



**UCO Bank Department of Information Technology**  
**Request for Proposal (RFP) for Selection of Vendor for Supply, Installation and Maintenance of Cheque Truncation System**  
**(CTS) Scanners (Rate Contract) (E-Tendering)**  
**RFP Ref. No.: DIT/BPR & BTD/OA/5507/2019-20 Dated: 11/02/2020**

**Pre Bid Responses**

Sr. No.	RFP Page Number	RFP Clause Number	Original RFP Clause	Subject Description	Query Sought/ Suggestions of the bidder	Bank's Response
1	Page No. 11	Point No. 5.	The bidder should have supplied at least 300 CTS scanners (50 DPM and above) in any PSU Banks/Pvt. Bank/Financial Institution in India during last Financial year. The order may fulfill against a single or multiple order.	Eligibility Criteria	The <b><u>Bidder/ OEM</u></b> should have supplied at least 300 CTS scanners (50 DPM and above) in any PSU Banks/ Pvt. Bank/ Financial Institution in India during last Financial year. The order may have fulfilled against a single or multiple order.	Please refer to corrigendum
2	Page No. 11 & Page No. 85	Point No. 7	Bidder should have the following ISO or other security certification: ISO 9001/ISO 27001 etc.	Eligibility Criteria	<b><u>Bidder / OEM</u></b> should have the following ISO or other security certification: ISO 9001/ISO 27001 etc.	Please refer to corrigendum

3	Page No. 12 & Page No. 85	Point No. 10.	The bidder should have presence across the country with its own / authorized channel partners' Support Centre. The bidder should have technical manpower with good technical experience to provide service and support at various branches across the country under this Contract. Authorized partners.	Eligibility Criteria	The <b><u>Bidder/ OEM</u></b> should have presence across the country with its own / authorized channel partners' Support Centre. The <b><u>Bidder/ OEM</u></b> should have technical manpower with good technical experience to provide service and support at various branches across the country under this Contract <b><u>through</u></b> Authorized partners.	Please refer to corrigendum
4	Page No. 31 & Page No. 87	Point No. 2: TECHNICAL SPECIFICATIONS & Annexure-S, Technical Specification for CTS Scanners	The scanners proposed should be compatible with the bank's existing CTS application – AiDPS and URL based services being used in the Northern/Southern & Western grids. The proposed scanner should be with UV support – Single pocket with device suite standard. A valid certificate from our vendor M/s Vsoft/Aperta/Forbes has to be submitted along with the technical bid document mentioning that specific make of the scanner is fully compatible with the CTS application of M/s VSoft/Aperta/Forbes currently running in UCO bank.	5. Compatibility	Kindly refer Page No. 29, Point No. 1, SCOPE OF WORK. There are five makes of Scanners provided and we understand that apart from these, Certificate from Bank's CTS Vendor is required. However, in this highlighted clause, a valid certificate from all of Bank's CTS Application vendor is demanded, which is contradictory. Also, Bank has specified in the RFP that VSOF is selected for OPEX Model implementation for all grids, then certificate	Vsoft is currently working in all three grids of the bank for CTS operations, The bidder needs to provide certificate from M/s VSoft only. Make ARCA, Panini, Canon and Digital Check is already tested with VSoft web application.

					from only VSoft should be sufficient for Scanner proposed other than the listed five make. please clarify.	
5	Page No. 33	Point No. 2, SCHEDULE OF IMPLEMENTATION	The selected bidder shall deliver the above scanners within six (06) weeks for the North-East region and four (04) weeks for the rest of the country from the date of acceptance of Purchase Order, failing which the Bank reserves its right to levy liquidated damages. Further selected bidder should ensure installation of the delivered scanners within 15 days from the date of delivery.	PART – V	<p>As these scanners are being manufactured outside of India, therefore, deliveries takes time and there is no confirmed schedule provided for delivery to arrange well in advance: Therefore, we suggest to please modify this clause as proposed below:</p> <p>The selected bidder shall deliver the above scanners within <b>Eight (08)</b> weeks for the North-East region and <b>six (06)</b> weeks for the rest of the country from the date of acceptance of Purchase Order, failing which the Bank reserves its right to levy liquidated damages. Further selected bidder should ensure installation of the delivered scanners within 15 days from the date of delivery.</p>	Clause stands as per RFP.

