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UCO BANK

Honours Your Trust

REF NO: DIT/ADC/813/2011-12

DATED: 07.06.2011

To,
ALL THE PROSPECTIVE BIDDERS (RFP REF NO. DIT/006/662/2011-12 Dated 12/05/2011)

Dear Sir (s),

Sub: Pre-Bid Queries Reply -Request for Proposal for SUPPLY, INSTALLATION & MAINTENANCE OF SELF SERVICE KIOSKS AND ATS

Please refer to our RFP NO. DIT/006/662/2011-12 Dated 12/05/2011 for Supply, Installation & Maintenance of Self Service Kiosks and ATS.

In this context, we would like to inform you that bank has received certain queries from prospective bidder(s) 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.

Please note that Annexure – I (Tender offer forwarding letter) and Annexure VI (Commercial bid template) of the RFP have been revised by the Bank and revised format of Annexure-I and Annexure-VI are reproduced below. Please also note that last date of bid submission has been extended upto 20.06.2011 till 4:00 PM and technical bids would be opened on the same day at 4:30 PM at the address mentioned in our RFP document. Please note that all the other terms & conditions mentioned in our RFP No. DIT/006/662/2011-12 dt. 12.05.2011 will remain unchanged.

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

Yours sincerely,

Assistant General Manager – ADC

Prebid Clarifications and Amendments to RFP document Ref No.: DIT/006/662/2011-12 dt. 12.05.2011

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
1	Cash deposit kiosk : " Should able to accept cash of all Gandhi series notes..."	3/B	Pls. clarify, Single note cash acceptor or Bulk note acceptor. If Bulk note acceptor what is the capacity.	Bulk note acceptor with 100 & above notes per stack
2	"stacker facility to stack notes..."	3/B	Pls. clarify, stacker capacity.	100 & above notes per stack
3	"interface integration with finacle..."	3/C	Pls. clarify for Internet banking /statement printing and e-ticketing the kiosk need to connect to internet to invoke respective URL and for ATM Pin request and cheque book request should it connect to Finacale or Switch? If switch connectivity: will it be ISO8583 based or some other protocol ?	Bank has clearly stated the requirement, please refer to Technical Bid specifications mentioned under point no. 1.1 & 1.2, page no. 25 of the RFP document. The required interface is to be desinged/provided as per the requirement mentioned in the document.
4	Eligibility : " the bidder should have supplied proposed model of the kiosk in at least one of the bank in India with interface to core banking system"	4/2	We request you to Amend the clause as " the bidder should have supplied proposed model of the kiosk in at least one of the bank in India with interface to core banking system OR under POC in at least one of the bank in India"	No change in the RFP clause

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
5	"the selected bidder shall deliver self service kiosks at the respective sites within Four weeks from the date of receipt of intimation from the bank"	6/3.7	We request you to amend the delivery time to 6 (SIX) weeks.	No change in the RFP clause
6	"the central application should support remote self service kiosks of different make and brand with generic parameters"	6/3.11	Pls. clarify in detail.	The Central application software supplied to the bank should not be proprietary and hence should support any make/model of self service kiosks supplied to the bank with standard message format.
7	Payment terms	12/11.2	Request to amend the payment terms as follows: 70% on delivery / 20% on Installation and commission and 10% BG	No change in the RFP clause
8	Switch based transactions (1.2.1 to 1.2.8)	25/1.2	Pls. clarify the protocol ? Is it ISO8583 or other. Pls. also provide details of the switch vendor.	Bank is using message format ISO8583, ATM Switch (Base 24 ver. 6.x upgradable upto Base 24 EPS), switch vendor details shall be shared with the successful bidder
9	Full A4 size statement with paper retract	25/1.2.4	Pls. clarify on the printer technology ? Is it Thermal or Laser or Ink Jet ?	Printer capable of printing statement on A4 size paper with retract facility to be supplied

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
10	Receipts	25/1.2.5	Is this printer separate from the A4 printer ? If yes then is it Thermal ?	Bank does not have any reservation in number and type of printers. However the receipt printing format and size will be different from the statement printer.
11	Must accept Gandhi series notes...	27/1	Is this a single note acceptor or bulk note acceptor ? If Bulk note acceptor then what is the capacity?	Bulk note acceptor with 100 notes per stack
12	Machine should have UL291 Level 1 or CEN L certified secure chest with combination lock and key	27/13	Request to amend this clause as : "Machine should have UL291 Level 1 or CEN L compliant secure chest with combination lock and key	No change in the RFP clause
13	The bidder submitting the offer should be having a turnover of minimum Ten crore in the last financial year	2/ page 4 Eligibility	Request to bank to re-change the turnover criterion to be minimum 200 crore in last 3 years , so that Bank's project is in safe and stable hand	No change in the RFP clause
14	The bidder should have supplied proposed model of the kiosk(s) in at least one Bank in India with interface to core banking system.	2/ page 4 Eligibility	Request the bank to change the eligibility requirement to "The bidder should have supplied kiosk(s) in at least one Bank in India with interface to core banking system"	No change in the RFP clause
15	The scope of the services is to be provided for the period of 5 years from the	3.3/page 5	Bank has not specified any nos in the RFP ...Is the Bank considering the same bidder/quoted rate to	The scope of services offered should be valid for 5 years from the date of sign off of the project.

