



**Department of Information Technology**

**Request for Proposal (RFP) For Supply, installation, implementation of 3200 numbers of High Speed scanner**

**RFP Ref. No: UCO/DIT/0999/2021-22 Date: 20/07/2021**

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

Sl. No.	RFP Page No.	RFP Clause No.	Original RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
1.	42	2. DELIVERY AND INSTALLATION	<p>Delivery:</p> <p>a) 6 weeks in North East States, Andaman &amp; Nicobar Island and Lakshadweep Island.</p> <p>b) 4 weeks in all other places</p> <p>Installation and operationalization:</p> <p>Within 1 week of delivery</p> <p>(In case installation is held up for site non-readiness, a certificate from the competent authority at respective site(s) is to be furnished for obtaining payment.)</p>	<p><b>Delivery :</b></p> <p>a) 12 weeks in North East States, Andaman &amp; Nicobar Island and Lakshadweep Island.</p> <p>b) 8 weeks in all other places</p> <p><b>Installation and operationalization :</b></p> <p><b>Within 1 week of delivery</b></p> <p><b>(In case installation is held up for site non-readiness, a certificate from the competent authority at respective site(s) is to be furnished for obtaining payment.)</b></p> <p><b>Reason :</b></p> <p>Due to the current crisis of availability of materials, Delivery period ammendment is suggested to enable the bidder to safeguard from any loss due to non-availability of materials at OEMs end.</p>	Please refer corrigendum below.

2.	45	5. TERMS OF PAYMENT	<p>a. 90% of the order value along with all applicable taxes on actual basis will be paid on delivery, installation and acceptance of ordered items, after realizing penalty charges for late delivery and / or late installation, if any. The claim for payment should contain proof of delivery, installation report &amp; User Acceptance Report signed with date by an authorized official of UCO Bank at the respective sites.</p> <p>b. In case, the item is delivered but the installation is delayed on account of site not ready, 70% payment may be released on production of site not ready (SNR) certificate from the concerned Site and rest 20% of the order value after completion of the installation as mentioned above or submission of Bank Guarantee of an equivalent amount having validity till contract period.</p> <p>c. Remaining 10% of the cost along with applicable taxes would be paid after completion of 3 months from installation</p> <p>AMC will be paid on quarterly arrear basis.</p>	<p><b>a. 100% of the order value along with all applicable taxes on actual basis will be paid on delivery, installation and acceptance of ordered items, after realizing penalty charges for late delivery and / or late installation, if any.</b>  <b>The claim for payment should contain proof of delivery, installation report &amp; User Acceptance Report signed with date by an authorized official of UCO Bank at the respective sites.</b></p> <p><b>b. In case, the item is delivered but the installation is delayed on account of site not ready, 100% payment may be released on production of site not ready (SNR) certificate from the concerned Site.</b></p> <p><b>AMC will be paid on quarterly arrear basis.</b></p> <p>Reasons :  1) Once the delivery and installation is done, there is no point of blocking the payment of the bidder. As it is bank is taking PBG for the Warranty Support, so why blocking of 10% is required;</p> <p>SITE NOT READY is the matter to be taken by the customer not the bidder. Then why the bidder will face monetary loss due to Site Not Ready by the customer. Hence, 100% should be released even if site is not ready;</p>	Clause stands as per RFP.
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3.	48	9. <b>PERFORMANCE BANK GUARANTEE</b>	<p>The selected Bidder shall, within a period of fifteen (15) days from the date of Letter of Intent (LOI)/Purchase Order (PO) have to furnish a Performance Bank Guarantee, format as per Annexure ..... issue d by any scheduled commercial bank (other than UCO Bank) equivalent to 3% of the project cost/Total Cost of Ownership (TCO) valid for a period of 63 months (60 months + a claim period of three (3) months) from the date of Letter of Intent (LOI)/Purchase Order (PO) for indemnifying any loss to the Bank.</p>	<p><b>The selected Bidder shall, within a period of fifteen (15) days from the date of Invoice of the materials will have to furnish a Performance Bank Guarantee, format as per Annexure issued by any scheduled commercial bank (other than UCO Bank) equivalent to 3% of the project cost/Total Cost of Ownership (TCO) valid for a period of 63 months (60 months + a claim period of three (3) months) from the date of receipt of materials at the Bank for indemnifying any loss to the Bank.</b></p> <p>Two Reasons :  1) Loss to the Bank means - any issues that is created out of the warranty obligation which can only be determined when the goods are received. So the PBG should be from the date of the receipt of materials at Bank;  2) What is the guarantee that the total units of ordered item will match the total units of the LOI;</p> <p>Hence, logically, the PBG should be from the date of receipt of materials at customer's end</p>	Clause stands as per RFP.
4.	99	<b>Annexure – XVIII ELIGIBILITY COMPLIANCE</b>	<p>1. Bidder should be a company (Public/Private) registered in India under the Companies Act, 1956/2013 for the last 3 years as on RFP issuance date.</p> <p>Concerns registered as MSME Entrepreneur &amp; still categorized as MSME as on RFP submission date.</p> <p>Bidder/Partner/Investor must adhere</p>	<p><b>1. Bidder should be a company (Public/Private) registered in India under the Companies Act, 1956/2013 for the last 3 years as on RFP issuance date.</b></p> <p><b>Partnership / Proprietorship Concerns registered as MSME Entrepreneur &amp; still categorized as MSME as on RFP submission date.</b></p> <p><b>Bidder/Partner/Investor must adhere cross border sharing/FDI/FEMA and other</b></p>	Clause stands as per RFP.