6	Page No. 34	Point No. 5.	<p>The selected bidder shall appoint a single point of contact, with whom Bank will deal, for any activity pertaining to the requirements of this RFP. The selected Bidder shall provide support services which include <b><u>installation of servers by providing onsite support</u></b> on next business day, response and resolution at Kolkata during contract period after the acceptance of the hardware and software. In case of any failure of Hard Disk or any other components during the warranty period then the Bidder shall replace such components immediately.</p>	Single Point of Contact	Request Bank to clarify the clause in context of CTS Scanners, Delivery, Installation & Maintenance.	Please refer to corrigendum
7	Page No. 39	Point No. 13.	<p>90% - delivery and installation 10% after submission of PBG</p> <p>In case of Site Not Ready (SNR): 70% - on production of SNR Certificate 20% after completion of installation</p>	Terms Payment of	<p>Would like to request Bank to change terms as mentioned below:</p> <p>1. 40% after submission of PBG 2. 60% - delivery and installation OR In case of Site Not Ready (SNR): 30% - on production of SNR Certificate or prorata basis 10% after completion of installation</p>	Clause stands as per RFP.

8	Page No. 85	Point No. 5.	The bidder should have supplied at least 600 CTS scanners (50 DPM and above) in any PSU Banks/Pvt. Bank/Financial Institution in India during last Financial year.	Annexure - R, ELIGIBILITY COMPLIANCE	<p>The mentioned clause is contradictory with Eligibility Criteria mentioned in Point No. 5 on Page No. 11, where experience of 300 Scanners is mentioned.</p> <p>Please correct the clause as suggested below:  The <b><u>bidder / OEM</u></b> should have supplied at least <b><u>300</u></b> CTS scanners (50 DPM and above) in any PSU Banks/Pvt. Bank/Financial Institution in India during last Financial year.</p>	Please refer to corrigendum
9	General Query	General Query	Consumable Items procurement is not specified in the RFP	General Query	<p>Please clarify, How Bank will purchase consumables items of CTS Cheque Scanners (For Eg: Cartridge, CIS Camera, MICR Head, Belts, Rollers, Cleaning Kit etc.) during Warranty / AMC period of Cheque Scanners.</p>	Unit Price of Consumable/ spare parts to be included separately by the bidder with commercials bids as per the annexure provided with the corrigendum, The prices quoted by the bidder will not be part of the TCO. The price quoted by the bidder is subject to negotiation with the Bank at required time.

10	36	9	<p>The payments which is/are inclusive of GST and other taxes, fees etc. as per the Payment Schedule covered herein above shall be paid by Department of Information Technology, UCO Bank, Head Office – Kolkata. However, Payment of the Bills would be released, on receipt of advice / confirmation for satisfactory delivery and commissioning, live running and service report etc. after deducting all penalties.</p>	Taxes	<p>The Bank to clarify if the Bank will pay any increase in GST and other taxes, fees etc.</p>	<p>GST/ Tax will be paid on actuals at the time of resultant billing.</p>
11	44	24	<p>The selected Bidder agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any claim for infringement of intellectual property rights.</p> <p>The selected Bidder agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any breach of the terms and conditions contained in this RFP or Service Level Agreement to be executed.</p> <p>The selected Bidder agrees</p>	Indemnity	<p>It is proposed that the following language be added to the Indemnity Provision: "With respect to third party claim, the Bidder will pay all costs and monetary damages finally awarded by the court of appropriate jurisdiction, For fulfillment of Bidder's indemnification obligations set forth in the SLA with respect to third party claims, the Bank shall: (a) provide Bidder prompt notice that the claim has been threatened or brought, whichever is sooner (the "Claim Notice"); (b) providing</p>	<p>Clause stands as per RFP.</p>

			to indemnify and keep indemnified Bank at all times against all claims, demands, actions, costs, expenses (including legal expenses), loss of reputation and suits which may arise or be brought against the Bank, by third parties on account of negligence or failure to fulfil obligations by the selected bidder or its employees/personnel.		<p>Bidder sole control of the defense and any appeal or settlement (at Bidder's discretion) of the claim; (c) cooperating with Bidder (including providing relevant documentation and information) with respect to the claim; and (d) complying with all court orders.</p> <p>Further, Bidder shall not be liable for any indirect, consequential, incidental or special damages under the agreement/ purchase order."</p>	
12	55	44	<p>Bidder's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for</p> <p>a. IP Infringement indemnity.</p> <p>b. Bodily injury (including Death) and damage to real property and tangible property caused by Bidder/s' gross negligence. For the purpose of this section, contract value at any given point of time, means the aggregate value of the purchase orders placed by</p>	Limitation of Liability	<p>The Following language in sub-section (c) to be changed as follows:</p> <p>c. Bidder shall <b><u>not</u></b> be liable for any indirect, consequential, incidental or special damages under the agreement/ purchase order.</p>	Clause stands as per RFP.