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
	date of project Sign off by the bank		carry on for 5 yrs ?	
16	The selected bidder shall ensure a minimum uptime of 99% for each self service kiosk. For the downtime exceeding 1% a penalty of Rs. 1000/- per hour Self Service Kiosk will be applicable.	16.7/page 15	Uptime of 99% is on higher side and the penalty of Rs 1000 per hour is also too high. Request the bank to reduce the penalty levels and charges. Penalty cannot be more than 10% which is industry standard	No change in the RFP clause
17	The selected bidder shall deliver Self Service Kiosks at the respective sites within four weeks from the date of receipt of the intimation from the Bank, failing which the Bank reserves its right to levy liquidated damages	3.7/6	Please ask additional days for equipment delivery at Entry Permit locations	No change in the RFP clause
18	The selected Bidder should provide adequate training and operational guidelines to designated bank personnel.	3.15/7	- Bidder shall provide training during installation and any training provided other than during installation would be on chargeable basis	No change in the RFP clause

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
19	The bidder should note that Self Service Kiosks being procured will be deployed on various locations as per requirements of business and the selected bidder will be required to support all such installations. The list of the locations will be given to successful Bidder as and when the sites are identified. The Bank reserves the right to change locations by giving prior notice.	3.17/7	Any change in location post delivery of the equipment would be on chargeable basis. Also any change during the transit would be chargeable, if the change of location is in a different city	In case of any change in location, it would be intimated in advance to the selected vendor
20	PERFORMANCE GUARANTEE	4.2/8	Please provide the BG format	PBG format will be shared with the successful bidder
21	The performance of the selected bidder shall be reviewed every quarter and the Bank reserves the right to terminate the contract at its sole discretion by giving two month"s notice without assigning any reasons.	6/11	Before terminating the contract, the Bank should give an opportunity to the vendor to submit it's representation	No change in the RFP clause

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
22	<p>70% on delivery of Hardware, Software and submission of invoice with proof of delivery, installation and successful commissioning.</p> <p>Ø 10% after completion of one year warranty period.</p> <p>Ø 10% after completion of two year warranty period</p> <p>Ø 10% after completion of three year warranty period</p>	<p>11.2/12: Payment terms</p>	<p>1 . Payment terms is requested to be ammended to 80 % on delivery and balance 20 % on successful installation or 15 days of delivery which ever is earlier</p> <p>2.Since vendor will be providing a Performance BG to the Bank valid for 5 years, the Bank should release the payment immediately on delivery & installation</p> <p>RFP does not talk of what necessary documents needs to be submitted to get the payment. (Whether Invoice + Installation Certificate needs to be submitted)</p>	<p>No change in the RFP clause</p>
23	<p>Note: In case of States having Road Permit /entry tax, the Bidder will have to liaison with local tax authorities and branch officials at each of the locations to obtain the necessary permissions from the respective authorities. Obtaining the necessary permission will be the responsibility of the Bidder. UCO Bank will not provide</p>	<p>Pg 12</p>	<p>Please note that Entry Permit / road Permits are procured on behalf of the customer. The customer should provide complete cooperation to our consultants and provide necessary documents for procurement of the road permits.</p>	<p>Bank would extend assistance in terms of signing the road permit document. Document would be signed by the concerned Branch/Zonal Officials</p>

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
	any C Form or Way Bill etc. Clearance of the equipment from Tax Authorities would be the responsibility of the bidder.			
24	PAYING AUTHORITY	12/13	<ul style="list-style-type: none"> - Request for release of the payments centrally rather than from branches / offices - On receipt of full set of documents Bank shall release payment of within 7 days of receipt of documents directly to vendors Collection A/c without any follow-up - However if the payment is delayed beyond 15 days from the date of submission of Documents, vendor shall seek assistance from head office for early release of payment. 	<p>As per the Payment shall be made by DIT, Head Office-2, UCO Bank on receipt of the bills alongwith advice/confirmation for satisfactory delivery/installation/re-installation, live running and service report from the concerned offices where the purchased equipments have been delivered.</p>

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
25	LIQUIDATED DAMAGES Notwithstanding UCO Bank's right to cancel the order, liquidated damages at 1% (One percent) of the undelivered portion of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the order value. UCO BANK reserves its 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 on per week basis.	15/14	Please give clarification on the order value. UCO bank may please inform these LDs in earlier to vendor before these deduction , if any.	No change in the RFP clause
26	Prices should include all state and central taxes viz. sales tax, service tax, excise & custom duties etc.	32/20	Taxes should be always at applicable rates and extra as any fluctuation in tax rates is not under vendor's control	No change in the RFP clause
27	Ability to print, update the passbook for various predefined periods such as the previous day, week,	A/page 3	Suggest bank to update the passbook from the last printed record.	No change in the RFP clause

