



**UCO BANK**  
**Notice Inviting Tender**  
**FOR**  
**Supply and Installation of Cash Dispensers upgradeable to Full Function**  
**Automated Teller Machines**

UCO BANK invites tenders from the vendors for supply and installation of Cash Dispensers upgradeable to Full Function Automated Teller Machines. Sealed tenders (technical and commercial) addressed to the Asstt. General Manager (Alternate Delivery Channels), UCO Bank, Head Office-2, ATM Cell, CBS Project, Deptt. Of Information Technology, 5<sup>th</sup> Floor, 3 & 4 DD Block, Sector-I, Salt Lake, Kolkata-700 064 may be submitted as per the procedure prescribed in the tender document, by dropping/submitting the relevant tender documents in the tender box kept for the purpose, on the 5<sup>th</sup> Floor of UCO BANK at the above address on or before **2.30 PM of 12<sup>th</sup> June 2009**. The tender document can be collected against payment of Rs 10,000/- (Rupees Ten Thousand only) in the form of demand draft favoring UCO BANK payable at Kolkata and the same will not be refunded under any circumstances. The tender document can be downloaded from the website [www.ucobank.com](http://www.ucobank.com). The tenderers downloading the tender document from the website will have to pay the cost of the tender document during the submission of the technical bid.

The Request for Proposal (RFP) is being issued for supply and installation of Cash Dispensers upgradeable to Full Function Automated Teller Machines for which the final number may be decided as per Bank's requirement. Bidders are required to submit their all inclusive price for Cash Dispensers upgradeable to Full Function Automated Teller Machines in following number bands (in Commercial Offer only):

From 1 to 50 :  
From 51 to 100 :  
From 101 to 150 :  
From 151-200 :  
From 201-250 :  
From 251 to 300 :

The details are as given below

Activity	Date
Date of commencement of issue of tender document	May 22, 2009
Date of closure of tender document	June 12, 2009 2.00 PM

Queries to be mailed by	May 29, 2009
Last Date and Time for receipt of offers	June 12, 2009 2.30 PM
Date of opening of technical bid	June 12, 2009 3.00 PM
Address for Communication	Asstt. General Manager (Alternate Delivery Channels), UCO Bank, Head Office-2, ATM Cell, CBS Project, Deptt. Of Information Technology, 5 <sup>TH</sup> Floor, 3 & 4 DD Block, Sector-I, Salt Lake, Kolkata-700 064
Contact Numbers	Phone: 033- 23595607 Fax : 033-23595608 Email: hoatm.calcutta@ucobank.co.in

### 1. Eligibility Criteria for the Bidder:

- The bidder submitting the offer should be a registered company having a minimum turnover of Rs. 20 crores in the last financial year. The company should be in sound financial condition as judged by UCO BANK for this purpose. A copy of the last 2 financial years' relevant audited balance sheets should be submitted with the offer. The bidder should be in business of supplying, installing, commissioning and maintaining Cash Dispensers/ATMs in India for the last two years
- The brand/model offered by the bidder should have minimum 500 Cash Dispensers/ATMs installed in India.
- The bidder should have exclusive Cash Dispensers/ATMs support infrastructure to service all Cash Dispensers/ATMs locations of the UCO BANK and provide 24 \* 7 support, and should also be capable of expanding the support infrastructure in keeping with the requirements of UCO BANK.
- UCO BANK will be installing Cash Dispensers/ATMs across the length and breadth of the country. Vendor is required to support such installations and will have to enter into Service Level Agreement (SLA) for uptime guarantee. Cash Dispensers/ATMs offered should be capable of being fully integrated with the existing UCO BANK systems immediately on installation and providing the same functionalities as existing Cash Dispensers/ATMs installed by UCO BANK.

- The production unit / factory of the brand of Cash Dispensers/ATMs being quoted should be ISO 9001:2000 certified. If the production units are outside India, it should meet equivalent international standards.
  - Vendors must comply with all above-mentioned criteria. Non-compliance of any of the criteria will entail rejection of the offer summarily. Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made. UCO BANK reserves the right to verify /evaluate the claims made by the vendor independently. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder.
  - UCO BANK prefers Original Equipment Manufacturer (**OEM**) to quote directly. However, OEM can quote through a distributor who should meet all above eligibility criteria except in respect of production unit, which OEM should meet. However, both should not participate together, in which case both will be disqualified and their offers will be rejected summarily by UCO BANK. The tender documents cannot be sold and / or transferred / assigned. If the same is done, tender documents are liable to be summarily rejected by UCO BANK. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder.
2. Technical offer will be opened on 12<sup>th</sup> June 2009 at 3.00 pm. If UCO BANK is not satisfied with technical specifications and the feasibility of the technical offers, the commercial offers will not be opened in the purchase process. Technically disqualified offers will not be taken up for further process and no discussions / interface will be granted to such bidders.
  3. UCO BANK reserves the right to accept or reject in part or full any or all the offers without assigning any reasons thereof. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidders.
  4. Technical specifications, terms and conditions and formats/ proformas for submitting the offers are described in the tender document.
  5. Offers/bids (technical & commercial) in TWO COPIES must be submitted at the same time, giving full particulars in separate sealed envelopes by dropping/submitting the relevant tender documents in the tender box kept for the purpose, on the 5<sup>th</sup> Floor of UCO BANK at the above address on or before 12<sup>th</sup> June 2009, not later than 2.30 p.m.
  6. The bidder shall furnish, as part of its bid, security of Rs 10 lacs in one of the following forms

- a) A bank guarantee issued by nationalized bank for forty five (45) days beyond the validity of the bid or such extended period as required by the bank Or
- b) Bankers cheque /Demand Draft from any Scheduled bank drawn in favour of UCO Bank payable at Kolkata

Unsuccessful bidder's bid security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of bid validity prescribed by UCO BANK . No interest will be payable on bid security amount. In the event of non-submission of bid-security amount of Rs 10 lacs, the proposals will be rejected. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder.

The bid security may be forfeited:

- a. If the bidder withdraws its bid during the period of bid validity.
  - b. If a bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
  - c) In case of the successful bidder, if the bidder fails:
    - To sign the contract in the form and manner to the satisfaction of UCO BANK
    - To furnish performance security in the form and manner to the satisfaction of UCO BANK.
7. The bidders shall submit their offers strictly in accordance with the terms and conditions of the tender documents. Any tender, which stipulates conditions contrary to the conditions given in the tender document, is liable for rejection forthwith. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder.
8. Any decision as to compliance of the terms and conditions of the tender document and on rejection of any tender document or any part thereof shall be at the sole discretion of UCO BANK and shall be final, conclusive and binding on the tenderer/supplier/bidder.
9. The price quoted by the bidder will be an all-inclusive price i.e. it shall include all taxes, levies, duties, insurance, transportation etc. but excluding VAT & Octroi.
10. UCO BANK reserves the right to re-issue the tender and or any part thereof without assigning any reason whatsoever, at the sole discretion of UCO BANK. Any decision in this regard shall be final, conclusive and binding on the tenderer/bidder.
11. UCO BANK reserves the right to adjust arithmetic and other errors in

any tender in the manner in which UCO BANK deems fit and proper. Any decision in this regard shall be final, conclusive and binding on the tenderer/bidder.