			Bank on the Bidder that gave rise to claim, under this RFP. c. Bidder shall be liable for any indirect, consequential, incidental or special damages under the agreement/ purchase order.			
13	47	30	<p>The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions:</p> <p>Ø Failure of the Selected bidder to accept the contract / purchase order and furnish the Performance Guarantee within 30 days of receipt of purchase contract;</p> <p>Ø Delay in offering;</p> <p>Ø Delay in commissioning project beyond the specified period;</p> <p>Ø Delay in completing commissioning / implementation and acceptance tests / checks beyond the specified periods;</p> <p>Ø Serious discrepancy in project noticed during the testing;</p> <p>Ø Serious discrepancy in functionality to be provided or the performance levels agreed upon, which have an impact on the functioning of the Bank.</p> <p>Ø Serious discrepancy in completion of project.</p>	Exit Option and Contract Re-Negotiation	<p>It is proposed that the Bank should provide a notice to the Bidder for any deficiency or delay or breach and permitting the Bidder to rectify the deficiency or delay or breach within a cure period of 30 days, prior to terminating or cancelling the order or agreement. Accordingly, a language be added to the section 30</p>	<p>Clause modified as: The Bank reserves the right to cancel the contract by issuing a notice period of 30 days (Except in case of submission of PBG of receipt of PO) in the event of happening one or more of the following Conditions:</p> <ol style="list-style-type: none"> <li>1. Failure of the Selected bidder to accept the contract / purchase order and</li> <li>2. Delay in offering;</li> <li>3. Delay in commissioning project beyond the specified period;</li> <li>4. Delay in completing commissioning / implementation and acceptance tests / checks beyond the specified periods;</li> <li>5. Serious discrepancy in project noticed during the testing;</li> </ol>



			<p>Ø Serious discrepancy in maintenance of project.</p>			<p>6. Serious discrepancy in functionality to be provided or the performance levels agreed upon, which have an impact on the functioning of the Bank.</p> <p>7. Serious discrepancy in completion of project.</p> <p>8. Serious discrepancy in maintenance of project.</p>
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14	44	23	<p>The Bank reserve its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the Bank alone:</p> <ul style="list-style-type: none"> <li>Ø Delay in commissioning / implementation / testing beyond the specified period.</li> <li>Ø Serious discrepancy in the quality of service expected during the implementation, rollout and subsequent maintenance process.</li> <li>Ø In case of cancellation of order, any payments made by the Bank to the Vendor would necessarily have to be returned to the Bank, further the Vendor would also be required to compensate the Bank for any direct loss suffered by the Bank due to the cancellation of the contract/purchase order and any additional expenditure to be incurred by the Bank to appoint any other Vendor. This is after repaying the original amount paid.</li> <li>Ø Vendor should be liable under this section if the contract/ purchase order has been cancelled in case sum total of penalties and deliveries equal to exceed 10% of the TCO.</li> </ul>	Order Cancellation	<p>It is proposed that the Bank should provide a notice to the Bidder for any deficiency or delay or breach and permitting the Bidder to rectify the deficiency or delay or breach within a cure period of 30 days, prior to terminating or cancelling the order or agreement. Accordingly, a appropriate language be added to the section 23.</p>	Clause stands as per RFP.
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15	41	17	The following penalty charges will be imposed on the bidder in the following circumstances: .....	Penalty	It is proposed that the Bank should provide a notice to the Bidder for any deficiency or delay or breach and permitting the Bidder to rectify the deficiency or delay or breach within a cure period, prior to imposing any penalty or liquidated damages. Accordingly, suitable language be added to section 17.	Clause stands as per RFP.
16	42	18	Notwithstanding the Bank's right to cancel the order, liquidated damages at 1% (One percent) of the contract price 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.....	Liquidated Damages	It is proposed that the Bank should provide a notice to the Bidder for any deficiency or delay or breach and permitting the Bidder to rectify the deficiency or delay or breach within a cure period, prior to imposing any penalty or liquidated damages. Accordingly, suitable language be added to section 18.	Clause stands as per RFP.
17	6		Last date and time for online submission of Bid documents and response - 04/03/2020 till 4pm	Bid submission date	Atleast 12 days are need for bid preparation from the day of pre bid responses are floated. Hence, we seek a minimum extension of	Separate notice has been uploaded for bid extension.

