



UCO BANK

Department of Information Technology

Request for Proposal (RFP) for (E-tendering)

RFP Ref. No: UCO/DIT/167/2023-24 Date: 29.04.2023

Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s) published on 16-05-2023

Sl. No	RFP Page No.	RFP Clause No.	Original RFP Clause	Query sought/ Suggestions of the Bidder	Banks Response
1	Page 11	Clause 5 - Eligibility Criteria	Bidder should have the experience of supply of at least 20 nos. (single or multiple order) of Apple i-PADs to any Organization in each of the last two financial year i.e. 2021-22, 2022-23	<p>The bank had asked for the experience of 20 iPads in each financial year 2021-22, 2022-23. This is a restrictive clause in the tender that may favor a few bidders, as Apple has very few partners pan India. It will decrease the competition which will result in inflammation of prices by the bidders.</p> <p>In place of the existing clause in the bid, the bank is requested to ask for the experience of the supply of tablet computer/similar category products to Central/ State Government Organization/ PSU/ Public listed company in the last two years.</p>	Please refer to corrigendum
2	Page 58	Annexure 2-	Details of similar service provided to banks in India specifying the number	The requirement of Bank experience is a highly restrictive clause present in the	Clause stands as per RFP

		General Details	of Banks and branches in PSU and non-PSU banks in the period of 5 years.	tender which may support only a few bidders going against the Govt. of India procurement guidelines. Instead of this clause, the bank shall ask for similar product supply experience to Central/ State Government Organisation/ PSU/ Public listed company as a standard practice followed in most government procurements.	
3	Page 32	Clause 1.3 Warranty	The selected bidder has to provide the comprehensive onsite warranty period of 1 year	<p>Comprehensive Warranty covers complete device warranty along with its accessories. Standard Warranty does not cover (ADLD Pack) Accidental and Liquid Damage.</p> <p>Apple always provides 1 year 'Carry In' standard warranty by default on all devices. For availing 'Onsite warranty', extra charges will be applicable which will increase per unit device cost.</p> <p>We request the bank to please modify the existing clause with a '1-year Carry-in warranty.</p>	Please refer to corrigendum
4	Page 34	Warranty	The request for support shall have to be attended by the vendor even if the request is made over telephone / SMS or by e-mail / fax by the respective offices, within 4 hours. All the hardware supplied should be repaired within 96 hours (Resolution time). In case of vendor failing above standards, a standby	As a standard general procurement guideline, all purchasing departments provide a resolution time of at least 7-10 days. Online & physical support by the Apple team requires a few days to resolve the issue & close the service ticket. Also, a standby device arrangement is not practically possible as the same model may not be	Clause stands as per RFP

			arrangement of same quality or higher should be provided till the hardware is repaired.	instantly available at the time of the query. We request the bank to please ask for a resolution time period of 7-10 days as a standard for this tender.	
5	Page 35	Warranty	The adapter & charger being supplied with the Apple iPad box should also be covered under warranty	Any Apple device is under one year of warranty by default from the time of purchase & Apple accessories cover only a six-month warranty. It is requested to amend this clause.	Please refer to corrigendum
6	Page 87	Serial No. 3 Technical Specification	Scratch Guard compatible with above iPad (To be installed by selected bidder)	Scratch Guard is a 3rd party product & can only be installed by opening the sealed boxes of the iPad. This may encourage certain bidders to provide refurbished iPads available in the market which only have limited warranty. We request the Bank to ask for Scratch Guard to be provided separately along with the sealed devices which can be installed later, to ensure that brand new devices covered under standard OEM warranty are being supplied. The Bank should always ask for company-sealed products to avoid the purchase of refurbished products.	It is clarified that Vendor has to supply sealed pack products as per delivery location shared to the selected bidder at the time of issuance of purchase order. After delivery of the same, vendor has to make necessary arrangement for installation of screen guards at Banks location.
7	Page 87	Clause 1 Technical Specification	Supply Requirement of iPad Pro 11" 256 GB (Wi-Fi+ Cellular), M1 Chip	iPad Pro 11" with M1 chip is a 3rd generation device launched in April 2021 and is now outdated and	Please refer to corrigendum

