



Request for Proposal (RFP) for Procurement of Video Conferencing Endpoints and Table Microphones (Re-Tendering) (E-Tendering)

RFP Ref. No: UCO/DIT/2698/2023-24 dated 11/03/2024

Pre-Bid Responses/ Clarifications/Corrigendum to Queries raised by the Bidder(s) uploaded on 15/04/2024

Sl. No	RFP Page No.	RFP Clause No.	Original RFP Clause	Query sought/ Suggestions of the Bidder	Bank's response
1.	Page 30 of 106	32. DELIVERY, INSTALLATION & COMMISSIONING	Delivery of Devices -08 Weeks from issuance of PO/ Signing of SLA whichever is earlier	<p>We request you to kindly amend the delivery period to be revised to 12 Weeks from issuance of PO/ Signing of SLA whichever is earlier</p> <hr/> <p>Request you to change this clause as, Installation of Devices: 04 Weeks from the date of Delivery and The standard delivery timelines for the producty is 10-12 weeks . Please change to 10-12 weeks,</p> <hr/> <p>In view of the size and complexity of the scope of the work along with the prevalent worldwide stress in the supply chain of the IT equipment we</p>	Please refer corrigendum

				would request the Bank to kindly amend the delivery timeline as suggested below: Delivery of Devices: 12 Weeks from issuance of LOI / PO/ Signing of SLA whichever is earlier	
2.	Page 31 of 106	Installation of Devices	Installation of Devises-02 Weeks from the date of Delivery	We request you to kindly amend the Installation Period to be revised to 4 week	Please corrigendum refer
3.	Page 7 of 106	Eligibility Criteria - Point 5	Bidder should have supplied, installed and commissioned minimum 50 nos. of Video Conference endpoints, connected through a centralized solution in atleast 1(one) organization (PSU / Central or State Government in India / BFSI in India) in last 3 financial year.	We recommend to change this clause to "Bidder should have supplied, installed and commissioned minimum 30 nos. of Video Conference endpoints, connected through a centralized solution in at least 1(one) organization or (PSU / Central or State Government in India / BFSI in India) in last 3 financial year. Justification- We have supplied multiple Video Conferencing endpoints to PSU/BFSI/Govt. Customers & the ask is for a New Purchase of a total of 60 Endpoints. As per tendering best practices, it is recommended to have a ask for 50% max of the required quantity. We request you to kindly amend the	Please corrigendum refer

				<p>clause in the view of above justification.</p> <hr/> <p>We suggest bank to modify this clause:- Bidder should have supplied, installed and commissioned minimum 50 nos. of Video Conference endpoints, connected through a centralized solution in at least 1 organizations (PSU / Central or State Government in India / BFSI/Enterprise in India) in last 5 financial year.</p> <hr/> <p>Request you to kindly amend this clause as, Bidder should have supplied, installed and commissioned minimum 50 nos. of Video Conference Rooms in at least 1 (one) organizations (PSU / Central or State Government in India / BFSI/Private/ Corporate in India) in last</p>	
4.	Page 7 of 106	Eligibility Criteria - Point 6	The proposed OEM product (VC Endpoints) must have been supplied to minimum 50 nos. of Video Conference Endpoints in at least 1 (one) organizations (PSU / Central or State Government in India / BFSI in India) in last 3 years as on date of bid submission.	The proposed or Higher OEM product (VC Endpoints) must have been supplied to minimum 50 nos. of Video Conference Endpoints in at least 1 (one) organizations (PSU / Central or State Government in India / BFSI in India) in last 3 years as on date of bid submission.	Clause clarified as: Bidder can show Installation of proposed model/higher model/equivalent model of same OEM. However experience of VC Endpoints(Hardware) will only be considered.