			cross border sharing/FDI/FEMA and other regulatory guidelines of Govt. of India.	<b>regulatory guidelines of Govt. of India.</b>  Reason : Explicitly it was not cleared for the Concerns categorised as MSME as on RFP submission date. Hence, to make it explicit, this change in terminology is requested	
<b>5.</b>	99	<b>Annexure – XVIII ELIGIBILITY COMPLIANCE</b>	4. The bidder should have a minimum annual turnover of Rs.20.00 Crore per year in at least two years out of the last three financial years, i.e., FY-2017-18, 2018-19 & 2019-20	<b>4.</b> <b>The bidder should have a minimum annual turnover of Rs.10.00 Crore per year in at least three years out of the last three financial years, i.e., FY-2017-18, 2018-19 &amp; 2019-20;</b> <b>In case the Financials of current Financial Year 2020-21 is completed, then the figures of F.Y.2020-21 may be taken into consideration</b>  Reason : 1) The total requirement value of the bid is not so much that a customer should ask for more than double the figure of estimated bid value;  If the audit and submission of Income Tax Return of Financial Year 2020-21 is completed, then the bidder must be given the chance to incorporate the same and apply for eligibility	<b>Please refer corrigendum below.</b>
<b>6.</b>	99 & 100	<b>Annexure – XVIII ELIGIBILITY COMPLIANCE</b>	5. The bidder should have minimum two years of experience in supply, implementation and maintenance of minimum 500 nos. of High speed Scanners having scanning frequency of 20 PPM or more in any scheduled	<b>5.</b> <b>The bidder / OEM (either directly or through any of their partner) should have minimum two years of experience in supply, implementation and maintenance of minimum 500 nos. of High speed Scanners having scanning frequency of 20 PPM or more in any scheduled commercial Bank / Govt.</b>	<b>Please refer corrigendum below.</b>

