



UCO BANK  
Department of Information Technology  
E-mail: [hocbs.calcutta@ucobank.co.in](mailto:hocbs.calcutta@ucobank.co.in)

RFP REF No.: DIT / RC /1154/ 2011-12

Date: 22-11-2011

## REQUEST FOR PROPOSAL (RFP)

For

Supply, Installation & Support of Line Printers on Rate Contract basis

The information provided by the bidders in response to this Request for Proposal (RFP) will become the property of UCO 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 upon them. The Bank also reserves its right to accept or reject any or all responses to this RFP without assigning any reason whatsoever.

### DISCLAIMER

While the document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by UCO Bank or any of its employees, in relation to the accuracy or completeness of this document and any liability thereof expressly disclaimed. This RFP is not an offer by UCO Bank, but an invitation for service provider's responses. No contractual obligation on behalf of UCO Bank, whatsoever, shall arise from the offer process unless and until a formal contract is signed and executed by duly authorized officials of UCO Bank and the Bidder.

## Information to the Bidders

### *Supply, Installation & Support of Line Printers on Rate Contract basis*

UCO Bank, Department of Information Technology, Head Office – 2, 3&4 DD Block, Sector – 1, Salt Lake City, Kolkata – 700064 invites RFP for Supply, Installation & Support of Line Printers on Rate Contract basis for a period of one year for its various branches & Offices all over the country. The estimated quantity of Line Printers to be supplied is given below.

Line Printer (500 LPM) – 390 Nos.

Line Printer (1500 LPM) – 10 Nos.

Bidders who are meeting the eligibility criteria mentioned in the RFP and agreeing to the Terms & Conditions of the RFP should apply.

The details of the RFP submission and important Dates are as under:-

Date of issue of RFP	<b>22-11-2011</b>
Cost of RFP Document	₹10,000/= (Rupees Ten Thousand Only) (Bids without cost of RFP is liable for rejection)
Amount of EMD	₹10,00,000/= (Rupees Ten Lacs Only)
Pre-Bid queries to be received by fax/E-mail/post on or before	<b>29-11-2011 before 12:00 hours.</b>
Date, Time & Venue of Pre-Bid Meeting	<b>30-11-2011 15:00 hours at UCO Bank, Department of Information Technology, 5<sup>th</sup> Floor, Head Office – 2, 3&amp;4 DD Block, Sector – 1, Salt Lake City, Kolkata – 700064</b>
Last Date and Time for submission of RFP	<b>21-12-2011 up to 15:00 hours at UCO Bank, Department of Information Technology, 5<sup>th</sup> Floor, Head Office – 2, 3&amp;4 DD Block, Sector – 1, Salt Lake City, Kolkata – 700064</b>
Date, Time & Venue of Technical Bid Opening	<b>21-12-2011, 15:30 hours</b> Venue: UCO Bank, Department of Information Technology, Head Office – 2, 3&4 DD Block, Sector – 1, Salt Lake City, Kolkata – 700064
Contact Official / Details	Assistant General Manager (IT), UCO Bank, Department of Information Technology, 5th Floor, HO-2, 3&4 DD Block, Sector-1, Salt Lake, Kolkata – 700064. Phone: (033) 4455 9720 / 9745 Fax: (033) 4455-9705 Email : <a href="mailto:hocbs.calcutta@ucobank.co.in">hocbs.calcutta@ucobank.co.in</a>

Note: In case the specified date of submission & opening of Bids is declared a holiday under NI Act in West Bengal, the bids will be received till the specified time on next working day and will be opened at 3.30pm, on the same day.

UCO Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever.

**Assistant General Manager (IT)**

## Instructions to the Bidders

### 1. Introduction:

UCO Bank (hereinafter referred to as 'the Bank') is one of the leading Public Sector Banks with around 2200 branches across the country. The Bank has implemented Core Banking Solution at all the branches and is in the process of strengthening / automating all operations in the controlling offices / CBO. The Bank intends to purchase *Line Printers on Rate Contract basis*.

The item(s) which is / are mentioned in the Information to the Bidders along with the quantity to be procured through this Rate Contract will be for a period of one year. However, this requirement is indicative only and may vary depending upon the actual requirement.

### 2. Rate Contract:

The selected bidder(s) is/are required to keep the quoted price for the items which is / are mentioned in the Information to the Bidders fixed and constant for a period of one year from the date of the contract. However, the selected bidder(s) must undertake to pass on the benefit of offers / promotions and subsequent reduction in the price and / or reduction in taxes, duties payable in this connection. The selected bidder(s) must execute a rate contract agreement with UCO Bank for this purpose. However, UCO Bank reserves the right to extend/reduce the period of rate contract at its sole discretion. Any offer falling short of the validity period is liable for rejection.