5.	Page 7 of 106	Eligibility Criteria - Point 6	The proposed OEM product (VC Endpoints) must have been supplied to minimum 50 nos. of Video Conference Endpoints in at least 1 (one) organizations (PSU / Central or State Government in India / BFSI in India) in last 3 years as on date of bid submission.	The proposed or Higher OEM product (VC Endpoints) must have been supplied to minimum 50 nos. of Video Conference Endpoints in at least 1 (one) organizations (PSU / Central or State Government in India / BFSI in India/ Enterprise & Pvt Ltd Companies) in last 3 years as on date of bid submission.	Please refer corrigendum
6.	Page 8 of 106	Eligibility Criteria - Point 8	Bidder should not have been debarred / black-listed by any bank or RBI or any other regulatory authority or Financial Institutions in India as on date of Bid submission.	We recommend to change this clause to "Bidder and OEM should not have been debarred / black-listed by any bank or RBI or any other regulatory authority or Financial Institutions in India as on date of Bid submission" Since the products are to be supplied by the OEM.	Clause stands as per RFP

7.	Page 33 of 106	Payment Terms	<p>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>40% of the order value along with applicable taxes will be paid on actual basis 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 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>The balance 10% of value of the equipment will be paid after the expiry of warranty period or on</p>	<p>We request you to kindly amend the clause for a larger participation as mentioned below:</p> <p>70% 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. We request you kindly amend the clause as per the following:</p> <p>20% of the order value along with applicable taxes will be paid on an actual basis 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 complete 20% payment may be released on the production of site not ready (SNR) certificate along with an undertaking from the bidder that he will deploy the endpoint once after receiving confirmation from site.</p>	Clause stands as per RFP
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submission of a performance Bank Guarantee (BG) to the Payment Authority for equivalent amount till warranty period of 3 years

We would request the Bank to kindly amend the payment terms as suggested below to align with the industry wide prevalent norm for similar projects:

c) **70%** 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.

(d) **30%** of the order value will be paid within 30 days of successful implementation and "Go-Live" of the said project.

8.	40	53	CONFIDENTIALITY AND SECRECY	We propose to make the confidentiality and non disclosure clause mutual	Clause stands as per RFP
9.	45	57	In consideration of the Bank having agreed to accept our offer in terms of Bid Document No. _____ Date: _____, we the Bidder herein doth hereby agree and undertake that we shall indemnify and keep indemnified the Bank including its respective Directors, Officers and Employees, from and against any claims, demands, actions, proceedings, damages, recoveries, judgments, costs, charges liabilities, losses arising out of all kinds of accidents, destruction, deliberate or otherwise, violation of applicable laws, regulations, guidelines and/or environmental damages, if any, during the contract period or expenses of any nature and kind whatsoever and by whomsoever made in respect of the said bid document and any damage caused from and against all suits and other actions that maybe instituted or preferred against the Bank or which the Bank may have to bear, pay or suffer directly or indirectly due to	The indemnity is too broad and Bidder should not be made liable to any indirect or consequential losses. We suggest the deletion of the clause & below to be included: a) Each Party shall indemnify the other from and against any claims by third parties (including any governmental authority) and expenses (including legal fees and court costs) arising from damage to tangible property, personal injury or death caused by such Party's negligence or willful misconduct. Bank shall also indemnify, defend and hold Bidder harmless from any and all claims (including claims by any governmental authority seeking to impose penal or criminal sanctions) (i) relating to Bank's or its end users' use of the Services; and/or (ii) claims arising from Customer's violation of applicable law. b) The maximum aggregate liability of Bidder, with respect to all indemnity claims under the RFP including	Clause stands as per RFP

			omission or commission of any act on our part and/or on the part of our employees, representatives, agents and/or associates, sub-contractors in performance of the obligations enumerated under the said bid document.	intellectual property claims, shall in no event exceeds, the most recent twelve (12) months of charges collected by Bidder pursuant to the applicable PO giving rise to the liability. c) Under no circumstances shall either Party be liable for any indirect, consequential or incidental losses, damages or claims including loss of profit, loss of business or revenue.	
10.	48	58	PUBLICITY Any publicity by the selected bidder in which the name of the Bank is to be used should be done only with the explicit written permission of the Bank. The Bidder shall not make or allow making a public announcement or media release about any aspect of the Contract unless The Bank first gives the Bidder its prior written consent.	Clause to be made mutual.	Clause stands as per RFP
11.			EXIT OPTION AND CONTRACT RE-NEGOTIATION However, if the reverse transition mechanism to be adopted after the expiry of the contract period, the Bank and the Vendor shall together prepare the Reverse Transition Plan for smooth handover and transitioning of Bank's deliverables to the Bank or its	Any transition mechanism should be within contractual period as it is mutually beneficial for both the parties.	Clause stands as per RFP