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
	month and specified date range			
28	Should be able to accept cash of all Gandhi Series Note denominations (5,10,20,50,100,500,1000)	B/page 3	Accepting currency of low denominations is not advisable as the machine will require frequent servicing. Suggest the bank to accept higher denominations currency of 50, 100, 500 and 1000 only at the cash deposit machine.	No change in the RFP clause
29	Interface/integration with Finacle	B/page 3	Suggest the bank to integrate the cash deposit machine with the switch to have additional facility such as card based transactions, pin verification. Also there will be additional effort in terms of change at CBS and machine application. The machine will then function only as a stand alone terminal. Remote monitoring and maintenance of the machine will also be not possible.	Interface/integration with Finacle(existing ot higher version) is to be provided through Connect 24 interface or ATM switch(Base 24 ver 6.x upgradable upto Base 24 EPS) as per the clause no 3.2 , page no 5
30	Should be a rugged machine to work in Non-AC environment.	B/page 3	Suggest the bank to ammend the clause to run the machine at a max of 40 degrees to have optimal performance.	No change in the RFP clause

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
31	The selected bidder should develop necessary Interface to integrate the Self Service Kiosks and ATS with Bank's Core Banking System i.e. Finacle (existing or higher version) through „Connect 24" interface or ATM Switch (Base 24 ver. 6.x upgradable upto Base 24 EPS) at their own cost.	3.2/page 5	Cost of any upgrade or changes to be on the ATM switch or CBS will have to be borne by the bank.	Requirements of the Bank are clearly stated in the clause, No change in the RFP clause
32	The selected bidder should also undertake to customize Self Service Kiosks display screens and ATS client as desired by bank in graphic mode in three languages (Hindi, English and the local language selected by Bank depending on the state where the machine is deployed) for all transactions undertaken by Self Service Kiosks without any extra cost.	3.5/page 5	Customization post installation is termed as "Change Request" and will be chargeable	Customisation post installation, if required, would be finalised with the selected vendor on case to case basis.

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
33	No visit /service charges will be borne by the Bank for upgradation of the software/replacement of hardware component pertaining to Self Service Kiosks for the purpose of enhancing their functionality to meet mandatory compliance from concerned authorities.	3.14/page 6	Customization (hardware or software) post installation is termed as "Change Request" hence the bank to pay for any changes in requirement.	No change in the RFP clause
34	Must have audio visual guidance to help user to use printer. Language option as per requirement of bank according to the site of installation.	4/page 22	Visual guidance shall be provided to help users. Request to bank to change accordingly.	Requirements of the Bank are clearly stated in the clause, No change in the RFP clause
35	Should have the capability to have connectivity to Host Software. i.e. Finacle 7.0.19	8/page 22	Interface to finacle directly will not be available. The bank to provide a middleware to connect SSPP application to Finacle.	Please refer clarification in point no. 29 above
36	Ability to support horizontal/vertical type pass books	18/page 24	Request the bank to follow either Horizontal or vertical passbooks.	No change in the RFP clause
37	Issuance of new passbook	15/page 23	There is a facility to Issue a new Passbook in the PB Kiosk manually through the application but printer cannot dispense new passbook	Physical passbook will be provided by the branch

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
			automatically. Is the understanding correct?	
38	Full A4 size statement with paper retract	1.2.4/page 25	Switch based A4 Size statement printing is not advisable. Request the bank to change the size to 112mm	Printer capable of printing statement on A4 size paper with retract facility to be supplied
39	It must be programmable for accepting / rejecting documents based on specified payments parameters	2.2/page 25	Request to clarify the payment parameters	The machine should have facility to cross check the parameters feeded by the users with details available on cheque such as date, amount, a/c no and MICR fields etc
40	Linear path scanner (not horse shoe type)	2.3/page 25	Request the bank to clarify the requirement	The scanner supplied should be capable of scanning the cheque image as per the requirement of CTS and receipt for the customers

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
41	It has to have check pull in facility with programmable reverse for bad MICR read / outstation cheques /unacceptable instrument.	2.6/page 26	The IDMBD can accept a stack of up to 30 items per transaction; the entire stack is pulled into the module for processing. During the processing of the checks, the checks are held in escrow until the transaction is approved or denied. The application can selectively return or retain any item that is in escrow (return can be requested by the customer, or return can be based on unacceptable instruments). Items are returned to the user along with any other items in the return area or retained sequentially in a lockable storage bin. The main storage area has a capacity of approximately 1,000 documents. An exception bin with a capacity of approximately 50 items can be used for retracted items or to sort out items that require special attention.	The requirement is for single cheque acceptance at a time and it should have features such as bad MICR read / outstation cheques identification /unacceptable instrument.
42	The Application Software must be capable of generating formats acceptable to Finacle for Integration	2.9/page 26	Since the terminal will be connected to the switch, the required format has to be done at Switch.	Please refer clarification given in point no. 29 above