### 3. Eligibility Criteria

- 3.1 The bidder must be a Limited Company, registered in India under the companies Act 1956 (Proof required).
- 3.2 The bidder should be an OEM or their authorized representative. In case of authorized representative, a letter of authorization from original manufacturer must be furnished.
- 3.3 The bidder should be profit-making company / firm and should have posted net profit for last three years. (Audited Balance Sheet for last three Financial Years to be submitted.)
- 3.4 The bidder should have a minimum yearly turnover of Rs.25 crores per year during last 3 years.
- 3.5 The bidder should have executed orders from any PSB in last three years amounting to not less than Rs.50 Lacs. (Documentary proof should be provided in support of experience like order copy / contract copy / certificate from customer clearly mentioning the quantity and the date).
- 3.6 The bidder should have all India presence with Offices / Support Centers at 35 centers where UCO Bank is having its Zonal Offices (List of Zonal offices is given in Annexure-VIII). In case not having own office at above 35 locations and wishes to provide support services through partner / franchisee to those locations, a letter from the partner /franchisee should be enclosed stating that they will be providing support services to UCO bank branches / offices for purchase under this contract.
- 3.7 The bidder / partner / franchisee should have technical manpower to provide service at all locations for purchases under this Rate Contract. There should be at least 3 engineers available at the bidder's own office / franchise Offices at each of the above 35 centers during the contract period.

- 3.8 OEM should have a valid ISO 9000 series Certification for quality of products and ISO 14000 series Certification for production environment (authorised representatives must submit the certificates of OEMs).
- 3.9 Any bidder, who is already debarred / blacklisted by the Bank for non-performance or any other reason, is not eligible to participate. An undertaking to this effect in the letterhead of the company to be submitted.

#### **4. Cost of RFP**

Eligible bidders are required to submit the Cost of RFP in the form of Demand Draft or Pay Order only in favour of UCO BANK payable at KOLKATA for the amount mentioned in Information to Bidders at the time of submission of RFP. Bids without the Cost of RFP will not be considered for evaluation.

#### **5. Earnest Money Deposit**

The Bidder(s) must submit Earnest Money Deposit (EMD) for the amount mentioned in Information to Bidders, in the form of Pay Order or Demand Draft in favour of UCO Bank payable at Kolkata or in the form of BG valid for six months plus claim period for the amount mentioned in Information to Bidders. BG format is given in annexure VI. Any exemption claimed by the bidder must be supported with proper documentary evidences, which is acceptable to the Bank.

**Non-submission of EMD will lead to rejection of the Offer. No interest shall be paid on the EMD.** If any of the bidders, who have been technically qualified, withdraws themselves from the Rate Contract process, their EMD will be forfeited.

The EMD of unsuccessful bidders will be returned to them on completion of the procurement process. The EMD of the successful bidder(s) shall be returned on submission of security deposit in the form of Bank guarantee in lieu thereof.

The successful bidder(s) are required to submit a Bank Guarantee (as specified hereunder in point no. 24) for 10% of the estimated order value amount valid till the contract period plus six months plus 15 days claim period within 15 days from the date of Letter of Intimation.

#### **6. Manufacturer's Authorization Form (MAF)**

Bidders, other than the Original Equipment Manufacturers (OEM), must submit a letter of authority (Annexure – II) from their manufacturers that they have been authorized to quote on behalf of the manufacturer. MAF should specifically mention that the OEM shall provide back to back support for spare & skill to the bidder for subsequent transmission of the same to the Bank.

#### **7. Alternative offers**

No alternative offer for any of the equipments is acceptable. **Only one single solution (Make & Model) for each item should be offered** which is cost-effective and meets the Technical specifications.

#### **8. Erasures or Alterations**

There should be no unauthenticated hand-written material, corrections or alterations in the offer. The offers containing unauthenticated erasures or alterations will not be considered. Technical details must be completely filled up correctly about the product being offered

without corrections / alterations. UCO Bank may treat offers not adhering to these guidelines as unacceptable.

## 9. Pre-Bid Meeting

A Pre-bid meeting shall be held on date, time & venue mentioned in the Information to the bidders sheet of this RFP. Bidders desirous of attending this meeting may do so (not more than 2 representatives per bidder). Details of queries, if any and names of the participants shall be forwarded in writing to UCO Bank latest by the time mentioned in this RFP. No change in date/time shall be entertained. No individual consultation shall be entertained. The clarifications of the Bank including the queries raised by the Bidders or any addendum / corrigendum would be uploaded in Bank's website at least seven days before the date of submission of the bids and this is binding on all the bidders and such clarifications will become part of and parcel of the RFP. Bank at its own discretion may / may not answer any or part of the pre bid queries.

## 10. Two-Bid System

UCO Bank would follow Two Bid System i.e. Technical Bid – containing Technical Information & Commercial Bid- containing Price Information. Technical phase would be completed first. Thereafter, Price Information (Commercial Bid) would be opened before the technically qualified bidders.

The Bidders are advised to examine all instructions, terms & conditions and technical specifications carefully and furnish the required information unambiguously. Any offer not submitted in the prescribed formats or incomplete in detail is liable for rejection. UCO Bank is not responsible for non-receipt of offers within the specified date and time due to any reason including postal delays / holidays.

## 11. Technical Bid

The Technical Information duly sealed and super scribed as '**Supply, Installation & Support of Line Printers on Rate Contract basis**' – **Technical Bid** shall be sealed in a separate envelope as per terms and conditions of this RFP. **No Price Information should be submitted with the Technical Bid** else the offer will be rejected outright.