			designates/nominees including maintenance and facility management. Though in such case the Bank shall have the sole authority to ascertain whether such Plan has been complied with, but the payment for such reverse transition would be determined on pro rata basis or on mutual consent of the Parties.		
12.	52	66	<p>For breach of any obligation mentioned in this document, subject to point no. (iii), in no event the Vendor shall be liable for damages to the Bank arising under or in connection with this Agreement for an amount exceeding the total project cost/contract value.</p> <p>ii. The selected Bidder/Vendor will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank's related information to the extent of the loss caused to the Bank.</p> <p>iii. The limitations set forth in point no. (i) shall not apply with respect to:</p> <p>a) claims that are the subject of indemnification pursuant to violation of Intellectual Property Rights and</p>	<p>The Liability should be capped under this RFP and Bidder should not be made liable for any indirect or consequential losses. We suggest the below be included:</p> <p>i) The maximum aggregate liability of Bidder, with respect to all indemnity claims under the RFP including intellectual property claims, shall in no event exceeds, the most recent twelve (12) months of charges collected by Bidder pursuant to the applicable PO giving rise to the liability.</p> <p>ii. Under no circumstances shall either Party be liable for any indirect, consequential or incidental losses, damages or claims including loss of profit, loss of business or revenue.</p>	Clause stands as per RFP

Ownership.

b) damages occasioned by the gross negligence or wilful misconduct of selected Bidder/Vendor.

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c) damages occasioned by the selected Bidder/Vendor for breach of confidentiality obligations.

d) Regulatory or statutory penalty imposed by the Government or any Regulatory agency or non-compliance of statutory or regulatory guidelines applicable to the Project.

iv) The selected Bidder/Vendor will not be liable for any loss of profits, revenue, contracts or anticipated savings or and consequential or indirect loss or damages however caused.

“Gross Negligence” means an indifference to, and/or a blatant violation of a legal duty with respect of the rights of others, being a conscious and voluntary disregard of the need to use reasonable care, which is likely to cause foreseeable grave injury or harm to persons, property, or both. Gross negligence involves conduct that is extreme,

			<p>when compared with ordinary negligence. A mere failure to exercise reasonable care shall not be a gross negligence.</p> <p>“Wilful Misconduct” means any act or failure to act with an intentional disregard of any provision of this BID/Contract, which a party knew or should have known if it was acting as a reasonable person, which would result in injury, damage to life, personal safety, real property, harmful consequences to the other party, but shall not include any error of judgment or mistake made in good faith.</p>		
13.	58	73	<p>NON-DISCLOSURE</p> <p>By virtue of Contract, as and when it is entered into between the Bank and the bidder, and its implementation thereof, the bidder may have access to the confidential information and data of the Bank and its customers. The bidder will enter into a Non-Disclosure Agreement to maintain the secrecy of Bank’s data as per following:</p> <ul style="list-style-type: none"> - a. That the bidder will treat the confidential information as confidential and shall not disclose to 	Clause to be made mutual.	Clause stands as per RFP