					1 week in bid submission date	
18	Page-11	Point No.6	<p>The CTS Scanners proposed to be supplied under this RFP should be compatible with the Bank's existing CTS application running in the respective CTS Grid i.e. CTS Northern, Southern &amp; Western Grids.</p> <p>The selected bidder will be responsible to ensure that the proposed make and model of the scanner is fully compatible with the bank's CTS application.</p>	<p>Certificate from scheduled commercial bank where the CTS scanners to be offered by the respective bidder mentioning that the same scanner is working satisfactorily with the said CTS software to be submitted.</p>	<p>1) Contact Person / Email Id required for all the application vendor for requesting Certification.</p> <p>2) Request Bank to Split the Tender Grid Wise as like earlier.</p> <p>a) Forbes SW charges hardware vendor Huge Integration @ per scanner.</p> <p>b) Spitting of the tender will help us to quote better price to the bank.</p> <p>c) Earlier tender was grid wise requesting bank to follow the same</p>	<p>1) Bidder can contact the application provider through Bank as per the contact details provided in the RFP.</p> <p>2) Clause stands as per RFP.</p>
19	Page No 11 & 85	Eligibility	<p>The bidder should have supplied at least 300 CTS scanners (50 DPM and above) in any PSU Banks/Pvt. Bank/Financial Institution in India during last Financial year. The order may fulfilled against a single or multiple order. The bidder should have supplied at least 600 CTS scanners (50 DPM and above) in any PSU Banks/Pvt. Bank/Financial Institution in India during last Financial year.</p>	Eligibility	Please mention the exact qty	Please refer to corrigendum

20	Page No 31	Scope of Work	<p>The scanners proposed should be compatible with the bank's existing CTS application – AiDPS and URL based services being used in the Northern/Southern &amp; Western grids. The proposed scanner should be with UV support – Single pocket with device suite standard. A valid certificate from our vendor M/s Vsoft/ Aperta/ Forbes has to be submitted along with the technical bid document mentioning that specific make of the scanner is fully compatible with the CTS application of M/s VSoft/Aperta/Forbes currently running in UCO bank.</p>	Scope of Work	Please clarify what is URL based services	<p>URL based service means web based application where user will access an URL from web browser for scanning and uploading purpose rather than using any application/ software</p>
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21	Page no 39	Payment Terms	<p>Terms of payment - 90% of the order value along with all applicable taxes (GST) 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. 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> <ul style="list-style-type: none"> <li>• Remaining 10% of the cost along with applicable taxes (GST) would be paid against submission of performance of Bank Guarantee of equivalent to 10% of order value having validity till contract period.</li> </ul>	Payment Terms	<p>We would like to submit consolidated BG amount in advance to HO DIT so we can claim 100% payment</p> <p>We will submit monthly report (PO No Location, Amount etc to DIT . if the total order value will cover the BG amount we can submit another BG in order to claim our 100% payment .</p>	Clause stands as per RFP.
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22	29	No. 2	Scope of Work	CTS Scanner with Minimum 50 DPM	Our Request to amend as – “CTS Scanner with Minimum 120 DPM or more”. Nowadays 50 DPM CTS scanner is not available in the market.	Clause stands as per RFP.
23	85	No. 5	Eligibility Criteria (Annexure – S)	The bidder should have supplied at least 600 CTS scanners (50 DPM and above) in any PSU Banks/Pvt. Bank/Financial Institution in India during last Financial year.	Our Request to amend as – The BIDDER/OEM should have supplied at least 600 CTS scanners (100 DPM and above) in any PSU Banks/Pvt. Bank/Financial Institution in India during last Financial year.	Please refer to corrigendum
24	88	No. 13 (OCR format supported)	Technical Specification	Two(2) 0.50 inch OCR scan band provided	Our Request to Amend as – One or More 0.50 inch OCR Scan Band Provided	Clause modified as under: “One or more 0.50 inch OCR scan band

## Corrigendum

Please treat this Corrigendum as an integral part of the RFP document issued. No further queries pertaining to this Corrigendum or the RFP will be entertained.