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
43	Reports for IQA failure/Outstation Cheques should be generated	2.11/page 26	Request the bank to clarify	There should be provision of reports for rejected cheques with the reasons thereof
44	Capable of remotely managing the kiosk transactions	2.14/page 26	The understanding is to remotely manage the kiosk.	RFP clause is clearly defined
45	With Auto Cutter	4/page 27	Kindly clarify what the bank means by auto cutter	Receipt printer installed in the printer should have auto cutting facility
46	Cabinet should have provision for stocking spare cash stacker	10/page 27	Kindly clarify what the bank means by spare cash stacker	Cash Deposit Kiosk should support requirement of additional cash stocker.
47	will maintain log for all transactions between kiosks and billing server	17/page 27	Kindly clarify the role and requirement of the billing server	RFP clause is clearly defined
48	Web based Central Office application with admin, supervisor rights	21/page 27	Kindly Clarify	RFP clause is clearly defined
49	The bidder should be in the business of supplying, installing, commissioning and maintaining of self service Kiosks in India for last one year as on 31.3.2011	Page 4, Eligibility	We have installed 2 KIOSK in 2010 through a Ltd co. Now we have received the order of PNB for Passbook KIOSK in April 2011 and already installed 2 KIOSK in PNB. Requesting bank to consider our bid.	No change in the RFP clause

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
50	The selected bidder shall provide necessary hw/application to be loacted at Central site which should be interfacedmwith finacle host system. Such application should be capable to support min 500 Kiosk. The central application should support kiosks of different make and brand with generic parameter	Page 6, 3.11	Since Kiosk is communicating directly to connect 24 exchanging ISO 8583 messages, need for intermediate hardware/application at central site is not understood, We recommend the bank to remove this item as this is not required.	RFP clause is clearly defined, No change in the clause

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
51	Cash deposit kiosk : " Should able to accept cash of all Gandhi series notes..."	Page-3, Cash Deposit KIOSK	<p>With the specification given it is not clear if the Bank is asking for a bill payment KIOSK or a Bunch Note Acceptor (BNA). If the Bank is looking for Bunch note acceptor, we are requesting to put the specification accordingly to ensure fare competition and the Bank get the right product. We are the exclusive partner of Hitachi BNA in India. Already installed 18 nos in SBI and 28 nos. in Axis Bank across India. The following is the minimum specification for Bunch Note Acceptor. Maximum nos. of Notes per Transaction is 200, Escrow function to validate the notes and return to customer if he is not willing to go ahead to deposit. Minimum Cassettes 4, can be deposited money denomination wise. Will accept Gandhi Series notes of Rs. 50, Rs. 100, Rs. 500 and Rs. 1000. Rs. 5, 10, 20 is not considered due to the quality of the notes and the cassettes will be easily filledup with the notes. Recycling capable, Dual</p>	No change in the RFP clause

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
			<p>combination Electronic Lock, REceipt Printer with Touch Screen and FDK, PCI 1.0 EPP, Allowed Card Base and Card Less transactions, UL 291 Level 1 Safe. Full Function PC with 2x160 GB HDD, Integrated Camera with DVSS software for customer image. Minimum acceptance ration 98%.</p>	
52	ISO 8583 process code	Page 22 & 2	We request bank to specify the version of ISO 8583	ISO 8583:1993
53	Issuance of new passbook	Page 23 15.1	We request the bank to specify whether the passbooks should be issued first time by the KIOSK and in such case pl. specify the stacker size of the nos of passbook it should hold.	Physical passbook will be provided by the branch

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
54	Hardware (with 3 years warranty) if any required at Central site (DC&DR) which is capable of supporting 500 Passbook Printing KIOSK	Page 35	Passbook Printing KIOSK can be directly connected to Core Banking Systems through connect 24 with ISO 8583 protocol and in that case the Central Passbook Printing Server is not required. To bring all the vendors in the same level we are requesting UCO Bank to clearly specify the items required. If the UCO Bank want Central Server then only we will provide else we will connect through connect 24 as mentioned in the RFP	RFP clause is clearly stated
55	Full A4 size statement with paper retract	Page 25, 1.2.4	We suggest Thermal receipt printer which can print A4 size document in 110 mm compress mode. This will increase the efficiency of the KIOSK as the customer don't need to wait for the laser printer warmup time. Or you can specify laserr printer without retractor	Printer capable of printing statement on A4 size paper with retract facility to be supplied
56	Endorser, single line inkjet	Page no. 25, 2.5	We request to allow the single line Dotmatrix endorser also.	accepted
57	BROAD SCOPE OF THE WORK - 3.11	Page no. 6	The DC/ DR hardware for servers-whether we need to provide	The requirement is clearly stated.

