1 bidder and could equally share among both.	Clause stands as per RFP.
40		Other	Site Not Ready (SNR) clause	There is no clause for SNR (Site not ready) due to customer dependency. Request to consider clause for SNR due to customer dependency. In case of SNR customer not deduct penalty and the same time payment should be made on SNR certificate.	Please refer Corrigendum.
41		Other		As per agreed payment term if payment is not received from bank, then requesting interest @ 12% p.a should be paid for the delayed period.	Please refer revised clause 5.6.
42	38	5.9 Uptime	Metro & State Capital Centers 99% Urban Centers (Other than Metro & State Capital Centers) 98% Semi urban & Rural Centers 97%	Request bank to consider uptime as Metro and State capital- 96% ; Urban-95%; Semi Urban and Rural Center-94%	Clause stands as per RFP.
			For Middleware: The bidder shall guarantee an uptime of 99.95% for the middleware which shall be calculated on quarterly basis.	We request Bank to relax this clause with Urban & Rural for 95% due to transportation and communication difficulties. Request the Bank to relax the uptime requirement to 99% as per the industry standards.	
					Clause stands modified as: The bidder shall guarantee an uptime of 99.00% for the middleware which shall be calculated on quarterly basis.

43	1		The information provided by the bidders in response to this RFP Document will become the property of the Bank and will not be returned.	<p>BIDDER would request Bank to modify these clauses and would like to clarify that the submitted response to this RFP document is not to be reproduced, transmitted or made available by the Bank to any other party and the use of the same would be restricted only for evaluation purpose within Bank but BIDDER would remain as the owner for all purposes and be treated confidential as the same being proprietary to the BIDDER and be subject to relevant confidentiality restrictions as appropriate.</p>	Clause stands as per RFP.
	2	Disclaimer:	The RFP is not an offer by UCO Bank, but an invitation for bidder's responses. No contractual obligation on behalf of UCO Bank, whatsoever, shall arise from the offer process unless and until a formal contract is signed and executed by duly authorized officials of UCO Bank and the Bidder.		
	13	1.2.23	Bids once submitted shall not be returned to the Bidder in future.		
	17	1.12	Confidentiality		
	18	1.15 No legal Relationship:	No binding legal relationship will exist between any of the Recipients / Respondents and Bank until execution of a contractual agreement.		
	18	1.18	All submissions will become the property of Bank. Recipients shall be deemed to license, and grant all rights to, Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or Banking documents.		
44	16	1.7 Audit by Third Party	Bank at its sole discretion may appoint third party for auditing the activities of onsite services and operations of entire services provided to the Bank. The audit charges shall be borne by the bidder.	Any audit will be cooperative of BIDDER's confidentiality and security restrictions and guidelines of Bidder from time to time and any other conditions as to bearing of costs shall be subject to parties mutually agreed terms.	Clause stands as per RFP.

45	8	1.1 General Terms & Conditions 3 rd Para	Unless expressly overridden by the specific agreement to be entered into between the Bank and the bidder, the RFP document shall be the governing document for arrangement between the Bank and the prospective bidder in terms of this RFP documents.	Bidder would request that any binding terms and conditions, including the RFP terms and the Contract be binding between upon the parties upon mutual agreement and subject to the comments placed herein.	Clause stands as per RFP.
	13	1.2.27	The selected bidder must adhere to the terms of this RFP document.		
	18	1.17 Acceptance of Terms	A Recipient will, by responding to Bank RFP, be deemed to have accepted the terms as stated in the RFP.		
46	25	3.13 Commercial Evaluation Process 3.1.3.3.	The optimized TCO (Total Cost of Ownership) identified in the commercial bid would be the basis of the entire outflow of the Bank for undertaking the scope of work. Any further hardware, software, licenses required to meet the performance criteria of the Bank as stated in the RFP, during the tenure of the project, would be at the cost of the Bidder.	Bidder requests Bank to delete this clause, as it is not agreeable to the Bidder.	Please refer to corrigendum.
47	55	5.7	Non-Disclosure	Bidder requests Bank to make the confidentiality clauses & NDA mutual.	Clause stands as per RFP.
48	43	5.9	Bidder has to agree and provide undertaking not to disclose any Bank information and will maintain confidentiality of Bank information as per policy of the Bank and will sign –Non-Disclosure Agreement document provided by Bank.	Bidder requests Bank to make the confidentiality clauses & NDA mutual.	Clause stands as per RFP.
49	44	5.13.1	The Bank at its discretion may modify, add or amend the acceptance tests which then will have to be included by the vendor.	Bidder would like to clarify that any acceptances test to be only in accordance with the mutually agreed terms. Bank shall not amend or modify or add to the acceptance test at its discretion	Clause stands as per RFP.
50	46	5.15 Indemnity	Indemnity	BIDDER would like to discuss with Bank to arrive a mutually agreed cap on BIDDER's liability.	Clause stands as per RFP.