12. UCO BANK does not bind itself to the lowest tender.

All the envelopes must be superscribed with the following information:

- Name of Bidder
- Offer Reference
- Type of Offer (Technical or Commercial)

**ENVELOPE-I (Technical Offer): (2 Copies)**

The Technical Offer (TO) should be completed and complied with in all respects and contains all information asked for, except prices. The TO should include all items asked for in this RFP. The TO should not contain any price information. It is mandatory to submit technical details in the prescribed format duly filled in along with the offer. UCO BANK, at its sole discretion, may not evaluate a TO in case of non-submission or partial submission of technical details.

**ENVELOPE-II (Commercial Offer): (2 Copies)**

The Commercial Offer (CO) should give all relevant price information and should not contradict the Technical Offer in any manner.

These two envelopes containing the Technical Offer and Commercial Offer should be separately submitted by dropping/submitting the relevant tender documents in the tender box kept for the purpose, on the 5<sup>th</sup> Floor of UCO BANK at the address mentioned above. Please note that if any envelope is found to contain both TO and CO, then that offer will be rejected summarily by UCO BANK. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder/tenderer.

Asstt. General Manager-ADC  
UCOBANK, HO-2, Kolkata

Dated: 22.05.2009

**REQUEST FOR PROPOSAL  
FOR  
SUPPLY AND INSTALLATION  
OF  
Cash Dispensers upgradeable to Full Function  
Automated Teller Machines**

The information provided by the vendors in response to this Request For Proposal (RFP) will become the property of the Bank and will not be returned. The Bank reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding on them. The Bank also reserves its right to accept or reject any or all the responses to this RFP without assigning any reason whatsoever. The Bank will evaluate the proposals by following such methods, criteria and rationale which, in its opinion, are in the best interest of the Bank.

*This document is prepared by UCO Bank for its Cash Dispenser/ATM requirement. It should not be reused or copied or used either partially or fully in any form.*

**UCO Bank, Head Office-2,  
ATM Cell, CBS Project,  
Deptt. of Information Technology,  
5<sup>th</sup> Floor, 3 & 4 DD Block,  
Sector-I, Salt Lake,  
Kolkata-700 064**

## Request for Proposal

This Request for Proposal (RFP) is being issued by UCO BANK inviting proposals (technical and commercial) for Supply and installation of Cash Dispensers upgradeable to Full Function Automated Teller Machines.

The final number of sites and ATMs may be decided as per Bank's requirement. Bidders are required to submit their all inclusive price for Cash Dispensers upgradeable to Full Function Automated Teller Machines in following number bands (in Commercial Offer only):

From 1 to 50 :  
 From 51 to 100 :  
 From 101 to 150 :  
 From 151-200 :  
 From 201-250 :  
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Address for Communication	Asstt. General Manager (Alternate Delivery Channels), UCO Bank, Head Office-2, ATM Cell, CBS Project, Deptt. Of Information Technology, 5 <sup>TH</sup> Floor, 3 & 4 DD Block, Sector-I, Salt Lake, Kolkata-700 064
Contact Numbers	Phone: 033- 23595607 Fax : 033-23595608 Email: hoatm.calcutta@ucobank.co.in

The bid/tender document can be purchased against payment of Rs 10,000/- in the form of demand draft favoring UCO Bank payable at Kolkata.

Technical offer will be opened on 12<sup>th</sup> June 2009 at 3.00 pm. If UCO BANK is not satisfied with technical specifications and the feasibility of the technical offers, the commercial offers will not be opened in the purchase process. Technically disqualified offers will not be taken up for further process. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder/tenderer.

UCO BANK reserves the right to accept or reject in part or full any or all the offers without assigning any reasons thereof whatsoever. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder/tenderer.

Technical specifications, terms and conditions and various formats and proformas for submitting the offers are described in the document.

Only the bidders, who fulfill eligibility criteria as mentioned above, are eligible to participate in the bid.

### **Two Bid System Offer**

The vendor evaluation and selection would be done based on a two bid process. First technical evaluation shall be done for which following factors would be considered: -

- a) Ability to provide Cash dispensers upgradeable to full function Automated Teller Machines, which are capable of being fully integrated with UCO Bank's existing systems immediately on installation, without any modifications/testing and providing the same functionalities as existing ATMs/CDs.
- b) Technical Solution Excellence and
- c) Conformity to all technical specifications as enumerated in table showing Technical specification in this RFP.

Commercial Bids of only those bidders shall be opened who are found eligible under Technical evaluation. Bids of those Bidders, who are not found qualified under Technical evaluation, shall not be opened nor considered for commercial evaluation.

Offers (technical & commercial) in TWO COPIES must be submitted at the same time, giving full particulars in separate sealed envelopes at UCO Bank's address given below, on or before 2.30 PM of 12<sup>th</sup> June 2009.

The bidder shall furnish, as part of its bid, security of Rs 10 lacs in the form of a bank guarantee issued by nationalized bank for forty five (45) days beyond the validity of the bid or such extended period as required by UCO BANK or a

Bankers cheque/Demand Draft from any Scheduled bank drawn in favour of UCO Bank payable at Kolkata.

Unsuccessful bidder's bid security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of bid validity. No interest will be payable on bid security amount. In the event of non-submission of bid-security amount of Rs 10 lacs, the proposals will be rejected forthwith by UCO Bank. Any decision of UCO Bank in this regard shall be final, conclusive and binding on the bidder/tenderer.

The bid security may be forfeited:

- a. If the bidder withdraws its bid during the period of bid validity.
- b. If a bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
- c) In case of the successful bidder, if the bidder fails:
  - To sign the contract in the form and manner to the satisfaction of UCO BANK
  - To furnish performance security in the form and manner to the satisfaction of UCO BANK.

All the envelopes must be superscribed with the following information:

- Name of Bidder
- Offer Reference
- Type of Offer (Technical or Commercial)

#### **ENVELOPE-I (Technical Offer): (2 Copies)**

The Technical Offer should be completed in all respects and contain all information asked for, except prices. This should include all items asked for in the format. This envelope should not contain any price information. It is mandatory to submit technical details in the prescribed format duly filled in along with the offer. UCO BANK, at its sole discretion, may not evaluate a Technical Offer in case of non-submission or partial submission of technical details. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder/tenderer.

#### **ENVELOPE-II (Commercial Offer):**

The Commercial Offer (two copies) should give all relevant price information and should not contradict the Technical Offer in any manner.

These two envelopes containing the Technical Offer and Commercial Offer should be separately submitted. Please note that if any envelope is found to contain both technical and commercial offer, then that offer will be rejected summarily.

## **Terms and Conditions of the offer/contract**

Terms and conditions for bidders who participate in the offer for quotes/bids are specified below. These terms and conditions will be binding on all the bidders. These terms and conditions will also form a part of the purchase order, to be issued to the successful bidder(s) on the outcome of the offer process.