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
58			<p>Passbook printer the Bank is looking for is OEM passbook printer, which is very costly and only 1 or 2 manufacturers globally. The passbooks also has to be imported and costly, with magnetic stripes. Now the banks are preferring Indian made passbook printers with less cost and any type of passbooks also can be used. Only thing is that it is manual flipping of pages and not automatic. This will not have auto retract and separate boxes to keep the retracted passbooks. Barcode can be used for authorization of the user.</p>	<p>No change in the RFP clause</p>
59			<p>Transaction Kiosk : IQA failure is a feature of CTS application. Kiosk will capture the images as per specifications and it will be send to CTS application and the rest of the processing is done at the CTS application. Whether the Bank wants all the kiosks to be CTS enabled or some with only MICR reader and some with CTS scanner. Because the CTS scanner</p>	<p>The scanner supplied should be capable of scanning the cheque image as per the requirement of CTS and receipt for the customers</p>

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
			is very costly and it is in the range of 1.6 lakhs for the scanner alone, where as MICR scanner is in the range of 15 K	
60			The Cash deposit kiosk specs asked like UL 291 is not available with any kiosk mfrs. It is an ATM chest specs	No change in the RFP clause
61			Payment terms : When already Performance BG is taken for 5 years, why there is hold on 10% payment each after 1 year, 2 years and 3 years	No change in the RFP clause
62	To and fro information on data printed on Passbook to CBS.	3/1. A	Please elaborate on the standard message format specs used	ISO Message Format / Process codes would be shared with the successful bidder
63	Ability to print, update the passbook for various predefined periods such as the previous day, week, month and specified date range	3/1. A	Bank to define in detail the BRS for print/update functions, including the magnetic stripe updation	Requirements of the Bank are clearly stated in the clause, No change in the RFP clause

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
64	<p>BROAD SCOPE OF THE WORK</p> <p>The solution proposed must adhere to ISO 8083 message standards and bidder should integrate the solution with Finacle Host System (existing or higher version).</p>	5/3.2	<p>What is ISO8083 message standards and how is this different from the "ISO8583" standards, used presently across most of the financial institutions.</p>	<p>Clause may be read as : "Bank would only provide network access required for the above kiosks and ATS. The bidder should provide all required hardware, to be located at Central Site (DC & DR) and required application software, as per the implementation architecture proposed by the bidder. The solution proposed must adhere to ISO 8583 message standards and bidder should integrate the solution with Finacle Host System (existing or higher version). For doing so, if required the selected Bidder shall have to coordinate with prime vendor/system integrator, who has implemented CBS in UCO Bank, for integrating the Self Service Kiosks with Finacle system. The selected bidder should develop necessary Interface to integrate the Self Service Kiosks and ATS with Bank's Core Banking System i.e. Finacle (existing or higher version) through „Connect 24" interface or ATM Switch (Base 24 ver. 6.x upgradable upto Base 24 EPS) at their own cost."</p>

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
65	Ability to support horizontal/vertical type pass books	24/18	Only Horizontal passbooks supported	No change in the RFP clause
66	The Application Software must be capable of generating formats acceptable to Finacle for Integration	26/2.9	Bank to share specific / Finacle format standards for integrating to their system.	Will be shared with successful bidder
67	With auto cutter	27/4	We did not understand this and for which device. Does it mean auto cutter for receipt printer, in which case our answer is yes?	Receipt printer installed in the printer should have auto cutting facility
68	PAYMENT TERMS For Hardware and software : 11.2. 70% on delivery of Hardware, Software and submission of invoice with proof of delivery, installation and successful commissioning. Ø 10% after completion of one year warranty period. Ø 10% after completion of two year warranty period Ø 10% after completion of three year warranty period	12/11	We request the bank to make the balance 30 % also after one month of successful working. Since the bank is asking vendors to submit a Performance bank guarantee for 10% of the order value for a period of 60 months.	No change in the RFP clause

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
69	Total ATS charges for 4th & 5th years for All necessary application software, operating systems, databases, middleware, third-party utilities provided by the selected bidder	36/7	This two point looks like for ATS(Automate teller Safe) but this charges are shown under Pass book Printing Kiosk in the Commercial format , please explain and this is similarly shown under other machines too.	Total ATS charges refers total charges towards Annual Technical Support(ATS) for application software, if applicable. Please also refer revised commercial template released with pre-bid queries
	Total ATS charges for 4th & 5th years for Solution for centralized monitoring of Passbook Printing Kiosk provided by the selected bidder	36/8		
70	50,000 Passbook 100 Cartridge / Ribbon Other consumables if any	36/11,12 & 13	We request the bank to take the consumable costing separately and not include int Total cost of ownership while calculating the L1 price .	No change in the RFP clause
71	L1 bidder will be determined for each category of kiosk and ATS on the basis of least quoted Total Cost of Ownership for that category of Kiosk and ATS.	43/Note	We request the bank to take the consumable costing of all the machines sperately and not include in the Total cost of Ownership for that cateogaory of Kiosk and ATS	No change in the RFP clause

