

UCO BANK
(Honours Your Trust)

Head Office,
CBS Project , ATM Cell
7th Floor, DD Block, Sector I, Salt Lake
Kolkata – 700 064.
Phone:033-23595607, 23347154,
23213039, 033-23595608(Fax),
Toll Free No. 1800 345 3337
E-Mail: hoatm.calcutta@ucobank.co.in

Ref. No. DIT/ATM/COM/94/ 2009-10

Date: 06/06/2009

To,
XXXXXXXXXX
XXXXXXXXXX
XXXXXXXXXX

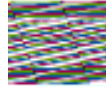
Dear Sir,

Sub: Request for Proposal for Supply and Installation of Cash Dispensers upgradeable to Full Function Automated Teller Machines

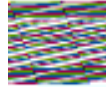
Please refer to our RFP dated 22th May 2009 for supply and installation of Cash Dispensers upgradeable to Full Function Automated Teller Machines.

In this context, we would like to inform you that we have received certain queries from different vendors on our RFP, which have been compiled by us and replies/clarifications are being given below for your convenience and responding to our RFP on time.

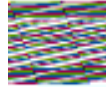
SL NO	RFP REFERENCE	CLARIFICATION SOUGHT	BANK'S RESPONSE
1.	Page 3-4, clause 6(a)—The Bidder shall furnish, as part of its bid, security in the form of Bank Guarantee issued by Nationalized bank.	whether we can submit BG from any 'scheduled bank' in lieu of Nationalized bank. Please give us the format of BG.	Bank Guarantee issued by a Nationalised Bank only is acceptable. Format for BG already sent
2.	Page 4, clause 9 - Prices quoted by the Bidder will be all inclusive and excluding Vat and Octroi	Some states in India attract Entry Tax and that differs from state to state, we suggest that the Entry Tax to be excluded in the Clause.	Entry Tax may be paid by Bank on production of actual receipt as already clarified in page 34 clause D.
3.	Page 10 clause 2 under 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 Network 20 % of the value will be released after 30 days from successful installation 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	We suggest the clause to be amended to 70% payment to be released after installation or 30 days of delivery whichever is earlier We request the Bank to amend this to 20 % of payment will be released on installation or within 15 days of delivery which ever is earlier as we have to depend on factors which are beyond our control	No change in stipulated term is acceptable.



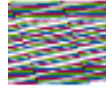
	for the warranty period Payment authority shall be concerned Zonal manager	We request to kindly consider centralized payment release i.e. by UCO Bank H.O.	
4.	Page 10 Clause 3 Software drivers and manuals	We request the bank to clarify on "legal documentation"	It means the genuine ownership documents.
5.	Page 11 Clause 6.: Delivery, Installation & Commissioning.	We request to extend it to 4 weeks for normal locations and 6 weeks for remote and North east locations	Delivery & installation may be done within 3 – 4 weeks.
6.	Page 12 Clause 7 sub clause 6 & 7 Uptime and recovery of AMC payments Page 12 Clause 7 Sub Clause 5 Page 13 Clause 8: Recovery of AMC payment & liquidated damages Page 12 Clause 7 Sub Clause 10 Recovery of AMC if cancelled	Linking cancellation of the contract/AMC contract to the uptime is not acceptable. Therefore request bank to consider the same Whether LD limit is 5% or 10%. We suggest this to be put as Rs.1000/- Per week with a maximum cap of Rs.10,000/- We request Bank to modify the clause to clearly state that in any event if contract is terminated then the bidder shall not have any impact on the ATMs and CDs already shipped to Bank. Alternately if the contract is cancelled during warranty period for not maintaining the uptime commitment the bank will have right to seek refund on pro-rata basis the warranty payment for the unexpired warranty period already received from Bank.The 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.	No change accepted. LD Limit is maximum 5%. Bank has specified the terms and no change in stipulated terms is acceptable.
7.	Page 13 & 14 Clause 10 Contract performance Guarantee	There is no payment linked to delivery therefore the validity period of BG cannot be ascertained. We would request the Bank to give exact period of this BG.	Contract Performance Guarantee has to be valid for a period of the contract period i.e. 3 years upto which the warranty is available. Additional claim period of 3 months has to be provided.
8.	Page 14, clause 12- Warranty - The offer must include on site warranty of 36 months on ATM/CD from the date of successful installation	We request bank to amend to the following: a) "The offer must include on site warranty of 12 months on ATM/CD from the date of successful installation" as almost all the banks now a days are going with one year warranty leading to a better pricing to bank. We request the bank to exclude the following consumable –Currency	No change in stipulated terms is acceptable.