51	47	5.17 Compliance to Labour Act	As per Government (Central / State) Minimum Wages Act in force, it is imperative that all the employees engaged by the bidder are being paid wages / salaries as stipulated by government in the Act. Towards this, Successful Bidder shall submit a confirmation as per format provided in Annexure XIV of the RFP.	BIDDER further request confirmation from the Bank whether minimum wages will be as per Central or State Act? We request Bank to make it open for both Central and State Acts.	Clause clarified as under: Minimum wages will be as per Central minimum wages act.
			Successful Bidder shall be the principal employer of the technical resources, employees, agents, contractors, subcontractors etc. engaged by Successful Bidders and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the contract to be issued for this tender.	BIDDER further request confirmation from the Bank whether minimum wages will be as per Central or State Act? We request Bank to make it open for both Central and State Acts. Further, the Bank should also bear the cost of compliance towards PF (Employer Contribution, ESI, PF administrative charges, Gratuity, Bonus, Leave, Reliever Charges, Overtime, HRA, etc.)	
52	34	5.3 Contract Period	The contract period for Supply, Installation Maintenance of Barcode Based Self Service Passbook Printing Kiosk will be for a period of Seven years from the date of Agreement (SLA). The machines shall carry warranty for a period of 3(Three) years from each installation and accepted by the Bank. SLA will cover performance and availability of the solution deployed for a period of Five years(3 Years warranty and 2 Years of AMC) from the date of each installation and acceptance by the bank. The performance of the vendor shall be reviewed monthly, if not found satisfactory, Bank may terminate the contract at its sole discretion by giving two months' notice without assigning any reasons.	Request the Bank to clarify on the contract period of the given offering. Whether it is 7 years or 5 years.	The contract period for Supply, Installation Maintenance of Barcode Based Self Service Passbook Printing Kiosk will be for a period of Five Years extended upto two years on same terms and conditions from the date of Agreement (SLA). The machines shall carry warranty for a period of 3(Three) years from each installation and accepted by the Bank. SLA will cover performance and availability of the solution deployed for a period of Five years(3 Years warranty and 2 Years of AMC) from the date of each installation and acceptance by the bank. The performance of the vendor shall be reviewed monthly, if not found satisfactory, Bank may terminate the contract at its sole discretion by giving two months' notice without assigning any reasons.
				BIDDER would requests the Bank to delete this clause the performance monitoring mechanism should be based on mutually agreed procedures between the parties. Further termination for cause would require at least 90 days of cure period.	
				Request the Bank to delete this clause as any termination should be done on the grounds of performance for the bidder.	

53	34	5.1 Order Details	The Bank intends to deploy 800 Barcode Based Self Service Passbook Printing Kiosks and/or Barcode Printer over a period of 24 months. Quantity mentioned above is only indicative and likely to increase or decrease based on Bank's requirement.	Bidder requests bank to modify this clause to provide a minimum commitment as the pricing is arrived at based on the commitment to the quantity of ATMs under this arrangement. Pricing may vary in such event of alteration in quantity.	Clause stands as per RFP.
		5.2 Right to alter quantities	The Bank reserves the right to alter the number of Barcode Based Self Service Passbook Printing Kiosks and/or Barcode Printer specified in the tender in the event of changes in plans of the Bank. Any decision of BANK in this regard shall be final, conclusive and binding on the vendor. The bank reserves the right to place order for additional 10% Barcode Based Self Service Passbook Printing Kiosks and/or Barcode Printer at cost discovered through RFP during the contract period with the same terms and conditions. Banks is not obligate to purchase all the quantity of the Barcode Based Self Service Passbook Printing Kiosks and/or Barcode Printer as mentioned above. Bank reserves the right to alter the quantities at any time without prior notice to the selected vendor(s).	Request the Bank to consider that the alteration of the proposed quantities should not be less than 50% proposed quantities specified in the tender.	
54	48	5.21 Dispute Resolution mechanism 5.22 Exit Option and Re- negotiation 5.22.7	The Vendor shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties, rather shall continue to render the Service/s in accordance with the provisions of the SLA notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings. Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Selected Bidder will be expected to continue the services. The Bank shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 to 12 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration.	Bidder requests Bank to add clause that Bidder shall reserve its right to withhold support/supply if there is any breach of contract or default of payment on the part of Bank for a period of 3 months.	Clause stands as per RFP.

