



Department of Information Technology

Request for Proposal (RFP) for Selection of vendor for procurement of Cheque Truncation System (CTS) Scanners (Re-tendering) (E-tendering)

RFP Ref No: UCO/DIT/2696/2023-24 Date: 11/03/2024

Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s) uploaded on website on 22.03.2024

Sl. No	Page No	Clause no	Clause as per RFP	Description of Query/ Clarification sought by Bidder	Bank Response
1.	43	Clause No 8 Payment Terms	<p>a) 50 % of the order value and GST and other applicable duties on actual basis will be paid on delivery, after realizing penalty charges for late delivery, if any. The claim for payment should contain proof of delivery, signed by an authorized official of the bank / branch at the respective sites etc.</p> <p>b) 40% of the order value will be paid after successful implementation & installation and Go-live of said project. In case, the item is delivered but the installation is delayed on account of site not ready 20% payment may be released on</p>	<p><u>We request to modify the payment term as :</u></p> <p>a) 90 % of the order value and GST and other applicable duties on actual basis will be paid on delivery, after realizing penalty charges for late delivery, if any on submission of proof of delivery, signed by an authorized official of the bank / branch at the respective sites etc.</p> <p>b) 10% of the order value will be paid after successful implementation & installation and Go-live of said project. In case, the item is delivered but the installation is delayed on account of site not ready 10% payment may be released on production of site not ready (SNR) certificate from the concerned Site.</p>	Clause stands as per RFP.

			<p>production of site not ready (SNR) certificate from the concerned Site and 20% of payment will be released after completion of the installation as mentioned above.</p> <p>c) The balance 10% of value of the equipment will be paid after the expiry of contract period.</p>		
2.	42	Clause No 7 Penalties & Service Level Agreement	<p>Metro – Within 4 Hours</p> <p>Semi Urban/Urban/Rural – Within 24 Hours</p> <p>North East – Within 48 Hours</p>	<p>We request for below modification in Call Resolution Timing</p> <p>Metro – Within 24 Hours</p> <p>Semi Urban/Urban/Rural – Within 48 Hours</p> <p>North East – Within 72 Hours</p>	Clause stands as per RFP
3.	19	14(ii)	<p>To qualify for EMD & Tender Fee / Cost exemption, firms should necessarily enclose a valid copy of registration certificate which is valid on last date of submission of the tender documents. MSME firms who are in the process of obtaining registration will not be considered for EMD & Tender Fee / Cost exemption. (Traders are excluded who are engaged in trading activity without value addition / branding / packing. In such a case they will have to submit EMD and Tender Fee/ Cost).</p>	<p>Is Udyam Registration Certificate considered as a valid document as MSME? Request the Bank to confirm</p>	<p>It is clarified that Udyam registration certificate is applicable as valid document for MSME. Kindly note that as per extant guidelines, medium enterprises are not eligible for exemption for EMD & tender fee.</p>

4.	23	31	<p>UCO Bank will follow Two Bid System i.e. Separate Eligibility & Technical bid. Eligibility Bid – containing Eligibility Information, Tender Fee, Earnest Money Deposit in the form of Bank Guarantee OR certificate from Ministry of MSME (wherever required) and Integrity Pact, Technical Bid – containing Technical Information, Masked Commercial Bid & Masked Bill of Materials and Commercial Bid – containing Price Information along with the soft copies (preferably in non-optical storage) duly sealed and super-scribed as – RFP for Selection of vendor for procurement of Cheque Truncation System (CTS) Scanners (Re-tendering) (E-tendering) (Eligibility Bid), – RFP for Selection of vendor for procurement of Cheque Truncation System (CTS) Scanners (Re-tendering) (E-tendering) (Technical Bid) and RFP for Selection of vendor for procurement of Cheque Truncation System (CTS) Scanners (Re-tendering) (E-tendering) (Commercial Bid) as per the format prescribed in Annexure – XIX respectively should be put in a single sealed outer cover duly sealed and super-scribed as – RFP for Selection of vendor for procurement of Cheque Truncation System (CTS) Scanners (Re-tendering) (E-tendering) as per the bid details given in the RFP. The Eligibility and Technical Offers</p>	<p>Request the Bank to provide clarity on submission of the Bid Documents:</p> <ul style="list-style-type: none"> • The clause 31 on page 23 is in variance with the details given in Bid Control sheet on page 9 & 10 of the RFP. • From the Bid Control sheet, we understand the Tender is to be submitted online https://www.tenderwizard.com/UCO BANK <p>Please specify which are the documents to be submitted Physically (Hard Copies).</p>	<p>It is clarified that all the documents to be uploaded on e-tendering portal and documents executed on non-judicial stamp paper along with EMD in the form of BG to be submitted at address given in bid control sheet on or before bid submission date.</p>
----	----	----	---	---	--