		<p>cassettes, Purge Bin, electronic/ mechanical lock from the warranty and AMC services which are as per industry practice. NCR request that the warranty should start from the date of installation.</p> <p>We suggest the warranty to be 36 months from Date of Installation or 37 Months from Date of delivery which ever is earlier as this is an industry standard, also during warranty and AMC, the following components needs to be excluded;</p> <ol style="list-style-type: none"> 1. Currency Cassettes 2. Purge Bin 3. All Types of Stationery 4. Electronic / Manual Combination Locks. 5.All types of Physical Damages 	
9.	Page 15, Point No. 14, Maintenance Standard- The maximum response time for On site service shall be two hours where there is a local support	We request the response time to be amended to 3 Hrs as in Metros the Traffic is heavy and it is really difficult to reach within 2 hrs time from the time of logging the call.	No change in stipulated terms is acceptable.
10.	Page 20-21 point 2, 4, 9, 10, 12, 13, 22 Formats of technical offer	Format for Technical offer IF bank has some specified Format for this, Please provide	Format for covering letter and BG already provided. Normal formats for point no. 4 and 9 can be used by bidders. However, other formats required to be submitted by successful bidders shall be provided by the Bank in due course to the selected bidder only.
11.	Page 20 , point no 8) 'Bill of materials' without any price information is to be submitted under technical offer.	Please clarify on the 'Bill of Material' as the same is not there in RFP .We request the bank to amend this as this is a part of site development is not a part in this RFP	Any item for which bidder shall charge from Bank should be shown.
12.	Page 21 point 11 – The bidder should provide Acceptance Certificate.	As the final Purchase order is to be accepted ,does the bidder need to submit the same during Technical Bid and if so please give us the format.	This is to be submitted by the successful bidder only.
13	Page 21 Point 14- Bidder should submit Compliance Chart as per the format for all the terms and conditions specified in the offer document.	Please clarify which are these terms specifying the clause Nos. as there are many terms in the RFP	This refers to technical requirements as mentioned from page 29 onwards in RFP
14.	Page 14 –AMC of equipment	<p>We request you to kindly consider for YEARLY release of AMC as we will be providing BG with validity for 1 year</p> <p>We request Bank that the payments be made</p>	<p>Terms of AMC are clearly specified in our RFP and no change in the same is acceptable.</p> <p>Service Tax on AMC Charges,</p>



		<p>centralized.</p> <p>AMC charges are exclusive of Service Tax. There is no mention of the same in the RFP. Therefore we seek Clarity on the same from the bank.</p> <p>Relaxation sought in terms of AMC regarding calculation of uptime, time limit for attending calls etc.</p>	<p>as per rules, shall be paid extra.</p>
15.	<p>Page 19 – Make, model and part numbers of all the equipments and their sub components to be provided and is mandatory.</p>	<p>We request to reconsider of not mentioning the part nos. of 'sub components'</p>	<p>No change in terms mentioned in our RFP accepted.</p>
16.	<p>Page 21 Technical details of Bunch Note Acceptance (BNA) and Cheque Truncation</p>	<p>We will definitely provide the same but please be informed that the same will be supported in a side car in the offered model.</p> <p>Please let us know what is the policy of handling counterfeits; are the counterfeits to be retained or returned and which currencies to be certified by BNA.</p>	<p>This is the additional capability required by the Bank as per RFP. However, the Bank may decide to engage the functionality with or without an external sidecar as per bank's requirement.</p> <p>Regarding handling of counterfeit notes, extant instructions of Reserve Bank of India, in vogue, shall be followed which are common for all Banks.</p>
17.	<p>Page 22 Format of 'Commercial Offer'-point 2-Covering letter is to be submitted & Point 3-Commercial Version of Bill Of materials and Price Schedule. This must contain all price information, including AMC details</p>	<p>a) Please clarify on the Format of Covering letter , if any.</p> <p>b) Please clarify on the 'Bill of Material' as the same is not there in RFP .We request the bank to amend this as this is a part of site development is not a part in this RFP</p>	<p>The point is already clarified above at point no. 10 & 11.</p>
18.	<p>Page 22 & 23 Pt. 1 Applicable tax and levies and exclusion of Octroi/Entry Tax</p> <p>Page 34- commercial Response Format point D - VAT ,Entry tax and local taxes will be paid by the bank on production of bills</p> <p>Page 23 Pt. 5 Insurance upto handing over the equipment to UCO Bank</p>	<p>We would request Bank to clarify of VAT,CST is also extra as per actual.</p> <p>We would request the bank to put a time frame for insurance may be 15 days after delivery in Bank's name at vendors cost</p>	<p>VAT/CST is payable extra as per actual.</p> <p>No change in stipulated terms is acceptable.</p>
19.	<p>Page 29-Technical Specification Table- It does not speak about 'Access Lock'</p>	<p>Please clarify whether Access lock is required to be delivered along with ATM and the same is to be considered in cost as well or the same will be taken care by Bank while site development which is</p>	<p>Access lock is part of site preparation as such it is not to be included here.</p>