		<p>any third party. The bidder will also agree that its employees, agents, sub-contractors shall maintain confidentiality of the confidential information.</p> <p>b. That the bidder will agree that it shall neither use, nor reproduce for use in any way, any confidential information of the Bank without consent of the Bank. That the bidder will also agree to protect the confidential information of the Bank with at least the same standard of care and procedures used by them to protect its own confidential Information of similar importance. Without limitation of the foregoing, the bidder shall use reasonable efforts to advise the Bank immediately in the event that the successful bidder learns or has reason to believe that any person who has had access to confidential information has violated or intends to violate the terms of the Contract to be entered into between the Bank and the bidder, and will reasonably cooperate in seeking injunctive relieve against any such person.</p> <p>c. That if the bidder hires another</p>		
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			<p>person to assist it in the performance of its obligations under the Contract, or assigns any portion of its rights or delegates any portion of its responsibilities or obligations under the Contract to another person, it shall cause its assignee or delegate to be bound to retain the confidentiality of the confidential information in the same manner as the Bidder is bound to maintain the confidentiality. This clause will remain valid even after the termination or expiry of this agreement.</p> <p>d. That the bidder will strictly maintain the secrecy of Bank's data.</p>		
14.	63	Annexure III	<p>Non Disclosure Agreement: d) Indemnification: The Receiving Party shall indemnify the Bank and hold the Bank harmless against any loss caused to it as a result of the non-performance or improper performance of this Agreement by the Receiving Party, or its servants or agents to perform any aspect of its obligations forming part of the subject matter of this Agreement.</p> <p>10. Term: This Agreement may be terminated by either Party giving sixty</p>	<p>Please note that this is a unilateral Agreement. Any information shared by bidder is neither covered under the NDA nor under the main contract and hence have suggested the NDA as well as the main contract to have mutual confidentiality clauses.</p> <p>We cannot accept indemnification clause at an NDA stage as it involves risk of wider import for the organisation. The same can be discussed between the parties while entering into definitive agreements.</p>	Clause stands as per RFP

			(60) days' prior written notice to the other Party; provided, however, the obligations to protect the Confidential Information in accordance with this Agreement shall survive for a period of three (3) years from the date of the last disclosure of Confidential Information made under this Agreement (except for personal customer data which shall remain confidential forever).	Clause 10 - to include a definitive term for obligations post termination of the NDA to be not more than 5 years.	
15.	103	Annexure XVIII	Price Fall Clause: The Bidder undertakes that it has not supplied /is not supplying same or similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry /Department of the Government of India or PSU/PSBs during the currency of the contract and if it is found at any stage that same or similar product /Systems or Subsystems was supplied by the Bidder to any other Ministry /Department of the Government of India or a PSU or any Public Sector Bank at a lower price during the currency of the contract, then that very price will be applicable to the present case and the difference in	The BIDDER shall make commercially reasonable efforts to ensure that it has not offered/is not offering similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU or any other Bank	Clause stands as per RFP

			the cost would be refunded by the Bidder to the Buyer, if the contract has already been concluded		
16.	Page 35	40	PENALTIES & SERVICE LEVEL AGREEMENT	One day Resolution is quite aggressive, Resolution should as per ticket priority , we would like to propose our standard SLA for this sevice.	Please refer corrigendum
17.	RFP Document Page No. 15	6. TRAINING	1. Successful bidder shall train specified Bank employees for operational Management of the endpoints and Table Microphones. Training shall be provided at no additional cost to Bank through OEM approved Authorized agencies/faculties/partner.	We understand that the training has to be delivered centrally at UCO Bank HO and the locations has to be covered through remote training sessions conducted via VC setup of the Bank. Please confirm our understanding.	Clause Clarified as: Training can be conducted in either offline or online mode.
18.	Page No. 9	PART – II 1. SCOPE OF WORK	1. Successful bidder shall supply and Install VC endpoints along with Table Microphones at the Head Offices, Zonal Offices, 02 (Two) Overseas Branches and training Centres as per the Annexure – XVII as per the technical specification. 2. Bank has 02 (two) overseas branches. The successful bidder needs to supply, install, commissioning VC endpoints at its overseas locations as mentioned in annexure - XVII and	We are not authorized to supply & support solutions at overseas locations. We would request Bank to kindly amend the RFP and remove the RFP requirement of addressing overseas locations. Please limit the geography of the RFP within the boundaries of India.	Please Refer Corrigendum

