

EOI Ref. No. UCO/DIT/EOI/1001/11-12 dated 18/10/2011

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**Expression of Interest for Empanelment of Vendors for supply, installation, maintenance of Computer Hardware & Software and technical services**

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UCO BANK having its Head Office at Kolkata, Zonal Offices at 35 locations and more than 2200 branches across India invites "Expression of Interest" for **Empanelment of Vendors for supply, installation, maintenance of Computer Hardware & Software and technical services** for its various branches and offices all over India. Maintenance & Technical Services are only for various departments of Head Office at Kolkata. The items for which EOI is being invited are classified into 6 groups vide **Annexure-I**.

Only those vendors, who fulfil/ satisfy the eligibility criteria as mentioned herein below with proven capabilities in supply, installation, commissioning and maintenance of Hardware / Software / Networking etc. need to respond.

**1. Eligibility Criteria:**

- 1.1. The vendor must be a Limited Company, registered in India under the Companies Act 1956. For Groups 5 and 6 Partnership and Proprietorship Firms are also eligible.
- 1.2. The vendor should be *original manufacturer of product or their authorized representative*. In case of authorized representative, a letter of authorization from the original manufacturer must be furnished.
- 1.3. The vendor should be a *financially sound and profitable firm/company* and they must have earned profit during any two of the last 3 financial years (Balance Sheets/ Auditor's Certificate for the last three financial years to be submitted).
- 1.4. The vendor should have PSU Banks, FIs, Government Departments / Undertakings (State/Central) as their client for supply, installation & support of Hardware / Software etc for at least last 3 years in India. Documentary proof should be provided in support like order copy/contract copy / certificate (at least from 5 clients and at least two Purchase Orders of last three financial years for the relevant groups) from each customer.
- 1.5. The vendor should have all India presence with their own offices in the metropolitan cities of Mumbai, Chennai, Delhi & Kolkata. In addition, the vendor should preferably have Offices / Support Centres / Franchisee Arrangements at the 35 centres where UCO Bank is having its Zonal Offices (Annexure-IV). (For Group 5 vendors having offices only at the above four metros will also be considered. For Groups 6 vendors having offices in Kolkata only will also be considered).
- 1.6. The vendor should be having technical manpower to provide service at all respective locations. In case of Authorised Distributor and Reseller there should be a back to back

arrangement with the OEM for deliverables (spares & skill), supported by documentary evidence/s (at least one certificate for each deliverables from OEM to be attached).

## 2. General Terms & Conditions:

- 2.1. Empanelment would be *for a period of three years* subject to satisfactory service and yearly review. If the service provided by the vendor is found to be unsatisfactory or if at any time it is found that the information provided for empanelment or for any tender is false or if irregularities shown by the vendor for applying for the tenders, the Bank shall reserve the right to remove such vendors from the empanelled list without giving any notice to the vendor in advance.
- 2.2. The vendor, if earlier empanelled with the Bank, should have satisfactory record in Delivery/Supply/Support related to Computer/Telecommunication items. Bank shall have the right to reject the proposal of such vendors where past performance with the bank is not satisfactory. Any vendor, who is already debarred/blacklisted by our Bank for non-performance is not eligible to participate.
- 2.3. Any vendor, empanelled under this empanelment, if fails to participate in more than 3 (three) tenders floated by the Bank, would be removed from the list of empanelled vendors.
- 2.4. If called for, the vendor should be ready to participate in Bank's tender process as per the terms and conditions of the respective RFP/RFQ.
- 2.5. The vendors, currently empanelled by the Bank, are also required to respond to this "Expression of Interest" *for **Empanelment of Vendors** and get empanelled for the current period.*
- 2.6. Vendor selected for any particular group should be able to supply all items/services mentioned in the group.
- 2.7. For Group 6 (Others), vendors can apply individually for each sub-group. Evaluation will be done separately for each sub-group.