55	49	5.22.3	The Bank will reserve a right to re-negotiate the price and terms of the entire contract with the Selected Bidder at more favourable terms for Bank in case such terms are offered in the industry at that time for projects of similar and comparable size, scope and quality.	Bidder requests Bank to delete this clause, as it is not acceptable for the Bidder. Bidder enters into agreement and arrives at commercial terms based on the SOW requirements of the Bank. Hence, Bank cannot re-negotiate the price or the terms of the contract at a later stage.	Clause stands as per RFP.
56	52	5.24	<p>Termination The Bank shall be entitled to terminate the agreement with the selected bidder at any time by giving Thirty (30) days prior written notice to the selected bidder</p> <p>The Bank shall be entitled to terminate the agreement at any time by giving notice if: The selected vendor violates the Laws, Rules, Regulations, Bye-Laws, Guidelines, and Notifications etc.</p> <p>In case the selected vendor fails to deliver the resources as stipulated in the delivery schedule, UCO BANK reserves the right to procure the same or similar resources from alternate sources at the risk, cost and responsibility of the selected vendor</p> <p>In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], UCO BANK shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the selected Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/ breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the Contract.</p>	<p>BIDDER requests that any termination under the agreement be only for cause with a sufficient notice period and hence requests the deletion of this provision on termination for convenience.</p> <p>We request the bank to pay the bidder in case of any guideline changes which require any investment on the bidders' part. Since these requirements are unknown so we cannot factor any cost for this upfront and the same should be discussed and reimbursed by the bank on case to case basis.</p> <p>BIDDER requests that the costs of such procurement of third party services vests with the Bank as opposed to BIDDER.</p> <p>BIDDER would like to clarify that reverse transition mechanism and maintenance serv+F27ice (post termination) and its payment terms can be on terms mutually agreed upon between the parties. BIDDER would also like to clarify that the then prevailing rates will apply.</p> <p>Bidder requests Bank to add clause that Bidder shall reserve its right to withhold support/supply if there is any breach of contract or default of payment on the part of Bank for a period of 3 months.</p>	Clause stands as per RFP.

57	78		Annexure - XI	Bidder requests that the certificate requested by Bank does not allow negotiation on the crucial terms and conditions of the RFP basis. Negotiation rights of bidder is not permitted under this and hence request that the terms and conditions shall be as mutually agreed by the Parties under the contract.	Clause stands as per RFP.
58	95	Annexure XXIII	6. Spare parts (for proposed as well as existing) not mentioned in the list will be considered as Free of Cost. ** The above prices are subjected to negotiation.	Bidder requests Bank to delete this clause as in case of any additional spares not in the list that may be provided based on mutually agreed terms and price. The prices in the list were not negotiable.	Clause stands as per RFP.
59			General	BIDDER would wish to clarify that if BIDDER is selected as a successful bidder, then the proposed terms and conditions of the formal contract will be subject to views and comments as acceptable to the parties and particularly standard legal clauses have to be mutually negotiated and included in the final binding contract, considering the mutual interests of the parties.	Selected Bidder to execute.
60			General	BIDDER would request that any binding terms and conditions, including the RFP and other terms and conditions of the Contract will be binding subject to the comments herein and upon mutually agreed terms.	Clause stands as per RFP.
61			General	BIDDER requests that the proposal as submitted by BIDDER be treated as confidential due to the same being proprietary to BIDDER.	Clause stands as per RFP.
62	45	5.13 ACCEPTANCE TESTING	However, UCO BANK will have the discretion to recover the costs related to travel and stay of its staff/consultants from the bidder if the Barcode Based Self Service Passbook Printing Kiosks offered for inspection are not as per UCO Bank's order or the bidder does not comply with the test and inspection procedure.	Request the Bank to alter this clause as any cost related to travel and accommodation for the executives to check the acceptance testing to be borne by the Bank.	Clause stands as per RFP.
63	52	5.24.3 Termination for Convenience	The Bank, by written notice sent to the Selected Bidder, may terminate the Contract, in whole or in part, at any time for its convenience.	Request the Bank to delete this clause as any termination should be done on the grounds of performance for the bidder.	Clause stands as per RFP.

64	69	Commercial Bid Template	The TCO (Total cost of ownership) will be exclusive of GST. However the GST and other applicable taxes will be paid as per actuals.	Request the Bank to please clarify how will the TCO be calculated as per the commercial template it includes the GST.	Please refer to Corrigendum.
65	31	4.1.44	The system should be capable of centrally pushing the Bank's advertisements, application updates to all the Kiosks.	This is under the scope of Managed Services where MS charges are applicable.	Clause clarified as under: The middleware installed/ integrated by the selected bidder should have the capability of centrally pushing the Bank's advertisements, application \ updates to all the Kiosks.
66	95	10	Grouting on a 6 Inch thick concrete platform with reinforced concrete along with industrial bolts.	We request Bank to remove the clause since reinforced concrete is comes under structural fabrication job. We can do Grouting of Passbook Printing kiosks with Anchor fastener.	Clause stands modified as : Grouting on a 6 Inch thick concrete platform with reinforced concrete along with industrial bolts/ Grouting of Passbook Printing kiosks with Anchor fastener.
67	35	5.5 Delivery and Installation 5.2.2	Delivery and installation of Middleware should be completed in 4 weeks period from the date of receipt of the order from the Bank.	We request the bank to modify the clause as delivery should be completed within 4 weeks and installation of Middleware should be completed in 6 weeks period from the date of receipt of the order from the Bank.	Clause stands modified: Delivery and installation of Middleware should be completed within 4 weeks from the date of LOI/Master Purchase Order.
68	64	Annexure – V 1.7	Sheet Metal - IS513 Draw Material or equivalent to 1.6mm	Sheet Metal of 1.6 mm thickness adds to the increased cost and increases in overall weight of the Passbook Printing Unit and does not bring proportionate overall value in terms of operation of the unit. Sheet Metal thickness of 1.2 mm is the standard that is being used for all such application and request the bank to consider Sheet Metal thickness of 1.2 mm.	Clause stands as per RFP.
69	69	Annexure-VI Commercial Bid Template	Commercial Bid Template	The rate for consumable should be separate per barcode label and cartridge for printing i.e., rate for 1000 barcode Level-800 quantity and Rate for Cartridge for Printing- 800 Quantity Kindly Consider change in the Commercial Bid Format.	Clause stands as per RFP.