			required onsite support for faulty / non-functioning VC endpoints and its accessories.		
19.	RFP Document Page 36	40. PENALTIES & SERVICE LEVEL AGREEMENT	Device Replacement after 1 day for every day delay : penalty Rs. 1000.00 per device	This is very stringent for compliance , which cannot be adhered unless OEM agrees to support. We would request Bank to amend as suggested below: Device Replacement after 1 day for every week delay: penalty Rs 1000.00 per device.	Please Refer Corrigendum
20.	RFP Document Page 96	Annexure-XVII	Delivery locations Hongkong and Singapore	International deliveries are not possible through INR billing. The billing would have to be in USD. We would request Bank to kindly review the billing methodology for international deliveries.	Please Refer Corrigendum
21.	Page 8 of 106	Part II - Scope of Work	All Table microphones should be provided along-with the connecting cable of minimum 10 meters.	All Table microphones should be provided along-with the connecting cable of minimum 10 meters.If required, extension cable can be used .	Clause Stands as per RFP
22.	Page 11 of 106	Scope of Work - Point 24	Proposed endpoints' hardware and software should be upgradable to meet the future requirement without any degradation in the quality of video conferences.	Please elaborate on the future expansion requirements	Clause clarified as- The proposed Endpoints should be upgradable to higher version.
23.	Page 15 of	Scope of Work - Deployment	The successful bidder has to provide out-of-the-box reports and customized	Please elaborate on the reports required from the End Points	Clause clarified as- It is clarified that reports

	106	,Management of VC endpoints and table microphone components - Point 18	reports templates based on the needs of Bank. These reports shall include, but are not limited to, providing information regarding billing, service availability, usage metrics of video conferencing meetings etc		should include details such as meeting logs, meeting initiation details, downtime etc
24.	Page 80 of 106-Annexure 12	Technical Specifications for All-in-one VC Endpoints - General Point 2-	Must have the following physical buttons for ease of use 1. Mute/Unmute Buttons along with Visual indication should be there	Please change to " Must have the following physical buttons for ease of use 1. Mute/Unmute Buttons along with Visual indication should be there 2. Should be from the same OEM as the VC Device " since its important to have the visual indication for the participants .	Clause Stands as per RFP
25.	Page 80 of 106-Annexure 12	Video and Audio Output - Point 13	1 x HDMI output for connecting primary 4K (UHD) / Full HD display.	Please change to " 2 x HDMI output for connecting primary 4K (UHD) on both ports" since the devices are capable of connecting Dual Displays at 4K resolution"	Clause Stands as per RFP
26.	Page 82 of 106-Annexure 12	General - Point 38	MIC Must have the following physical buttons for ease of use 1. Mute/Unmute Buttons along with Visual indication should be there.	Please change to " Must have the following physical buttons for ease of use 1. Mute/Unmute Buttons along with Visual indication should be there 2. Should be from the same OEM as the VC Device "	Clause Stands as per RFP

				since its important to have the visual indication for the participants .	
27.	Page 82 of 106-Annexure 14	Video and Audio Input - Point 48	2 x HDMI input for connecting main HD Cameras	Please change to "2 x HDMI input for connecting main and secondary Full HD Cameras both at 4K Resolutions" keeping in view the future expansion requirements	Clause Stands as per RFP
28.	Page 82 of 106-Annexure 15	Video and Audio Output - Point 54	2 x HDMI output for connecting main monitor and second monitor.	Please change to "2 x HDMI output for connecting main monitor and second monitor both at 4K Resolution" keeping in view the future expansion requirements	Clause Stands as per RFP
29.	Page 83 of 106-Annexure 15	Technical Specifications for Table Microphone - General Description - Point 73	Table Microphone preferably wireless	Please change to "Table Microphone " since Wireless microphones are not available from the Codec & Camera OEM	Clause is self-explanatory
30.	9	Scope of Work	Proposed VC endpoints should support audio-based conferencing also.	Please clarify on the requirement / use case	Clause is self-explanatory
31.	9	Scope of Work	The proposed VC end-points should have provision for the support of audio output through HDMI cable to external Televisions.	Please clarify on the requirement / use case	Clause is self-explanatory
32.	9	Scope of Work	Bank is currently using two number of CISCO Meeting Servers (CMS 1000), CISCO BE6M (CUCM) and CISCO BE7M Servers. The selected bidder has to	Please share the existing infra details to access the integraton feaisbility , also the understaind is that VC devices shall	Clause is clarified as- Devices need to be registered with existing