The Request for Proposal (RFP) Technical Bid should be complete in all respects and must contain all information asked for, **except prices**. The Technical Information should include all components asked for in **Annexure IV**. The suggested format for submission of RFP is as follows:

- **Index**
- **Covering letter as per Annexure I**
- **EMD (In the form of Bank Guarantee / PO or Bank Draft, drawn in favour of UCO Bank, payable at Kolkata)**
- **Cost of RFP (In the form of Bank Draft, drawn in favour of UCO Bank, payable at Kolkata)**
- **Manufacturer's Authorization Form (MAF) for the items quoted (if applicable) as per Annexure II**
- **Valid ISO 9001 / 2000 quality certification of OEM for each product offered**
- **Valid ISO 14001 certification of OEM for the product offered**
- **Warranty compliance statement as per the format in Annexure III**
- **Uptime / Downtime Guarantee Compliance Statement**
- **Technical Information with Specifications as given in Annexure IV complete with all the columns filled in. This table should not contain any price information.**

- Technical Documentation (Product Brochures, leaflets, manuals etc.).
- Deviation Table as per Annexure V
- Details of Support Centers as per Annexure VIII

## 12. Commercial Bid

The Commercial Information duly sealed and super scribed as ‘Supply, Installation & Support of Line Printers on Rate Contract basis’ – **Commercial Bid** shall be sealed in a separate envelope as per terms and conditions of this RFP.

The Request for Proposal (RFP) Commercial Bid should be complete in all respect and must contain all price information in the format given in Annexure VII. The price quoted in the commercial bid should be clear, legible in all respect. The price quoted should not lead to any ambiguity.

## 13. Submission of Bids

Separate Technical and Commercial Bids duly sealed and super scribed as “Technical bid” and “Commercial bid” respectively should be put in a single sealed outer cover duly sealed and super scribed “Supply, Installation & Support of Line Printers on Rate Contract basis’ RFP Ref No. DIT / RC /1154/ 2011-12 dated 22-11-2011 as per bid details given in the RFP.

The bids shall be dropped / submitted at UCO Bank’s address given in Information to Bidders, on or before 08-12-2011 15.00 Hrs. Any Bid received by the Bank after deadline for submission of Bids prescribed, will be rejected and returned unopened to the Bidder. All envelopes must be super scribed with the following information:

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

The Technical Offer should be completed in all respects and contain all information asked for in the exact format of technical specifications given in the RFP, **except prices**. The Technical Offer must not contain any price information. 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 BANK in this regard shall be final, conclusive and binding upon the bidder.

The Commercial Offer should contain all relevant price information and should not contradict the Technical Offer in any manner.

### Note:

- If the outer cover/envelop are not sealed & super scribed as required, the Bank will assume no responsibility for bid’s misplacement or premature opening.
- If any inner cover/envelop of a bid is found to contain both technical & commercial bids then that bid will be rejected summarily.
- If any outer envelope is found to contain only the technical bid or commercial bid, it will be treated as incomplete and that bid will be liable for rejection.

If financial bid is not submitted in a separate sealed envelope duly marked as mentioned above, this will constitute grounds for declaring the bid non-responsive.

At any time, prior to deadline for submission of RFP, UCO Bank may modify any of the terms & conditions and technical specifications at its sole discretion and the same would be uploaded in Bank’s website at least seven days before the date of submission of the bids and this is binding on all the bidders and such modifications will become part of and parcel of the

RFP. In case of any amendment, UCO Bank may extend the deadline for submission of RFP in order to provide a reasonable time to the prospective bidders.

#### **14. Modifications and Withdrawal of Offers**

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 by the bidder subsequent to the closing date and time for submission of offers. In the event of withdrawal of the offer by successful bidders, Bank will not refund the EMD.

#### **15. Preliminary Scrutiny**

UCO Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether the items which is / are mentioned in the Information to the Bidders are quoted as per prescribed method. Offers not meeting the prescribed guidelines and or with incorrect information or not supported by documentary evidence, wherever called for, would summarily be rejected. However, UCO Bank, at its sole discretion, may waive any minor non-conformity or any minor irregularity in an offer. UCO Bank reserves the right for such waivers and this shall be binding on all bidders.

#### **16. Technical Evaluation**

Technical evaluation would be done to examine whether offered items which is / are mentioned in the Information to the Bidders are matching with the specifications as asked for. Deviation from specifications stipulated may make the offer liable for rejection. However, UCO Bank, at its sole discretion, may waive any minor deviation in an offer and this shall be binding on all bidders.

All bidders, who meet all terms and conditions of the tender and technically qualify in the items specifications, will be declared as technically qualified. Only technically qualified bidder's commercial bids will be opened.

#### **17. Clarification of Offers**

For proper scrutiny, evaluation and comparison of offers, UCO Bank may, at its discretion, ask some or all bidders for clarification of their offer. The response to such clarifications should necessarily be in writing. If deemed necessary, the bidder is required to give presentation on the systems offered. However, UCO Bank will not entertain any communication / clarification / representation from the bidders, unless called for, after the closing time and date of submission of the RFP.