				<p>discontinued by the Apple. Asking for the same in the Tender may encourage bidders to get rid of their old unsold stock at the expense of the Bank. The battery efficiency of the outdated devices are also very poor.</p> <p>We recommend that the latest iPad Pro 11 model (4th Gen) with M2 chip may be asked in the tender, to ensure that the latest devices are procured by the bank.</p>	
8	N/A	General Query	General Query	<p>Require to include the Clause: - The Bank is requested to please include the clause 'The Product shall not be manufactured older than 3 months' in order to purchase the latest model with 100% battery life.</p>	Please refer to corrigendum
9	34	Warranty	<p>During the warranty period, the vendor will have to undertake comprehensive onsite support (at least in all state capitals) for the entire hardware, hardware components, systems software and accessories supplied by the vendor. This service is to be provided on all the working days of the Bank between 9 a.m. to 9 p.m. notwithstanding the fact whether on such days the selected vendors office remains closed or not. The request for support shall have to be attended by the vendor even if the request is made over telephone /</p>	<p>Onsite Support is only provided in Kolkata, if you face any problem with the iPad for any other States kindly bring it to the Kolkata office from there we can provide you pick and drop services.</p> <p>As per Apple policy, the TAT time which is mentioned on the system to replace hardware we can replace or repair the products at the same time. Maybe it can extend more than 96 hours also.</p>	Please refer to corrigendum

			<p>SMS or by e-mail / fax by the respective offices, within 4 hours. All the hardware supplied should be repaired within 96 hours (Resolution time). In case of vendor failing above standards, a standby arrangement of same quality or higher should be provided till the hardware is repaired. Besides above, bidder should also have a centralized support Centre (operating Monday to Saturday - 9 AM to 9 PM) to provide telephonic support end users as and when required during the entire contract period.</p>		
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Request for Proposal (RFP) for (E-tendering)

RFP Ref. No: UCO/DIT/167/2023-24 Date: 29.04.2023

Corrigendum/ Addendum published on 16-05-2023

Sl. No.	Parameter	Existing Clause	Modified Clause
1	Eligibility Criteria – Page10-11	Bidder should have the experience of supply of at least 20 nos. (single or multiple order) of Apple i-PADs to any Organization in each of the last two financial year i.e. 2021-22, 2022-23	Bidder should have the experience of supply of at least 20 nos. (single or multiple order) of Apple i-PADs/ Apple MacBook/ iPhone to any Organization in each of the last two financial year i.e. 2021-22, 2022-23.
2	Warranty – Page 34	<ul style="list-style-type: none">➤ The hardware supplied shall be under one (01) year comprehensive warranty covering all parts, performance and output as specified in the tender technical specifications during the warranty period.➤ During the warranty period, the vendor will have to undertake comprehensive onsite support (at least in all state capitals) for the entire hardware, hardware components, systems software and accessories supplied by the vendor. This service is to be provided on all the working days of the Bank	<ul style="list-style-type: none">➤ The hardware supplied shall be under one (01) year OEM warranty covering all parts, performance and output as specified in the tender technical specifications during the warranty period.➤ During the warranty period, the vendor will have to undertake pick and drop support for faulty Apple iPads (at least in all state capitals) for the entire hardware, hardware components, systems software and accessories supplied by the vendor. This service is to be provided on all the working days of the Bank between 9 a.m. to 9 p.m. notwithstanding the fact whether on such days the selected vendors office remains closed

		<p>between 9 a.m. to 9 p.m. notwithstanding the fact whether on such days the selected vendors office remains closed or not. The request for support shall have to be attended by the vendor even if the request is made over telephone / SMS or by e-mail / fax by the respective offices, within 4 hours. All the hardware supplied should be repaired within 96 hours (Resolution time). In case of vendor failing above standards, a standby arrangement of same quality or higher should be provided till the hardware is repaired. Besides above, bidder should also have a centralized support Centre (operating Monday to Saturday - 9 AM to 9 PM) to provide telephonic support end users as and when required during the entire contract period.</p>	<p>or not. The request for support shall have to be attended by the vendor even if the request is made over telephone / SMS or by e-mail / fax by the respective offices, within 4 hours. All the hardware supplied should be repaired within 96 hours (Resolution time). In case of vendor failing above standards, a standby arrangement of same quality or higher should be provided till the hardware is repaired. Besides above, bidder should also have a centralized support Centre (operating Monday to Saturday - 9 AM to 9 PM) to provide telephonic support end users as and when required during the entire contract period.</p>
3	Technical Specification – Page 33	<ul style="list-style-type: none"> ➤ Apple iPad Pro 11 inches, 3rd gen, M1 chip (256 GB, Wi-Fi + Cellular), 5G network Compatible, silver/ grey, preferably grey colour 	<ul style="list-style-type: none"> ➤ Apple iPad Pro 11 inches, 3rd gen, M1 chip or higher (8 GB RAM, 256 GB Storage, Wi-Fi + Cellular), 5G network Compatible, silver/ grey, preferably grey colour ➤ Year of Manufacturing of the Apple iPad should be of 2023 only.