70	40	Part-V Point-5.10 Penalty	Any machine including the software components / hardware equipments that are reported to be down on a given date should be repaired immediately. The resolution should not exceed 4 hours from the time of registering a complaint. The successful bidder(s) to ensure the above mentioned uptime to be calculated on monthly basis for machines. In case the Vendor fails to meet the required uptime, there will be a penalty of Rs.250/- (Rupees Two hundred Fifty only) per 1% per downtime i.e If required uptime is 99% and the vendor's reported uptime of 98% then penalty will be Rs. 250 (Since penalty is 1% gap) for each machine per quarter. The Bank expected that the vendors reported uptime should not be less than 90%, Bank reserves the right to invoke the performance Bank Guarantees. The fault reporting by the Bank and/or its representative or agent will be through a telephonic message or any other mode as Bank may decide.	We request Bank to look into : For Metro site call reporting and site reporting time is 2 hours / For Urban 3.5 Hrs / For Rural 5 Hrs. Also request to reduce the amount from Rs 250 to Rs 100 as maximum.	Clause stands as per RFP.
			In the event of failure of maintaining the uptime for middleware, penalty of Rs.5000/- per day would be levied subject to a maximum of 10% of the TCO.	Middleware penalty is extremely high. We request Bank to reduce to Rs 1000/- per day.	Clause stands as per RFP.
71	16	1.7 Audit by Third Party	Bank at its sole discretion may appoint third party for auditing the activities of onsite services and operations of entire services provided to the Bank. The audit charges shall be borne by the bidder.	We request the bank to clarify what does it mean by Audit Charges? What services do these charges cover? Is Audit carried out of the of the L1 vendor or is it applicable to all the vendors who participate in the RFP? The bank is initiating this step in the interest of the bank and it is fair that the bank needs to take care of all such charges/related expenses? We request the bank not to charge any Audit Fee to the vendor.	Clause stands as per RFP.

72	38	5.8.2 Annual Maintenance Contract	<p>Should UCO BANK decide to do so, the selected bidder is expected to maintain the machines supplied for 3 (Two) years after the expiry of warranty period. Comprehensive on-site maintenance charges, for the post warranty period, must be quoted in the Commercial Offer/bid. The selected bidder is expected to ensure same maintenance standards as during warranty period. After the expiry of AMC period (2 years after 3 years warranty), Bank reserve the right to enter into the AMC for further period of 2 years with mutually negotiated terms and conditions.</p> <p>The selected bidder is also expected to make available the spare parts for the systems for at least 7 years after the expiry of warranty. Thereafter, selected bidder will give at least twelve month notice prior to discontinuation of support services. If any of the peripherals, components etc. are not available or difficult to procure or if the procurement is likely to be delayed, the replacement shall be carried out with equipment of equivalent capacity or higher capacity at no additional charges to UCO BANK, during the currency of warranty period and AMC.</p> <p>The AMC payment will be made by respective Zonal Offices on quarterly basis in arrear subject to satisfactory services rendered by the bidder. Also at the time of claim of AMC payment, bidder has to submit the preventive maintenance certificate, to Zonal Offices/Branches along with invoice.</p> <p>The AMC payment for Middleware shall be made by BPR & BTD, Head Office. The price of per quarter AMC shall be calculated proportionally from the cost quoted by the bidder for two years.</p>	<p>Figure indicates 3 but word it is specified as two. The AMC is expected for two years after the expiry of the warranty of three years. Therefore, the vendor is expected or required to support with spares for five years in total. However, the bank is asking for Spare Parts support for seven years?? Request the bank to confirm on this.</p> <p>Request bank to make AMC payment Annually in advance.</p> <p>Request the Bank to please confirm on the 3 years of the AMC period required after the warranty period.</p> <p>AMC may be extended after expiry of initial AMC period, on mutual agreement between parties including commercial terms at the then prevailing rates.</p>	<p>Clause to be Clarified as under: Warranty – 3yrs, AMC- 2 years.</p>
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73	13	1.4	Note: Exemption from submission of EMD shall be given to bidders, who are Micro, Small and Medium Enterprises (MSME), and are registered with National Small Scale Industrial Corporation (NSIC) under its "Single Point Registration Scheme". The bidder has to submit necessary document issued by NSIC to avail the exemption. To qualify for EMD exemption, firms should necessarily enclose a valid copy of registration certificate issued by NSIC which are valid on last date of submission of the tender documents. MSME firms which are in the process of obtaining NSIC certificate will not be considered for EMD exemption (Traders are excluded who are engaged in trading activity without value additions/branding/packing. In such a case, they will have to submit EMD and Tender cost).	As per the Government of India, Gazette Notification [Part II-Section 3 - Sub section(ii)] dated 26/03/2012 the Exemption from payment of EMD & Tender Document Fee to be extended all SMEs including SMEs having valid Udyog Aadhaar Memorandum (UAM). Post 18-09-2015 UAM is to be treated at par with SSI Registration Certificate. We submit the following for the consideration of the bank.	Clause stands as per RFP.
	14/15	1.5		<p>Government of India, Gazette Notification [Part II-Section 3 - Sub section(ii)] dated 26/03/2012 on 'Public Procurement Policy for Micro and Small Enterprises (MSEs) order 2012 states that:</p> <p>1). 'And whereas, the Public Procurement Policy shall apply to Micro and Small Enterprises Registered with District Industries Centre or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicraft and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprise'</p> <p>2). Post 18-09-2015 Udyog Aadhaar Memorandum (UAM) is to be treated at par with SSI Registration Certificate issued prior to 04-04-2007 and the Entrepreneur's Memorandum Part-II filled under the MSMED Act, 2006 have now ceased to be issued after the notification for Udyog Aadhaar Memorandum (UAM) (vide gazette notification [SO No. 2576(E)] dated 18-09-2015).</p> <p>In the light of the above, Udyog Aadhaar Memorandum (UAM) as a valid document to avail MSME benefit as post 18-09-2015 UAM is to be treated at par with SSI Registration Certificate.</p> <p>Please note: State Bank of India, Syndicate Bank, BOI, BOM, Canara Bank, IDBI, Allahabad Bank are extending the benefit as per the GOI Notification and we are confident, UCO Bank too will extend this facility to all MSME as per the Gazette Notification.</p>	