#### **18. Technical Inspection and Performance Evaluation**

UCO Bank reserves its right to carry out a technical inspection and performance evaluation (bench marking) of the offered item(s).

#### **19. Verification**

UCO Bank reserves the right to verify any or all statements made by the bidder in the Bid document and to inspect the bidder's facilities, if necessary, to establish to its satisfaction about the bidder's capacity to perform the job.

## 20. Pre-shipment Inspection

UCO Bank, if deemed fit, will inspect any or all of the items at bidder's manufacturing site before shipment to respective branches / office / locations of the Bank, to verify that the items shipped to UCO Bank are as per the technical specification specified in the Rate Contract.

## 21. No Commitment to Accept Lowest or Any Bid

UCO Bank shall be under no obligation to accept the lowest or any other offer received in response to this RFP and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. UCO Bank reserves the right to make any changes in the terms and conditions of purchase. UCO Bank will not be obliged to meet and have discussions with any bidder, and or to listen to any representations.

### 22(a). Short-listing of Bidders

UCO Bank will create a short-list of technically qualifying bidders and their commercial bids will be opened. The commercial bids of technically unqualified bidder's bids will not be opened. After opening Commercial Offers of the short-listed Bidders, if there is a discrepancy between words and figures, the amount indicated in words will prevail. If there is a price difference in total price and the unit price calculated the unit price will prevail.

### 22(b). Award Criteria

The price of the items which is / are mentioned in the Information to the Bidders will be evaluated based on value of the estimated quantity of purchases during the period. Total cost of ownership for 5 years of individual items would be the basis for evaluating the lowest Bidder(s).

After evaluation, the Bidder, whose commercial offer has been determined as the lowest will be named as 'L1' and the second lowest will be named as 'L2'. The 'L2' will be given a chance to match the price with 'L1'. In case L2 agreed and matches the L1 price, the 2 bidders selected will be awarded the contract. The orders will be distributed between them in the ratio of 60% and 40% (on total annual requirement basis).

In case, L2 bidder is not agreeing to match the L1 price the next lowest shall be given a chance to match the L1 price. This process will be continued till Bank gets the second bidder who agrees to match the prices of L1. In case, none of the above bidders is able to match the L1 price the whole quantity will be ordered to L1 only.

## 23. Signing of Contract

The successful bidder(s) shall be required to enter into a contract with UCO Bank, within 15 days of the award of the Bid or within such extended period as may be specified. The Empanelment of Bidders under the Rate Contract to be valid for a period of one year from the date of signing the rate contract, extendable / curtailed at the discretion of the Bank. Rates to be reviewed Quarterly or on announcement of change in duties by Government, whichever is earlier.

## 24. Security Deposit

The selected bidders shall furnish a **Security Deposit** of 10% of the estimated order value in the form of Bank guarantee for a tenure equivalent to the contract period plus six months plus fifteen (15) days claim period, issued by a Commercial Bank. The **Bank Guarantee** should be deposited within 15 days from the date of Letter of Intimation.

## 25. Locations to be covered

The equipments being procured will be installed at the Bank's Head Office, Zonal Offices and Branches across the country and for a branch in Andaman Nicobar islands.

## 26. Delivery & Installation Period

The Bank would like to have the following time schedule for completion of the activities from the date of placement of Purchase orders.

i. <b>Delivery</b>	<b>4 weeks</b> (Bank at its own discretion may consider to extend the delivery time from 4 to 6 weeks for Andaman & Nicobar Island and for North East areas)
ii. <b>Installation and operationalisation</b>	<b>Within 1 week of delivery</b> (In case installation is held up for site non-readiness, a certificate from the competent authority at respective site(s) is to be furnished for obtaining payment.)

Note: The Bank reserves the right to shift the equipments to other locations in case of exigencies. In such cases the bidder has to arrange shifting of the equipments and install the same at the new location at mutually agreed terms and conditions.

## 27. Billing

The billing shall be done locally on the respective Zonal offices / Department of Information Technology, Head Office for which the hardware is being purchased and payment will be done by them. **Sales Tax/VAT will be paid extra by the respective Zonal offices / Head Office Department of Information Technology as per applicable rates of sales tax / VAT in the respective states. Octroi / Entry tax, if any, will be reimbursed as per actuals on production of original receipt.**

## 28. Payment Terms

**90% of the order value (invoice value)** along with VAT / Octroi and other applicable taxes on actual basis will be paid on delivery, installation and acceptance of ordered items, after realising penalty charges for late delivery and / or late installation, if any. The claim for payment should contain proof of delivery, installation note & User Acceptance Report [User Acceptance Report is a document signed by a competent authority (Branch Head / Zonal Head / Departmental Head or their authorised representatives) at the time of delivery at the delivery location mentioned in the purchase order.], original octroi receipt, waybill etc. In case installation is held up by the Bank for site non-readiness, the payment may be released after 30 days from delivery on production of Site Non-Readiness (SNR) certificate from the competent authority at the delivery site.