### **1. Price of Cash dispensers upgradeable to full function Automated Teller Machines**

*The short listed bidder should keep the finalized price valid for a period of twelve months from date of acceptance of the purchase order (effective date) with the option to UCO BANK to review the prices every quarter for downward revision of price due to reduction in government levies, taxes, duties etc.*

### **2. Payment Terms**

- *70% of the value of the equipment will be paid after delivery, completion of successful installation of the ATM/CD and the same going live on UCO Bank's network. The payment will be made on receipt of the invoices along with duly certified installation report from the respective Branch Head.*
- *20% of the value after 30 days from successful installation and ATM/CD going live in UCO Bank's network.*
- *In case any components of the ATM/CD is found to be defective/damaged, payment in respect of such ATM/CD will be withheld by UCO BANK till the defective component or the ATM/CD itself is replaced as per UCO Bank's directives. UCO Bank's decision as regards replacement of the defective part or the entire ATM/CD shall be final, conclusive and binding on the vendor.*
- *The balance 10% will be paid after successful installation of equipment for each purchase order against a performance Bank Guarantee (BG) for 10% of each purchase order valid for the warranty period.*
- *The payment authority shall be concerned Zonal Manager.*

### **3. Software Drivers & Manuals**

*The Cash dispensers upgradeable to full function Automated Teller Machines will have to be supplied with the complete and legal documentation of hardware, all subsystems, operating systems, system software, software drivers and manuals as applicable. The bidder shall supply operation and maintenance manuals. These shall be in such details as will enable UCO BANK to operate, maintain, adjust and repair all parts as stated above. The software version installed on the CDs provided by the vendor should be uniform across all CDs. The software should support all products & services currently offered by UCO BANK through its ATMs/CDs.*

#### **4. Training**

For each hardware and other component installed, the bidder will train the designated end-user personnel of UCO BANK or its outsourced agency/agencies to enable them to effectively operate the total system. Such training should be for duration of one day and carried out during the period of installation of the ATM/CD to ensure proper handling by the designated personnel at the branch/site.

#### **5. Acceptance by UCO BANK**

- UCO BANK may ask the bidder to arrange for demonstration of the features, quality and capabilities of the ATM/CD as per model committed in the bid and as agreed upon to be supplied and installed. UCO BANK will accept the model on successful completion of the demonstration as above. Unsatisfactory performance of the ATM may result in UCO Bank's rejection of the entire offer.
- The bidder must submit pre-shipment quality inspection certificate along with the invoices to UCO BANK. However, UCO BANK reserves the right to conduct pre-shipment inspection by its own employee or approved third party. The bidder has to offer the items for inspection in such a manner that it does not affect the delivery schedule. Factory inspection of the ATMs/CDs to be supplied to UCO BANK will be carried out at bidder's factory/site/center. There shall not be any additional charges for such inspection. However, UCO BANK will have the discretion to recover the costs related to travel and stay of its staff/consultants from the bidder if the ATMs/CDs offered for inspection are not as per UCO Bank's order or the bidder does not comply with the test and inspection procedure.
- Should any inspected ATM/CD fail to confirm to the specifications, UCO BANK may reject the same and the bidder shall either replace the rejected ATM/CD or make all alterations necessary to meet specification requirements free of costs to UCO BANK.
- UCO Bank's right to inspect, test and where necessary reject the ATM/CD after its arrival at the destination shall in no way be limited or waived by reason of the same being previously inspected, tested and passed by UCO BANK or its representative

#### **6. Delivery, Installation and Commissioning**

The delivery will be spread over a period of twelve months, from the date of first Purchase Order, as per UCO Bank's requirement. UCO BANK may extend this period at its discretion. The bidder shall be responsible for delivery and installation of the ATMs/CDs ordered at all the sites and for making them fully operational at no additional charge within 3 weeks from receiving the purchase order from UCO BANK.

If the bidder fails to deliver and/or install the ATM/CD within the stipulated time schedule or by the date extended by UCO BANK, it will be a breach of

contract. In the event of UCO BANK agreeing to extend the date of delivery at the request of bidder, it is a condition precedent that the validity of bank guarantee shall be extended by further period as required by UCO BANK before the expiry of the original bank guarantee. UCO BANK will sign the Acceptance certificate only after 1 week of satisfactory working of the ATM/CD after commissioning.

## **7. Cancellation of the contract & compensation**

UCO BANK reserves the right to cancel the contract placed on the selected bidder in case business requirements of UCO Bank so warrant or under following circumstances and recover expenditure incurred by UCO BANK under the following circumstances:-

1. The selected bidder commits a breach of any of the terms and conditions of the bid.
2. The bidder goes into liquidation, voluntarily or otherwise.
3. An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.
4. The progress regarding execution of the order accepted, made by the selected bidder is found to be unsatisfactory.
5. If deductions of account of liquidated damages exceeds more than 10% of the total contract price.
6. If uptime is less than 98% during warranty.@@@
7. UCO BANK reserves the right to cancel the AMC (if contracted) placed on the selected bidder and recover AMC payment made by UCO BANK if uptime is less than 98%.
8. In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, UCO BANK reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected bidder.
9. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, UCO BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which UCO BANK may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.
10. Alternately at the discretion of UCO BANK, if the contract is cancelled during warranty the liability of the bidder will be limited to repay the payments received after taking into account the depreciation of the ATMs/CDs supplied and installed by the bidder without any extra cost to UCO BANK. UCO BANK shall not be liable for anything whatsoever, in this regard. If the contract is cancelled during AMC, if contracted, the bank shall deduct payment on pro-rata basis for the expired period of the contract.
11. UCO BANK reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the

selected bidder, including the pending bills and/or invoking the bank guarantee under this contract.

**@@@ Uptime shall be calculated on a quarterly basis and shall be counted from the time the call is identified as a Warranty call requiring an Engineer's visit.**

**Uptime percentage will be calculated as:**

$$\frac{(\text{Available Time} - \text{Downtime})}{(\text{Available Time})} \times 100$$

**Available time is time in hrs. cumulative over a quarter for all sites put together, available for bank's usage and will excludes time taken to load Software, perform any maintenance services and/or calls identified as Customer/Purchaser preventable calls; time for operational scheduled downtime; time when Equipment is not available due to events of force majeure, time taken for the engineer to reach the site, time taken to replenish cash and consumable, any type of jams, equipment not kept and/or maintained as per the required / defined environmental conditions, re-certification, cash related snags, relocation, re-installation, power failure, any attached device failures, switch software failure, network failures, time to replenish cash, delays in the Vendor access to the ATM/CD for a reason not attributable to the Vendor, currency quality related issues, any third party related problem and any other non-ATM/CD related failures.**

**Downtime is the time in hrs. Cumulative over a quarter, for which a site is completely unavailable for the usage due to failure the Vendor supported equipments.**

**The quarterly uptime status report for all ATMs are to be submitted by the vendor within 7 (seven) days from the close of the quarter.**

## **8. Liquidated Damages**

Notwithstanding UCO Bank's right to cancel the order, liquidated damages at 0.5% of the system value per site per week will be charged for every week's delay in the execution of the purchase order beyond the specified delivery/installation schedule subject to a maximum of 5% of the value of the systems ordered. UCO BANK reserves it's right to recover these amounts by any mode such as adjusting from any payments to be made by UCO BANK to the bidder. Liquidated damages will be calculated per week on per site basis.