74	21	2.1 ELIGIBILITY CRITERIA 2.1.5	Bidder should have executed the total order for at least 800 Barcode Based Self Service Passbook Printing Kiosks in SCB/BFSI in India during the last two years collectively from the date of publication of this RFP.	We request Bank to consider the experience of the Vendor who has National Presence and has own Service Centres at over 100 locations at different cities across the country, and has experience in handling, installations, maintenance and services support of not only Banking Self Service Kiosks but also similar networked Kiosks solutions to Banks such as Digital Signage Solutions, Interactive Touch Screens / Video Walls, Digital Signage Standees, Queue Management Solution, which require integration to central server / CBS as required and similar to Banking Self Service Kiosks. Requesting Amendment to read: "The bidder should have installed in SCB/BFSI in India during the last two years collectively as on the date of publication of this RFP atleast 150 networked Kiosks / Solutions across the country out of which at least 50 nos should be Passbook Printing/Updating Kiosks."	Please refer to corrigendum.
				Bidder/OEM should have executed total order of at least 50 barcode based self-service passbook printing kiosk or 100 other self-service kiosk/ATM in SCB/BFSI during last 2 years collectively from date of publication of this RFP.	
				We request Bank to modify the clause as execution of 800 Passbook printing kiosk/CD/ Recycler broadly as Self Service Kiosk with SCB/ BFSI/PSU/Other Banks in India during the last two years collectively from the date of publication of this RFP.	
				The bidder should show credentials of at least 3 projects any advanced IT hardware for banking or Govt/ PSU customers with total project value above Rs.5 Crores OR For banking customer total project value above Rs. 50 Lakhs. Hardware Components can include Automatic Fare Collection Systems Data Centre components, Self Service Kiosks, NOC, and Finger Print Facial Recognitions Systems.	
				Request bank to change the clause to "Bidder Should have executed the total order for at least 500 Banking Kiosks in SCB/BFSI in India during the last three years collectively from the date of publication of this RFP.	
				Request bank to change the clause to Bidder/OEM should have executed the total order for at least 800 Barcode Based Self Service Passbook Printing Kiosk in SCB/BFSI in India during the Last Three Years collectively form the date of publication of this RFP.	