			<p>should be complete in all respects and contain all information asked for, in the exact format of eligibility and technical specifications given in the RFP, except prices along with the Tender Fee, Earnest Money Deposit declaration in the form of Bank Guarantee and the Integrity Pact on a non-judicial stamp paper of requisite value (as per Annexure – M). Tender Offer forwarding letter prescribed in Annexure – A should be submitted with the Eligibility / Technical Offer. The Eligibility and Technical offers must not contain any price information. UCO BANK, at its sole discretion, may not evaluate Eligibility or Technical Offer in case of non-submission or partial submission of eligibility or technical details. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidder. The Technical bid should have documentary proof in support of Eligibility Criteria and Annexures. The entire RFP, Pre-bid responses along with all the Addenda and Corrigenda should be stamped & signed by the authorized signatory of the participating bidder as part of the Eligibility bid. The Commercial Offer should contain all relevant price information as per Annexure – Q. All pages and documents in individual bids should be numbered as page no. – (Current Page No.) of</p>	
--	--	--	---	--

			page no – (Total Page No.) and should contain tender reference no. and Ban's Name.		
5.	42	7	<p>Sl. No. Location Resolution Timings (starting from e-mail Communication/Call Lodge) Penalty</p> <p>1. Metro Within 4 hrs No penalty After 4 hrs Rs.500/day/device</p> <p>2. Semi Urban/Urban/Rural Within 24 hrs No penalty After 24 hrs Rs.300/day/device</p> <p>3. North East Within 48 hrs No penalty After 48 hrs Rs.200/day/device</p>	<p>We as vendors will strive to the best of our ability and resource at our command to provide prompt service to our customers. We feel the Penalty Charges are very high and not reasonable. Request the bank to consider on the whole the Geographical spread of the bank branches and the terrain with proportionate time or duration required to travel and for the movement of the required spare parts after the identification of the fault which depends on Class/Category of the city and the time taken for the logistics from nearest office location. Therefore, we request the bank to classify the location based on</p> <p>1. Metro - 24 hours, 2. Semi Urban/Urban - 48 Hours 3. NER areas - 72 hours And levy penalty accordingly</p>	Clause stands as per RFP
6.	44	8	f) Payment for 4th and 5th year AMC will be paid in quarterly on arrear basis after deducting penalties, if any.	Vendor is bound to give Performance Guarantee (PG) for a period of five years covering AMC period for the 4th and 5th year. Therefore, we request for AMC charges to be paid in advance annually as PG covers/safeguards the concerns of the bank.	Clause stands as per RFP.
7.	74	Annexure E	To Be Stamped As A Declaration & Duly Attested By A Notary	Please Clarify: Is this to be on a stamp paper? If so what is the value of the stamp paper?	It is clarified that Annexure E to be submitted on non judicial stamp paper

					and value of stamp paper is as per stamp act of the respective state.
8.	103	Annexure-R		Please clarify whether this Certificate is to be submitted if there is no Local Content	It is noted that submission of local content certificate is mandatory.
9.	108	Annexure-V	We hereby extend our guarantee/warranty and AMC/ATS as per terms and conditions of theand the contract for the equipment and services offered for supply against this By the above mentioned Bidder, and hereby undertake to perform the obligations as set out in the Bid No..... In respect of such equipment and services. We undertake to provide back-to-back support for spare and skill to the bidder for subsequent transmission of the same to the Bank. We also undertake to provide support services during warranty as well as ATS period if the above bidder authorized by us fails to perform in terms of the Bid.	We request the bank to consider the following points: 1. Bidder is the Service Provider and not the OEM. 2. The bidder is bound by the Terms & Conditions of the RFP. 3. The bidder is offering three years warranty and AMC service for the 4th and 5th year, irrespective of the OEM supports or not. 4. Normally the OEM are not a legal entity in India. Therefore, we request the second Para of the MAF to be modified as: <i>We hereby extend our standard manufacturer's warranty for the equipment offered for supply against this RFP No UCO/DIT/2696/2023-24 Date: 11/03/2024 by the above-mentioned Bidder. We also undertake to refer our other distributors to you who can get in arrangement to provide support services during warranty as well as ATS period if the above bidder authorized by us fails to perform in terms of the RFP. We undertake to provide back-to-back support for spare and skill to the bidder for</i>	Clause stands as per RFP.

				subsequent transmission of the same to the Bank. We also undertake to provide support services during warranty as well as ATS period of the above	
10.				The PO should Split between L1/L2 in 60:40 Ratio to avoid dependence on a single vendor as per procedure of other UCO bank bids like Pass book printers etc where Quantity is less than 500 nos also.	No change, Clause stands as per RFP.
11.				RA may be added for more competitions point of view.	No additional clause will be considered