REVISED ELIGIBILITY COMPLIANCE

Eligibility Criteria	Proof of documents to be submitted	Compliance (Yes/ No)
<p>Bidder should be a limited company (Public/Private) registered in India as per the Companies Act, 1956/2013 for the last 3 years as on RFP issuance date.</p> <p>OR</p> <p>A Partnership Firm as per Partnership Act. 1932 for the last 3 years as on RFP issuance date</p> <p>OR</p> <p>Limited Liability Partnership firm as per Limited Liability Partnership Act, 2008 for the last 3 years as on RFP issuance date</p> <p>Companies/ Partnership Firm registered as MSME Entrepreneur & still categorized as MSME as on RFP submission date.</p> <p>Bidder/ Firm/ Investor must adhere cross border sharing/ FDI/ FEMA and other regulatory guidelines of Govt. of India.</p> <p>The bidder should not be a subsidiary of a foreign company.</p>	<ol style="list-style-type: none"> 1. Certificate of Incorporation issued by Registrar of Companies along with 2. Copies of Memorandum of Association 3. Copies of Articles of Association 4. Shareholding pattern 5. PAN, TAN, GSTIN Certificate and any other tax related document if applicable is required to be submitted along with the eligibility bid. <p>In case of partnership firms, Deed of Partnership should be submitted. Registration from DIC, KVIB, NSIC, KVIC, DIHH, UAA or any other body specified by Ministry of MSME.</p>	
<p>The bidder should be an OEM or their authorized seller/ dealer/ distributor in India.</p> <p>In case OEM participates in the tender process directly, authorized representative will not be permitted to participate in the same tender process.</p>	<p>In case of OEM, self-declaration on company letter head and duly signed by authorized signatory to be submitted.</p> <p>In case of an authorized representative, documentary proof for preferred channel partner/ authorized reseller of Apple products to be submitted</p>	

The bidder should have positive net worth during the last three financial years i.e., 2019-20 & 2020-21 & 2021-22	Copy of the audited balance sheet, certificate from the Chartered Accountant of the company showing profit, net-worth and turnover of the company for the consecutive last three financial years i.e., 2019-20 & 2020-21 & 2021-22 should be submitted.	
The bidder should have a minimum annual turnover of Rs. 50 Lacs per year during the last three financial years i.e., 2019-20 & 2020-21 & 2021-22.		
Bidder should have the experience of supply of at least 20 nos. (single or multiple order) of Apple i-PADs/ Apple Macbook/ iPhone to any Organization in each of the last two financial year i.e. 2021-22, 2022-23	Relevant PO/ SLA/ Sign-Off/ Reference letter/ Invoice Copy evidencing organization name from the client has to be submitted.	
Bidder should not have been debarred/ black-listed by any Bank or RBI or any other regulatory authority or Financial Institutions in India as on date of RFP submission.	Annexure V is to be submitted.	
The service provider should ensure that there are no legal proceedings/ inquiries /investigations have been commenced/ pending/ threatened against service provider by any statutory or regulatory or investigative agencies or any other for which performance under the contract will get adversely affected / may get affected.	Self-declaration to this effect on the company's letter head should be submitted.	

For.....

Designation:

(Signature and seal of authorized person)

Bidder's corporate name:

Place:

Date:

REVISED Technical Specification

The bidder has to Supply and Maintain the Apple iPads as per the specification given below:

Sl. No.	Description		Offered Specification	Compliance (Yes/ No)
1	Apple iPad			
1. A.	Make	Apple		
1. B.	Model	iPad Pro		
1. C.	Display Size	11 Inch		
1. D.	Processor Chip	M1 or higher		
1. E.	RAM	8 GB		
1. F.	Storage	256 GB		
1. G.	Network	Wifi + Cellular (5G)		
1. H.	iPad Color	Silver/ Grey (Preferably Grey)		
2	Pencil	Apple Pencils 2 nd Generation compatible with Apple iPad Pro and Apple iPad Air		
3	Scratch Guard	Scratch Guard compatible with above iPad (To be installed by selected bidder)		
4	Earphone/ Pod	Apple Airpods 3rd generation		

Yours faithfully,

For.....