		normally the process	
20.	Page 29 point no. 3.2 Chest with combination Lock and Key	Please amend to Dual Combination Electronic Lock as Mechanical Lock and key is obsolete technology	Bidder may mention any higher / latest feature of their product in compliance / remarks column of technical requirement format.
21.	Page 29 , under 'Dispenser', point No. 4.5- Double Pick Module with 2 secure currency cassettes (with lock and key) and point No. 4.7- Secure Divert Bin with lock and key	We suggest Currency cassettes and Divert Bin cassette without small locks / Std cassettes with latch or Cassettes with tamper indication or with unique keys.	Bidder may mention any higher / latest feature of their product in compliance / remarks column of technical requirement format.
22.	Page 30 (Technical specification) point No. 7 – Customer Display Unit-15 inch size SVGA 1024x 768 colour display or 12 –inch LCD Monitor.	We request 15 Inch LCD monitor to be incorporated as against 12 inch LCD for minimum configuration as all the ATM OEMs have 15 inch monitors available and the bank should go for the same.	We agree to the same. Our requirement may be read as 15-inch size SVGA 1024 x768 colour display or 15-inch LCD monitor.
23.	Page 30, Point 6.1, 6.6, 6.10, 7.3 Page 31.Point 7.5 Page 31. Point No. 8.1, 8.5 and 8.6, 10.5 Regarding Key Pad and PIN Pad.	Company providing features in variance with the requirements specified in RFP	Bank has already specified the requirement. Bidders may mention the compliance to the same and specification of items being provided by them.
24.	Page 31.Point 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	We request bank to amend the clause to 40 column Journal Printer and the facility for electronic journal. We have globally migrated to Thermal printers for both the customer receipt and the Journal printing. We request the bank to change clause to DMP/Thermal Printer	Bank's requirements are Minimum 30 column Dot Matrix Printer for printing audit trails and Minimum Top-Of-Form 40-column thermal printer for printing Customer Receipt. No change in stipulated specification is acceptable.
25.	Page 32.Point 11.6- ATM/CD should be provided with Anti-virus solution to facilitate blocking of malicious codes/ traffic entering	Anti Virus solution on ATM's is not recommended.	Bank has specified the requirement where no change is considered.
26.	Page 32 –Point Remote Status Indicator	We request the bank to make this as an optional item	No change in stipulated specification is acceptable.
27.	Request for Proposal(RFP) does not say anything about minimum No. of ATM and site to be procured by UCO Bank.	We request bank to please give us the minimum Nos. of ATM to be procured by UCO bank so that the best pricings can be offered, benefiting bank.	Bidders are required to submit their quotes in number bands mentioned in RFP. Bank shall decide about the final number depending upon business requirement and the number band to be considered for arriving at L1 shall be declared before opening of commercial bids.

Bidders may please also note that in case the specified date of submission and opening of technical bids is declared a holiday under NI Act in West Bengal or in case for any reason Bank remains closed / inaccessible on that day the Bids shall be received till the specified time on Next working day and will be opened



at specified time on that day.

We hope the above clarifications would definitely satisfy queries of all vendors and response would reach us on scheduled date and time.

Yours sincerely

(JAGABANDHU SAHA)
Asstt. General Manager-ADC
UCO Bank, HO, ATM Cell