All other terms and conditions remain unchanged.

Sl. No.	RFP Page No.	RFP Clause	Original RFP Clause	Corrigendum
01	11, 85	03, Eligibility Criteria	The bidder should have supplied at least 300 CTS scanners (50 DPM and above) in any PSU Banks/Pvt. Bank/ Financial Institution in India during last Financial year. The order may have fulfilled against a single or multiple order.	The bidder/ OEM should have supplied at least 300 CTS scanners (50 DPM & above) in any PSU Banks/Pvt. Bank/ Financial Institution in India during last Financial year. The order may have fulfilled against a single or multiple order.
02	11, 85	03, Eligibility Criteria	Bidder should have the following ISO or other security certification: ISO 9001/ISO 27001 etc.	Bidder/ OEM should have the following ISO or other security certification: ISO 9001/ISO 27001 etc.
03	12,86	03, Eligibility Criteria	The bidder should have presence across the country with its own / authorized channel partners' Support Centre. The bidder should have technical manpower with good technical experience to provide service and support at various branches across the country under this Contract. Authorized partners.	The bidder/ OEM should have presence across the country with its own /authorized channel partners' Support Centre. The bidder/ OEM should have technical manpower with good technical experience to provide service and support at various branches across the country under this Contract through Authorized partners.



04	34	05, Single Point of Contract	The selected bidder shall appoint a single point of contact, with whom Bank will deal, for any activity pertaining to the requirements of this RFP. The selected Bidder shall provide support services which include installation of servers by providing onsite support on next business day, response and resolution at Kolkata during contract period after the acceptance of the hardware and software. In case of any failure of Hard Disk or any other components during the warranty period then the Bidder shall replace such components immediately	The selected bidder shall appoint a single point of contact, with whom Bank will deal, for any activity pertaining to the requirements of this RFP. The bidder (also called the vendor or bidder through this document) appointed under the RFP document shall own the single point responsibility for fulfilling all obligations and providing all deliverables and services required for successful implementation of the project. Unless agreed to specifically by the Bank in writing for any changes in the document issued, the bidder responses should comply with the scope of work.
05	06	Bid Control Sheet, Last Date and Time for Online Submission of Bid Documents and Response	<a href="https://eauction.auctiontiger.net">https://eauction.auctiontiger.net</a>	Tenders can be submitted at following site after registration: <a href="https://www.tenderwizard.com/UCOBANK">https://www.tenderwizard.com/UCOBANK</a>
06	88	Annexure-S (Point no 13), Technical Specification	Two (2) 0.50 inch OCR scan band provided	One or more 0.50 inch OCR Scan band provided

## Annexure-V

### OPTIONAL ITEMS

(Please quote rate Inclusive of all taxes)

#### A-Spare Parts

SL NO	Description	Unit Price (Rs.)	GST Amount (Rs.)	Total Price (Rs.)
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

#### B- Visit charges

SL NO	Description	Unit Price (Rs.)	GST Amount (Rs.)	Total Price (Rs.)
1.	Visit Charges			

**Note - The above prices are subjected to negotiation.**

1. The bidder has to quote for the optional items/ spare part/ consumable which are not in part of the warranty. The cost of items quoted shall be inclusive of all charges including installation, configuration and labour charges and the cost will be valid for the contract period from the date of Purchase order.

2. Bank reserves the right to indent the quantity of spare parts based on the requirement during warranty and AMC period and vendor will meet the Bank's need as and when required. The cost of optional items should be reasonable and comparable with market standards.
3. Warranty of the items will be co-terminus with the hardware/equipment warranty.
4. In case the Bank deems that the rates of optional items are on the higher side, the Bank has the right to seek third party opinion on rates of spares and has the right to negotiate with the selected bidders for prices of the optional items.
5. Visit charges should be included in the spare parts charges.

**Place:**

**AUTHORISED SIGNATORY**

**Date:**

**Name:**

**Designation:**

**\*\* The above prices are subjected to negotiation.**