			integrate new VC endpoints and Table Microphones seamlessly with the existing Cisco Servers and will ensure interoperability with voice and video calling, content sharing and recording facilities between the new VC endpoints and Cisco Servers. Integration of VC endpoints and Table Microphones should be with full functionalities.	be registered to the On premise servers over MPLS for all sites in India and International. Please clarify if otherwise.	on-premises infrastructure. Device registration licenses with existing CUCM/Expressway C is already available with the Bank.
33.	9	Scope of Work	The proposed VC endpoints should support audio and video conferencing along with document, presentation, video and audio sharing and recording with IP telephones of model CISCO 8875.	Call recording to be catered by existing servers, please confirm if otherwise	Clause is self-explanatory
34.	9	Scope of Work	In the case of faulty / non-functioning one or many services in VC endpoints or Table Microphones, substitute of same should be provided, with similar or higher specification, within 24 hours from call lodge at installed location without any additional cost to the Bank and replacement of faulty endpoints or Table Microphones must be completed within seven (07) calendar days from call lodge with same or higher specification including all functionality.	Replacement clause to be reviewed as some relaxation is expected for remote locations.	Please refer Corrigendum
35.	9	Scope of Work	VC endpoints should be capable to dial out the participant to take them into a call in a hassle-free manner.	Dial Out the Participant over IP or PSTN call ?	Clause Clarified as: Dial Out the Participant over IP.

36.	9	Scope of Work	Maintaining the VC endpoints and Table Microphones uptime as per the defined SLAs	Day 2 Management under Bidder scope, how will Bank provide the remote access , Mpls or over Internet ?	Clause is self-explanatory
37.	9	Scope of Work	The Selected Bidder must provide 3 (three) year on-site comprehensive warranty for all hardware, software, licenses etc. and peripheral items to be supplied covering all parts and labour from the date of acceptance of the systems at the respective locations and two-year AMC (4th Year AMC & 5th Year AMC). by the Bank at respective locations.	ON call site visit by engineer is expected or Resident Engineer is expected during the comprehensive warranty duration, please clarify.	Clause Clarified as: Resident Engineer is not required.
38.	Page 9 of 106 Part II - Scope of Work - 1.13	Page 9 of 106 Part II - Scope of Work - 1.13	The selected bidder has to integrate new VC endpoints and Table Microphones seamlessly with the RFP REF No. UCO/DIT/2698/2023-24 Date: 11/03/2024 Page 10 of 106 existing Cisco Server.	Please elaborate the type of integration means registration to Cisco CUCM and any additional scope for integration. Also, if registration to Cisco CUCM server, please confirm on the below points: 1. Availability of licenses for On-prem registration of VC devices. 2. Current software version & active support contract status of Cisco CUCM servers. 3. Kindly confirm if the additional licenses required for on-prem registration of VC devices. (Considering on-prem registration only/ please suggest if Webex cloud registration is required which is optional.)	Clause clarified as- Devices need to be registered with existing on-premises infrastructure. Device registration licenses with existing CUCM/Expressway C is already available with the Bank.



**Request for Proposal (RFP) for Procurement of Video Conferencing Endpoints and
Table Microphones (Re-Tendering) (E-Tendering)**

RFP Ref. No: UCO/DIT/2698/2023-24 dated 11/03/2024

Amendments/Addendums/Corrigendum to Queries raised by the Bidder(s) uploaded on 15/04/2024