## **9. Guarantees**

Vendor should guarantee that the equipment delivered to UCO BANK is brand new, including all components. The vendor should also guarantee that all the software supplied by the vendor is licensed and legally obtained.

## **10. Contract performance Guarantee**

The selected bidder shall furnish unconditional and irrevocable bank guarantee for 10% of the order value, in favour of UCO BANK, from a scheduled commercial bank towards due performance of the contract in accordance with the specifications and conditions of the bid document.

The bidder shall submit the above guarantee within one week from the effective date (the date of acceptance of the order). The contract performance guarantee shall be kept valid till the release of payment against delivery. The guarantee should have additional claim period of three months after expiry of guarantee.

### **11. Availability of Product and Spares**

The product/configuration offered should be available during the validity of the purchase order including extended period. Product brochures and details should be available on publicly accessible website. Spares for the product offered should be available for at least 6 years.

### **12. Warranty**

**The offer must include comprehensive on-site warranty of 36 months on ATM/CDs from the date of successful installation, commissioning of the Machine and acceptance of the same by the Bank.** The Vendor shall be fully responsible for the efficient operation of the CDs/ATMs.

Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories etc. covered by the offer. Vendor must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. During the warranty period vendor shall maintain the equipment and repair/replace all the defective components at the installed site, at no additional charge to UCO BANK.

Warranty should not become void if UCO BANK buys any other supplemental hardware from a certified third party and installs it with these equipments. However, the warranty will not apply to such hardware items installed. The obligations under the warranty expressed above shall include all costs relating to labour, spares, maintenance (preventive & unscheduled) and transport charges from site to manufacturer's works and back for repair/replacement at site or any part of the equipment which under normal & proper use and maintenance proves defective in design, material or fails to conform to the specifications.

### **13. Annual Maintenance Contract**

Should UCO BANK decide to do so, the vendor is expected to maintain the equipment supplied for at least 5 years after the expiry of warranty period. Comprehensive on-site maintenance charges, for the post warranty period,

must be quoted in percentage terms on a yearly basis,(The rate not exceeding 8% per annum of the capital cost of equipments), in the Commercial Offer/bid. The vendor is expected to ensure same maintenance standards as during warranty period.

The vendor is also expected to make available the spare parts for the systems for at least 5 years after the expiry of warranty. A notice of six months shall be required to be given by either party prior to discontinuation of support services. If any of the peripherals, components etc. are not available or difficult to procure or if the procurement is likely to be delayed, the replacement shall be carried out with equipment of equivalent capacity or higher capacity at no additional charges to UCO BANK, during the currency of warranty period and AMC.

UCO BANK will pay AMC charges on quarterly basis subject to satisfactory services rendered, on receipt of Bank Guarantee for like amount and valid for 12 months from the date of completion of warranty period to be renewed every year.

#### **14. Maintenance Standard during Warranty & Post Warranty Maintenance**

The vendor should ensure 98% uptime of ATMs/CDs during warranty period and post warranty maintenance contract period. Vendor should also ensure that the maximum response time for on site service shall be two hours where there is local support centre of the vendor / franchisee. At other locations maximum response time shall not exceed 2 hours plus the normal travel time from the nearest support centre.

#### **15. Indemnity**

The Vendor shall unconditionally and irrevocably, (jointly and severally in case of partnership concerns) indemnify UCO BANK, its affiliates, subsidiaries, successors, assigns, officers, directors and employees, against any claims, losses, costs, actions, suits, damages and or otherwise arising due to or on account of malfunctioning of the ATM/CD as supplied and installed by them , Vendor's violation of any trademarks, patents, copyrights and licenses and shall always keep UCO BANK, its affiliates, subsidiaries, successors, assigns, officers, directors and employees, indemnified at all times, from and against all claims, losses, damages, costs, actions, suits, compensation or expenses or otherwise, if any, that UCO BANK may incur by reason of any action, proceedings which may be brought by or against or taken against UCO BANK, by anybody including the customers for anything of any nature whatsoever. This clause shall survive the termination of the Contract for any reason whatsoever.

#### **16. Authorized Signatory**

The selected bidder shall indicate the authorized signatories who can discuss

and correspond with UCO BANK, with regard to the obligations under the contract. The selected bidder shall submit at the time of signing the contract a certified copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the bidder to discuss, sign agreements/contracts with UCO BANK, raise invoice and accept payments and also to correspond. The bidder shall provide proof of signature identification for the above purposes as required by UCO BANK.

## **17. Dispute Resolution Mechanism**

The Parties shall use their best efforts to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b. The matter will be referred for negotiation between Mr. J. B. Saha, Asstt. General Manager of UCO BANK/Purchaser and Mr. \_\_\_\_\_ of the Vendor. The matter shall then be resolved by them and the agreed course of action documented within a further period of 15 days.

In case of any dispute between the Parties, which cannot be settled by negotiation in the manner, described above, may be resolved exclusively by arbitration and such dispute may be submitted by either party to arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Kolkata and conducted in accordance with the provision of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint 1 arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from the receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and shall be made as provided in this tender document.

The arbitrators shall hold their sittings at Kolkata. The arbitration proceedings shall be conducted in the English language. Subject to the above, the courts of law at Kolkata alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the

arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

The Vendor shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any disputes between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

The provision under this section survives the Contract/Agreement.

## **18. Notices**

Notice or other communications given or required to be given under the contract shall be in writing and shall be faxed/e-mailed followed by hand-delivered with acknowledgement thereof, or transmitted by pre-paid registered post or courier.

Any notice or other communications shall be deemed to have been validly given on date of delivery if hand delivered & if sent by registered post than on the expiration of seven days from the date of posting.

## **19. Force Majeure**

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or UCO BANK as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

1. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics
2. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
3. Terrorist attack, public unrest in work area

Provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of such causes. The bidder or UCO BANK shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality and dispute resolution mechanism survives termination of the contract.

## **20. Confidentiality**

The bidder must undertake that they shall hold in trust any Information received by them, under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such Information. The bidder

*has also to agree:*

- *To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by UCO BANK;*
- *To only make copies as specifically authorized by the prior written consent of UCO Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;*
- *To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause and*
- *To treat all Information as Confidential Information.*

**Non-transferable offer:**

This Request for Proposal (RFP) is not transferable. Only the party, who has purchased this document, is entitled to quote.

**Period of Validity of Bid:**

Bids shall remain valid for 60 (sixty) days after the date of bid opening prescribed by UCO BANK. UCO BANK holds the rights to reject a bid valid for a period shorter than 60 days as non-responsive, without any correspondence. In exceptional circumstances, UCO BANK may solicit the Bidder's consent to an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The Bid Security provided shall also be suitably extended. A Bidder may refuse the request without forfeiting the Bid Security. A Bidder granting the request will not be permitted to modify its bid. The decision of UCO BANK in this behalf will be final, conclusive and binding on the bidder.

