



UCO BANK
Department of Information Technology

Request for Proposal (RFP) For Selection of Vendor for Procurement of CTS Scanners (E-tendering)

RFP Ref. No: UCO/DIT/833/2021-22 Date: 12.07.2021

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

Sl. No	Page No	Clause No	Clause as per RFP	Description of Query/ Clarification sought by Bidder	Bank Response
1.	40	2. Technical Specifications (10) - Document Feeder	Automatic document feeder, Double document feeder	Scanner is Automatic Document Feeder and will feed one document at a time. However, scanner will detect and stop on feeding double document. Request clarification on 'Double document feeder' what does this mean?	Double document feeder refers to the capability of scanner to scan both side of the document in one pass.
2.	42	Part V-2. Schedule of Implementation (Delivery & Installation)	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. Selected bidder should ensure installation of delivered orders within	Request the Bank to consider this clause in light of the product being imported from OEM, manufacturing & logistics uncertainties pandemic situation at the prevailing time when the supply/service is to be provided. No Reseller will stock large quantities. Kindly amend the clause to allow delivery of the	Clause modified as below: The selected bidder shall deliver the above scanners within Eight (08) weeks for the North-East region and Six (06) weeks for the rest of the country from the date of acceptance of Purchase Order, failing which the Bank reserves its

			15 days from the date of delivery to the locations specified in Purchase Orders.	scanners within twelve (12) weeks for the North-East region and ten (10 weeks for the rest of the country from the date of acceptance of Purchase Order, Consideration may be given when applying the Liquidated Damages clause.	right to levy liquidated damages. Selected bidder should ensure installation of delivered orders within 15 days from the date of delivery to the locations specified in Purchase Orders.
3.	43	4. Warranty & AMC (i)	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 5% to 8% of the cost of hardware equipment.	We request the bank to consider fixed AMC charges of minimum of 8% of the cost of hardware equipment.	Clause stands as per RFP
4.	44	5. Terms of Payment-d	AMC will be paid on quarterly arrear basis.	We request the bank to consider the payment of AMC in advance on half yearly basis. This will help both the bank and the vendor. The bank spends time in repetitive exercise of checking the support documents, routing for sanction and release of payment. The vendor saves time in submitting documents and follow up of payment multiple times. The vendor can concentrate on its core job of rendering best quality service at lower costs. Bank saves on two	Clause stands as per RFP

				counts quality service at lower costs and internal cost saving of reduced documentation.	
5.	44	6. Uptime & Penalty	<p>The successful bidder shall provide a guaranteed uptime of 98.00% on a 24x7x365 basis for the CTS Scanners during the warranty and post warranty (AMC Period) for a total duration of five years which shall be calculated on quarterly basis.</p> <p>The Downtime is the time between the start time of services unavailability and time of restoration of services. Restoration is the condition when the Successful Bidder demonstrates that the solution is in working order. Sl. No. Location Resolution Timings (starting from e-mail Communication/Call Lodge) Penalty 1. Metro Within 4 hrs* Rs.500/day 2. Semi Urban/Urban/Rural Within 24 hrs Rs.300/day 3. North East Within 48 hrs Rs.200/day</p>	<p>We request to consider the up time to 95%. Also request to clarify on 24x7x365 availability. The penalties mentioned by you are exorbitant. We do not earn that amount in revenue from your AMC amount per scanner. The penalty amount cannot be on daily rate. It can be an equated amount for the lost period due to the delay, based on the quarterly AMC amount per scanner payable by you.</p> <p>For the purpose of penalty please consider the maximum response time for a maintenance complaint from the site of installation (i.e. time required for Vendor's maintenance engineers to report to the installations after a request call / fax /e-mail is made or letter is written) shall not exceed 8 (eight) working hours in metro locations, 16 working hours in semi urban/urban and 32 working hours in rural and 48 working hours in the NER /remote locations.</p>	Clause stands as per RFP
6.	44	6. Uptime & Penalty	*Bidder need to attend and resolve the issue on same day in case problem is reported before 3PM	This is like the bank is seeking the vendor to station one dedicated engineer for your bank. Engineer	Clause stands as per RFP