			commercial Bank / Govt. Organization / BFSI in India in last three years i.e., FY-2017-18, 2018-19 & 2019-20	<b>Organization / BFSI in India in last three years i.e., FY-2017-18, 2018-19 &amp; 2019-20</b>  Reason : It may not be necessary that the bidder may have experience of supplying such large numbers of your desired product. However, if the OEM has the experience in providing such materials to any other Govt. Organisation / BFSI in India in the last three years, the consideration can be made for eligibility. Moreover, the idea is to get the proper item desired and hence this change is requested	
7.	100	<b>Annexure – XVIII ELIGIBILITY COMPLIANCE</b>	7, The service provider should have its presence across the country (preferably Bank's Zonal Office locations as per Annexure - XXIII) either its own office or it should have tie-up arrangement with other agencies for support	<b>7.</b> <b>The OEM must undertake that post warranty period AMC will be taken care by them.</b> <b>i. However, in case the bidder chooses to provide AMC support post warranty then the service provider should have its presence across the country (preferably Bank's Zonal Office locations as per Annexure - XXIII) either its own office or it should have tie-up arrangement with other agencies for support</b>  Reason : If the bidder is providing OEMs warranty and post warranty AMC support, then all services are to be provided by OEM. In such a case, the Service Provider will be of OEM and not the bidder. Hence, this change is requested	Clause stands as per RFP.  <b>It is to be clarified that:</b> Single point of contact for the RFP will be the bidder/vendor. For any error bank will contact bidder/vendor for error resolution which they will co-ordinate with OEM for resolution within time frame.
8.			9. The service provider should ensure that there are no legal proceedings / inquiries / investigations have been commenced / pending / threatened	<b>9. In case the bidder is providing AMC directly through themselves or through any Service Partner, the service provider should ensure that there are no legal proceedings / inquiries / investigations have</b>	Clause stands as per RFP.

	100	<b>Annexure – XVIII ELIGIBILITY COMPLIANCE</b>	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.	<b>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.</b> Reason : If the bidder is providing OEMs warranty and post warranty AMC support, then all services are to be provided by OEM. In such a case, the Service Provider will be of OEM and not the bidder. Hence, this change is requested	
<b>9.</b>	Page 101 of 116	Annexure – XIX, SL. No 7	Maximum Resolution (Dpi) 600 or More	As per our proposed model we have 1200 Dpi <b>Request to include 75 DPI to 1200 DPI</b>	Clause stands as per RFP.
<b>10.</b>	Page 101 of 116	Annexure – XIX, SL. No 8	Monochrome Scan Speed 30PPM/60IPM or more	As per our proposed model we have 40/80 <b>Request to enhance the speed 40/80 for fair Competition &amp; Participation</b>	Clause stands as per RFP.
<b>11.</b>	Page 101 of 116	Annexure – XIX, SL. No 9	Colour Scan Speed 30PPM/60IPM or more	As per our proposed model we have 40/80 <b>Request to enhance the speed 40/80 for fair Competition &amp; Participation</b>	Clause stands as per RFP..
<b>12.</b>	Page 101 of 116	Annexure – XIX, SL. No 13	Paper Path Straight/ U path	As per our proposed model we have Straight <b>Sheeted is always in Straight path</b>	Clause stands as per RFP.
<b>13.</b>	Page 101 of 116	Annexure – XIX, SL. No 17	USB interface High speed 2.0 or above	As per our proposed model we have USB interface High speed 2.0 or above <b>Request to include Integrated internal wireless . Wired and Wifi direct. USB 3.0 connectivity</b>	Suggestion not admissible.