**Address of Communication:**

Offers/bid should be addressed to the address given in Para 1.

**Modification and Withdrawal of Offers/bid**

The bidder may modify or withdraw its offer after its submission, provided that written notice of the modification or withdrawal is received by UCO BANK prior to the closing date and time prescribed for submission of offers. No offer can be modified or withdrawn by the bidder, subsequent to the closing date and time for submission of offers.

**Preliminary Scrutiny:**

UCO BANK will scrutinize the offers/bids to determine whether they are complete, whether any errors have been made in the offer/bid, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule.

UCO BANK may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer/bid. This shall be final, conclusive and binding on all bidders and UCO BANK reserves the right for such waivers.

**Clarification of Offers/bids:**

To assist in the scrutiny, evaluation and comparison of offers/bids, UCO BANK may, at its sole discretion, ask some or all bidders for clarification of their offer/bid. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder/tenderer.

**No Commitment to Accept Lowest or any Offer/bid:**

UCO BANK shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers without assigning any reason whatsoever. UCO BANK has the right to re-issue tender/bid. UCO BANK reserves the right to make any changes in the terms and conditions of purchase that will be informed to all bidders. UCO BANK will not be obliged to meet and have discussions with any bidder, and/or to listen to any representations once their offer/bid is rejected. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder/tenderer.

**Splitting of Order**

- The Bank reserves its right for splitting the quantity between two vendors.
- The splitting of the order will be in 60:40 ratio, provided the L2 vendor agrees to match the prices quoted by L1 vendor and agrees for all the terms and conditions.
- In case L2 vendor is not willing to match L1 price, Bank will call L3, L4 vendors etc. in that order to step into the shoes of L2 vendor. In the event of L3, L4 etc. vendor not matching the L1 price the entire quantity will be awarded to L1.

Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder/tenderer.

**Documentation:**

The following information should be furnished along with the technical offer by means of printed technical brochures as per checklist provided.

- Make and model numbers of all the items quoted for
- Specifications of all items asked along with technical specifications table.
- Version number in case of software. It is required to indicate if the software requires any particular version of the operating system for compatibility.
- Software(s), which will be supplied free, and the ones that will be charged

for, should be clearly indicated. Restrictions on software usage, if any, should also be mentioned.

### **Submission of Technical Details**

It is mandatory to provide the technical details in the exact format of technical details column given in the technical specifications.

UCO BANK may not evaluate the offer/bid in case of non-adherence to the format or partial submission of technical details as per the format given in the RFP. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder/tenderer.

UCO BANK shall not allow/permit changes in the technical specifications once it is submitted. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder/tenderer.

The relevant product information brand and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the offer/bid. Failure to submit this information along with the offer could result in disqualification.

### **Make Models & Part numbers of the equipment**

It is mandatory to provide make, model and part numbers of all equipments and their sub components as asked in the technical specification. The offer may not be evaluated and/or will be liable for rejection in case of non-submission or partial submission of make, model and part numbers of the items offered. Please note that substituting this information by just brand name is not enough. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder

### **Format for Technical Offer/Technical Bid**

The Technical offer/Technical bid must be made in an organized and structured manner in the following form:

1. Index
2. Covering letter
3. Technical Offer/Technical bid with Specifications
4. Details of the bidder
5. Manufacturer's Authorization Form (if applicable)
6. Details of past installations
7. Details of support centers
8. Bill of materials. This table should not contain any price information.
9. Format of Power of Attorney for signing of bid (Not applicable for Limited companies)
10. Deed of Indemnity (To be submitted by successful bidder)

11. Acceptance Certificate
12. Performance Guarantee (To be submitted by successful bidder)
13. Contract Form (To be submitted by successful bidder)
14. Terms and Conditions of Compliance Table in the following format. This table must cover bidder's response to all the terms and conditions specified in the offer document.

Term No	Short Description of term	Complied (Yes/No)	Detailed explanation about deviation, if not complied
1			
To			
Last			

15. Warranty details (for all relevant schedules). This should not contain any price information.
16. Delivery and Implementation Schedule.
17. Technical Documentation (Product Brochures, leaflets, manuals etc.). An index of technical documentation submitted with the technical offer/technical bid must be enclosed.
18. Software details.
19. Valid Bank Draft / Bank Guarantee as EMD.
20. Bidder's Financial Details (audited balance sheets etc.) and other supporting documents, as asked in the RFP.
21. Technical offer/ Technical bid must include photocopies of relevant document/certificates for supporting claims and representations made by the bidder
22. Format of Power of Attorney for signing of bid.

The bidder should also include in their technical bid the following information

➤ **Bidder Capabilities**

- No. of years in ATM/CD Business
- Total no. of ATMs installed in India of the brand offered
- No. of support Centres in India (Give list)
- Own production facility in India/Abroad

➤ **Technical Details of the solution**

- Support for UCO Bank's existing applications
- Future Proof technology like bunch note acceptance
- End-to-end solutions in Cheque Truncation
- Security Architecture (Windows XP Professional, Anti-skimming, Remote Key Management, Foreign Object identification)
- Application software capabilities & Multi-vendor software capabilities
- CRM and Personalization

All Claims made by the bidder will have to be backed by documentary

evidence. UCO BANK may request the Bidder to demonstrate all the technical functionalities and features (mentioned as 'compliant' in the bidders technical bid) as per UCO Bank's discretion within 15 days of Technical Bid Opening. Bidders are requested to keep a model ready with all functionalities in this RFP on bidding date. *Bidders who cannot show a feature or demonstrate functionality (mentioned as 'compliant' in the bidders technical bid) will be disqualified.*

### **Format for Commercial Offer**

The Commercial offer/Commercial tender must not contradict the technical offer/Technical bid in any way. The suggested format for submission of Commercial offer/Commercial bid is as follows:

1. Index
2. Covering letter
3. Commercial Version of Bill of Materials and Price Schedule. This must contain all price information, including AMC details.
4. A statement that the bidder agrees to the Payment schedule given in the offer/bid.

### **Signing of the bid**

The bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested. In the case of a body corporate, the bid shall be signed by the duly authorized officers and supported by internal corporate authorizations.

### **Costs of preparation & submission of bid**

The bidder shall bear all costs for the preparation and submission of the bid. UCO BANK shall not be responsible or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.

### **Confidentiality of the bid document**

The bidder, irrespective of his/her participation in the bidding process, shall treat the details of the documents as secret and confidential.

### **Locations of Installation**

This offer is being floated by the corporate office of UCO BANK. The Cash Dispensers/Automated Teller Machines being procured through this offer shall be installed and commissioned by the bidder, at various locations all over India, which shall be intimated separately.

### **Costs & Currency**

The cost of Cash Dispensers/ATMs must be indicated as Fixed Price in Indian Rupees only, including the following:

1. Cost of the ATM/CD including excise/customs duty and all other applicable taxes & levies but excluding Octroi/Entry tax which will be reimbursed on actual basis against original document of payment.
2. Installation and commissioning charges, if any,
3. Minimum of 36 months comprehensive on site warranty covering all parts & labours. This period will start from date of acceptance of each installation.
4. Transportation and forwarding charges to the site.
5. Insurance to cover equipment up to installation of equipment at UCO BANK site and handing it over to UCO BANK.