Sl. No	Existing Clause	Modified Clause								
1	Eligibility Criteria - Point 5	Clause modified as:								
	<table border="1"><thead><tr><th>Eligibility Criteria</th><th>(Proof of documents required / must be submitted)</th></tr></thead><tbody><tr><td>Bidder should have supplied, installed and commissioned minimum 50 nos. of Video Conference endpoints, connected through a centralized solution in at least 1(one) organization (PSU / Central or State Government in India / BFSI in India) in last 3 financial year.</td><td>Copy of purchase order with 1. Installation certificate or 2. Reference letters or Any other relevant documents acceptable to the Bank</td></tr></tbody></table>	Eligibility Criteria	(Proof of documents required / must be submitted)	Bidder should have supplied, installed and commissioned minimum 50 nos. of Video Conference endpoints, connected through a centralized solution in at least 1(one) organization (PSU / Central or State Government in India / BFSI in India) in last 3 financial year.	Copy of purchase order with 1. Installation certificate or 2. Reference letters or Any other relevant documents acceptable to the Bank	<table border="1"><thead><tr><th>Eligibility Criteria</th><th>(Proof of documents required / must be submitted)</th></tr></thead><tbody><tr><td>Bidder should have supplied, installed and commissioned minimum 50 nos. of Video Conference endpoints, connected through a centralized solution in at least 1(one) organization (PSU/ Private Enterprise/ Central or State Government in India / BFSI in India) in last 3 financial year.</td><td>Copy of purchase order with 1. Installation certificate or 2. Reference letters or 3. Any other relevant documents acceptable to the Bank</td></tr></tbody></table>	Eligibility Criteria	(Proof of documents required / must be submitted)	Bidder should have supplied, installed and commissioned minimum 50 nos. of Video Conference endpoints, connected through a centralized solution in at least 1(one) organization (PSU/ Private Enterprise / Central or State Government in India / BFSI in India) in last 3 financial year.	Copy of purchase order with 1. Installation certificate or 2. Reference letters or 3. Any other relevant documents acceptable to the Bank
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4	<p>SCOPE OF WORK-1 Successful bidder shall supply and Install VC endpoints along with Table Microphones at the Head Offices, Zonal Offices, 02 (Two) Overseas Branches and training Centres as per the Annexure – XVII as per the technical specification.</p>	<p>Clause modified as: Successful bidder shall supply and Install VC endpoints along with Table Microphones at the Head Offices, Zonal Offices, and training Centres as per the Annexure – XVII as per the technical specification.</p>								
5	<p>SCOPE OF WORK-2 Bank has 02 (two) overseas branches. The successful bidder needs to supply, install, commissioning VC endpoints at its overseas locations as mentioned in annexure - XVII and required onsite support for faulty / non-functioning VC endpoints and its accessories.</p>	<p>Clause stands deleted.</p>								

6	Annexure-XVII: <table border="1" data-bbox="183 272 1043 399"> <thead> <tr> <th>Sl. No.</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>46</td> <td>Hongkong</td> </tr> <tr> <td>47</td> <td>Singapore</td> </tr> </tbody> </table>	Sl. No.	Location	46	Hongkong	47	Singapore	Clause Modified as: Annexure-XVII: <table border="1" data-bbox="1146 272 2089 399"> <thead> <tr> <th>Sl. No.</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>46</td> <td>Hongkong (Deleted)</td> </tr> <tr> <td>47</td> <td>Singapore (Deleted)</td> </tr> </tbody> </table>	Sl. No.	Location	46	Hongkong (Deleted)	47	Singapore (Deleted)
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7	Scope of Work -15 In the case of faulty / non-functioning one or many services in VC endpoints or Table Microphones, substitute of same should be provided, with similar or higher specification, within 24 hours from call lodge at installed location without any additional cost to the Bank and replacement of faulty endpoints or Table Microphones must be completed within seven (07) calendar days from call lodge with same or higher specification including all functionality.	Clause modified as: In the case of faulty / non-functioning one or many services in VC endpoints or Table Microphones, substitute of same should be provided, with similar or higher specification, within 48 hours from call lodge at installed location without any additional cost to the Bank and replacement of faulty endpoints or Table Microphones must be completed within seven (07) calendar days from call lodge with same or higher specification including all functionality												

1. INSTALLATION & COMMISSIONING

Particulars	Timelines
Delivery of Devices	10 Weeks from issuance of PO/ Signing of SLA whichever is earlier
Installation of Devices	02 Weeks from the date of Delivery*

*However, project has to go live within **12** weeks from issuance of PO/ Signing of SLA whichever is earlier.

The bidder has to extend necessary support as and when required by the Bank during the commissioning / implementation of the devices in co-ordination with the Network SI. The delay period of site readiness will not be included in above-mentioned delivery and installation period. However appropriate LD will be levied on account of delay due to reasons attributable to the bidder.

If required, for particular device, Bank may change the delivery location before the actual delivery.