14.	Page 102 of 116	Annexure – XIX, SL. No 20	Daily Duty Cycle (Number of Pages) 3500 or more	As per our proposed model we have 3500 or more <b>Request to change 4000 or more for fair Competition &amp; Participation</b>	Suggestion not admissible.
15.	Page 102 of 116	Annexure – XIX, SL. No 25	Operating Temperature 5 - 35 Centigrade	<b>Request to change for HP Participation 10 - 35 Centigrade</b>	<b>Please refer corrigendum below.</b>
16.	Page 103 of 116	Annexure – XIX, SL. No 28	Additional Feature Availability of Folio Mode or Virtual Stitching, Batch separation, Auto resolution setting, moiré reduction Availability of Network interface/ connectivity, Availability of scanning feature for continuous document scanning for long pages, Automatic Paper sizedetection, Preventive Bleed through, background smoothing, pin hole detection, shadow cropping, skew facility, skip blankpage facility, OCR conversion, blank page detection, multi fed detection, batch scanning etc.	<b>Moire is used in older times . Request to include the given features highlighted in next column</b>  <b>Auto exposure, Auto threshold, Auto detect color, Background smooth/removal, Auto detect size, Straighten content, Enhance content, Multi-streaming, Auto feed, Multi-feed detection sensor, Advanced multi-feed detection, Auto orient, Multi-color dropout, Channel color dropout, Edge erase, Delete blank page, Merge pages, Hole fill, PDF permissions, Document separation (Blank page, Barcode, Zonal barcode, Zonal OCR)</b>	Clause stands as per RFP.
17.			Certification	Certification Cloud Capture certified 3.0 <b>Please Include as recommended by RBI</b>	Clause not admissible.
18.			Display Touch panel	(2.8 inch) Color touch screen on front-panel for scan in Win OS, Mac OS and third parties applications via TWAIN, ISIS and WIA <b>Please Include</b>	Clause not admissible.
19.	42	Part V, 2	The selected bidder shall deliver the above scanners within <b>six (06) weeks</b> for the North-East region and four <b>(04) weeks</b> for the rest of the country from	Due to global scarcity of material we request you to change the delivery schedule as per below. The selected bidder shall deliver the above scanners within <b>six (10) weeks</b> for the North-East region and	<b>Please refer corrigendum below.</b>

			the date of acceptance of Purchase Order.	four <b>(08) weeks</b> for the rest of the country from the date of acceptance of Purchase Order.	
20.	42,43	Part V, 4	The vendor must provide 3 years' on-site comprehensive warranty and AMC for 4th year & 5th year for CTS Scanners supplied under this RFP covering all parts & labour from the date of acceptance of the systems by UCO Bank at the Respective locations i.e. on-site comprehensive warranty. The AMC charges should be between <b>5% to 8%</b> of the cost of hardware equipment	Requesting you to remove the minimum % of AMC charges.  Bundling price with 5 Years warranty generally comes in lesser cost.	Clause stands as per RFP.
21.	45	5a	<b>Payment terms - 90% of the order value</b> along with all applicable taxes on actual basis will be paid on delivery, installation and acceptance of ordered items, after realizing penalty charges for late delivery and / or late installation, if any. The claim for payment should contain proof of delivery, installation report & User Acceptance Report signed with date by an authorized official of UCO Bank at the respective sites.	Please add the maximum timeline to release the payment and also. Failure to that bank will pay to vendor .5% per week interest on submitted bill amount.	Clause stands as per RFP.
22.	45	5b	In case, the item is delivered but the installation is delayed on account of site not ready, <b>70% payment</b> may be released on production of site not ready (SNR) certificate from the concerned Site and rest <b>20%</b> of the order value after completion of the	In case, the item is delivered but the installation is delayed on account of site not ready, <b>90% payment</b> may be released on production of site not ready (SNR) certificate along with declaration of declaration as on where basis but not more than 2 month from the date of delivery.	Clause stands as per RFP.