**10% of the order value** (i.e. the residual amount) will be paid after completion of the Warranty period or on submission of Bank Guarantee for equivalent amount and tenure. This Bank Guarantee is in addition to the 10% Security Deposit as mentioned under point 24.

## 29. Completeness of the contract

The contract will be deemed as incomplete if any component of the item mentioned in the Information to the Bidders or any documentation / media relating thereto is not delivered, or is delivered but not installed and / or not operational or not acceptable to the Indenter after acceptance testing / examination. In such an event, the supply and installation will be termed as incomplete and it will not be accepted and the warranty period will not commence. The

Warranty period will commence only on acceptance (based on acceptance test) of equipment by the Indenter. End User Test will be conducted by the Bank's competent authority (Branch Head / Zonal Head / Departmental Head or their authorised representatives) at all the delivery locations after installation of the hardware.

### 30. Warranty

**The bidder must provide on-site comprehensive warranty as mentioned in the technical specification (5 years warranty) for the Line Printers to be supplied under this rate contract covering all parts (Including printer heads) & labour from the date of acceptance of the systems by UCO Bank at the respective locations i.e. on-site comprehensive warranty.**

During the warranty/Maintenance period, the bidder will have to undertake comprehensive maintenance of the entire hardware, hardware components, systems software and accessories supplied by the bidder. This service is to be provided on all the working days of the Bank between 9 a.m. to 9 p.m. notwithstanding the fact whether on such days the selected bidder's office remains closed or not. A minimum uptime of 99% during the working hours per equipment has to be guaranteed on quarterly basis. The request for support shall have to be attended by the bidder even if the request is made over telephone / SMS or by e-mail / fax by the respective sites, within 2 hours within City limits, within 6 hours in the Suburbs (25 Km radius) and within 12 hours at all other places (Response time). All the hardware should be repaired within 24 hours (Resolution time). In case of bidder failing above standards, a standby arrangement should be provided till the machine is repaired. The Bidder shall be fully responsible for the manufacturer's warranty for all equipment, accessories, spare parts etc. against any defects arising from design, material, manufacturing, workmanship, or any act or omission of the manufacturer / Bidder or any defect that may develop under normal use of supplied equipment during the warranty period. Warranty / AMC shall not become void even if UCO Bank buys any other supplemental hardware from a third party and installs it with / in these machines. However, the warranty will not apply to such hardware installed. Besides the above, the bidder will have to enter into Service Level Agreement.

### 31. Penalty for downtime

As per Warranty terms (Clause 30), all the items supplied by the selected bidder under this Rate Contract should be repaired within 24 hours. In case of bidder failing above standards, a standby arrangement should be provided till the machine is repaired (of equivalent or higher configuration). Down time will be calculated from the time of breakdown message (i.e. first call made or e-mail sent to service engineer / call center) till the system becomes functional or standby is provided. Public Holidays as declared at the respective centers are excluded for the above downtime calculation. The Bidder will provide onsite service of the equipment (except spares) once every 3 months during the warranty period.

Downtime percentage shall be calculated as under:

**For any hardware item (Uptime should be on 12 X 26 X 3 basis for a quarter, i.e. minimum 12 hours per day and 26 days per month):**

$$\frac{\text{Available Uptime in a Quarter (i.e., 12 X 26 X 3) - Downtime in a Quarter (in hours)}}{12 X 78} \times 100$$

In case bidder fails to meet the above standards of maintenance, there will be a penalty of Rs.300/- per day per Line Printer and Rs.100/- per day per printer. These penalty charges will be deducted from the Performance guarantee offered as security deposit or from the EMD or from any Bill payable to the bidder.

Downtime is not counted for reason attributable to the Bank and Force Majeure. However, it is the responsibility / onus of the selected bidder to prove that the delay is attributed to the Bank and Force Majeure.

### **32. Repeated Failure**

If, during the warranty period, any system as a whole or any subsystem has any failure on two or more occasions in a period of 3 months, it shall be replaced by equivalent new equipment by the Bidder at no cost to UCO Bank.

### **33. Liquidated Damages for delayed supply**

If the bidder fails to deliver contracted product(s), install / activate, and operationalise all of the equipments or fails to complete the work or does not perform the service(s) within the time schedule stipulated in the Contract, the Bank, without prejudice to its other remedies under the Contract, deduct from the Contract price, as liquidated damages, a sum equivalent to 1(one) percent of the total consideration amount for each and every week of delay, subject to a maximum limit of 10 percent of the total contract price. Such penalty will be deducted by the Indenter/purchaser from the bills of the bidder. The Bank may also consider termination of the contract as per provisions of termination clause mentioned in the contract.

### **34. Order Cancellation (Termination)**

UCO Bank and / or Indenter also reserves the right to cancel the order in the event of one or more of the following circumstances:

- Delay in delivery and installation beyond a period of 6 weeks from the date of purchase order.
- Serious discrepancy in hardware noticed during the pre-dispatch inspection, if any.
- Breach by the Bidder of any of the terms and conditions of the Bid.
- If the Bidder goes into liquidation voluntarily or otherwise.