## 3. Bid Submission & Evaluation:

- 3.1 The responses to this EOI must be complete and comprehensive with explicit documentary evidence in support of all the eligibility criteria mentioned herein above (List of documents to be submitted are mentioned in Annexure-II and details of support centres in Annexure - III).
- 3.2 Intending applicants are required to submit their **full bio-data as per the Format in Annexure-IA along with the required documents**. If necessary, Bank may ask for clarification and/or further information from the bidders
- 3.3 Incomplete responses without the required documents are liable to be rejected.
- 3.4 The Bank reserves the right to accept / reject any or all offers submitted in response to this advertisement without assigning any reason whatsoever and Bank's decision will be final in this regard.

- 3.5 The Bank further reserves the right to issue Request for Proposal (RFP) to vendors it deems eligible and qualified based on the evaluation of the responses received.
- 3.6 All response to the EOI must be sent in a sealed cover superscripting "**EOI for Empanelment of Vendors for Computer HW, SW etc.**" to the below mentioned address: -

General Manager (IT)  
UCO Bank, Head Office  
Department of Information Technology, 5th Floor  
3 & 4, DD Block, Sector- I, Salt Lake  
Kolkata –700 064

**All responses to this request for EOI must reach the above address latest by 3.30 p.m. on 16-11-2011 (Wednesday). The responses received will be opened on the same day at 4.00 p.m.**

- 3.7 Open responses received through E-mail / Fax etc. will not be considered. UCO Bank will not be responsible for non-receipt of EOI within the specified date and time due to any reason including postal holidays or delays. UCO Bank will also not be responsible for misplacement of the EOI document in case it is not properly superscripted with the words "**EOI for Empanelment of Vendors for Computer HW, SW etc.**"
- 3.8 All documents to be submitted as desired in the application format in Annexure III.
- 3.9 In case the specified date of submission of EOI is declared a holiday in West Bengal under N.I. Act, the bids will be received till the specified time on next working day.
- 3.10 The basis of scoring is mentioned in **Annexure-IV**. The eligible vendor, to qualify, must secure a minimum of 50% in total score.

Further, the vendors should secure minimum 40% marks allotted in each sub-head of Net Worth, Total Turnover, Gross Profit, Client Base and Support Centre. However, securing the minimum marks in sub-heads is exempted for the groups 5 and 6 for Support Centres.

- 3.11 A minimum of 3 and a maximum of 10 vendors will only be empanelled for each group. Whereas, a maximum of 12 vendors will be empanelled for group 6 items.

**Enclosures:**

1. **Annexure I** : **Format of Application for Empanelment and Bio-data.**
2. **Annexure II** : **List of documents to be submitted.**
3. **Annexure III** : **Details of Support Centres.**
4. **Annexure IV** : **Scoring Pattern.**

**Please Note: This is only for the purpose of empanelment and not a Request for proposal (RFP) and commercials are not to be submitted with "Expression of Interest".**

## Application for Empanelment of Vendors

Ref. No.

Date:

General Manager (IT),  
UCO BANK, HEAD OFFICE-2,  
Department of Information Technology  
7 th Floor, 3&4, DD Block,  
Sector I, Salt Lake,  
Kolkata - 700 064

Dear Sir,

**Sub :** Supply, installation, maintenance of Computer Hardware & Software and technical services  
for which EOI for empanelment is being invited

With reference to your advertisement published in the (name of the newspaper in English) / (name of the newspaper in Hindi) / your website on \_\_\_\_\_ on the captioned subject, we furnish below the following Information / Papers / Documents for fresh empanelment / renewal of empanelment of our firm / company for the following category / categories:

Group	Group Description	Tick (✓) Group for which Interest is Expressed
1	<i>Computer Hardware – Server / Desktop PC / Laptop / Netbook of different configurations</i>	
2	<i>UPS System of different Capacity &amp; Back-up Period and Batteries for UPS</i>	
3	<i>Printers (Line Printers, Passbook Printers, Dot Matrix Printers, Inkjet Printers, Laserjet Printers and Multi Functional Devices)</i>	
4	<i>Network Communication Equipments and Information System Security Products (Routers, Switch, NT1, Firewall, IDS, Rack, Patch Panel etc.)</i>	
5	<i>Standard Software (Operating System, Application software, Utility software, RDBMS, etc. i.e., products of Microsoft/ Oracle/ IBM/ Adobe etc).</i>	
6	<i>Others – For all Head Office Departments and Central Staff College situated in Kolkata</i>	
	<i>a) AMC, ATS and other IT Services</i>	
	<i>b) Purchase of components / parts for Servers, PC, Printers, etc. and peripherals</i>	
	<i>c) Network, cabling &amp; technical maintenance services</i>	

If empanelled and called for any tender under this empanelment, we agree to participate as per Bank's terms and conditions of the respective RFP.

Date:

Signature &amp; Seal

**BIODATA****Annexure-IA**

1. Name of the Company / Firm

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2. Constitution

2a. Date of Incorporation

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3a. Address with Telephone/Fax nos. and e-mail  
(Registered Office)

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3b. Communication Address:

Contact Person:

Contact No. / Fax No.

Email ID:


4. Products dealing with / services rendered

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5. Net Worth (Rs. in lakhs)  
(for last three financial years  
as per audited balance sheets.)

Year	Capital	Reserve
2010-11		
2009-10		
2008-09		

6. Profit & Loss for the Financial year  
( Rs. in lakhs)  
(for last three financial years  
as per audited balance sheets.)

Year	Profit & Loss
2010-11	
2009-10	
2008-09	

Date:

Signature &amp; Seal

7. Total Turnover (for production unit) /

Sales (for trading unit)  
(Rs. in lakhs)  
(for last three financial years  
as per audited balance sheets.)

Year	Turnover
2010-11	
2009-10	
2008-09	

8. Sales Tax / Service Tax / VAT Regn. No.  
(Attach copy of Certificate)

9. PAN Number (Attach copy of PAN Card)

10. ISO Certification : (Attach copy of Certificate)

Thanking you,  
Yours faithfully,

The following enclosures are furnished in the following order

[Tick (✓) whichever is applicable]

1. Constitution, Memorandum / Articles of Association, Board Resolution / Partnership Deed, as applicable and Power of Attorney specifying persons to act on behalf of the Firm / Company.
2. Proof of authorized Dealership/Franchisee.
3. Audited Balance Sheets and Statements of Profit & Loss A/cs, for the last three years indicating Net Worth, Turnover & Profit in lakhs of rupees.
4. List of Customers / clients [Govt. Organisation, Govt. Undertakings and Banks (PSU/SBI) from whom orders have been received during the last three years with documentary evidence.
5. Certificates/Purchase Order copies (at least three) on satisfactory Customers Service from the PSU / Govts (State / Central) and reputed Organizations/ Bodies / reputed companies.
6. List of our own Service Centres and Service Centers maintained by our business Partners/Associate or Franchisees). **Details of Support Centres as per Annexure III is also enclosed.**
7. National and International Quality Certification / Production Facility Certification if any, obtained from ISO / Others.
8. Copy of this EOI duly signed by the authorized person as a token of acceptance of Terms & Conditions

## Details of Support Centers

Name of the Vendor \_\_\_\_\_

Sl No	UCO Zonal Offices	Own Office		Franchise		
		No. of qualified engineer	Contact details including e-mail id	Name of Franchisee	No. Of qualified engineer	Contact details including e-mail id
1	Ahmedabad					
2	Ajmer					
3	Bangalore					
4	Begusarai					
5	Bhagalpur					
6	Bhopal					
7	Bhubaneswar					
8	Burdwan					
9	Chandigarh					
10	Chennai					
11	Cuttack					
12	Dharamsala					
13	Ernakulam					
14	Guwahati					
15	Howrah					
16	Hyderabad					
17	Indore					
18	Jaipur					
19	Jalandhar					
20	Jodhpur					
21	Jorhat					
22	Kolkata					
23	Lucknow					
24	Meerut					
25	Mumbai					
26	Nagpur					
27	New Delhi					
28	Patna					
29	Raipur					
30	Ranchi					
31	Salt Lake					
32	Sambalpur					
33	Shimla					
34	Suri					
35	Varanasi					