			installation as mentioned above or submission of Bank Guarantee of an equivalent amount having validity till contract period.		
23.	45	5c	Remaining <b>10%</b> of the cost along with applicable taxes would be paid after completion of <b>3 months</b> from installation.	Requesting you to change clause as Remaining <b>10%</b> of the cost along with applicable taxes would be paid after completion of <b>2 months</b> from installation.	Clause stands as per RFP.
24.	46	7	<b>Liquidated Damage</b> - Notwithstanding the Bank's right to cancel the order, liquidated damages at 1% (One percent) of the order value per week will be charged for every week's delay in the specified implementation schedule. The Liquidated Damages including Service Level Penalties would be subject to a maximum of 10% of the total project cost.	Requesting you to change the clause as Notwithstanding the Bank's right to cancel the order, liquidated damages at .5% (point five percent) of the order value per week will be charged for every week's delay in the specified implementation schedule. The Liquidated Damages including Service Level Penalties would be subject to a maximum of 5% of the part of non-supplied material.	Clause stands as per RFP.
25.	48	9	The selected Bidder shall, within a period of fifteen (15) days from the date of Letter of Intent (LOI)/ <b>Purchase Order</b> (PO) have to furnish a Performance Bank Guarantee, format as per <b>Annexure – V</b> issued by any scheduled commercial bank (other than UCO Bank) equivalent to 3% of the project cost/ <b>Total Cost of Ownership (TCO)</b> valid for a period of <b>75 months</b> (72 months + a claim period of three (3) months) from the date of Letter of Intent (LOI)/ <b>Purchase Order</b>	Requesting you to allow vendor to submit the BG for the 3 Years and during AMC agreement allow us to submit additional 2 Year PBG.	Clause stands as per RFP.

			(PO) for indemnifying any loss to the Bank.		
26.	54	IX b	If the bidder does not perform satisfactorily or delays execution of order, UCO Bank reserves the right to get the balance order executed by another party of its choice by giving <b>30</b> days' notice for the same. In this event the bidder is bound to make good <b>with the capping of 125% of the original quoted cost for such deliverable as per commercial bid</b> , which UCO Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled.	Please clarify.	<b>It is clarified that:</b> "In case bidder does not perform satisfactorily, then Bank may get rest of the order executed by another party and if there is price escalation upto 125% of the proposed TCO then vendor is bound to make good for the same amount"
27.	15		The bidder should have minimum two years of experience in supply, implementation and maintenance of minimum 500 nos. of High speed Scanners having scanning frequency of 20 PPM or more in any scheduled commercial Bank / Govt. Organization / BFSI in India in last three years i.e., FY-2017-18, 2018-19 & 2019-20	Requesting Bank to mention <b>Bidder/OEM</b> clause so more bidders can participate in the tender and bank will get competitive price point .We have experience in supplying High Speed Scannar in BFSI and PSU	<b>Please refer corrigendum below.</b>
28.			<b><u>Technical Specification</u></b>  Size of scanned image  Maximum 80kb for monochrome at 200 dpi per page Maximum 220 kb for grayscale at 200 dpi per page Maximum 700 kb for colour at 200 dpi per page	The said point depends on documents quality and no of pages which is to be scanned compression take place through scanning software which is differs in maximum size. So requesting Bank to remove this clause	Please refer clause in detail for clarification.
29.			<b><u>Deliver and installation</u></b>  <b>6 weeks</b> in North East States, Andaman & Nicobar Island and Lakshadweep Island.	Request Bank to modify Delivery schedule 12 Weeks in North East and 10 weeks in other places .OEM will take more time to dispatch the consignment from their factories due to Covid .Courier will take more	<b>Please refer corrigendum below.</b>

			<b>4 weeks</b> in all other places	time to deliver the material interstate due to lockdown/Restriction on movement	
<b>30.</b>	55		<p><b><u>Order cancellation</u></b></p> <p>If the bidder does not perform satisfactorily or delays execution of order, UCO Bank reserves the right to get the balance order executed by another party of its choice by giving <b>30 days'</b> notice for the same. In this event the bidder is bound to make good <b>with the capping of 125% of the original quoted cost for such deliverable as per commercial bid</b>, which UCO Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled</p>	<p>The said clause is not clear we are unable to understand the point .Please elaborate/explain.</p> <p>Requesting bank to remove the clause .</p>	Please refer clause for more clarification.
<b>31.</b>			<p><b><u>Terms of payment</u></b></p> <p><b>90% of the order value</b> along with all applicable taxes on actual basis will be paid on delivery, installation and acceptance of ordered items, after realizing penalty charges for late delivery and / or late installation, if any. The claim for payment should contain proof of delivery, installation report &amp; User Acceptance Report signed with date by an authorized official of UCO Bank at the respective sites</p>	90% on delivery and installation and balance 10% on submission of bank Guarantee	Clause stands as per RFP.
<b>32.</b>			In case, the item is delivered but the installation is delayed on account of site not ready, <b>70% payment</b> may be released on production of site not ready (SNR) certificate from the concerned Site and rest <b>20%</b> of the order value after completion of the installation as mentioned above or submission of Bank Guarantee of an	90% on delivery and installation and balance 10% on submission of bank Guarantee	Clause stands as per RFP.