In addition to the cancellation of purchase order, UCO Bank reserves the right to forfeit the Performance guarantee / Security submitted to UCO Bank by the Bidder and delisting the bidder.

### **35. Cancellation of Tender Process:**

UCO Bank reserves the right to cancel the tender process partly or fully at its sole discretion at any stage without assigning any reason to any of the participating bidder.

### **36. Indemnity to Bank**

The Bidder should furnish a photocopy of the Agreement with their Principals in respect of hardware and software products offered. Further, the bidder shall indemnify UCO Bank and keep indemnified against any loss or damage that the Bank may sustain on account of any violation of patents, trademark etc., by the bidder in respect of the products supplied.

### **37. Guarantees**

The equipment must conform to the highest quality and standard. In case of software, the Bidder should guarantee that the software supplied to UCO Bank is licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation. Consistency must be maintained for the entire lot of the equipment offered. All the required quantity of an item in schedule of requirement must be of the same brand and same model number. Part numbers also must be same for all pieces of an item. The Bidder should not substitute any internal components or subsystems of equipment by similar

Desktop Computers from a different manufacturer. All the equipment and peripherals should be supplied with the relevant interface cables.

### **38. Publicity**

Any publicity by the bidder in which the name of UCO Bank is to be used should be done only with the explicit written permission of UCO Bank.

### **39. Force Majeure**

The bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, acts of UCO Bank in fires, floods and freight embargoes. If a Force Majeure situation arises, the Bidder shall promptly notify UCO Bank in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by UCO Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of one month, UCO Bank and the bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of UCO Bank shall be final and binding on the bidder.

### **40. Resolution of Disputes**

UCO Bank and the bidder shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, UCO Bank and the Bidder have been unable to resolve amicably a contract dispute either party may require that the dispute be referred for resolution by formal arbitration.

### **41. Jurisdiction**

The jurisdiction of the courts shall be Kolkata. Notwithstanding the above, the Bank shall have the right to initiate appropriate proceedings before any court of appropriate jurisdiction, should it find it expedient to do so.

### **42. Other Terms & Conditions**

If the service provided by the bidder is found unsatisfactory or if at any time during the period of contract it is found that the information provided for the contract or any claim is false or if irregularities shown by the bidder for applying for the contract, the Bank shall reserve the right to cancel the contract and remove such bidders from empanelment / rate contract without giving any notice to the bidder.

The bidder, if earlier selected by the Bank for the rate contract for supply of any other equipment, should have satisfactory record in Delivery / Supply / Support of the related equipment. Bank shall have the right to reject the proposal of such bidders where past performance with the bank is not satisfactory.

In case of Authorized Representative there should be a back to back arrangement with the OEM for deliverables (spares & skill), supported by documentary evidence/s.

While deciding upon the selection of bidders, emphasis will be given on the ability and competence of applicants to do quality work within the specified time schedule. The decision of the Bank in selection of the bidders for rate contract will be final.

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.

A bidder may be interested for supply of items under any group(s), must offer all items of that particular group(s), if any otherwise such offer for that group will summarily be rejected.



(Letter to the Bank on the bidder's letterhead)

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

Dear Sir,

**Sub: Your RFP for Supply, Installation & Support of Line Printers on Rate Contract basis**  
**Ref No.:**

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the Bid, we hereby enclose our offer for the Supply, Installation & Support of (Item: \_\_\_\_\_) on Rate Contract basis as detailed in Annexure – IV of your above referred Bid.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in your above referred letter and enclosures.

We also understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has right to reject the offer in full or in part without assigning any reasons whatsoever.

We enclose Demand Draft No. \_\_\_\_\_ for ₹ \_\_\_\_\_ (Rupees \_\_\_\_\_ only) favoring UCO Bank issued by \_\_\_\_\_ Branch payable at Kolkata, towards Cost of Tender Document.

We enclose Demand Draft No. \_\_\_\_\_ for ₹ \_\_\_\_\_ (Rupees \_\_\_\_\_ only) favoring UCO Bank issued by \_\_\_\_\_ Branch payable at Kolkata, towards Earnest Money Deposit.

Yours faithfully,

Authorised Signatory

(Name & Designation, seal of the firm)

Date:

Manufacturer's Authorisation Form (MAF)

No. \_\_\_\_\_ dated \_\_\_\_\_

The General Manager  
UCO Bank  
Department of Information Technology  
Head Office II  
3 & 4 DD Block, Sector -1  
Salt Lake City  
Kolkata -700064

Dear Sir,

**Subject : Supply, Installation & Support of Line Printers on Rate Contract basis**

**Ref No. :**

We \_\_\_\_\_ who are established and reputable manufactures of \_\_\_\_\_ having factories at \_\_\_\_\_ and \_\_\_\_\_ do hereby authorize M/s \_\_\_\_\_ (Name and address of Vendor /Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for Bid offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the Bid and the contract for the equipment and services offered against this invitation for Bid offer by the above firm.