Signature of Authorized Representative

(Name &amp; Designation) :

Date :

Empanelment of Vendors (To be filled by the vendor)

Annexure - IV (Page 1)

Total Marks - 80		SCORING PATTERN		Self Scoring by the vendor
<b>1. Constitution</b>				
SCORE : MAXIMUM - 10	Category of the Firm	Score		
Current constitution of the organization	Proprietorship	4		
	Partnership	6		
	Private Limited	8		
	Public Limited	10		
<b>2. Financial (Based on March 2011 or latest audited Balance Sheet)</b>				
SCORE : MAXIMUM - 10	Net Worth of the Firm	Score		
Net Worth	Mentioned separately in Annexure IV (Page 2)			
	Total	10		
SCORE : MAXIMUM - 10	Total Turnover	Score		
Turnover	Mentioned separately in Annexure IV (Page 2)			
	Total	10		
SCORE : MAXIMUM - 10	Gross Profit	Score		
Financial Results	Mentioned separately in Annexure IV (Page 2)			
	Total	10		
<b>3. Client Base &amp; Experience</b>				
SCORE : MAXIMUM - 20	Client base	Score		
Client Base	Bank as client (1 mark per PO, max. marks 10)	10		
	FI as client (1 mark per PO, max. marks 5)	5		
	Govt. Org. as client (1 mark per PO, max. marks 5)	5		
	Total	20		
<b>4. Support</b>				
SCORE : MAXIMUM - 10	Support Centre - Own Offices	Score		
Support Centre	Presence in less than 25 % Zones of UCO Bank	2		
	Presence in 25 % to <50 % Zones of UCO Bank	4		
	Presence in 50 % to <75 % Zones of UCO Bank	6		
	Presence in 75 % to <100 % Zones of UCO Bank	8		
	Presence in 100 % Zones of UCO Bank	10		
Total	10			
<b>5. Certification</b>				
SCORE : MAXIMUM - 10	ISO Certification	Score		
Based on the valid certificate submitted	for 9001 only	5		
	for 14000 only	5		
	For both 9001 & 14000	10		
Total Score	80			
Remarks : i) Minimum 50% marks in total ii) Minimum 40% marks in each sub-head (excepting in sub-head 5-Certification). However, securing the minimum marks in sub-head 4(Support) is exempted for the groups 5 and 6.				

Signature of Authorized Representative

(Name & Designation) :

Date :

**Empanment of Vendors**  
**SCORING PATTERN of Net Worth, Turnover & Profit**

Group '1' & '3'					
Net Worth (Cap+Reserve)		Turnover/ Sales		Profit	
Rs.	In Lacs	Rs.	In Lacs	Rs.	In Lacs
	Score Maxm 10		Score Maxm 10		Score Maxm 10
>1 & <= 100	1	>1 & <=100	1	>1 & <=5	1
>100 & <= 250	2	>100 & <=250	2	>5 & <=10	2
>250 & <= 500	3	>250 & <=500	3	>10 & <=20	3
>500 & <=750	4	>500 & <= 1000	4	>20 & <=50	4
>750 & <= 1000	5	>1000 & <= 5000	5	>50 & <= 100	5
>1000 & <= 1500	6	>5000 & <= 7500	6	>100 & <= 200	6
>1500 & <= 2500	7	>7500 & <= 10000	7	>200 & <= 500	7
>2500 & <=5000	8	>10000 & <=25000	8	>500 & <=800	8
>5000 & <=7500	9	>25000 & <= 50000	9	>800 & <= 1000	9
>7500	10	>50000	10	>1000	10