No upward price revision relating to increases in customs duty, excise duty, taxes, exchange rate fluctuation etc. will be permitted. However, if there is any reduction on account of government levies/taxes, during the offer/bid validity period, the same shall be passed on to UCO BANK.

### **Evaluation Criteria**

The vendor evaluation and selection would be done based on a two bid process. First technical evaluation shall be done for which following factors would be considered: -

- a) Ability to provide Cash dispensers upgradeable to full function Automated Teller Machines, which are capable of being fully integrated with UCO Bank's existing systems immediately on installation, without any modifications/testing and providing the same functionalities as existing ATMs/CDs.
- b) Technical Solution Excellence and
- c) Conformity to all technical specifications as enumerated in table showing Technical specification in this RFP.

Commercial Bids of only those bidders shall be opened who are found eligible under Technical evaluation. Bids of those Bidders, who are not found qualified under Technical evaluation, shall not be opened nor considered for commercial evaluation.

For the purpose of the Commercial evaluation, the commercials of the Front Loading Lobby Cash dispensers' upgradeable to full function Automated Teller Machines will only be taken into account and the cost of Ownership shall be calculated on the basis of Cost of ATM plus AMC Charges for five years after three years warranty.

### **No Negotiation**

UCO BANK will not entertain any enquiries from the bidders post tender

opening on the status of the bid, nor allow any price reductions during the course of the techno-commercial evaluation, till the selected bidder is notified. No bidder shall contact UCO BANK on any matter relating to its offer/bid; from the time of offer opening to the time the contract is awarded. Any effort by a bidder to influence UCO BANK in its decision on offer/bid evaluation, comparison or contract award decisions may result in the rejection of the bidder's offer/bid forthwith. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder.

### **Short-listing of Bidders**

UCO BANK will prepare a short-list of technically qualified bidders and the commercial offers/bids of only these bidders will be opened at the time of opening of Commercial offer/commercial bid.

### **Selection Process**

UCO BANK shall evaluate both technical and commercial Bid. The bidder who fulfills all criteria in respect of technical bid and with the lowest quote will be considered as the L1 bidder. UCO BANK at its sole discretion *may request* the L2 bidder (bidder with the next lowest quote) to match the price of L1. In case L2 agrees to match the price of L1, UCO BANK may at its sole discretion, split the order in ratio of 60% in favour of the original L1 bidder and 40% in favour of L2 bidder who has matched the price of L1. Notwithstanding the above, UCO BANK shall have the right not to accept the lowest tender.

### **Right to Alter Quantities**

UCO BANK reserves the right to issue Purchase Order in phases or to alter the quantities specified in the offer. UCO BANK also reserves the right to delete one or more items from the list of items specified in offer. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder.

### **Ownership and Retention of Documents**

- UCO BANK shall own the documents, prepared by or for the Vendor arising out of or in connection with the Contract.
- Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by UCO BANK, the Vendor shall deliver to UCO BANK all documents provided by or originating from UCO BANK/ Purchaser and all documents produced by or from or for the Vendor in the course of performing the Service(s), unless otherwise directed in writing by UCO BANK at no additional cost.
- The Vendor shall not, without the prior written consent of UCO BANK/ Purchaser store, copy, distribute or retain any such Documents.
- The Vendor shall preserve all documents provided by or originating from UCO BANK/ Purchaser and all documents produced by or from or for the Vendor in the course of performing the Service(s) in accordance with the

legal, statutory, regulatory obligations of UCO BANK/Purchaser in this regard.

### **Termination**

- UCO BANK may, terminate the Contract by giving the Vendor a prior and written notice indicating its intention to terminate the Contract under the following circumstances:
  1. Where business requirements of UCO Bank so warrants.
  2. Where it comes to UCO Bank's attention that the Vendor is in a position of actual conflict of interest with the interests of UCO BANK, in relation to any of terms of the bid or the Contract.
  3. Where the Vendor's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the Vendor, any failure by the Vendor to pay any of its dues to its creditors, the institution of any winding up proceedings against the Vendor or the happening of any such events that are adverse to the financial viability of the Vendor.
  4. In the event of the happening of any events of the above nature, UCO BANK shall reserve the right to take any steps as are necessary, to ensure the effective transition of the Service(s) to the next successor Bidder, and to ensure business continuity.
  5. **Termination for Insolvency:** UCO BANK/ Purchaser may at any time terminate the Contract by giving written notice to the Vendor, without compensation to the Vendor, if the Vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to UCO BANK.
  6. **Termination for Default:** UCO BANK, without prejudice to any other right or remedy for breach of Contract, by a written notice of default sent to the Vendor, may terminate the Contract in whole or in part.

### **Consequences of Termination**

- a) In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], UCO BANK shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to takeover the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the Contract.

- b) In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by UCO BANK, the Vendor herein shall be obliged to provide all such assistance to the next successor Bidder or any other person as may be required and as UCO BANK may specify including training, where the successor(s) is a representative/personnel of UCO BANK to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.
- c) Nothing herein shall restrict the right of UCO BANK to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to UCO BANK under law or otherwise.
- d) The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.
- f) Termination survives the Contract.
- g) Conflict of interest: The Vendor shall disclose to UCO BANK in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Vendor or the Bidder's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.
- h) Publicity: The Vendor shall not make or permit to be made a public announcement or media release about any aspect of the Contract unless UCO BANK first gives the Vendor its prior written consent.

**Eligibility Criteria for the Bidder:**

- The bidder submitting the offer should be a registered company having a minimum turnover of Rs. 20 crores in the last financial year. The company should be in sound financial condition as judged by UCO BANK for this purpose. A copy of the last 2 financial years' relevant audited balance sheets should be submitted with the offer. The bidder should be in business of supplying, installing, commissioning and maintaining Cash Dispensers/ATMs in India for the last two years
- The brand/model offered by the bidder should have minimum 500 Cash Dispensers/ATMs installed in India. The bidder should have expertise in ATM Site development and Cash Dispenser/ATM business and must have undertaken similar kind of projects for other Banks. The bidder should provide proof that he has provided all ATM/CD related services in large Public Sector/Private/Foreign Banks similar to the models/services being offered to UCO BANK in the past. The bidder should provide proof that the ATMs/CDs supplied by him can be connected to any network switch

including our ATM Switch.