- Successful bidder shall provide such packing of the Products as is required to prevent its damage or deterioration during transit thereof to the location given by the Bank.
- Delivery, installation and commissioning of the Products shall be made by successful bidder in accordance with the system approved / ordered and within the time schedule given in RFP Document.
- The delivery will be deemed complete when the Products/ components/ associated software/firmware are received in good working condition at the designated locations, mentioned in this Bid.
- The installation will be deemed to be completed, when the Product including all the hardware, accessories/components, firmware/system software, and other associated software have been supplied, installed and operationalized as per the technical specifications and all the features as per the technical specifications are demonstrated and implemented as required, on the systems, to the satisfaction of the Bank. Successful Bidder has to resolve any problem faced during installation and operationalization.

- In addition, successful bidder will supply all associated documentation relating to the Products/hardware, system software/firmware, etc. The Product(s) are considered accepted (commissioned and operationalized) after signing the acceptance test plan document jointly by the representative of the Bank and the engineer from successful bidder.
- For the system & other software/firmware required with the hardware ordered for, the following will apply: -
 - a) Successful bidder shall supply standard software/firmware package published by third parties in or out of India in their original publisher-packed status only, and have procured the same either directly from the publishers or from the publisher's sole authorized representatives only.
 - b) Successful bidder shall provide complete and legal documentation of all sub systems, licensed operating systems, licensed system software /firmware, licensed utility software and other licensed software. Successful bidder shall also provide licensed software for all software/firmware whether developed by them or acquired from others.

In case Successful bidder is providing software/firmware which is not its proprietary software then Successful bidder should have valid agreements with the software/firmware successful bidder for providing such software/firmware to the Bank, which includes support from the software/firmware successful bidder for the proposed software for the entire period required by the Bank.

2. PENALTIES & SERVICE LEVEL AGREEMENT

Bank expects that the Bidder shall be bound by the Service Levels described in this document.

The Bidder shall have to enter into "Service Levels Agreement" with Bank covering all terms and conditions of this tender while providing the service support and onsite support. On commissioning of devices, the services should be available on 365 x 24 x 7 basis and hence any technical problem should be resolved within **2 day** of call reported either through troubleshooting /Software upgrade or replacement by standby device or RMA device.

Bidder is expected to response and resolve issue within prescribed time frame mentioned above and needs to strictly adhere to Server Level Agreement (SLA) (SLA format will be shared with selected bidder).

The bidder shall provide centralized complaint booking facility to the Bank. The method of booking complaints shall be e-mail, telephone, online portal, web portal etc. Escalation matrix must be provided. Downtime will be calculated from the time of call lodge.

The Bank would expect the bidder to commit to the service level assurances. The SLA will be reviewed on a monthly basis. Penalties will be applicable due to non-functioning of devices/ device parts.

The bidder shall guarantee 100% functionality. Penalties for non-maintenance of SLA will be as per below mentioned table:

Downtime	Penalty Charges (in Rs.)
Device Replacement Within 2 days.	No Penalty
Device Replacement after 2 day for every day delay	Rs. 1000.00 per device/day
Non availability of ATS per day	0.25% of the ATS Cost

Penalties, if any shall be recovered from **any pending pay-out w.r.t any contract with UCO Bank**. The bidder should raise the invoice deducting the applicable penalty amount. The total penalty amount for the contract should not exceed 10% of the TCO. Further if the number of downtime instances for particular device during a quarter exceeds 3 times, the bidder has to replace the Network Device.



UCO BANK

Honours Your Trust

NOTICE TO THE BIDDERS

Date: 15.04.2024

**Sub: Extension of Bid Submission date in respect of bid for Request for Proposal (RFP) for Procurement of Video Conferencing Endpoints and Table Microphones (re-tendering)(e-tendering). RFP Ref. No: UCO/DIT/2698/2023-24
Date: 11/03/2024**

The last date for submission of bid documents for “Request for Proposal (RFP) for **Procurement of Video Conferencing Endpoints and Table Microphones (Re-tendering)(E-tendering)**” which was scheduled on **18/04/2024** is hereby extended up to **23/04/2024 (4:00 P.M.)**. Technical bids will be opened on **23/04/2024** at 4:30 P.M.

All other terms and conditions of the above RFP will remain unchanged.

**Department of Information Technology
Head Office, Kolkata**