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
72	99% Acceptability Rate of value received in an hour	3/B(Cash Deposit Kiosk)	98% Acceptability Rate of value received in an hour	No change in the RFP clause
73	Stacker facility to stack notes (No loose falling allowed)	3/B(Cash Deposit Kiosk)	Please clarify for the stacker capacity? Is Stacker Capacity 1200 or 2500?	100 & above notes per stack
74	If the number of records to be printed is more than number of lines available in the current passbook then after printing the records in the available space, SSPP should print the records in available space of the current passbook and store the print status in Magnetic strip so that the print can be resumed from that point in the first page of the new passbook.	23/15.6	<p>The specs of passbook printer should be relaxed to a normal desktop type passbook printer. With our experience, we learn that Magnetic Strip reader based passbooks have following limitations:</p> <ul style="list-style-type: none"> a. Cannot be printed at other passbook printers available in printers available in Bank branches. b. Limits the customer only to use kiosk for getting passbook printed. c. Need passbook modifications. d. Need proper/careful handling so that MSR should not get damaged. 	No change in the RFP clause
75	Full A4 size statement with paper retract	25/1.2.4	Please Clarify: Thermal A4 or 112mm A4 compressed with retract for statement printing. Laser A4 printer	Printer capable of printing statement on A4 size paper with retract facility to be supplied

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
			will not have retract function.	
76	With Auto Cutter	27/04	Assumed it is Thermal printer with Auto cutter	Receipt printer installed in the printer should have auto cutting facility
77	Machine should have UL 291 Level 1 or CEN L Certified Secure Chest with combination lock and key.	27/13	UL291 Business Hours compliant safe	No change in the RFP clause
78			Please clarify on the type of Cash Module needed by Bank. The Cash Deposit device should be single note or nunch note needs to be clarified.	Bulk note acceptor with 100 & above notes per stack
79	The bidder should have interface to Core Banking system	Pg. 4, Elig. Criteria , point 2	<p>We would like to inform you that Self Service Solutions initiatives by PSU Banks have just started.</p> <p>We would request Bank to kindly amend the following to :</p> <p>Bidder should have been awarded the contract instead of supplied as many of the kiosks solutions being demanded by Bank are either under integration with CBS or</p>	No change in the RFP clause

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
			under deployment.	
80	Commercial Bid	Pg 35,Annexure VI	Bank has asked to submit the Prices in different slabs. Since quantity to be ordered has not been mentioned in RFP document, what will be the process/criteria being followed by bank in determination of L1 vendor.	The Bank shall decide and declare the number band which shall be considered for arriving at L1 price before opening of commercial bids.
81	Issuance of new Pass Book		We would request Bank to kindly DELETE this from scope of supply in present RFP.	No change in the RFP clause
82	All internet banking transactions offered by Bank	25 Sub 1.1.1	Since there is no architecture laid down in the RFP for these transactions, request bank to share the details so that we can include in our scope. As integration with the banks backend network & CBS is an integral & crucial part of this project, this clarification will help	Whenever customer choose to perform Internet Banking Transaction , the control to be transferred to the bank's Internet Banking site through dual link / proxy module supported by Kiosk

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
			<p>the bidder to analyse the integration efforts to be required with the CBS of the bank.</p>	
83	Machine should have the Cheque deposit module	25 Sub 02	<p>Since Cheque Deposit is complex transaction by itself, requesting bank to have Cheque deposit and make the transaction Kiosk without the same. This will help bank to provide services what customer wants in faster way thus reducing load on ATM or branch. With the changes in place, whole section 2 stands null and void. Request the bank to modify the same and allow the bidder to quote the transaction kiosk without the cheque deposit module.</p>	No change in the RFP clause
84	Machine should have the capability to provide Information on Bank's various products and other offering like Insurance, mutual fund, WUMT etc	26 Sub 04	Request bank to share the source of these information and the interface to Kiosk	Will be shared with successful bidder

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
85	Machine should have the capability of dispensing cash in atleast 6 denominations	28 Sub 02	Considering the business benefits and ROI, minimum 4 denomination support (viz:Rs.50, Rs.100, Rs.500 & Rs.1000) to be made as minimum requirement and support up to 6 is desirable	No change in the RFP clause
86	Machine should have cassette capacity of atleast 2500 banknotes per cassette	29 Sub 10	Since rollers provide more reliable and faster mechanism to store and dispense cash with compact foot print, request bank to consider both cassette / rollers for the same as it depends on individual product manufacture.	No change in the RFP clause
87	The bidder should be having a turnover of min ten crore in the last financial year.	4 Sub 2	Request bank to kindly modify the same to 'bidder having a turnover of min 100 crores in the last three financial years. This criterion will help the bank to qualify only globally reputed capable bidders who have the expertise and the experience to implement such complex products as required in the RFP.	No change in the RFP clause

Sl. No.	RFP Clause	Page/Point No.	Bidder's Query	Bank's Clarification
88			as response to this RFP will depend upon the clarifications issued by the bank, we request the bank to give the bidder atleast 2 weeks time from the date of issue of clarifications by the bank.	Last date of submission of bid documents is extended upto 20.06.2011,4:00 PM. Technical bids will be opened on 20.06.2011 at 4:30 PM at the address mentioned in the RFP document