- The bidder should have exclusive Cash Dispensers/ATMs support infrastructure to service all Cash Dispensers/ATMs locations of the UCO BANK and provide 24 \* 7 support, and should also be capable of expanding the support infrastructure in keeping with the requirements of UCO BANK.
- UCO BANK will be installing Cash Dispensers/ATMs across the length and breadth of the country. Vendor is required to support such installations and will have to enter into Service Level Agreement (SLA) for uptime guarantee. Cash Dispensers/ATMs offered should be capable of being fully integrated with the existing UCO BANK systems immediately on installation and providing the same functionalities as existing Cash Dispensers/ATMs installed by UCO BANK.
- The production unit / factory of the brand of Cash Dispensers/ATMs being quoted should be ISO 9001:2000 certified. If the production units are outside India, it should meet equivalent international standards.
- Vendors must comply with all above-mentioned criteria. Non-compliance of any of the criteria will entail rejection of the offer summarily. Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made. UCO BANK reserves the right to verify /evaluate the claims made by the vendor independently. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder.
- UCO BANK prefers Original Equipment Manufacturer (**OEM**) to quote directly. However, OEM can quote through a distributor who should meet all above eligibility criteria except in respect of production unit, which OEM should meet. However, both should not participate together, in which case both will be disqualified and their offers will be rejected summarily by UCO BANK. The tender documents cannot be sold and / or transferred / assigned. If the same is done, tender documents are liable to be summarily rejected by UCO BANK. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder.
- UCO BANK is looking for well-proven branded products, which is volume produced and are used by a large number of users in India and abroad. All products quoted should be associated with specific model numbers and names and with printed literature describing configuration and functionality. Any departures from the printed specifications should be clearly identified in a separate Annexure titled 'Deviations', which must be supplied by the bidder along with the tender document.

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## THE UCO BANK PLAN

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### FUNCTIONALITY REQUIRED (INCLUDING OPTIONAL)

- Withdrawals – From all account types
- Fast Cash up to 6 Fast Cash Amounts – From Primary Account
- Balance Inquiry – For all account types
- Mini-Statement Inquiry – For all account types
- Transfer – To & From all account types
- PIN Change - No Account Type
- Statement request – For all account types
- Cheque Book Request – For all account types
- Transfer of funds from one account to another should be supported
- Utility Bill Payment facility- using a fund transfer route
- Railway Ticketing
- Facility to top-up mobile phones
- Coupon Dispense
- Depository for Cash and Cheque (in case of full function ATMs only)
- Up to 4 Product Request (**To behave like Log Only Transaction**)

## TECHNICAL REQUIREMENTS – CASH DISPENSER UPGRADEABLE TO FULL FUNCTION AUTOMATED TELLER MACHINE

The technical requirements for the cash dispenser are as below. These are minimum requirements and vendor can mention any deviations or improvements from the banks requirement in the remarks column.

#	Required Specifications	Compliance	Remarks
	<b>Company Name:</b>		
<b>1</b>	<b>Protocol</b>		
1.1	ATM/CD must support the TCP/IP protocol		
<b>2.</b>	<b>Description of Cash Dispenser</b>		
2.1	<b>Lobby Type Front Load</b>		
2.1.1	Model No		
2.1.2	Manufactured by		
2.2	Is the model quoted the latest available internationally?		
<b>3.</b>	<b>Physical, Mechanical &amp; General Specifications</b>		
3.1	Mention Foot Print area (width X depth) in Sq. Ft.		
3.2	Cash Dispenser offered must be certified <b>UL291 Level 1</b> chest with combination lock and key.		
3.3	Certificate for conformance to any of the international standards should be attached along with the offer.		
3.4	ATM must have the following Alarms – Duress Status, Temperature and burglary		
3.5	Mention Power Consumption in idle state <b>in KVA ONLY</b>		
3.6	Mention Power Consumption during transaction <b>in KVA ONLY</b>		
3.7	Mention UPS rating required <b>in KVA ONLY</b>		
<b>4.</b>	<b>Dispenser</b>		
4.1	Friction / Vacuum pickup technology. Mention Type Here.		
4.2	Multimedia Dispensing capability (Cash, coupons, stamps, vouchers etc.		
4.3	Capability to dispense used and mixed currency notes		
4.4	Dispense minimum 40 bills per transaction		
4.5	Double pick module with 2 secure currency cassettes (with lock and key)		
4.6	Programmable Currency bins for 4 types of denominations		
4.7	Secure Divert cassette bin with lock and key. (Optional-- Availability of Separate retract and reject compartments)		
4.8	Mention Dispensing speed as Notes per second		
4.9	Mention currency-holding capacity per bin.		
4.10	Mention Currency dispensing capacity at a time.		
4.11	Currency bin tamper indication		
4.12	Dispensed notes to be presented to the customer in		

	one bunch. Presenter module required.		
4.13	Capable of adding 2 additional active cassettes to have 4 cassette configuration		
4.14	Capability to dispense Rs. 1000 Currency notes.		
4.15	All Cassette must be ready for Rs. 1000 notes		
<b>5.</b>	<b>Card Reader</b>		
5.1	<b>Hybrid DIP Card reader</b> capable of reading magnetic stripe card <b>and</b> smart card		
5.2	Reading capability for track 1 & 2 i. e. EMV Level 1 and 2 compliance version 4.0 or later.; <b>Write capability on Smart Card.</b>		
5.3	Conformance to VISA card <b>EMV's latest specification;</b> mention the version readiness for both the levels, Level 1 (for Card reader Hardware) & Level 2 (for Application Software)		
5.4	Conformance to MASTER card <b>EMV's latest specification;</b> mention the version readiness for both the levels, Level 1 (for Card reader Hardware) & Level 2 (for Application Software)		
5.5	Capable to read HYCO Cards		
5.6	Bar Code reader compatibility		
<b>6.</b>	<b>Terminal Processor</b>		
6.1	Intel Pentium IV or above processor with at least 2.8 GHz speed or above.		
6.2	Microsoft Windows XP Pro operating system capable of multi-tasking real time operations. (With SP3)		
6.3	Minimum 1 GB RAM or higher with capability to upgrade		
6.4	Minimum 160 GB HDD or above with capability to upgrade		
6.5	1.44 MB floppy drive		
6.6	Two serial and one parallel ports		
6.7	1 MB VRAM Memory		
6.8	<b>Triple DES</b> with encryption and validation software-capable of Remote Key Management		
6.9	Support AES (Advanced Encryption Standard) in future without any additional hardware changes.		
6.10	101 keys keyboard and mouse		
6.11	1 Serial Port, 2 USB Ports		
6.12	ON Board 10 / 100 LAN Card		
6.13	DVD Writer		
6.14	The model must support remote downloading of screens and remote loading of security keys.		
6.15	MPEG full motion video with voice guidance support to play both MPEG and .wav / sound file		
<b>7.</b>	<b>Customer display Unit</b>		
7.1	15-inch size SVGA 1024 x768 colour display <b>or 15-inch LCD monitor.</b> Mention proposed <b>Monitor type and Display size.</b>		
7.2	Vandal Screen with privacy filter		
7.3	Rugged, spill proof metallic keyboard with keys (Latest EPP version compliant) Must be Triple DES Enabled for MasterCard and VISA Standards. Keypad must be ADA compliant.		
7.4	Capable of Voice guidance to customers in multiple		