Yours faithfully,

Authorised Signatories  
(Name & Designation)  
Date :

for and on behalf of M/s \_\_\_\_\_  
(Name of manufactures)

Note:

1. This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.
2. Such MAF for all items offered for which the bidder is not an OEM, should be attached.

## Warranty Compliance Statement

Date:

The General Manager  
UCO Bank  
Department of Information Technology  
Head Office II  
3 & 4 DD Block, Sector -1  
Salt Lake City  
Kolkata -700064

Dear Sir,

**Subject: *Supply, Installation & Support of Line Printers on Rate Contract basis***

This bears reference to our quotation Ref. ----- Dated -----.

1. We warrant that everything to be supplied by us shall be brand new, free from all defects and faults in material, workmanship and manufacture and shall be of the highest grade and quality and consistent with the established standards for materials specification, drawings or samples if any, and shall operate properly. We shall be fully responsible for its efficient operation.
2. For the preventive and corrective maintenance support offered to you, both during the warranty and post warranty period we shall ensure that the downtime shall be as prescribed in the point 31 of the RFP. In case we fail to meet the above standards of maintenance, there will be a penalty as specified in point 31 of the RFP. These penalty charges will be deducted from the Performance guarantee and or security Deposit at the rate prescribed in RFP.
3. Further, during the downtime, we shall provide at our cost, hardware and system software so as to keep the system working.

Yours faithfully

Signature  
(Name & Designation)  
Date :

**Line Printer 500 LPM : Technical Specification**

Sl. No.	Particulars	Required Specifications	Offered Specifications	Complied (Yes / No)
1	Print Speed ( lines per minute) :			
a.	<i>Upper Case -</i>			
	High Speed	500 or higher		
	Data Processing	375 or higher		
	NLQ/Gothic	189 or higher		
b.	<i>Lower Case -</i>			
	High Speed	428 or higher		
	Data Processing	300 or higher		
	NLQ/Gothic	144 or higher		
2	Devnagari ( Hindi) Printing	Enabled		
3	Character Pitch	Ranging from 10-20 cpi		
4	Line Pitch	Min 6 Lpi or Higher		
5	Graphic Resolution	180 X 144 dpi or higher		
6	Graphics print speed	Min.40 inches per minute at 60X72 dpi		
7	Fonts	Draft, Data Processing, OCR A/B		
8	Acoustic Level	62dBA or less		
9	Ribbon Life	Minimum 30 million characters		
10	Paper Handling	2 tractors or more		
11	Number of copies	Six(6) Part Forms		
12	Interfacing options	IEEE1284 Parallel & RS 232 Serial, Active Simultaneously, RJ-45		
13	Emulation Standard	Wep Printonix P Series, IBM Pro printer III XL, Epson FX		
14	Pedestal/ Quietized	Pedestal		
15	MTBF	Minimum 10000 hour		
16	Power Consumption	175 Watt		
17	Display	LCD Display Characters		
18	Consumables	Ribbon Cartridge-(Refillable / Spool)		
19	Warranty	5 Years comprehensive onsite with printer heads		

**Line Printer 1500 LPM: Technical Specification**

Sl. No.	Particulars	Required Specifications	Offered Specifications	Complied (Yes / No)
1	Print Speed ( lines per minute) :			
a.	<i>Upper Case -</i>			
	High Speed	1500 or higher		
	Data Processing	1125 or higher		
	NLQ/Gothic	600 or higher		
b.	<i>Lower Case -</i>			
	High Speed	1285 or higher		
	Data Processing	900 or higher		
	NLQ/Gothic	459 or higher		
2	Devnagari ( Hindi) Printing	Enabled		
3	Character Pitch	Ranging from 10-20 cpi		
4	Line Pitch	Min 6 Lpi or Higher		
5	Graphic Resolution	180 X 144 dpi or higher		
6	Graphics print speed	Min.125 inches per minute at 60X72 dpi		
7	Fonts	Draft, Data Processing, OCR A/B		
8	Acoustic Level	68dBA or less		
9	Ribbon Life	Minimum 50 million characters		
10	Paper Handling	2 tractors or more		
11	Number of copies	Six(6) Part Forms		
12	Interfacing options	IEEE1284 Parallel & RS 232 Serial, Active Simultaneously, RJ-45		
13	Emulation Standard	Wep Printronix P Series, IBM Pro printer III XL, Epson FX		
14	Pedestal/ Quietized	Quietized		
15	MTBF	Minimum 10000 hour		
16	Power Consumption	390 Watt		
17	Display	LCD Display Characters		
18	Consumables	Ribbon Cartridge-(Refillable / Spool)		
19	Warranty	5 Years comprehensive onsite with printer heads		

Deviations from Technical Specifications of the ITEM: \_\_\_\_\_

Group of Item	Particulars of the Item	Technical Specification in the Bid document	Deviation offered	Reasons and effect of deviation on operational efficiency in the system

Deviation from Terms and Conditions of the Bid:

SI No.	Bid Document Clause	Deviation offered	Reasons for deviation

**Note:**

- i. Above information in detail should be furnished along with documentary evidence separately for deviation in technical specification of the Desktop Computer offered.
- ii. The information should also be furnished in case of deviations from any of the terms and conditions of the Bid document.
- iii. If any deviations from the technical specifications are warranted, reasons for such variations should be specified.
- iv. If there is no deviation, a NIL statement should be submitted

Signature  
 (Name & Designation)  
 Date :

**Bank Guarantee Earnest Money Deposit (Format)**  
**(Relevant Details to be filled)**

The General Manager  
UCO Bank  
Department of Information Technology  
Head Office II  
3 & 4 DD Block, Sector -1  
Salt Lake City  
Kolkata -700064

Dear Sir,

***Supply, Installation & Support of Line Printers on Rate Contract basis***

Ref No.