Asstt General Manager (ADC)

(Tender offer forwarding letter)

Tender Reference No.: _____

Date: _____

The General Manager (IT)
UCO Bank,
Department of Information Technology (DIT),
Head Office II, 5th Floor 3 & 4 DD Block,
Sector -1, Salt Lake City, Kolkata -700064

Dear Sir,

Sub: Your RFP for “Supply, Installation and maintenance of Self Service Kiosks and ATS” Ref No. DIT/006/662/2011-12 dated 12.05.2011

With reference to the above RFP, having examined and understood the instructions including all annexures, terms and conditions forming part of the Bid, we hereby enclose our offer for Supply, Installation and maintenance of Self Service Kiosks and ATS as mentioned in the RFP document forming Technical as well as Commercial Bids being parts of the above referred Bid.

In the event of acceptance of our Technical as well as Commercial Bids by the bank we undertake to commence Supply, Installation and maintenance of Self Service Kiosks and ATS as per your purchase orders.

In the event of our selection by the bank for undertaking Supply, Installation and maintenance of Self Service Kiosks and ATS, we will submit a Performance Guarantee for a sum equivalent to 10% of the order value, for a period of five year effective from the month of execution of Service Level Agreement in favour of UCO Bank.

We agree to abide by the terms and conditions of this tender offer till 180 days from the date of commercial bid opening and our offer shall remain binding upon us which may be accepted by the Bank any time before expiry of 180 days.

Until a formal contract is executed, this tender offer, together with the Bank’s written acceptance thereof and Bank’s notification of award, shall constitute a binding contract between us.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive

We enclose the following Demand Drafts:

1. DD /Pay Order No. _____ dated _____ for ₹.5,000/- (Rupees Five thousand only) as Cost of RFP Document &
2. DD /Pay Order No. _____ dated _____ for ₹.5,00,000/- (Rupees Five lac only) as EMD .

Or Bank guarantee for Rupees five lac only.

Both DDs/POs are issued in favour of UCO Bank by..... Bank ,..... Branch payable at Kolkata.

Dated this ____ day of _2011

Signature: _____

(In the Capacity of) _____

Duly authorized to sign the tender offer for and on behalf of

Commercial Bid

SI No	Item	Band – 1 (1 – 20 Machines)			Band – 2 (21 – 40 Machines)			Band – 3 (41 – 60 Machines)		
		Cost per unit	Taxes	Total Amount	Cost per unit	Taxes	Total Amount	Cost per unit	Taxes	Total Amount
Passbook Printing Kiosk										
01	Passbook Printing Kiosk with 3 years warranty									
02	Hardware(with 3 years warranty), if any, required at Central Site (DC & DR) which is capable of supporting 500 Passbook Printing Kiosk.									
03	All necessary application software, operating systems, databases, middleware, third-party utilities									
04	Solution for centralized monitoring of Passbook Printing Kiosk									
05	Total AMC charges for 4 th & 5 th years for Passbook Printing Kiosks									
06	Total AMC charges for 4 th & 5 th years for Hardware, if any, required at Central Site (DC & DR) which is capable of supporting 500 Passbook Printing Kiosk provided by the selected bidder									

SI No	Item	Band – 1 (1 – 20 Machines)			Band – 2 (21 – 40 Machines)			Band – 3 (41 – 60 Machines)		
		Cost per unit	Taxes	Total Amount	Cost per unit	Taxes	Total Amount	Cost per unit	Taxes	Total Amount
07	Total ATS charges for 4 th & 5 th years for All necessary application software, operating systems, databases, middleware, third-party utilities provided by the selected bidder									
08	Total ATS charges for 4 th & 5 th years for Solution for centralized monitoring of Passbook Printing Kiosk provided by the selected bidder									
09	System Integration Cost									
10	Others (if any, please specify)									
(a) Sub Total (Total of 01 to 10)										
11	50,000 Passbook									
12	100 Cartridge / Ribbon									
13	Other consumables if any									
(b) Sub Total (Total of 11 to 13)										
A	Total Cost Of Ownership (Including Taxes) for Passbook Printing Kiosk(Total of a & b)									

SI No	Item	Band – 1 (1 – 20 Machines)			Band – 2 (21 – 40 Machines)			Band – 3 (41 – 60 Machines)		
		Cost per unit	Taxes	Total Amount	Cost per unit	Taxes	Total Amount	Cost per unit	Taxes	Total Amount
Assisted Teller System										
01	Assisted Teller System with 3 years warranty									
02	Hardware(with 3 years warranty), if any, required at Central Site (DC & DR) which is capable of supporting 500 Assisted Teller System.									
03	All necessary application software, operating systems, databases, middleware, third-party utilities									
04	Solution for centralized monitoring of Assisted Teller System									
05	Consumables if any									
06	Total AMC charges for 4 th & 5 th years for Assisted Teller System									
07	Total AMC charges for 4 th & 5 th years for Hardware, if any, required at Central Site (DC & DR) which is capable of supporting 500 Assisted Teller System provided by the selected bidder									