	languages including English, Hindi etc.		
7.5	Internal fixed stereo Speakers Required		
<b>8.</b>	<b>EPP PIN PAD</b>		
8.1	The PIN PAD must be enabled with EPP Version 4 or above. (Mention version offered to bank)		
8.2	Must be Triple DES Compliant for MasterCard and VISA Standards		
8.3	Conformance to VISA EPP Standards		
8.4	Conformance to MASTER card EPP Standards		
8.5	Braille Numeric Keypad with 16 keys		
8.6	The PIN Pad must also meet Visa requirements on Tamper Resistant Security Module which enables automatic destruction of Secret keys in case of attempt to interface with the encryption system		
<b>9.</b>	<b>Printers</b>		
9.1	Minimum Top-Of-Form 40-column thermal printer for printing various information pertaining to transaction executed by customer (Customer Receipt).		
9.2	Minimum 30 column Dot Matrix Printer to print audit trail as per Bank's requirement along with facility of Electronic Data Capture (EJ Pulling) to work simultaneously		
9.3	Electronic logging of audit trail on hard disk is mandatory		
9.4	Capability of Consumer printer to print banks product logo on the receipt?		
9.5	Mention a Bank where a graphic image (GIF/JPEG/BMP) is printed on the receipt. Enclose a sample receipt of the Bank.		
9.6	Electronic Journal (EJ) The vendor should provide standard Agent software supporting EJ capturing/pulling. The ATM should also be capable of supporting third party software agent for capturing/pulling EJ. The ATM Vendor has to install any software selected by the Bank at no cost to the Bank during installation or at any point of time		
9.7	Capability of storing Electronic Journal on Hard Disk in addition to printing on a standard paper roll simultaneously. Facility to retrieving data from the Hard Disk at any point of time.		
<b>10.</b>	<b>Software &amp; Connectivity</b>		
10.1	Should be capable of being connected to branch data base/host		
10.2	Should support TCP / IP Protocol		
10.3	Bank requires either Diebold 912 or NDC+ emulation. Mention proposed emulation.		
10.4	The model must support downloading of screens.		
10.5	WOSA/XFS (CEN/XFS) layer with all device drivers.		
10.6	The software should be capable of performing multifarious functions listed above and elsewhere in this document		
10.7	Capability to support MPEG full motion video		
10.8	The software should have the utility for converting files containing transaction details into ASCII format		
<b>11.</b>	<b>General requirements</b>		
11.1	All the components of the offer must be Y2K		

	compliant.		
11.2	Capability to function round the clock.		
11.3	The proposed Cash Dispenser must be configured & must be compatible for accepted standards of both MasterCard & VISA.		
11.4	Should have all standard security features.		
11.5	Mention with costs any other hardware & Software that is required to implement the requirement of the Bank.		
11.6	ATM/CD should be provided with Anti-virus solution to facilitate blocking of malicious codes/traffic entering the ATM/CD		
<b>12.</b>	<b>Colour Branding</b>		
12.1	Colour Branding as per Banks colour required		
<b>13.</b>	<b>Remote Status indicator</b>		
13.1	Remote Status Indicators		
13.2	ATM/CD should have remote status indicators for		
13.3	Low paper		
13.4	Low currency		
13.5	Depository Full		
13.6	Divert bin Full		
13.7	ATM/CD out of service		
13.8	Paper jam in printers		
13.9	Printer fatal		
<b>14.</b>	<b>ATM SURVEILLANCE</b>		
14.1	DVR (Digital Video Recorder) provided must be able to capture image of the customer when the customer enters the ATM room and also when the customer does a transaction at the ATM. Camera must be pilfer proof.		
14.2	The solution must be integrated with the ATM and must have two channels DVR		
14.3	The solution should be able to store the images in a digital format. The solution must be able to capture the transaction information – such as the date & time – along with the images and same should be stored. The image stored should be in high compression JPEG format and must be stored for minimum 180 days with an average of 300 transactions per day.		
14.4	The solution must provide an interface to browse, search and archive the stored images at the ATM and/or remote accessibility.		
14.5	Support to add additional 2 <sup>nd</sup> external camera for site surveillance.		
14.6	Solution must be capable of monitoring from Central location.		
14.7	The solution must be configurable and should work under specified light conditions		
14.8	DVR must not degrade the performance of ATM normal transactions.		
<b>15.</b>	<b>Additional Capabilities</b>		
15.1	The ATM/CD should be capable of being upgraded with Cheque Acceptance module for Cheque truncation		
15.2	Inbuilt capability for Pass book/Statement Printing		

## TECHNICAL REQUIREMENTS – ADDITIONAL ITEMS FOR FULL FUNCTION ATM/UPGRADES

<b>1.</b>	<b>Deposit Module</b>		
1.1	Motorised Envelope Depository with/without motorised envelope dispenser.		
1.2	Deposit Box		
1.3	Mention Capacity of Deposit Box in number of envelopes with 30 notes in each envelope.		
1.4	Mention maximum capacity of notes in a single deposit envelope		
1.5	Print transaction details on the Deposit envelope on deposit.		
1.6	Anti-Fishing protection		
1.7	The model offered must have an Upgrade capability for depositing cash without envelope, counting it and storing the same.		
1.8	The model offered must have an Upgrade capability for depositing Cheques without envelope, scanning the front & rear of cheque, MICR read and storing the same.		
<b>2.</b>	<b>Biometric Features (OPTIONAL)</b>		
	<p>The ATM will be connected to the Switch. The Switch will identify whether the transaction is Pin based or biometric. In case of Biometric transaction, the Switch will send transaction to Biometric server for authentication and once authenticated the Switch will route the transaction to branch or Core Banking application and then to ATM.</p> <p>The bidder should provide necessary hardware &amp; software on ATM.</p> <ul style="list-style-type: none"> <li>• Scanning of finger (Registration module).</li> <li>• Converting the biometric information to ANSI string before sending it to Switch.</li> <li>• To display all Biometric related screens in Audio-Visual Animated format in languages including local language.</li> <li>• To support all transaction on default account as done for Fast Cash transaction.</li> <li>• Certification regarding working of Biometric ATMs with online mode with BASE 24 switch</li> </ul>		
<b>3</b>	<b>Dispenser Cassette</b>		
<b>4</b>	<b>Deposit Cassette</b>		
<b>5</b>	<b>Upgrade from 2-High to 4-High Dispenser (Include 2 cassettes)</b>		

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**COMMERCIAL RESPONSE FORMAT**

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Please quote as in this table below:

#	Description	Cost
01	Cash Dispensers/ATMs as per proposed configuration	
02	Cost of Spare Dispense Cassette	
03	Cost of Spare Deposit Cassette	
04	Cost of upgrade from 2-High Dispenser to 4-High with 2 cassettes	
05	Cost for comprehensive Annual Maintenance (24X7) after warranty period	
06	Cost of Upgradeability to depository (incremental cost)- To support Cash and Cheque Depository through ATM as per the technical specifications mentioned above	
07	Cost of Upgradeability to Biometric (incremental cost)- To support Biometric transactions through ATM as per the technical specifications mentioned above	

- A. The quoted price must be inclusive of 3 Year Warranty for ATMs/CDs, Spares etc.
- B. The quoted price must be inclusive of prevailing custom/Exice duty.
- C. The quoted price must include cost of installation
- D. VAT, Entry tax and local taxes will be paid by the bank on production of bills.