				renders service to several other banks and must finish undertaken call. If calls are logged in morning before 11 am in a Metro location, then it will attend same day and thereafter on next day in the first half as per the response time in clause Pg 44.	
7.	73	Annexure III Manufacturers Authorisation Form	<p>We hereby extend our guarantee/ warranty and AMC as per terms and conditions of the RFP No</p> <p>.....and the contract for the equipment and services offered for supply against this RFP No..... By the above-mentioned Bidder, and hereby undertake to perform the obligations as set out in the RFP No..... In respect of such equipments and services. We undertake to provide back-to-back support for spare and skill to the bidder for subsequent transmission of the same to the Bank. We also undertake to provide support services during warranty as well as ATS period if the above bidder authorized by us fails to perform in terms of the RFP.</p>	<p>The OEM does not have its own Customer Service support network in India and therefore is not in a position to Support directly on its own. Therefore, the OEM is dependent on a Channel Partner in India for providing Service Support. Therefore, being aware that it is not a registered entity in India and can only support through a Channel partner, it seeks the following correction in the second para of the MAF. This is to ensure the maintainability of the spirit of the MAF and to address the concerns of the bank so that the OEM fulfils its share of responsibility. We request that the second para be corrected as follows.</p> <p>'We undertake to honor manufacturer's warranty terms & conditions independent of Continuation of the channel</p>	Clause stands as per RFP

				partnership arrangement with M/s either directly or through any of our channel partners/authorised service providers. We undertake to provide back-to-back support for spares and technical skills to the bidder for subsequent transmission of the same to the bank.	
8.	54	21	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 30 days' notice for the same. In this event the bidder is bound to make good with the capping of 125% of the original quoted cost for such deliverable as per commercial bid , which UCO Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled	The said clause is not clear we are unable to understand the point .Please elaborate/explain. Requesting bank to remove the clause .	RFP clause is self- explanatory
9.		44	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 & User Acceptance Report signed with	90% on delivery and installation and balance 10% on submission of bank Guarantee.	Clause stands as per RFP

			date by an authorized official of UCO Bank at the respective sites		
10.			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	90% on delivery and installation and balance 10% on submission of bank Guarantee	Clause stands as per RFP
11.			Remaining 10% of the cost along with applicable taxes would be paid after completion of 3 months from installation.	90% on delivery and installation and balance 10% on submission of bank Guarantee	Clause stands as per RFP
12.		40	Technical Specification/Compliance for CTS scanners (100 DPM & above):	Request Bank to amend the specification 120 DPM or more	Clause stands as per RFP
13.		42	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. Selected bidder should ensure installation of delivered orders within 15 days from the date of delivery to	Requesting Bank to amend the delivery schedule 8 weeks for the North East and 6 weeks for rest of the country as OEM will take more time to ship the consignment due to Covid . Courier will take more time to deliver the consignment due to certain restriction with in interstate (Restriction on Movement	Please refer corrigendum

			the locations specified in Purchase Orders.	/Lockdown) etc	
14.	46		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 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)</p> <p>Requesting bank to amend the Liquidated damage charge to 0.5% (Point five percent)</p>	Clause stands as per RFP
15.	40	Technical Specification	Technical Specification/Compliance for CTS scanners (100 DPM & above)	<p>Our request to amend the requirement as – "CTS Scanner with minimum 120 DPM or more".</p> <p>-Nowadays all OEMs are having CTS Scanner starting from 120 DPM or more category. By amending this clause Bank will be benefitted to make better comparison and best competitive price for this category.</p>	Clause stands as per RFP
16.			The selected bidder shall deliver the above scanners within six (06) weeks for the North-East region and four(04)	Our request to amend the clause as – "The selected bidder shall deliver the above scanners within	Please refer corrigendum

	42	Schedule of Implementation (Delivery & Installation)	<p>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.</p> <p>Selected bidder should ensure installation of delivered orders within 15 days from the date of delivery to the locations specified in Purchase Orders.</p>	<p>Ten(10) weeks for the North-East region and Eight(08) 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.</p> <p>Selected bidder should ensure installation of delivered orders within 15 days from the date of delivery to the locations specified in Purchase".</p> <p>-Due to Pandemic Covid situation we are working with 50% less Manpower at our Manufacturing Plant situated in Japan. Moreover, International shipments are also getting delayed due to shortage of Manpower. After landing to India, as per Indian Govt. directives 7-10 days quarantine is must before delivering the same to warehouses. Requesting Bank to kindly consider our request keeping in mind about current PAN India situation where we are expecting Covid 3rd wave very soon.</p>	
17.		Uptime & Penalty	<p>The successful bidder shall provide a guaranteed uptime of 98.00% on a 24x7x365 basis for the CTS Scanners during the warranty and post warranty (AMC Period) for a total duration of five years which shall be</p>	<p>Our request to amend the clause as – "The successful bidder shall provide a guaranteed uptime of 85.00% on a 24x7x365 basis for the CTS Scanners during the warranty and post warranty (AMC Period) for</p>	Clause stands as per RFP