75	10	1.2 Submission of Offer	Eligibility Bid (Soft Copy)	We understand that to submit the bid as per the eligibility criteria in soft copy also. Kindly confirm, the soft copy required is in the form of CD?	Clause is Self-explanatory.
76	22	2.1 ELIGIBILITY CRITERIA 2.1.10	Bidder should have good track record and satisfactory performance with at least three (3) Schedule Commercial Banks in last 3 (Three) years of service/contract period.	Self-declaration of bidder having project experience with three PSU / Private banks.	Clause stands as per RFP.
77	22	2.1 ELIGIBILITY CRITERIA 2.1.6	The bidder should have at least 50 service centres across the country covering all the Zonal offices of the Bank and should be capable of expanding the service centres to support the Bank's installed Barcode Based Self Service Passbook Printing Kiosk. List of service centres to be enclosed as per Annexure –XXII along with an undertaking to expand the service centres to support the Bank's installed Barcode Based Self Service Passbook Printing Kiosk.	The bidder should have or should be authorized service partner of company having at least 50 service centres across the country covering all the Zonal offices of the Bank and should be capable of expanding the service centres to support the Bank's installed Barcode Based Self Service Passbook Printing Kiosk. List of service centres to be enclosed as per Annexure –XXII along with an undertaking to expand the service centres to support the Bank's installed Barcode Based Self Service Passbook Printing Kiosk.	Clause stands as per RFP.
78	21	2.1 Eligibility Criteria	The bidder submitting the offer should have minimum turnover of Rupees 20 Crores for the last three financial years i.e. 2015-16, 2016-17 & 2017-18. This must be the individual company turnover and not of any group of companies.	Kindly increase the turnover to Rupees 50 Crores for last three financial years i.e. 2015-16, 2016-17 & 2017-18.	Clause stands as per RFP.
				The bidder submitting the offer should have minimum turnover of Rs. 200 Crores for the last three financial years i.e. 2015-16, 2016-17 & 2017-18. This must be the individual company turnover and not of any group of companies.	Clause stands as per RFP.
79	23	2.1 Eligibility Criteria	General	Kindly add the Certificates to get better authentication of the bidders, like- PAN, GST, ISO 9001 for Quality Management System (QMS) and ISO 27001 for Information Security Management System (ISMS), CMMI Level 5 for maturity level of organization's software development process	Clause stands as per RFP.
80	21	2.1 ELIGIBILITY CRITERIA 2.1.5	Bidder should be a profit making company i.e. Profit after tax for at least two of the last 3 financial years (2015-16, 2016-17 and 2017-18).	Bidder should be a profit making company i.e. Profit after tax for all three of the last 3 financial years (2015-16, 2016-17 and 2017-18).	Clause stands as per RFP.

81	15	1.5 Note	Exemption from submission of EMD shall be given to bidders, who are Micro, Small and Medium Enterprises (MSME), and are registered with National Small Scale Industrial Corporation (NSIC) under its "Single Point Registration Scheme". The bidder has to submit necessary document issued by NSIC to avail the exemption. To qualify for EMD exemption, firms should necessarily enclose a valid copy of registration certificate issued by NSIC which are valid on last date of submission of the tender documents. MSME firms which are in the process of obtaining NSIC certificate will not be considered for EMD exemption (Traders are excluded who are engaged in trading activity without value additions/branding/packing. In such a case, they will have to submit EMD and Tender cost).	We understand that the cost of EMD is quite higher. So please modify the clause as "Exemption from submission of EMD shall be given to bidders, who are Micro, Small and Medium Enterprises (MSME), and are registered with National Small Scale Industrial Corporation (NSIC) /Udyog Aadhaar. The bidder has to submit necessary document issued by NSIC/Udyog Aadhaar to avail the exemption. To qualify for EMD exemption, firms should necessarily enclose a valid copy of registration certificate issued by NSIC/Udyog Aadhaar which are valid on last date of submission of the tender documents. MSME firms which are in the process of obtaining NSIC/Udyog Aadhaar certificate will not be considered for EMD exemption (Traders are excluded who are engaged in trading activity without value additions/branding/packing. In such a case, they will have to submit EMD and Tender cost)."	Clause stands as per RFP.
82	23	2.1 Eligibility Criteria	General	<p>"The bidder can be an individual organization or a joint venture or a consortium of maximum two (2) organizations meeting the Qualifying Requirements. OEM or SI can be a member of consortium. It should be defined in the consortium agreement, the name of lead bidder and roles and responsibility of each consortium members.</p> <p>Lead Bidder: One of the consortium members (referred as SI-Lead) primarily responsible for performing all the responsibilities defined in the contract shall be designated Lead Bidder. Evidence of this authorization shall be provided by submitting a power of attorney signed by legally authorized signatories of all consortium members along with the bid.</p>	Clause stands as per RFP.
83	52	5.25	Effect of Termination	BIDDER would like to clarify that post termination obligations can be mutually agreed between the parties in the agreement. BIDDER would also like to clarify that the then prevailing rates will apply on such cases.	Clause stands as per RFP.