SI No	Item	Band – 1 (1 – 20 Machines)			Band – 2 (21 – 40 Machines)			Band – 3 (41 – 60 Machines)		
		Cost per unit	Taxes	Total Amount	Cost per unit	Taxes	Total Amount	Cost per unit	Taxes	Total Amount
08	Total ATS charges for 4 th & 5 th years for All necessary application software, operating systems, databases, middleware, third-party utilities provided by the selected bidder									
09	Total ATS charges for 4 th & 5 th years for Solution for centralized monitoring of Assisted Teller System provided by the selected bidder									
10	System Integration Cost									
11	Others (if any, please specify)									
B	Total Cost Of Ownership (Including Taxes) for Assisted Teller System (Total of 01 to 11)									
Cash Deposit kiosks										
01	Cash Deposit kiosks with 3 years warranty									
02	Hardware(with 3 years warranty), if any, required at Central Site (DC & DR)									

SI No	Item	Band – 1 (1 – 20 Machines)			Band – 2 (21 – 40 Machines)			Band – 3 (41 – 60 Machines)		
		Cost per unit	Taxes	Total Amount	Cost per unit	Taxes	Total Amount	Cost per unit	Taxes	Total Amount
	which is capable of supporting 500 Cash Deposit kiosks.									
03	All necessary application software, operating systems, databases, middleware, third-party utilities									
04	Solution for centralized monitoring of Cash Deposit kiosks									
05	Consumables if any									
06	Total AMC charges for 4 th & 5 th years for Cash Deposit kiosks									
07	Total AMC charges for 4 th & 5 th years for Hardware, if any, required at Central Site (DC & DR) which is capable of supporting 500 Cash Deposit kiosks provided by the selected bidder									
08	Total ATS charges for 4 th & 5 th years for All necessary application software, operating systems, databases, middleware, third-party utilities provided by the selected bidder									

SI No	Item	Band – 1 (1 – 20 Machines)			Band – 2 (21 – 40 Machines)			Band – 3 (41 – 60 Machines)		
		Cost per unit	Taxes	Total Amount	Cost per unit	Taxes	Total Amount	Cost per unit	Taxes	Total Amount
09	Total ATS charges for 4 th & 5 th years for Solution for centralized monitoring of Cash Deposit kiosks provided by the selected bidder									
10	System Integration Cost									
11	Others (if any, please specify)									
C	Total Cost Of Ownership (Including Taxes) for Cash Deposit kiosks (Total of 01 to 11)									
Transaction Kiosks										
01	Transaction kiosks with 3 years warranty									
02	Hardware(with 3 years warranty), if any, required at Central Site (DC & DR) which is capable of supporting 500 Transaction kiosks.									
03	All necessary application software, operating systems, databases, middleware, third-party utilities									

SI No	Item	Band – 1 (1 – 20 Machines)			Band – 2 (21 – 40 Machines)			Band – 3 (41 – 60 Machines)		
		Cost per unit	Taxes	Total Amount	Cost per unit	Taxes	Total Amount	Cost per unit	Taxes	Total Amount
04	Solution for centralized monitoring of Transaction kiosks									
05	Consumables if any									
06	Total AMC charges for 4 th & 5 th years for Transaction kiosks									
07	Total AMC charges for 4 th & 5 th years for Hardware, if any, required at Central Site (DC & DR) which is capable of supporting 500 Transaction kiosks provided by the selected bidder									
08	Total ATS charges for 4 th & 5 th years for All necessary application software, operating systems, databases, middleware, third-party utilities provided by the selected bidder									
09	Total ATS charges for 4 th & 5 th years for Solution for centralized monitoring of Cheque Deposit kiosks provided by the selected bidder									
10	System Integration Cost									

SI No	Item	Band – 1 (1 – 20 Machines)			Band – 2 (21 – 40 Machines)			Band – 3 (41 – 60 Machines)		
		Cost per unit	Taxes	Total Amount	Cost per unit	Taxes	Total Amount	Cost per unit	Taxes	Total Amount
11	Others (if any, please specify)									
D	Total Cost Of Ownership (Including Taxes) for Transaction Kiosks (Total of 01 to 11)									

Signature of Bidder: _____

Place: _____ Name: _____

Date: _____ Business Address: _____

- Note:**
- Bidders should strictly quote in the format and for periods as mentioned above.
 - No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.
 - Quantity mentioned in consumables is only for calculation purpose. Actual quantity will depend upon requirement. Bank shall reimburse the unit price of respective consumable x actual number of consumable supplied.
 - L1 bidder will be determined for each category of kiosk and ATS on the basis of least quoted Total Cost of Ownership for that category of Kiosk and ATS.
 - The Bank shall decide and declare the number band which shall be considered for arriving at L1 price before opening of commercial bids.
 - The basic price will be the price arrived at the declared number band irrespective of the fact that the procurement of the number of equipment from the individual vendors could be less than the declared number band.