	44		calculated on quarterly basis.	<p>a total duration of five years which shall be calculated on quarterly basis."</p> <p>-Due to Covid Lockdown situations at different states our Service Teams are working with limited Manpower resources. Although we will try our best to maintain SLAs, requesting Bank to kindly consider our request as per current PAN India situation and also Covid 3rd wave which will hit PAN India very soon.</p>	
18.	46	Liquidated Damage	<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.</p>	<p>Our request to amend the clause as – "Notwithstanding the Bank's right to cancel the order, liquidated damages at 0.5% (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 total project cost."</p> <p>-Though we will try to maintain all SLAs as per Bank RFP Terms, our request to kindly consider the same keeping Present Pandemic situation for consideration.</p>	Clause stands as per RFP
19.	Page No.	Point No. 2,	The selected bidder shall deliver the above scanners within six (06) weeks	CTS Cheque Scanners are being imported from outside of India,	Please refer corrigendum

	33	SCHEDULE OF IMPLEMENTATION, Part V	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. Selected bidder should ensure installation of delivered orders within 15 days from the date of delivery to the locations specified in Purchase Orders.	therefore, deliveries takes time and also deliveries may be impacted due to COVID pandemic. Secondly, there is no confirmed schedule provided for delivery to arrange Cheque Scanner well in advance: Therefore, we suggest to please modify this clause as proposed below: The selected bidder shall deliver the above scanners within Eight (08) weeks from the date of acceptance of Purchase Order. Selected bidder should ensure installation of the delivered orders within 15 days from the date of delivery.	
20.	Page No. 44	Point No. 6, Uptime & Penalty	Metro - Within 4 Hrs - Rs.500/day Semi Urban/Urban/Rural - Within 24 Hrs - Rs.300/day North East - Within 48 Hrs - Rs.200/day Bidder need to attend and resolve the issue on same day in case problem is reported before 3PM	Penalty Charges are specified on higher side, we request Bank to reduce per day penalty charges. Secondly, Resolution time without Part replacement is OK but we suggest Bank to create one more category to have Resolution time with Parts replacement and sufficient time should be provided to bidders for parts replacement scenarios, if arises Given the current Covid-19	Clause stands as per RFP

				pandemic scenario, request Bank to give relaxation to attend and resolve the issue till next day before 1PM in case problem is reported before 3PM	
21.	Page No. 44	Point No. 13, Terms of Payment	<p>90% - delivery, installation and acceptance of ordered items or</p> <p>In case of Site Not Ready (SNR):</p> <p>70% - on production of SNR Certificate</p> <p>20% after completion of installation</p> <p>10% after completion of 3 months from installation</p>	<p>Would like to request Bank to change terms as mentioned below:</p> <p>100% on delivery and installation of ordered items</p> <p>OR</p> <p>In case of Site Not Ready (SNR):</p> <p>90% - on production of SNR Certificate, post Scanner delivery</p> <p>10% after completion of installation or within 1 month from the date of SNR certificate, whichever is earlier.</p> <p>Request Bank to clarify what Bank denotes by "Acceptance of Ordered Items"</p> <p>Request Bank to clarify after how many days Bank will release payment subsequent to achieving of payment milestone</p>	Clause stands as per RFP
22.	Page No. 47	Point No. 9, Performance Bank Guarantee	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 –	Bank has asked for 5 Years i.e. 60 Months Contract Period having 3 Yrs. Warranty + 2 Yrs. AMC Support. However, PBG period is asked for 72 months 3 months Claim Period.	Clause stands as per RFP

			<p>V 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 75 months (72 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>Requesting Bank to please re-validate PBG requirement as it should be 60 Months + 3 Months Claim Period.</p> <p>Secondly, it is mentioned in RFP that Phase wise orders will be provided then whether Bank will ask for PBG on Phase wise Ordered Quantity or it need to be submitted one time for all 1200 Scanners? Pls clarify.</p> <p>Third, it is also requested Bank to split PBG Requirement in two Parts i.e. One for Warranty period of 3 Years + 3 Months Claim Period and post entering into AMC , another PBG for 2 years + 3 months claim period. Once warranty period of 3 years, will be over successfully then PBG taken for warranty Period can be returned to the vendor.</p>	
23.		General Query	Consumable Items procurement is not specified in the RFP	<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>	
24.	42	Part V, 2	The selected bidder shall deliver the above scanners within six (06) weeks for the North-East region and four (04)	Due to global scarcity of material we request you to change the delivery secdhule is as per below.	Please refer corrigendum

			weeks for the rest of the country from the date of acceptance of Purchase Order.	The selected bidder shall deliver the above scanners within six (10) weeks for the North-East region and four (08) weeks for the rest of the country from the date of acceptance of Purchase Order.	
25.	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 5% to 8% 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
26.	44	5a	Payment terms - 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 & 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