Part-II
Eligibility Criteria

Sl. No.	Original Criteria	Modified Criteria
1	Bidder should have executed the total order for at least 800 Barcode Based Self Service Passbook Printing Kiosks in SCB/BFSI in India during the last two years collectively from the date of publication of this RFP.	The Bidder should have supplied and installed at least 500 numbers of either or combination of self-service kiosks ATM/Cash Recyclers/cash deposit kiosk/ cheque deposit kiosk/ Passbook printing kiosk/account opening kiosk/debit card printing kiosk in SCB/BFSI in India during last three years collectively from the date of publication of this RFP.
	Copy of purchase order and reference letter/Certificates mentioning number of kiosks installed under the referred PO issued by organization evidencing the experience in Supply, Installation and Maintenance of at least 800 Barcode Based Self Service Passbook Printing Kiosk to be enclosed along with the bid. Such documents should be in the name of the Bidder only.	Copy of purchase order and reference letter/Certificates mentioning number of kiosks installed under the referred PO issued by organization evidencing the experience in Supply, Installation and Maintenance of at least 500 numbers of either/ or combination of self-service kiosks ATM/Cash Recyclers/cash deposit kiosk/ cheque deposit kiosk/ Passbook printing kiosk/account opening kiosk/debit card printing kiosk to be enclosed along with the bid. Such documents should be in the name of the Bidder only. In addition to the above bidder must have valid purchase order from SCB for supply installation and maintenance of Passbook printing kiosk.

Part-IV
Scope of Work

- 4.1.3** The bidder will provide end to end solution including all required hardware and software, to be installed at Bank's DC & DR. Bidder should develop Interface with Bank's core Banking Solution (Finacle) at their own cost.
The middleware should integrate with kiosks to be installed through the current RFP and also should integrate existing approx. 600 Passbook Kiosks. The bidder should maintain the middleware throughout contract period. The bidder should update the software patches and antivirus patches time to time.
- 4.1.14** The selected Bidder has to obtain transit insurance cover for the Kiosks from their factory/go-down to the site and such insurance cover should be available till installation of the Kiosks/ Machines.

Part-V

5.5 Delivery and Installation

- 5.5.1 The selected bidder shall deliver the machines within Six Weeks in North East Area and in states where road permit is needed and within Four weeks in rest of the country from the date of receiving the purchase order over e-mail/letter and operationalize it within 1 week from the date delivery from the Bank failing which the Bank reserves its right to levy liquidated damages.
- 5.5.2 Delivery and installation of Middleware should be completed in 4 weeks period from the date of receipt of the order from the Bank.
- 5.5.3 If however, the delay is caused by any action pending from the Bank end, the corresponding period will not be considered while calculation of delay period.
- 5.5.4 Pre-shipment Quality Inspection certificate for all equipment are to be submitted along with the invoices to the Bank.
- 5.5.5 The installation of machine will be deemed to complete when all the Hardware/Software/products specified in Scope of the Work and Annexure-V & VI have been supplied, implemented and made operationalized as per the specifications and satisfactory acceptance given by the Bank. The Bidder has to resolve any hardware, system software, related problems during successful installation and operationalization of the machine before the final sign off/verification.
- 5.5.6 All the equipment supplied by the Bidder shall be legal and Bidder shall indemnify to Bank to this effect.
- 5.5.7 Any license, if required, need to be provided by the successful bidder. The successful bidder is solely responsible for any legal obligation related to licenses during the entire contract period.
- 5.5.8 The equipment is considered accepted (Commissioned and Operationalized) after signing the Acceptance Certificate (Annexure-XXI) jointly by the representative from the Bank and engineer from the successful bidder.
- 5.5.9 The successful bidder is required to transport the Goods to a specified place of destination within India, defined as the Project Site, transport to such place of destination in India, including insurance and storage, shall be arranged by the bidder, and the related costs shall be included in the quoted Price. Cost for obtaining necessary road permits and other related permits will be the responsibility of selected bidder.

5.6 Payment Terms

Orders for Machines shall be placed by the Head Office, BPR & BTD Department, Saltlake, Kolkata. The vendor shall give acceptance within 5 days from the date of receipt of the order. However, Bank reserves right to cancel order, if the same is not accepted within 5 days from the date of receipt of order.

5.6.1 No advance payment will be made.

5.6.2 For Passbook Printing Kiosk (Including Middleware) and Bar Code Machine:

- 90% of the value of the equipment will be paid after delivery, completion of successful installation of the machine and the same going live on UCO Bank's network. The payment will be made on receipt of the invoices along with duly certified installation report from the respective Branch Head. Vendor has to submit the acceptance certificate as per Annexure XXI along with invoice details.

If installation is delayed due to Site Not Ready (SNR), 90% of the value of the equipment will be paid after 01 month from the date of delivery of the equipment. However, the vendor will additionally submit the SNR report duly signed by branch officials.

- The balance 10% of the equipment will be paid after 03 months of successful run of the equipment or on submission of a Bank Guarantee (BG) to the Payment Authority for equivalent amount and tenure and an installation report duly certified by Branch along with acceptance certificate as per Annexure XXI.
- In case any component of the machine is found to be defective/ damaged, payment in respect of such machine will be withheld by UCO BANK till the defective component or the machine itself is replaced. UCO Bank's decision as regards replacement of the defective part or the entire machine shall be final, conclusive and binding on the selected bidder.
- The balance 10% of the equipment will be paid after the warranty period or on submission of a Bank Guarantee (BG) to the Payment Authority for equivalent amount and tenure and an installation report duly certified by Branch along with acceptance certificate as per Annexure XXI.