**WHEREAS**

The UCO Bank, having its Head Office at 10 B.T.M Sarani, Kolkata - 700001(hereinafter called the 'Bank') has invited Bids for the Supply, Installation & Support of Line Printers on Rate Contract basis on the terms and conditions mentioned in the Bid document.

1. It is one of the terms of invitation of Bids that the Bidder shall furnish a Bank Guarantee as Earnest Money Deposit (xxxxxxxxxxxxxxxxxxxx).

2. M/s \_\_\_\_\_, (hereinafter called as Vendor), who are our constituents intend to submit their Bid for the said work and have requested us to furnish guarantee to the 'Bank' in respect of the said sum XXXXXXXXXXXXXXX.

**NOW THIS GUARANTEE WITNESSETH**

1. We \_\_\_\_\_ (Bank) do hereby agree with and undertake to the UCO Bank, their Successors, Assigns that in the event of the UCO Bank coming to the conclusion that the Vendor have not performed their obligations under the said conditions of the Bid or have committed a breach thereof, which conclusion shall be binding on us as well as the said Vendor, we shall on demand by the UCO Bank, pay without demur to the UCO Bank, XXXXXXXXXXXXX or any lower amount that may be demanded by the UCO Bank. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Vendor under the said Conditions, provided, however, that our liability against such sum shall not exceed the XXXXXXXXXXXXXXX.

2. We also agree to undertake to and confirm that the sum not exceeding XXXXXXXXXXXXXXX as aforesaid shall be paid by us without any demur or protest, merely on demand from the UCO Bank on receipt of a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence and the notice from the UCO Bank shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the Bank within a period of one week from the date of receipt of the notice as aforesaid.

3. We confirm that our obligation to the UCO Bank under this guarantee shall be independent of the agreement or agreements or other understandings between UCO Bank and the Vendor. This guarantee shall not be revoked by us without prior consent in writing of the UCO Bank.

We hereby further agree that -

a) Any forbearance or commission on the part of the UCO Bank in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Bid and / or hereunder or granting of any time or showing of any indulgence by the UCO Bank to the Vendor or any other matters in connection therewith shall not discharge us in any way our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Vendors of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding XXXXXXXXXXXX.

b) Our liability under these presents shall not exceed **the sum of Rs. XXXXXXXXXXXX.**

c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in Bidding for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.

d) This guarantee shall remain in force up to XXXXXXXXX provided that if so desired by UCO Bank, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

e) Our liability under this presents will terminate unless these presents are renewed as provided hereinabove on the ----- **xxxx** or on the day when our said constituents comply with their obligations, as to which a certificate in writing by UCO Bank alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within six months from that date or any extended period, all the rights of UCO Bank against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

Yours' faithfully,

For and on behalf of

\_\_\_\_\_ Bank.

Authorised official.

**(NB : This guarantee will require stamp duty as applicable and shall be signed by the official whose signature and authority shall be verified).**

**RFP for Supply, Installation & Support of Line Printers on Rate Contract basis**

RFP Ref. No. \_\_\_\_\_ dated \_\_\_\_\_

**Commercial Bid****Item – Line Printers – 5 Years Comprehensive On-site Warranty**

Sl. No.	Particulars of the Items	Make	Model	Unit Price
1	Line Printer – (500 LPM)			
2	Line Printer –(1500 LPM)			

**Note :**

1. Prices to be quoted exclusive of all taxes (i.e. VAT / CST).
2. Unit price (exclusive of all taxes i.e. VAT / CST) will be considered for the purpose of comparison.
3. Each Item's price will be compared to find out the lowest bidder

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated \_\_\_\_\_.

Company Seal

Authorised Signatory

Date

Name:  
Designation

**Details of Support Centres**

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

Sl No	UCO Zonal Offices	Own Office		Franchisee Arrangement	
		Address and Contact Details	No. of Support Personnel available	Name of Franchisee with Address and Contact details	No. of Support Personnel available
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	Guwahati				
14	Howrah				
15	Hyderabad				
16	Indore				
17	Jaipur				
18	Jalandhar				
19	Jodhpur				
20	Jorhat				
21	Kolkata				
22	Lucknow				
23	Meerut				
24	Mumbai				
25	Nagpur				
26	N.Delhi				
27	Patna				
28	Raipur				
29	Ranchi				
30	Salt Lake				
31	Sambalpur				
32	Shimla				
33	Suri				
34	Trivandrum				
35	Varanasi				

Seal

Date