27.	44	5b	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.	In case, the item is delivered but the installation is delayed on account of site not ready, 90% payment 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
28.	44	5c	Remaining 10% of the cost along with applicable taxes would be paid after completion of 3 months from installation.	Requesting you to change clause as Remaining 10% of the cost along with applicable taxes would be paid after completion of 2 months from installation.	Clause stands as per RFP
29.	46	7	Liquidated Damage - 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
30.	47	9	The selected Bidder shall, within a period of fifteen (15) days from the	Requesting you to allow vendor to submit the BG for the 3 Years and	Clause stands as per RFP

			date of Letter of Intent (LOI)/ Purchase Order (PO) have to furnish a Performance Bank Guarantee, format as per Annexure – V 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 75 months (72 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.	during AMC agreement allow us to submit additional 2 Year PBG.	
31.	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 30 days' notice for the same. In this event the bidder is bound to make good with the capping of 125% of the original quoted cost for such deliverable as per commercial bid , 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.	RFP clause is self- explanatory
32.	79	Annexure -VI	UNDERTAKING FOR NON-BLACKLISTING / NON-DEBARMENT OF THE BIDDER	Due to lockdown it very tough to find notary so Kindly accept declaration on vendor letterhead,	Clause stands as per RFP

			TO BE STAMPED AS A DECLARATION &DULY ATTESTED BY A NOTARY		
33.	40	Part IV	Technical Specification/Compliance for CTS scanners (100 DPM & above)	Request you to please change the clause as – “CTS Scanner with minimum <u>120 DPM or more</u>”.	Clause stands as per RFP
34.	Page No.44	Clause No.-6	Metro - Within 4 Hours Semi Urban/Urban/Rural -Within- 24 hours North East-Within 48 hours	Request for below call hours. Metro – Next Working day Semi Urban/Urban/Rural-With in Next two working Days North East- With in Next three working Days	Clause stands as per RFP
35.	Page No.- 42	Clause No.- 2	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	Delivery lead time, being in pandemic situation & shortage of semiconductor globally, we request you to amend delivery lead time 8 weeks for rest of India & 10 weeks for North-East from date of PO.	Please refer corrigendum
36.	Page No.- 43	Clause No.-4	The AMC charges should be between 5% to 8% of the cost of hardware equipment	AMC Charges mentioned 5% to 8% in RFP is very low, request you to amend it from 7%to 8% Plus applicable taxes in per year.	Clause stands as per RFP
37.	Separ ate Point	Nil		To increase the life of CTS Scanner, we suggest purchasing a cleaning kit along with every machine.	Query not admissible
38.	Page No.- 15	Clause No.-6	The bidder/OEM should have supplied at least 500 CTS Scanners (50 DPM and above) in any PSU	Request to amend 2000 CTS Scanners (50 DPM and above) in any PSU Banks/Pvt. Bank/Financial	Clause stands as per RFP

			Banks/Pvt. Bank/Financial Institution in India during last three Financial years.	Institution in India during last financial year.	
39.	Page No.- 43	Clause No-4(iii)	Under Annual Maintenance Contract all parts & labour should be covered for onsite support.	Request to amend in under AMC CTS scanner adapter will not be covered.	Clause stands as per RFP





UCO BANK
Department of Information Technology

Request for Proposal (RFP) For Selection of Vendor for Procurement of CTS Scanners (E-tendering)

RFP Ref. No: UCO/DIT/833/2021-22 Date: 12.07.2021

Amendments, Addendums and Corrigendum's

Part-V (2. Schedule of Implementation (Delivery & Installation))

<u>Existing Clause</u>	<u>Modified Clause</u>
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. Selected bidder should ensure installation of delivered orders within 15 days from the date of delivery to the locations specified in Purchase Orders	The selected bidder shall deliver the above scanners within Eight (08) weeks for the North-East region and Six (06) 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. Selected bidder should ensure installation of delivered orders within 15 days from the date of delivery to the locations specified in Purchase Orders

Place- Kolkata

Date- 26.07.2021