			equivalent amount having validity till contract period		
33.			Remaining <b>10%</b> of the cost along with applicable taxes would be paid after completion of <b>3 months</b> from installation.	90% on delivery and installation and balance 10% on submission of bank Guarantee	Clause stands as per RFP.
34.			<p><b><u>Liquidated damage</u></b></p> <p>Notwithstanding the Bank's right to cancel the order, liquidated damages at 1% (One percent) of the order value per week will be charged for every week's delay in the specified implementation schedule. The Liquidated Damages including Service Level Penalties would be subject to a maximum of 10% of the total project cost. The Bank reserves its right to recover these amounts in the mode as it deems fit and proper such as adjusting from any payments to be made by UCO BANK to the bidder, etc. without prejudice to its other rights and contentions available under the Law (s) for the time being in force.</p>	Requesting bank to amend the Liquidated damage charge to 0.5% (Point five percent)	Clause stands as per RFP.

## Corrigendum

Reference	Original clause	Modified Clause
<b>2. DELIVERY AND INSTALLATION</b>	<p>Delivery :</p> <p>c) 6 weeks in North East States, Andaman &amp; Nicobar Island and Lakshadweep Island.</p> <p>d) 4 weeks in all other places</p> <p>Installation and operationalization : Within 1 week of delivery (In case installation is held up for site non-readiness, a certificate from the competent authority at respective site(s) is to be furnished for obtaining payment.)</p>	<p>Delivery :</p> <p>a) 8 weeks in North East States, Andaman &amp; Nicobar Island and Lakshadweep Island.</p> <p>b) 5 weeks in all other places</p> <p>Installation and operationalization : Within 1 week of delivery (In case installation is held up for site non-readiness, a certificate from the competent authority at respective site(s) is to be furnished for obtaining payment.)</p>
Eligibility Compliance Point 4	<p>4.</p> <p>The bidder should have a minimum annual turnover of Rs.20.00 Crore per year in at least two years out of the last three financial years, i.e., FY-2017-18, 2018-19 &amp; 2019-20</p>	<p>4.</p> <p>The bidder should have a minimum annual turnover of <b>Rs.10.00 Crore</b> per year in at least two years out of the last three financial years, i.e., FY-2017-18, 2018-19 &amp; 2019-20</p>
Eligibility Compliance Point 5	<p>5.</p> <p>The bidder should have minimum two years of experience in supply, implementation and maintenance of minimum 500 nos. of High speed Scanners having scanning frequency of 20 PPM or more in any scheduled commercial Bank / Govt.</p> <p>Organization / BFSI in India in last three years i.e., FY-2017-18, 2018-19 &amp; 2019-20</p>	<p>5.</p> <p>The <b>bidder/OEM</b> should have minimum two years of experience in supply, implementation and maintenance of minimum 500 nos. of High speed Scanners having scanning frequency of 20 PPM or more in any scheduled commercial Bank / Govt.</p> <p>Organization / BFSI in India in last three years i.e., FY-2017-18, 2018-19 &amp; 2019-20</p>
Technical compliance Point – 25	<p>Operating Temperature 5 - 35 Centigrade</p>	<p>Operating Temperature 5 - 35 Centigrade (±5 centigrade)</p>