Group '2'					
Net Worth (Cap+Reserve)		Turnover/ Sales		Profit	
Rs.	In Lacs	Rs.	In Lacs	Rs.	In Lacs
	Score Maxm 10		Score Maxm 10		Score Maxm 10
>1 & <= 50	1	>1 & <=75	1	>1 & <=5	1
>50 & <= 100	2	>75 & <=150	2	>5 & <=10	2
>100 & <= 200	3	>150 & <=250	3	>10 & <=20	3
>200 & <=300	4	>250 & <= 500	4	>20 & <=50	4
>300 & <= 500	5	>500 & <= 2000	5	>50 & <= 100	5
>500 & <=750	6	>2000 & <= 5000	6	>100 & <= 200	6
>750 & <= 1000	7	>5000 & <= 7500	7	>200 & <= 500	7
>1000 & <=2000	8	>7500 & <=10000	8	>500 & <=800	8
>2000 & <= 5000	9	>10000 & <= 25000	9	>800 & <= 1000	9
> 5000	10	>25000	10	>1000	10

Group '4'					
Net Worth (Cap+Reserve)		Turnover/ Sales		Profit	
Rs.	In Lacs	Rs.	In Lacs	Rs.	In Lacs
	Score Maxm 10		Score Maxm 10		Score Maxm 10
>1 & <= 15	1	>1 & <=20	1	>1 & <=5	1
>15 & <= 25	2	>20 & <=50	2	>5 & <=10	2
>25 & <= 50	3	>50 & <=75	3	>10 & <=25	3
>50 & <=75	4	>75 & <= 100	4	>25 & <=50	4
>75 & <= 100	5	>100 & <= 200	5	>50 & <= 75	5
>100 & <= 125	6	>200 & <= 500	6	>75 & <= 100	6
>125 & <= 500	7	>500 & <= 1000.	7	>100 & <= 200	7
>500 & <=1000	8	>1000 & <=2500	8	>200 & <=500	8
>1000 & <= 2000	9	>2500 & <= 5000	9	>500 & <= 1000	9
> 2000	10	>5000	10	>1000	10

Group '5'					
Net Worth (Cap+Reserve)		Turnover/ Sales		Profit	
Rs.	In Lacs	Rs.	In Lacs	Rs.	In Lacs
	Score Maxm 10		Score Maxm 10		Score Maxm 10
>1 & <= 10	1	>1 & <=50	1	>1 & <=5	1
>10 & <= 20	2	>50 & <=100	2	>5 & <=10	2
>20 & <= 50	3	>100 & <=300	3	>10 & <=20	3
>50 & <=100	4	>300 & <= 600	4	>20 & <=50	4
>100 & <= 200	5	>600 & <= 1000	5	>50 & <= 100	5
>200 & <= 500	6	>1000 & <= 2500	6	>100 & <= 200	6
>500 & <= 1000	7	>2500 & <= 7500	7	>200 & <= 500	7
>1000 & <=2000	8	>7500 & <=10000	8	>500 & <=800	8
>2000 & <= 5000	9	>10000 & <= 25000	9	>800 & <= 1000	9
> 5000	10	>25000	10	>1000	10

Group '6'					
Net Worth (Cap+Reserve)		Turnover/ Sales		Profit	
Rs.	In Lacs	Rs.	In Lacs	Rs.	In Lacs
	Score Maxm 10		Score Maxm 10		Score Maxm 10
upto 2	1	upto 20	1	upto 2	1
>2 & <= 4	2	>20 & <=30	2	>2 & <= 3	2
>4 & <= 7	3	>30 & <=40	3	>3 & <= 4	3
>7 & <=10	4	>40 & <= 50	4	>4 & <= 5	4
>10 & <= 13	5	>50 & <= 60	5	>5 & <= 6	5
>13 & <= 17	6	>60 & <= 70	6	>6 & <= 7	6
>17 & <= 20	7	>70 & <= 80	7	>7 & <= 8	7
>20 & <=23	8	>80 & <= 90	8	>8 & <= 9	8
>23 & <= 25	9	>90 & <= 100	9	>9 & <= 10	9
> 25	10	>100	10	>10	10