(Signature and seal of authorized person)

Place:

Date:

REVISED Masked Commercial Bid

Sl. No.	Particulars of the Items	Make	Model	Qty.	Unit Cost (Excl. GST)	Total Cost (Excl. GST)	GST (%)
				A	B	C=A*B	
1	Apple iPad	Apple	Apple iPad pro, 11 inch (3 rd gen), M1 Chip or higher, (8 GB RAM, 256 GB STORAGE, wifi + cellular), 5G network Compatible, silver/ Grey, preferably grey colour	20			
2	Scratch Guard	-----		20			
3	Pencil	Apple	Apple Pencil 2 nd Generation	130			
4	Earphone/ pod	Apple	Airpods 3 rd generation	9			
Total Cost of Ownership in Figure (1+2+3+4)Excl. GST							
Total Cost of Ownership in Words (1+2+3+4)Excl. GST							

Note:

- i. We hereby confirm that quotes mentioned in this commercial bid is strictly as per the format in RFP.
- ii. We also 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 as mentioned in the commercial evaluation process clause no. 2.3 and it will be binding upon our company.
- iii. 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.
- iv. 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, which contain any deviation in terms & conditions or any specification.
- v. We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.
- vi. We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 29.04.2023 and subsequent pre-bid and amendments.

Company Seal**Date****Name & Designation:****Authorized Signatory**

Note:

- i. In case of discrepancy between figures and words, the amount in words shall prevail.
- ii. Present Rate of tax, if applicable, should be quoted in respective columns. The Bank will pay the applicable taxes for the above mentioned tax type ruling at the time of actual delivery of service/implementation and resultant billing. However, no other tax type will be paid. The Octroi / Entry Tax will be paid extra, wherever applicable on submission of actual tax receipt.
- iii. Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.
- iv. 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.
- v. All prices should be quoted in **Indian Rupees (INR)** only.
- vi. The TCO (Total Cost of Ownership) will be exclusive of GST. However the GST and other applicable taxes will be paid as per actuals at the time of resultant billing.
- vii. The quantity mentioned above is only indicative and may change at the time of issuance of Purchase Order.

REVISED COMMERCIAL BID

Sl. No.	Particulars of the Items	Make	Model	Qty.	Unit Cost (Excl. GST)	Total Cost (Excl. GST)	GST (%)
				A	B	C=A*B	
1	Apple iPad	Apple	Apple iPad pro, 11 inch (3 rd Gen), M1 Chip or higher (8 GB RAM, 256 GB STORAGE, wifi + cellular), 5G network Compatible, silver/ Grey, preferably grey colour	20			
2	Pencil	Apple	Apple Pencil 2 nd Generation	130			
3	Scratch Guard	-----		20			
4	Airpods	Apple	Airpods 3 rd generation	9			
Total Cost of Ownership in Figure (1+2+3+4) excl. GST							
Total Cost of Ownership in Words (1+2+3+4) Excl. GST							

Note:

- i. We hereby confirm that quotes mentioned in this commercial bid is strictly as per the format in RFP.
- ii. We also 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 as mentioned in the commercial evaluation process clause no. 2.3 and it will be binding upon our company.
- iii. 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.
- iv. 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, which contain any deviation in terms & conditions or any specification.
- v. We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.
- vi. We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 29.04.2023 and subsequent pre-bid and amendments.

Company Seal**Date****Name & Designation:****Authorized Signatory****Note:**

- i. In case of discrepancy between figures and words, the amount in words shall prevail.

- ii. Present Rate of tax, if applicable, should be quoted in respective columns. The Bank will pay the applicable taxes for the above mentioned tax type ruling at the time of actual delivery of service/implementation and resultant billing. However, no other tax type will be paid. The Octroi / Entry Tax will be paid extra, wherever applicable on submission of actual tax receipt.
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- v. All prices should be quoted in **Indian Rupees (INR)** only.
- vi. The TCO (Total Cost of Ownership) will be exclusive of GST. However, the GST and other applicable taxes will be paid as per actuals at the time of resultant billing.
- vii. The quantity mentioned above is only indicative and may change at the time of issuance of Purchase Order.