5.6.3 For Middleware:

- 90% of the cost along with applicable taxes will be paid on delivery, installation, successful commissioning of the project and on submission of invoice with proof of delivery, and installation.
- Remaining 10% of the cost along with applicable taxes after completion of one year from the date of project commissioning sign off or on submission of Performance bank Guarantee for equivalent value and time period.
- The invoices should be raised only for the amount payable as per the above payment terms.

Commercial Bid Template**I. For Proposed Kiosks****(Amount in Rs.)**

SL. No.	Description	Qty.** (A)	Unit Price (B)	GST% (C)	GST Amount (D)	Total = A*(B+D)
1	Barcode Based Self Service Passbook Printing Kiosk with inbuilt Barcode Reader (with three year warranty) as per the technical & functional specifications given in the RFP.	800				
2	Barcode Printer (with three years warranty) as per technical Specification mentioned in RFP.	800				
3	AMC for Barcode Based Self Service Passbook Printing Kiosk 4 th year (after warranty period of 3 year)	800				
	AMC for Barcode Based Self Service Passbook Printing Kiosk 5 th year (after warranty period of 3 year)	800				
4	AMC for Barcode code Printer for 4 th year (after warranty period of 3 yr)	800				
	AMC for Barcode code Printer for 5 th year (after warranty period of 3 yr)	800				
5	Cost for Middleware & remote Monitoring system (including required hardware, software, applications, Web interface & database & required licenses) (with 3 year warranty) to be installed in DC & DR Site both	1				
6	AMC for Middleware & remote Monitoring system for 4 th yr (including required applications, Web interface & database & required licenses) (after warranty period of 3 yr)	1				
	AMC for Middleware & remote Monitoring system for 5 th yr (including required applications, Web interface & database & required licenses) (after warranty period of 3 yr)	1				
7	1000 Barcode label and requisite cartridge for Printing	800				
8	Facility Management					
	Facility Management Cost 1 st yr					
	Facility Management Cost 2 nd yr					
	Facility Management Cost 3 rd yr					
	Facility Management Cost 4 th yr					
	Facility Management Cost 5 th yr					
9	Sub Total Of Table-I (IN Figures)					
10	Sub Total Of Table-I (IN WORDS)					

II. For Existing Kiosks

(Amount in Rs.)

SL. No.	Description	Qty. (A)	Unit Price (B)	GST% (C)	GST Amount (D)	Total = A*(B+D)
A	One Time Integration Cost for Integration of Existing Kiosks to Proposed Middleware	500				
B	AMC for Existing Kiosks	500				
1.	AMC for 1 st Year for Existing Barcode Based Self Service Passbook Printing Kiosk	500				
2.	AMC for 2 nd Year for Existing Barcode Based Self Service Passbook Printing Kiosk	500				
3.	AMC for 3 rd Year for Existing Barcode Based Self Service Passbook Printing Kiosk	500				
4.	AMC for 4 th Year for Existing Barcode Based Self Service Passbook Printing Kiosk	500				
5.	AMC for 5 th Year for Existing Barcode Based Self Service Passbook Printing Kiosk	500				
6	Sub Total Of Table-II (IN Figures)					
7.	Sub Total Of Table-II (IN WORDS)					



III. Total Cost of Ownership

(Amount in Rs.)


SL. No.	Description	Cost (Without GST)	Cost (Inclusive of all taxes viz GST etc.)
1.	Total Cost of Ownership (I+II) (In Figures)		
2..	Total Cost of Ownership (I+II) (In Words)		

**** Quantity mentioned is indicative only and actual requirement may vary requirement of the Bank at the time of deployment.**

Place.
Date.

Authorized Signatory
Name & Designation:

Note:

1. The calculation for arriving at TCO is properly mentioned in the appropriate columns and we confirm that the above mentioned rates are accurate. In case of any anomalies in the calculation for arriving at TCO, the Bank will have the right to rectify the same and it will be binding upon our company.
2. If the cost for any line item is indicated as zero or blank then Bank may assume that the said item is provided to the Bank without any cost.
3. Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.
4. We have ensured that the price information is filled in the Commercial Offer at appropriate column without any typographical or arithmetic errors. All fields have been filled in correctly.
5. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which is conditional and/or qualified or subjected to suggestions.
6. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which contain any deviation in terms & conditions or any specification. यूको बैंक  UCO BANK
7. We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.
8. In case of any discrepancy between figures and words, the amount in words shall prevail.
9. Please note that any Commercial offer which is conditional and/ or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.
10. All prices should be quoted in (INR) only.
11. The TCO (Total cost of ownership) will be exclusive of GST. However the GST and other applicable taxes will be paid as per actuals.
12. Further Bank may go for Reverse Bidding process on TCO Basis for arriving at final L1 price, if required. In such case, detailed modality of Reverse auction (including base price etc.) shall be informed to all technically qualified bidders.

Place:

Date:

AUTHORISED SIGNATORY

Name:

Designation: