

**Request for Proposal (RFP)**  
**For**  
**Procurement of 100 Cash Recycler Machines**  
**(Re-tendering)**



UCO BANK  
Head Office-2  
Department of Information Technology  
7<sup>th</sup> Floor, 3 & 4 DD Block, Sector -1  
Salt Lake, Kolkata-700 064

**RFP REF NO: DIT/BPR & BTD/OA/3576/2019-20 Date: 27/09/2019**

The information provided by the bidders in response to this RFP Document will become the property of the Bank and will not be returned. The Bank reserves the right to amend, rescind or reissue this RFP Document and all amendments will be advised to the bidders and such amendments will be binding on them. The Bank also reserves its right to accept or reject any or all the responses to this RFP Document without assigning any reason whatsoever.

This document is prepared by UCO Bank Selection of Vendor for procurement of 100 Cash Recycler machines. It should not be reused or copied or used either partially or fully in any form.

### **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. The RFP is not an offer by UCO Bank, but an invitation for bidder'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.



## CONTENTS

SI.NO.	TABLE OF CONTENTS	PAGE NO.
1.	INTRODUCTION	8
2.	OVERVIEW OF TENDERING PROCESS	8
3.	ELIGIBILITY CRITERIA	9
	PART-2	
4.	INVITATION OF BIDS AND INSTRUCTIONS TO BIDDERS	13
5.	DUE DILIGENCE	13
6.	TENDER DOCUMENT & FEE	13
7.	EARNEST MONEY DEPOSIT	14
8.	REJECTION OF THE BID	15
9.	PRE BID MEETING	15
10.	MODIFICATION & WITHDRAWAL OF BIDS	15
11.	INFORMATION PROVIDED	15
12.	CLARIFICATION OF OFFER	16
13.	LATE BIDS	16
14.	ISSUE OF CORRIGENDUM	16
15.	FOR RESPONDENT ONLY	16
16.	DISCLAIMER	16
17.	SELECTION PROCESS	17
18.	MSME	17
19.	COST BORNE BY RESPONDENT	18
20.	NO LEGAL RELATIONSHIP	18
21.	CANCELLATION OF TENDER PROCESS	18
22.	CORRUPT AND FRAUDULENT PRACTICES	18
23.	NON TRANSFERRABLE OFFER	19
24.	ADDRESS OF COMMUNICATION	19
25.	PERIOD OF BID VALIDITY	19
26.	NO COMMITMENT TO ACCEPT LOWEST OR ANY BID	19
27.	OTHER TERMS AND CONDITIONS	20
28.	ERRORS AND OMISSION	20
29.	ACCEPTANCE OF TERMS	21
30.	RFP RESPONSE	21
31.	RFP RESPONSE VALIDITY PERIOD	21
32.	NOTIFICATION	21
33.	ERASURES OR ALTERATION	21
34.	CLARIFICATION ON AND AMENDMENTS TO RFP DOCUMENT	21
35.	LANGUAGE OF BIDS	22
36.	AUTHORIZED SIGNATORY	22

37.	SUBMISSION OF OFFER- THREE BID SYSTEM	22
	PART- 3	
38.	ELIGIBILITY EVALUATION	25
39.	TECHNICAL EVALUATION	25
40.	COMMERCIAL EVALUATION	26
41.	SHORTLISTING	27
	PART- 4	
42.	SCOPE OF THE WORK	29
	PART-5	
43.	ORDER DETAILS	49
44.	ADOPTION OF INTEGRITY PACT	49
45.	PRELIMINARY SCRUTINY	50
46.	SINGLE POINT OF CONTACT	50
47.	RIGHT TO ALTER QUANTITIES	51
48.	INDEPENDENT EXTERNAL MONITOR (S)	51
49.	CONTRACT PERIOD	52
50.	PERFORMANCE BANK GURANTEEE	55
51.	TAXES	53
52.	CONFIDENTIALITY AND SECRECY	54
53.	PAYMENT TERMS	54
54.	PAYING AUTHORITY	56
55.	WARRANTY & AMC	56
56.	PRICE	59
57.	INSURANCE	59
58.	FORCE MAJEURE	59
59.	COMPLETENESS OF THE PROJECT	60
60.	ACCEPTANCE TESTING	60
61.	ORDER CANCELLATION	61
62.	INDEMNITY	62
63.	PUBLICITY	63
64.	COMPLIANCE OF LABOUR ACT	63
65.	PRIVACY & SECURITY SAFEGUARDS	63
66.	TECHNOLOGICAL ADVANCEMENTS	64
67.	GUARANTEES	64
68.	DISPUTES RESOLUTION MECHANISM	64
69.	EXIT OPTION AND CONTRACT RE-NEGOTIATION	65
70.	CORRUPT AND FRAUDULENT PRACTICES	66
71.	TERMINATION	67
72.	EFFECT OF TERMINATION	67
73.	DISPUTE RESOLUTION MECHANISM	68
74.	COMPLIANCE	69

75.	APPLICABLE LAW & JURISDICTION OF COURT	69
76.	NON-DISCLOSURE	69
77.	ISSUE OF CORRIGENDUM	70
78.	ANNEXURE-I	71
79.	ANNEXURE-II	73
80.	ANNEXURE-III	74
81.	ANNEXURE-IV	77
82.	ANNEXURE-V	79
83.	ANNEXURE-VI	80
84.	ANNEXURE-VII	82
85.	ANNEXURE-VIII	86
86.	ANNEXURE-IX	87
87.	ANNEXURE-X	88
88.	ANNEXURE-XI	89
89.	ANNEXURE-XII	91
90.	ANNEXURE-XIII	111
91.	ANNEXURE-XIV	112
92.	ANNEXURE-XV	114
93.	ANNEXURE-XVI	115
94.	ANNEXURE-XVII	116
95.	ANNEXURE-XVIII	118
96.	ANNEXURE-XIX	119
97.	ANNEXURE-XX	120
98.	ANNEXURE-XXI	122
99.	ANNEXURE-XXII	124
100.	ANNEXURE-XXIII	125
101.	ANNEXURE- XXIV	128
102.	ANNEXURE- XXV	128
103.	ANNEXURE- XXVI	134
104.	ANNEXURE- XXVII	135
105.	ANNEXURE- XXVIII	141

## **ABBREVIATIONS**

The long form of some abbreviations commonly used in the document is given below

<b>Abbreviations</b>	<b>Description</b>
SB	Successful Bidder
SLM	Second Line Maintenance
FLM	First Line Maintenance
CR	Cash Recycler
SLA	Service Level Agreement
CDM	Cash Deposit Machine
MSP	Managed Service Provider
EJ	Electronic Journal
CVC	Central Vigilance Commission



## **CONTROL SHEET TABLE**

<b>Tender Reference</b>	<b>DIT/BPR &amp; BTD/OA/3576/2019-20 Date: 27/09/2019</b>
<b>Cost of Tender Documents</b>	<b>Rs. 10,000 (Rupees Ten Thousand Only) + GST @ 18%</b>
<b>Date of issue of RFP</b>	<b>27/09/2019</b>
<b>Earnest Money Deposit (EMD)</b>	<b>Rs. 20,00,000 /- (BG)(Rupees Twenty Lakhs Only)</b>
<b>Date of Commencement of Sale of Tender Document</b>	<b>27/09/2019</b>
<b>Pre Bid queries to be received only online at- <a href="mailto:hodit.proc@ucobank.co.in">hodit.proc@ucobank.co.in</a></b>	<b>On or before 11/10/2019 up to 4:00 PM</b>
<b>Pre bid Meeting and Venue</b>	<b>16/10/2019 at 11.30 AM at below mentioned address: UCO BANK, Head Office-2 Department of Information Technology, 5<sup>th</sup> Floor, "Conference Room", 3 &amp; 4 DD Block, Sector -1, Salt Lake, Kolkata-700 064</b>
<b>Last Date and Time for receipts of tender bids</b>	<b>30/10/2019 at 04.00 PM</b>
<b>Opening of Technical Bids</b>	<b>30/10/2019 at 04.30 PM</b>
<b>Opening of Commercial Bid</b>	<b>Will be informed subsequently to eligible &amp; technically qualified bidders.</b>
<b>Address of Communication</b>	<b>Chief Manager, Head Office-2 Department of Information Technology 7<sup>th</sup> Floor, 3 &amp; 4 DD Block, Sector -1 Salt Lake, Kolkata-700 064</b>
<b>Email address</b>	<b><a href="mailto:hodit.proc@ucobank.co.in">hodit.proc@ucobank.co.in</a></b>
<b>Contact Telephone/Fax Numbers</b>	<b>Tel : 033-44559775/9770</b>
<b>Bids to be submitted</b>	<b>Tender box placed at: UCO BANK, Head Office-2 Department of Information Technology 5<sup>th</sup> Floor, 3 &amp; 4 DD Block, Sector -1, Salt Lake, Kolkata-700 064</b>

**Note:** Bids will be opened in presence of the bidders' representatives (maximum two representatives per bidder) who choose to attend. In case the specified date of submission & opening of Bids is declared a holiday in West Bengal under the NI act, the bids will be received till the specified time on next working day and will be opened at **04:30 PM**. UCO Bank is not responsible for non-receipt of responses to RFP within the specified date and time due to any reason including postal holidays or delays. Any bid received after specified date and time of the receipt of bids prescribed as mentioned above, will not be accepted by the Bank. Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after the specified date & time for submission of bids. No bidder shall be allowed to withdraw the bid.

## **1. INTRODUCTION**

UCO BANK, a body Corporate, established under The Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head Office at 10, B.T.M. Sarani, Kolkata- 700001, India, hereinafter called "The Bank", is one of the leading public sector Banks in India having 3000+ Domestic branches, two overseas branches and 2300+ ATMs (including Biometric enabled ATMs) spread all over the country. All the branches of the Bank are CBS enabled through Finacle as a Core Banking Solution. Currently Bank's existing ATMs are running through ITM Euronet Switch. Bank is having tie up with Visa & NPCI and distributes VISA and RuPay enabled debit cards to the customers. Currently Bank is a member of National Financial Switch (NFS) and in future may enter into similar tie-ups with other payment system companies. Bank has also installed some self-service kiosks for cash deposit and passbook printing.

Bank is planning to expand its ADC network by installing Cash Recycler machines at Onsite and Off-site locations across the country. Against the above backdrop UCO BANK invites Request for Proposal (RFP) from the prospective bidders having proven past experience and competence in the field of Supply, Installation & Maintenance of Cash Recycler Machines.

## **2. OVERVIEW OF TENDERING PROCESS**

UCO Bank invites sealed tenders comprising of eligibility, Technical bid and Commercial bid from experienced prospective bidders having proven capabilities of Supply, Installation & Maintenance Cash Recycler Machines. The prospective bidders are required to adhere to the terms of this RFP document and any deviations to the same shall not to be acceptable to UCO Bank.

The bidder (also called the vendor or bidder through this document) appointed under the RFP document shall own the single point responsibility for fulfilling all obligations and providing all deliverables and services required for successful implementation of the project. Unless agreed to specifically by the Bank in writing for any changes in the document issued, the bidder responses should comply with the scope of work.

Unless expressly overridden by the specific agreement to be entered into between the Bank and the bidder, the RFP document shall be the governing document for arrangement between the Bank and the prospective bidder in terms of this RFP documents.

The bidders should take care of submitting the bids properly filled so that the papers are not loose. The bid documents should be properly numbered and submitted in a file in proper manner so that the papers do not bulge out and tear during scrutiny.

Bidders are requested to participate in the tender process according to the time schedule mentioned above.

The eligibility bid will be opened first and only those bidders, deemed eligible as per the eligibility criteria mentioned in this RFP, will be shortlisted for technical evaluation; the qualified bidders will be notified separately. Commercial Bid of only those short-listed-bidders, who have qualified in Technical evaluation, will be opened by the Bank, the date of which will be notified separately.

The Bids should be addressed to:

**General Manager (DIT, BPR & BTD)**  
**UCO Bank, Head Office-2**  
**Department of Information Technology,**  
**5<sup>th</sup> Floor, 3 & 4 DD Block, Sector -1,**  
**Salt Lake, Kolkata - 700 064**

UCO Bank is not responsible for non-receipt of response to RFP within the specified date and time due to any reason including postal holidays or delays. In case the specified date of submission & opening of Bids is declared holiday in West Bengal under NI Act, the bids will be received till the specified time on next working day and Technical Bid will be opened at same time on that day.

Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after the target date & time for submission of bids. No bidder shall be allowed to withdraw the bid.

### **3. ELIGIBILITY CRITERIA.**

Only those Bidders who fulfil the following criteria are eligible to respond to the RFP. Offers received from the bidders who do not fulfil all or any of the following eligibility criteria are liable to be rejected.

<b>Sl. No.</b>	<b>Eligibility Criteria</b>	<b>(Proof of Documents required /must be submitted)</b>
1	Bidder should be a company registered under Companies Act 1956 and	Certificate of incorporation & Commencement of Business

	Companies Act 2013 since the last three years as on RFP submission date.	(whichever applicable) should be submitted.
2	The bidder submitting the offer should have minimum average turnover of Rupees <b>10 Crores</b> for the last three financial years i.e. 2016-17, 2017-18 & 2018-19. This must be the individual company turnover and not of any group of companies.	Copy of audited balance sheet of the financial year 2016-17, 2017-18 & 2018-19. In case audited balance sheet for 2018-19 is not available, bidder can submit provisional Balance sheet certified by chartered accountant/Auditor.
3	Bidder should have positive net worth for last three financial years (2016-17, 2017-18 & 2018-19).	Copy of audited balance sheet of the financial year 2016-17, 2017-18 & 2018-19. In case audited balance sheet for 2018-19 is not available, bidder can submit provisional Balance sheet certified by chartered accountant/Auditor.
4	Bidder should have executed the total order for at least 100 Cash Recycler Machines in Public Sector / Private Sector / Co-operative Banks in India during the last <b>five</b> years collectively.	Copy of purchase order or reference letter issued by organization evidencing the experience in Supply, Installation and maintenance of the Cash Recycler Machines to be enclosed along with the bid documents.
5	Proposed make & model of Cash Recycler Machines to be supplied under this RFP must be installed either by bidder or OEM (through any vendor) and should be in working condition as on bid submission date (at least 50 numbers) in any Public Sector / Private Sector / Co-operative Banks in India.	Copy of purchase order or reference letter issued by organization evidencing the experience in Supply, Installation and maintenance of the Cash Recycler Machines to be enclosed along with the bid documents.
6	The bidder should have at least 50 service centres across the country covering all the Zonal offices of the Bank and should be capable of expanding the service centres to support the Bank's installed Cash Recyclers machines. List of service centres to be enclosed as per Annexure – XVIII along with an undertaking to	The bidder should submit detailed list of such support centers across India covering the locations.

	expand the service centres to support the Bank's installed Cash Recyclers machines.	
<b>7</b>	The bidder should be either Original Equipment Manufacturer (OEM) of Cash Recycler Machines or their authorized representative in India.	An authorization letter from OEM to this effect should be furnished as per Annexure-X. This letter should specify that in case authorized representative is not able to perform obligations as per contract during contract period, the Original Equipment Manufacturer would provide the same.
<b>8</b>	Bidder should not have been black-listed by any bank / institution in India. An undertaking to this effect must be submitted in their letter head.	Self-declaration to this effect on Company letter head should be submitted.
<b>9</b>	The bidder should ensure that there are no proceedings / inquiries / investigations have been commenced / pending against service provider by any statutory or regulatory agencies which may result in liquidation of company / firm and / or deterrent on continuity of business.	Declaration in the letterhead of the bidder's company to that effect should be submitted.

Note: - In this tender process either authorized representative / distributor / dealer in India on behalf of Principal OEM (Original Equipment Manufacturer) or Principal OEM itself can bid but both cannot bid simultaneously. In such case OEM bid will only be accepted. If an agent / distributor submits bid on behalf of the Principal OEM, the same agent / distributor shall not submit a bid on behalf of another Principal OEM in the same tender for the same item or product.

The service provider must comply with all above-mentioned criteria. Non-compliance of any of the criteria will entail rejection of the offer summarily. Documentary Evidence for compliance to each of the eligibility criteria must be enclosed along with the bid together with references. Undertaking for subsequent submission of any of the required document will not be entertained under any circumstances. However, UCO BANK reserves the right to seek clarifications on the already submitted documents. Non-compliance of any of the criteria will entail rejection of the offer summarily. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the service provider.

Bidder must comply with all above-mentioned criteria. Non-compliance of any of the criteria will entail rejection of the offer summarily. Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made. UCO BANK reserves the right to verify /evaluate the claims made by the bidder independently. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidder.



## **PART – II: INVITATION FOR BIDS AND INSTRUCTIONS TO BIDDERS**

### **1. INVITATION FOR BIDS**

This Request for Proposal (RFP) is to invite proposals from eligible bidders desirous of taking up the project for RFP for Procurement of 100 Cash Recycler Machines (re-tendering). Sealed offers / Bids (Bid) prepared in accordance with this RFP should be submitted as per details given in the Bid Control sheet. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful bidder will be entirely at Bank's discretion.

### **2. DUE DILIGENCE**

The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP and study the RFP document carefully. Bid shall be deemed to have been submitted after careful study and examination of this RFP with full understanding of its implications. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP. Failure to furnish all information required by this RFP or submission of a Bid not responsive to this RFP in each and every respect will be at the Bidder's own risk and may result in rejection of the Bid and for which UCO Bank shall not be held responsible.

### **3. TENDER DOCUMENT & FEE**

A complete set of tender document can be obtained from the below mentioned address during office hours on all working days on submission of a written application along with a non-refundable fee of **Rs. 10,000.00/- (Rupees Ten Thousand Only) with additional GST @18% of Tender document Cost (Please quote your GST number)** in the form of Demand Draft or Banker's Cheque in favour of UCO BANK, payable at Kolkata.

The tender document may also downloaded from the bank's official website [www.ucobank.com](http://www.ucobank.com). The bidder downloading the tender document from the website is required to submit a non-refundable fee of **Rs. 10,000.00/- (Rupees Ten Thousand Only) with additional GST @18% of Tender document Cost (Please quote your GST number)** in the form of Demand Draft or Banker's Cheque in favour of UCO BANK, payable at Kolkata, or NEFT at the time of submission of the technical bid, failing which the bid of the concerned bidder will be rejected.

In case of bidders being an MSME under registration of any scheme of Ministry of MSME, they are exempted from the submission of EMD and the Tender Cost / Fee. A valid certificate in this regard issued by the Ministry of MSME has to be submitted.

<b>Bank details for Tender Fee</b>	<b>Address for Obtaining printed copy of RFP</b>
Account Number-18700210000755 Account Name- M/s H O DIT Branch- DD Block, Salt Lake branch IFSC- UCBA0001870 MICR-700028138	UCO Bank Head office, Department of Information Technology 3&4 DD Block, 7 <sup>th</sup> floor, Salt lake City, Sector-1, Kolkata – 700064 Phone- 033- 4455 9775/9770

#### **4. EARNEST MONEY DEPOSIT**

The Bidder must submit Earnest Money Deposit (EMD) along with the Technical Bid in the form of Bank Guarantee having validity period for 180 days from the date of opening of Technical Bid in the format given in **Annexure VI**. The EMD amount is Rs **20, 00,000/- (Rupees twenty Lacs Only)** issued by any scheduled commercial bank operating in India.

Non-submission of EMD will lead to outright rejection of the bid of the bidder. The EMD of unsuccessful bidders will be returned to them on completion of the tender process. The EMD of successful bidder will be returned on submission of Performance Bank Guarantee as specified hereunder.

The EMD will not bear any interest and EMD made by the bidder will be impounded if:

- 4.1** The bidder withdraws its bid during the period of bid validity( 180 days from the date of opening of bid).
- 4.2** If the bidder makes any statement or encloses any form which turns out to be false, fake, incorrect and /or misleading at any time prior to signing of contract and /or conceals or suppresses material information; and/or .
- 4.3** The selected bidder withdraws his tender before furnishing an unconditional and irrevocable Performance Bank Guarantee.
- 4.4** The bidder violates any of the provisions of the terms and conditions of this tender specification.
- 4.5** In case the successful bidder fails in the following:
  - To sign the contract in the form and manner to the satisfaction of UCO BANK.
  - To furnish Performance Bank Guarantee in the form and manner to the satisfaction of UCO BANK either at the time of or before the execution of Service Level Agreement (SLA)

## **5. REJECTION OF THE BID**

The Bid is liable to be rejected if:

- 5.1** The document doesn't bear signature of authorized person on each page signed and duly stamp.
- 5.2** It is received through E-mail.
- 5.3** It is received after expiry of the due date and time stipulated, or such extended time as stipulated by the Bank, for bid submission.
- 5.4** Incomplete Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids/ deviation of terms & conditions or scope of work/ incorrect information in bid / Bids not conforming to the terms and conditions stipulated in this Request for proposal (RFP) are liable for rejection by the Bank.
- 5.5** Bidder should comply with all the points mentioned in the RFP. Non-compliance of any point will lead to rejection of the bid.
- 5.6** Any form of canvassing/lobbying/influence/query regarding short listing, status etc. will be a disqualification.
- 5.7** The bidder submits Incomplete Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for proposal (RFP).
- 5.8** Non-submission of Pre Contract Integrity Pact as per format given in Annexure – XXV.

## **6. PRE-BID MEETING**

The queries for the Pre-bid Meeting should reach us in writing or by email on or before the date mentioned in the Bid Control Sheet by e-mail to [hodit.proc@ucobank.co.in](mailto:hodit.proc@ucobank.co.in). It may be noted that no query from any bidder shall be entertained or received after the above mentioned date. Queries raised by the prospective bidder and the Bank's response will be hosted on Bank's web site. No individual correspondence will be accepted in this regard.

Only authorized representatives, not more than two, of the bidder will be allowed to attend the Pre-bid meeting.

## **7. MODIFICATION AND WITHDRAWAL OF BIDS**

No bid can be modified by the bidder subsequent to the closing date and time for submission of bids. In the event of withdrawal of the bid by successful bidders, the EMD will be forfeited by the Bidder and impounded by the Bank.

## **8. INFORMATION PROVIDED**

The RFP document contains statements derived from information that is believed to be reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank in relation to the provision of services. Neither Bank nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied as to the accuracy or completeness of any information or statement given or made in this RFP document.

#### **9. CLARIFICATION OF OFFER**

To assist in the scrutiny, evaluation and comparison of offers/bids, UCO Bank may, at its sole discretion, ask some or all bidders for clarification of their offer/bid. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of UCO Bank in this regard shall be final, conclusive and binding on the bidder.

#### **10. LATE BIDS**

Any bid received by the Bank after the deadline (Date and Time mentioned in Bid Details table / Pre Bid / subsequent addenda / corrigenda) for submission of bids will be rejected and / or returned unopened to the bidder.

#### **11. ISSUE OF CORRIGENDUM**

At any time prior to the last date of receipt of bids, Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by a Corrigendum. Any such corrigendum shall be deemed to be incorporated into this RFP.

#### **12. FOR RESPONDENT ONLY**

The RFP document is intended solely for the information to the party to whom it is issued ("the Recipient" or "the Respondent") and no other person or organization.

#### **13. DISCLAIMER**

Subject to any law to the contrary, and to the maximum extent permitted by law, Bank and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information, including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with

any negligence, omission, default, lack of care or misrepresentation on the part of Bank or any of its officers, employees, contractors, agents, or advisers.

#### **14. SELECTION PROCESS**

The bidder who qualifies in the technical evaluation will qualify for commercial evaluation. The bidder whose bid has been determined to be responsive and who quotes the lowest price will be treated as **L1 Bidder**.

Any decision of Bank in this regard shall be final, conclusive and binding upon the bidder(s).

#### **15. MSME**

As per recommendations of GOI, Bank has decided to waive off EMD and tender cost for NSIC registered MSME entrepreneurs.

- i. Exemption from submission of EMD and Tender Fee / Cost shall be given to bidders who are Micro, Small & Medium Enterprises (MSME) and registered under provisions of the Policy i.e. registration with District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME. Bids received without EMD and tender cost from bidders not having valid NSIC registered documents for exemption will not be considered.
- ii. 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 Cost).
- iii. MSME bidder has to submit a self-declaration accepting that if they are awarded the contract and they fail to sign the contract or to submit a Performance Bank Guarantee before the deadline defined by the Bank, they will be suspended for a period of three years from being eligible to submit bids for contracts with the Bank.
- iv. In tender participating MSEs quoting price within price band of L1+15% allowed to supply a portion upto 20% of requirement by bringing down their price to L1 price where L1 is non-MSEs.
- v. Every Central Ministries/Departments/PSUs shall set an annual goal of

minimum 20% of total annual purchases of products or services produced or rendered by MSEs. Out of annual requirement of 20% procurement from MSEs, 4% is earmarked for units owned by Schedule Caste /Schedule Tribes.

- vi. An MSE unit will not get any purchase preference over any other MSE unit.
- vii. Bids received without EMD for bidders not having valid NSIC registered documents for exemption will not be considered. Bids received without EMD for bidders not having valid registration documents for exemption will not be considered. However, Performance Bank Guarantee has to be submitted by the bidder under any circumstance.

#### **16. COSTS BORNE BY RESPONDENTS**

All costs and expenses incurred by Recipients / Respondents in any way associated with the development, preparation, and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by Bank, will be borne entirely and exclusively by the Recipient / Respondent.

#### **17. NO LEGAL RELATIONSHIP**

No binding legal relationship will exist between any of the Recipients / Respondents and Bank until execution of a contractual agreement.

#### **18. CANCELLATION OF TENDER PROCESS**

- a. 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.
- b. The vendor shall indemnify UCO Bank and keep indemnified against any loss or damage that UCO Bank may sustain on account of any violation of patents, trademark etc. by the vendor in respect of the products supplied / services offered.

#### **19. CORRUPT AND FRAUDULENT PRACTICES**

As per Central Vigilance Commission (CVC) directives, it is required that Bidders / Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution

## **AND**

"Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

### **20. NON-TRANSFERRABLE OFFER**

This Request for Proposal (RFP) is not transferable. Only the bidder who has purchased this document in its name or submitted the necessary RFP price (for downloaded RFP) will be eligible for participation in the evaluation process.

### **21. ADDRESS OF COMMUNICATION**

Offers / bid should be addressed to the address given in bid control sheet.

### **22. PERIOD OF BID VALIDITY**

Bids shall remain valid for 180 (One Hundred and Eighty) days after the date of bid opening prescribed by UCO BANK. UCO BANK holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence. In exceptional circumstances, UCO BANK may solicit the Bidder's consent to an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The Bid Security provided shall also be suitably extended. A bidder acceding to the request will neither be required nor be permitted to modify its bid. A bidder may refuse the request without forfeiting its bid security. In any case the bid security of the bidders will be returned after completion of the process.

### **23. 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 vendor, and or to listen to any representations.

#### **24. OTHER TERMS AND CONDITIONS**

- a. Cost of preparation and submission of bid document:** The bidder shall bear all costs for the preparation and submission of the bid. UCO Bank shall not be responsible or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.
- b.** The Bank reserves the right to modify any terms, conditions and specifications of this request for submission of offer and to obtain revised bids from the bidders with regard to such changes. The Bank reserves its right to negotiate with any or all bidders. The Bank reserves the right to accept any bid in whole or in part.
- c.** The Bank reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder. When the Bank makes any such rejection, the Bank will not be bound to give any reason and/or justification in this regard to the bidder. The Bank further reserves the right to reject any or all offers or cancel the whole tendering process due to change in its business requirement.
- d.** Response of the Bid: The Bidder should comply all the terms and conditions of RFP.
- e.** The bidder is solely responsible for any legal obligation related to licenses during contract period for the solution proposed and Bidder shall give indemnity to that effect.
- f.** UCO Bank shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers without assigning any reason whatsoever. UCO Bank has the right to re-issue tender/bid. UCO Bank reserves the right to make any changes in the terms and conditions of purchase that will be informed to all bidders. UCO Bank will not be obliged to meet and have discussions with any bidder, and / or to listen to any representations once their offer/bid is rejected. Any decision of UCO Bank in this regard shall be final, conclusive and binding upon the bidder.

#### **25. ERRORS AND OMISSIONS**

Each Recipient should notify Bank of any error, omission, or discrepancy found in this RFP document.

## **26. ACCEPTANCE OF TERMS**

A Recipient will, by responding to Bank RFP, be deemed to have accepted the terms as stated in the RFP.

## **27. RFP RESPONSE**

If the response to this RFP does not include the information required or is incomplete or submission is through Fax mode or through e-mail, the response to the RFP is liable to be rejected.

All submissions will become the property of Bank. Recipients shall be deemed to license, and grant all rights to, Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or Banking documents.

## **28. RFP RESPONSE VALIDITY PERIOD**

RFPs response will remain valid and open for evaluation according to their terms for a period of at least **6 months** from the time the RFP response submission process closes.

## **29. NOTIFICATION**

Bank will notify the Respondents in writing as soon as possible about the outcome of the RFP evaluation process, including whether the Respondent's RFP response has been accepted or rejected. Bank is not obliged to provide any reasons for any such acceptance or rejection.

## **30. ERASURES OR ALTERATIONS**

The Bid should contain no alterations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections should be duly stamped and initialled / authenticated by the person/(s) signing the Bid.

## **31. CLARIFICATIONS ON AND AMENDMENTS TO RFP DOCUMENT**

Prospective bidders may seek clarification on the RFP document by letter/fax/e-mail till the date mentioned in the bid control sheet. Further, at least 7 days' time prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s) sought from prospective bidders,

modify the RFP contents by amendment. Clarification /Amendment, if any, will be notified on Bank's website.

### **32. LANGUAGE OF BIDS**

The bid as well as all correspondence and documents relating to the bid exchanged by the bidder and the Bank shall be in English language only.

### **33. AUTHORIZED SIGNATORY**

The bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested. In the case of a body corporate, the bid shall be signed by person who is duly authorized by the Board of Directors / Competent Authority of the bidder or having Power of Attorney.

The selected bidder shall indicate the authorized signatories who can discuss, sign negotiate, correspond and any other required formalities with the bank, with regard to the obligations. The selected bidder shall submit, a certified copy of the resolution of their Board certified by Company Secretary along with Power of Attorney duly stamped, authorizing an official or officials of the company to discuss, sign with the Bank, raise invoice and accept payments and also to correspond.



### **34. SUBMISSION OF OFFER- THREE BID SYSTEM**

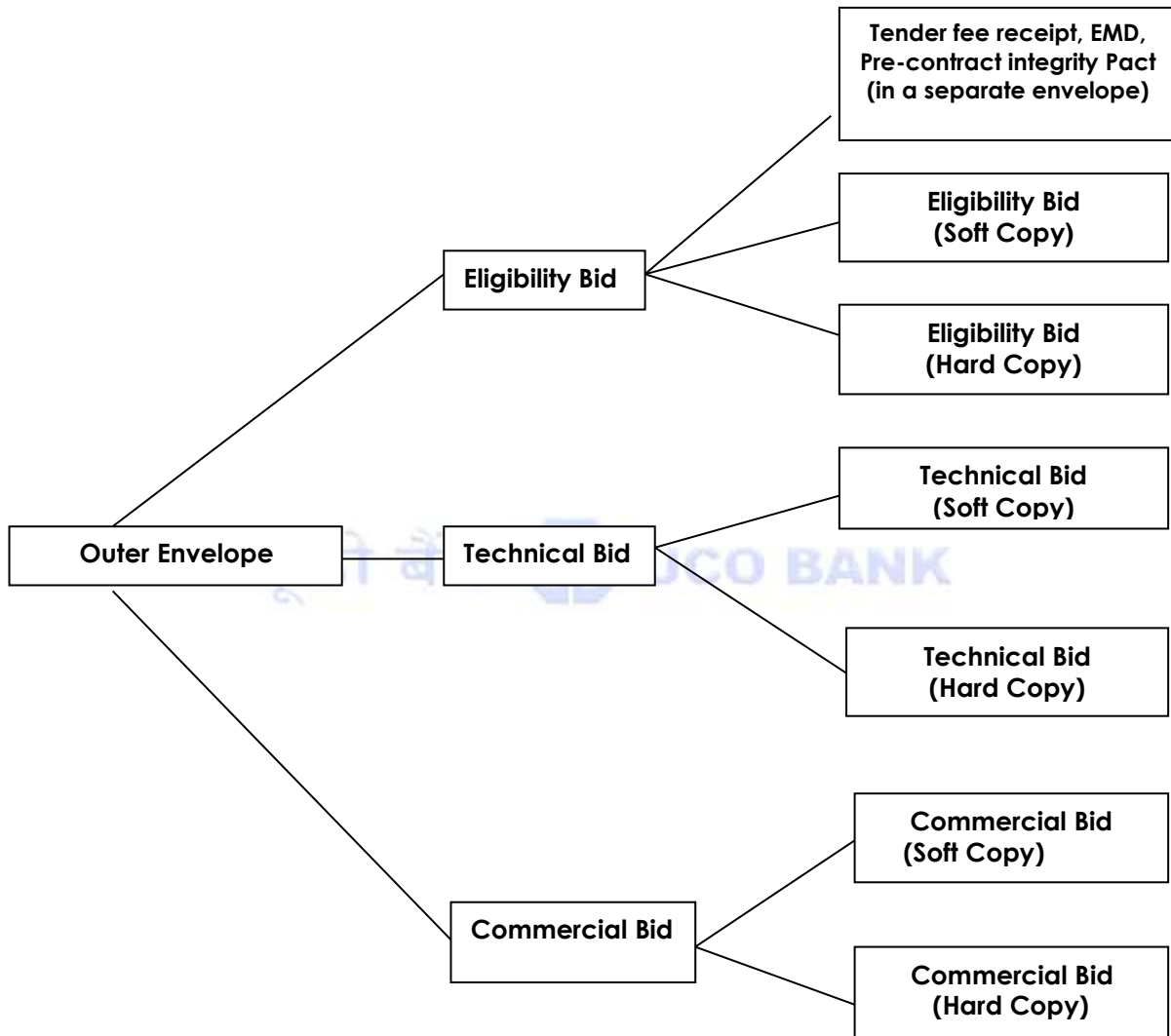
Separate Eligibility, Technical and Commercial Bids along with soft copies duly sealed and super-scribed as - RFP for Procurement of 100 Cash Recycler Machines (re-tendering) ( Eligibility Bid), -- RFP for Procurement of 100 Cash Recycler Machines (re-tendering) (Technical Bid) and -- RFP for Procurement of 100 Cash Recycler Machines (re-tendering) (Commercial Bid) respectively should be put in a single sealed outer cover duly sealed and super-scribed as- "RFP for Procurement of 100 Cash Recycler Machines (re-tendering) " as per the below mentioned diagram and as per bid details given in the RFP.

The bids ( along with soft copy) shall be dropped/submitted at UCO Bank's address given in Bid Control Sheet Table, on or before the date specified therein.

All envelopes must be super-scribed with the following information:

- Name of the Bidder
- Bid Reference No.
- Type of Bid ( Eligibility or Technical or Commercial)

The Eligibility and Technical Bid 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. The Eligibility and Technical Bids must not contain any price information otherwise BANK, at its sole discretion, may not evaluate the same. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidders. The Technical bid should have documentary proof in support of Eligibility Criteria and all the Annexures as per RFP document.



The Commercial Offer (Hard Copy) should contain all relevant price information as per **Annexure – XX**.

All pages and documents in individual bids should be numbered as page no. – (Current Page No.) of page no – (Total Page No.) and should contain tender reference no. and Bank's Name.

**Note:**

- 1 If the outer cover / envelop are not sealed & super-scribed as required, the

Bank will assume no responsibility for bid documents misplacement or premature opening.

- 2 The commercial offer (Hard Copy) should contain all relevant price information.
- 3 All pages and documents in individual bids should be numbered as page no. (Current Page. No) of page. no - (Total Page No) and should contain tender reference no. and Bank's Name.
- 4 The Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all Bids at any point of time prior to the issuance of purchase order without assigning any reasons whatsoever.
- 5 If any inner cover / envelop of a bid is found to contain Eligibility/ Technical & Commercial Bids together then that bid will be rejected summarily.
- 6 If any outer envelope is found to contain only the eligibility bid or technical bid or commercial bid, it will be treated as incomplete and that bid will be liable for rejection.
- 7 If commercial bid is not submitted in a separate sealed envelope duly marked as mentioned above, this will constitute grounds for declaring the bid non-responsive.
- 8 The Bank reserves the right to resort to re-tendering without providing any reason whatsoever. The Bank shall not incur any liability on account of such rejection.
- 9 The Bank reserves the right to modify any terms, conditions or specifications for submission of bids and to obtain revised Bids from the bidders due to such changes, if any, at any time prior to completion of evaluation of technical / eligibility bids from the participating bidders.
- 10 Canvassing of any kind will be a disqualification and the Bank may decide to cancel the bidder from its empanelment.

## **PART –III BID OPENING AND EVALUATION CRITERIA**

There would be a three (3) **stages for evaluation process**. The Stages are:

- I) Eligibility Criteria Evaluation
- II) Technical Evaluation
- III) Commercial Evaluation

### **1. ELIGIBILITY EVALUATION**

The Eligibility would be evaluated first for the participating bidders. The bidder, who would qualify all Eligibility Criteria as mentioned in clause 2.1, will be shortlisted for the Technical bid evaluation. A detailed technical evaluation would be undertaken for eligible bidders and only the technically qualified bidders would be shortlisted for commercial opening and evaluation. **The bidder with the lowest commercial quote will be declared as 'L1'.**

The offers/bids containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer/bid. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. Bank may treat offers/bids not adhering to these guidelines as unacceptable. The bid form and the documents attached to it shall not be detached or removed one from the other and no alteration(s) or mutilation(s) (other than filling in all the blank spaces) shall be made in any of the bid documents attached thereto. Any alterations or changes to the entries in the attached documents shall be made by a separate covering letter, in the absence of which it shall be rejected forthwith. Any decision in this regard by UCO Bank shall be final, conclusive and binding on the Bidder.

Bank will not entertain any enquiries from the Bidders post tender opening on the status of the bid, nor allow any price reductions during the course of technical or commercial evaluation, till the selected Bidder is notified. No Bidder shall contact UCO Bank on any matter relating to its offer/bid; from the time of offer opening to the time the contract is awarded. Any effort by a Bidder to influence Bank in its decision on offer/bid evaluation, comparison or contract award decisions may result in the rejection of the Bidder's offer/bid forthwith. Any decision of Bank in this regard shall be final, conclusive and binding on the Bidder.

### **2. TECHNICAL EVALUATION PROCESS**

In Technical evaluation process, the technical bid of only eligible bidders as per Eligibility Criteria in Part II, Clause 2.1 would be evaluated. The Technical evaluation will be done on a basis of comply chart provide by bidder as per Scope of work in **Part IV** and Technical and Functional requirements of Cash Recycler Machines. The Bidder should comply all points in scope of work in **Part IV** and all points in **Annexure – XII**. Bidders will be rejected from the bid process on non-compliance of any point either in scope of work or points in **Annexure – XII** under Bank's discretionary power. After technical evaluation commercial bids of only technically qualify bidders will be opened. Masked Bill of material must be attached in Technical offer and should not contain any price information.

### **3. COMMERCIAL EVALUATION PROCESS**

The Commercial Bids of only technically qualified bidders will be opened and evaluated by the Bank and the evaluation will take into account the following factors:

- a. The Bill of Material must be attached in Technical Proposal as well as Commercial Bid. The format will be identical for both Technical Proposal and Commercial Proposal, except that the Technical Proposal should not contain any price information (with Prices masked). Technical Proposal without masked Bill of Materials will be liable for rejection. Any deviations from the Bill of material/ non submission of prices as per the format shall make the bid liable for rejection.
- b. The L1 Bidder will be selected on the basis of the amount quoted for proposed solution quoted by them as per Annexure-XX.
- c. The optimized TCO (Total Cost of Ownership) identified in the commercial bid would be the basis of the entire outflow of the Bank for undertaking the scope of work. Any further hardware, software, licenses required to meet the performance criteria of the Bank as stated in the RFP, during the tenure of the project, would be at the cost of the Bidder.
- d. Items mentioned in Annexure-XXI are optional items. Bank reserves the right to purchase those items from the selected bidder/s as per business requirement after negotiation of cost. The rate quoted in Annexure-XIX should valid for warranty period of machine and AMC Period. Bidder has to quote rate for each optional item. Failure in quoting rate for optional item may cause rejection of the bid.
- e. The bidder will be solely responsible for complying with any applicable Export / Import Regulations. The Bank will no way be responsible for any deemed Export benefit that may be available to the bidder.

- f. In case there is a variation between numbers and words; the value mentioned in words would be considered.
- g. In the event the vendor has not quoted or mentioned the component or services required, for evaluation purposes the highest value of the submitted bids for that component or service would be used to calculate the TCO. For the purposes of payment and finalization of the contract, the value of the lowest bid would be used.

#### **4. SHORTLISTING**

The bidder needs to qualify as per eligibility criteria. Only eligible bidders will be qualified for the Technical evaluation process, to be qualified for commercial bid opening. Only those bidders who achieve technical requirements mentioned in scope of work would be short-listed for commercial bid evaluation.

The Commercial Bids of only technically qualified bidders will be opened and evaluated by the Bank and the evaluation will take into account the following factors:

- i. The optimized TCO identified in the commercial bid would be the basis of the entire outflow of the Bank for undertaking the scope of work. The Bank will consider the TCO over a Five-year period starting from the date of going live in production. Any further infrastructure or hardware (electrical components) required to meet the performance criteria of the Bank as stated in the RFP, during the tenure of the project, would be at the cost of the Bidder.
- ii. **Normalization of bids:** The Bank will go through a process of Eligibility evaluation followed by the technical evaluation and normalization of the bids to the extent possible and feasible to ensure that shortlisted bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion ask all the technically short-listed bidders to re-submit the technical and commercial bids once again for scrutiny in part or full.

The resubmissions can be requested by the Bank in the following two manners:

- Incremental bid submission in part of the requested clarification by the Bank.
- Revised submissions of the entire bid in the whole.

The Bank can repeat this normalization process at every stage of bid submission or till the Bank is satisfied. The shortlisted bidder/s have to agree that they have no reservation or objection to the normalization process and all the

technically short listed bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process. The shortlisted bidder/s, by submitting the response to this RFP, agrees to the process and conditions of the normalization process.

- iii. The bidder will be solely responsible for complying with any applicable Export / Import Regulations. The Bank will no way be responsible for any deemed Export benefit that may be available to the bidder.
- iv. In case there is a variation between numbers and words; the value mentioned in words would be considered.
- v. The OEM needs to provide Unit costs would be provided for components and services; unit rates would be considered for the TCO purposes.
- vi. In the event the vendor has not quoted or mentioned the component or services required, for evaluation purposes the highest value of the submitted bids for that component or service would be used to calculate the TCO. For the purposes of payment and finalization of the contract, the value of the lowest bid would be used.



## **PART –IV**

### **1. SCOPE OF THE WORK**

- 1.1 Cash recycling functionality has to be made available from ab-initio stage.
- 1.2 Cash Recycler should be able to recycle (accept & dispense) all the denominations as and when required (and cassette configuration as per Bank's requirement) from the same cassettes where the cash is accepted. Ability to recycle all denominations would be required at no extra cost to bank during Warranty and AMC Period. Currency denomination configuration shall be provided by the Bank. Bank may change the configuration whenever required. Successful bidder shall be informed accordingly.
- 1.3 Successful bidder should update the software to support all new variants of currency notes as well as new denominations, discontinuation of paper currency, if any, issued subsequently without any extra cost to the Bank during the period of warranty and AMC. Successful bidder should immediately undertake to upgrade the counterfeit currency detecting software whenever upgrades are released or noticed but not later than 2 weeks after the date of such release. The Successful bidder to ensure that machine does not accept Recycler unfit/Torn currency. Successful bidder should undertake to upgrade the counterfeit detecting software minimum once in **three months** during the warranty and AMC period. (Bidder has to give undertaking as per **Annexure-XXVIII**)
- 1.4 The Successful bidder should ensure that Cash Recycler shall be calibrated/ recalibrated and configured to accept and dispense correct denomination of Currency / Bank notes.
- 1.5 Selected bidder will have to necessarily install Cash Recycler with good quality grouting of Endpoints, as under:

“Moving / tilting of Cash Recycler for removing existing levelling screws. Drilling 8”- 10” holes in the existing flooring using concrete drill bits. Hammering metal sleeves in these holes. Repositioning the Cash Recyclers over the existing markings. Putting in Anchor fasteners - min. 6” long anchor fasteners, preferably of Fischer make. Applying resin adhesive (Araldite) over the finished bolt positions for improved bonding & Repairing broke tiles, if any”.
- 1.6 **Multi-vendor software compatibility:** The successful bidder shall agree that the Bank reserves the right to bring in Multi-vendor software, hardware and if such a solution is contracted with a third party other than the successful bidder, the successful bidder agrees to cooperate with the bank for continued functions.
- 1.7 In case of Amalgamation/Merger of UCO Bank, the products & Services to be provided by the selected bidder under this RFP will be extended to the New/Merged Entity, at no additional cost and with the same terms & conditions

- 1.8** The successful bidder should provide one Cash Recycler of same configuration / features as a test bed to the Bank free of cost. The same has to be delivered and installed at address advised by the Bank. The UAT & Preproduction test has to be completed within 15 days of acceptance of purchase order with integration of the switch. The switch compliance certificate has to be obtained from Euronet Switch. The UAT & Preproduction tests signoff has to be done with Bank with ref. to the scope.
- 1.9** Two copies of Acceptance Test Procedure document of all testing, installation, commissioning activities carried out including the final results to be submitted before issue of acceptance certificate by the Bank, one to the Cash Recycler's location and Head Office-II, DD 3 & 4, Sector-1, Salt Lake City, Kolkata. The Successful bidder shall submit the relevant test certificate/guarantee certificate/licenses along with the supplies, installation and acceptance, as applicable to Cash Recycler's location.
- 1.10** Service like DNS setting, IP address changes, changing currency cassettes configuration, cassettes calibration, changing combination lock setting or any other activities which cannot be performed by Centralized solutions, vendor should do the same as and when requested by Bank without any additional cost to the Bank.
- 1.11** During the Warranty and AMC period, the Successful bidder should extend the On Site Service Support. The scope of Warranty and AMC shall include fixing the Cash recycler problems. Upgradation, supply, installation and implementation of upgraded versions of software (updates /upgrades) Rectification of Bugs/defects if any Preventive Maintenance quarterly maintenance of Hardware/Software Reinstallation of firmware/software, whenever required.
- 1.12** Downtime report should be collected from the respective locations (including CBS, switch or any other mode that bank decides) duly certified by Bank's officials. In case of any disputes in downtime, it should be resolved amicably/mutually agreed upon. However, the successful bidder shall submit the necessary proof that the failures are not on account of hardware & software of the Cash recycler and its related equipment.
- 1.13** Service Support is defined specifically as helpdesk, update/enhancement, upgrade, technical guidance, technical consultancy, enablement of features and functionality, problem solving and troubleshooting, providing technical solution, rectification of bugs, enabling features of the software already provided, providing additional user controlled reports, Changes in configuration & settings, device configuration, enabling parameterized features, future product information, migration, manpower resource allotment for pre-planned activity, co-ordination for changes in structure, etc without any additional cost to the bank.

- 1.14** Successful Bidder should provide all the Firmware/Software updates as and when they are released at the Cash Recycler supplied and duly tested at ATM-Switch and at least one live site. No charges shall be payable by the Bank for installation/reinstallation of any software / agent / patches / upgrade whatsoever at all Cash Recycler normally during the calendar quarterly preventive maintenance visits or any time in case of Bank's urgent requirement.
- 1.15** The Successful bidder is bound to do all hardware spares replacement in order to maintain the required uptime during the warranty and AMC period covering all parts & labour from the date of acceptance of the systems by UCO Bank at the respective locations i.e. on-site comprehensive warranty. Under Annual Maintenance Contract all parts & labour should be covered for on-site support. Bank, however, reserves the right to enter into Annual Maintenance Contract (AMC) agreement either location-wise / Circle-wise or from a single centralized location.
- 1.16** The Successful bidder shall also give an undertaking as a part of this contract to provide technical consultancy and guidance for successful operation of the Cash Recyclers and its expansion in future by the Bank during the warranty and AMC period (if contracted). The said undertaking letter shall be submitted along with the bid, otherwise, the bid is liable for rejection.
- 1.17** Only licensed copies of software & hardware shall be supplied and ported in the Cash recyclers. The successful bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version. All licenses should be provided to the bank.
- 1.18** The image/video data stored on hard disk should be periodically taken as backup at the time of preventive maintenance and handed over to the concerned branch within stipulated timeframe. In case the vendor fails to provide the image/ video data related to any event not older than 90 days when requested by the Bank, the loss or damage for not being provided the data will be recovered from the vendor.
- 1.19** The hard disk should be able to store the image data along with currency note number data for a period of at least **120 days**. The image data should be retrievable remotely to address any dispute or as a response to police / regulatory authorities. The successful bidder will be responsible for providing image data as required by the Bank by retrieving from the machine physically without any cost to Bank. In the event of successful bidder failing to provide the image data as per bank's requirement the Bank shall levy penalty equivalent to the amount of disputed transaction plus penalties imposed by police/regulator /ombudsman court etc. Such data will have to be provided within 24 hours from the requisition by the bank failing which the penalty clause will be invoked. The data should be stored securely and must be accessible only to authorized personnel.

- 1.20** During Comprehensive Onsite Warranty and AMC period Bank will not pay any charges for Engineer's visit to site and any part replacement cost during Warranty Period except if the Cash Recyclers part is physically damaged by miscreant, Fire and Natural Calamities. Bank should not be charged for the parts damaged due to earthing issues, if the engineer fails to provide reports confirming that parts got damaged due to earthing issues for approval to the respective zonal office (instead of the nodal branch) and the same is not accepted by the Zonal Office.
- 1.21** The successful bidder shall provide centralized complaint booking facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line web portal, through onsite support personnel etc. The complaint should be accepted basing on branch code, branch name and location and it should be possible to lodge bulk complaints from administrative units also.
- 1.22** Escalation matrix should be provided for all kinds of support, technical, resolving of the issues.
- 1.23** If branch raises complaints and if phone guidance is given by successful bidder to branch for rectifying the issue & any spares including consumables or software gets damaged, then it will be the responsibility of the successful bidder to replace or reinstall in quick time, with no additional cost to the bank.
- 1.24 Spare Parts:** The Successful bidder shall always make available the spare parts, components etc. as mentioned in Annexure XXI for the systems for a minimum period of 6 years, during warranty and AMC period.
- 1.25 Consumables:** Bank shall consider the following as consumables viz., Cartridges, Ribbons, Paper Rolls, Currency cassette. All other items should be covered under Warranty & AMC & shall delivered without additional cost to the Bank.
- 1.26** All cassettes of the Cash Recycler or part should be configurable for Cash Deposit and Withdrawals. The Successful bidder shall reconfigure the cassettes as per business requirements of Bank during preventive maintenance. Cassette Configuration can be assigned individual denomination-wise or can be even configured to have more than one or all denomination per cassette.
- 1.27** Bidder/s have to provide user friendly seamless reconciliation process (related to physical difference in cash recycler) and reports out of the box.
- 1.28** If Bank desires to implement IBNS (Intelligent Banknote Neutralization System) in future, Successful bidder has to provide the same without any extra cost to Bank.
- 1.29** Successful bidder to ensure that customer data are saved in the machine as per the format/controls specified by regulator/Bank.
- 1.30** Successful bidder will be responsible for loading the Bank's approved software agent for EJ/Image pulling & Screen Content distribution and must coordinate with EJ/Image & Screen Content vendor to ensure that EJ pulling services are

not disrupted. If the EJ agent is found to be disabled / disconnected, the successful bidder shall restore it with no extra cost to bank. EJ agent found disabled or disconnected has to be restored on T+1 basis. If the successful bidder/s is not able to rectify / resolve the disabled or disconnected sites for EJ pulling in co-ordination with MSP/Bank, a penalty will be levied as mentioned under penalty & liquidity damage clause. Further, in case of any penalty (ombudsman award etc.) imposed on the bank due to non-availability of EJ due to disconnection, the Bank will recover the amount from Successful Bidder claimed by the cardholder. EJ agent shall be provided by the Bank. However, the bidder will help the Bank representative/vendor handling the EJ software for screen content distribution as & when required.

- 1.31** The Successful bidder must ensure before delivery that operating system is encrypted and hardened to block the services which are not required. Successful bidder has to provide comprehensive white listing solution to prevent the machine from any cyber-attack, intrusion, virus, worm, malware, Trojan any other malicious software or similar vulnerability known as on date as well as future emergence. The successful bidder to ensure timely updation of antivirus to safeguard the machine and its OS from any of above vulnerabilities without any extra cost. The successful bidder to ensure implementation of only essential services and the security to the satisfaction of Bank's IT Security team. In case of any deviation / vulnerability, successful bidder to revert back to system hardening, post blocking as specified by Bank at no extra cost to Bank within shortest possible time. Cash recycler should be pre-installed with latest licensed Antivirus Solution ported with latest patches. Patches are to be updated during PMS activities/ auto updation on daily basis. If any loss to the bank due to not following the mentioned items, then the successful bidder undertakes to pay the amount of loss occurred to bank along with penalty if any levied within 7 days of incident happened or bill raised by bank whichever is earlier.
- 1.32** Successful bidder to ensure that the admin access to the OS is controlled by dynamic password.
- 1.33** The Successful bidder must ensure before delivery that Cash Recycler BIOS is such that the Cash Recycler will only boot from the primary HDD and nothing else. After the cash recycler made live and after all necessary services are started including EJ, Image & Screen Content distribution etc. All USB Ports/unused ports to be disabled. The permission to enable should be given to branch authorized officers only. After this configuration changes, protect this configuration with the BIOS (non-generic) password, which will be managed by the successful bidder. The password should be given to branches in sealed envelope.

- 1.34** The Successful bidder should provide end to end solution and implementation, including server/switch application component (without any additional cost to the Bank) suitable for visually challenged persons (with audio support) for all above Cash Recycler in English, Hindi, Regional languages. The Cash Recycler should have Voice Guidance flow enabled for the visually challenged along with Text to Speech, web extension services, EPP/functional keys based voice guidance support with internal speakers & jack. The Successful bidder should also participate in the testing and end to end implementation and rollout without any additional cost to the Bank. The Successful bidder shall undertake complete end-to-end installation & operationalization of Cash Recycler including integration with switch. The cash recycler machine should include all features including Braille keyboards, FDks that supports visually, physically handicapped persons.
- 1.35** The Bank proposes to connect Cash Recyclers to its Euronet Switch. The successful bidder will take total responsibility for supplying, installation of Cash Recycler and making them operational with integration to Euronet switch within the schedules as mentioned for delivery and installation. It is the responsibility of the bidder to obtain necessary **integration certification** from Euronet Switch.
- 1.36** Successful bidder/s have to ensure that such compatibility must also be available with any other Switch that the Bank may go in the future, during the period of the contract including AMC with no additional cost to the bank. Successful bidder shall provide integration with the new switch without any extra cost to the bank. The schedule given by the bank will be obliged by the Successful bidder.
- 1.37** Successful bidder is required to submit one set of OEM's complete technical documentation in soft as well as hard copies.
- 1.38** Successful bidder is required to support MSP agent installations (if any) and will have to enter into SLA for end user uptime guarantee of minimum **98%** (in a 24-hour cycle) for each machine for minimum **5 years (two-year warranty + three years AMC)**. The Successful bidder shall provide remote monitoring support to the MSP or bank for maintaining 98% upward uptime.
- 1.39** Bank reserves right to request diversion of machines from one site to another which are yet to be dispatched except for diversions from non-entry / road permit state sites to states that require entry / road permit. If any such machine is yet to be shipped the Successful bidder shall bear the entire expenditure incidental to such diversion. For any machine delivered and / or installed at the initial location. The shifting will include all work incidental to shifting including de-installation, dismantling, packing, loading, transportation, transit insurance, unloading, unpacking and reinstallation at the new site / location. If the machine is installed in initial location, then bank only will bear the cost of shifting including transit insurance.

- 1.40** The Successful bidder should provide all the software and other utilities required for facilitating integration, interface with Digital Image Surveillance Systems, Alarm Systems, E-Surveillance System, Multi-Vendor Software for these Cash Recyclers.
- 1.41** The cash recycler should be Biometric Enabled, EMV Chip Enabled, contactless enabled and Successful bidder should integrate with the bank switch as & when required by bank at no extra cost to bank.
- 1.42** In the event of OEM ceasing support to the existing operating system the successful bidder shall upgrade and install the latest higher version of operating system and all application software supporting the operating software for satisfactory function of Cash Recyclers on all Cash Recyclers deployed with no extra cost to Bank. The successful bidder shall also upgrade hardware required to support the higher version of operating system at no extra cost to Bank.
- 1.43** Even though we do not expect that the Cash Recycler would under any circumstances accept/dispense any counterfeit note, as a matter of abundant precaution, in the rarest of rare case if the Cash Recycler accepts / dispenses any counterfeit notes, this will be reported to the successful bidder and successful bidder has to make good for the loss immediately. The configuration of the Cash Recycler should be checked immediately and rectified.
- 1.44** Cash Recyclers should have protection from Pests, Rats, rodents etc. starting from the date of delivery till the life of Cash Recyclers. During the preventive maintenance reporting, vendor will submit the certificate along with the images that Rats mesh is present in the recycler. In case of non-submission of proof, Vendor will replace the Cash Recycler damaged part during the life of Cash Recycler in case of any loss due to Pests, Rats, rodents etc. Bank will not accept any claim for replacement of any part damaged by Pests, Rats, rodents etc.
- 1.45** Successful bidder will have required to enter into tripartite agreement with Bank and MSP vendor (if any, required in future) for smooth Cash Recycler operation and EJ, Image pulling and screen content distribution services to avoid / pay any penalty.
- 1.46** In future Bank may engage the services of a Managed Service Provider (MSP) for providing following services:
- a.** Cash Services (Loading and Unloading)
  - b.** First Line Maintenance (FLM)
  - c.** Consumable Replenishment
  - d.** Online status monitoring
  - e.** DVR monitoring
  - f.** EJ, Image pulling & Screen Content distribution
  - g.** Incident Management

The Successful bidder shall provide all necessary support including training to the MSP and installation of EJ client on each machine. The report of the MSP will be considered as final for arriving at end-user availability for the purpose of SLA and penalty calculation. Now the same support should be given to bank.

- 1.47** The Successful bidder should allow Bank Officials to change/set the BIOS and OS password for each Cash Recycler & guide the Bank officials to keep it in sealed condition for future use.
- 1.48** All repairs and maintenance service described herein shall be performed by qualified maintenance engineers totally familiar with the machine / equipment.
- 1.49** Standard MIS and logs/reports (available in the machine) has to be provided as per requirement of the Bank on the specified interval. Successful bidder will customise the MIS reports as per requirements of the Bank without any additional cost to the Bank.
- 1.50** Successful bidder will deliver along with the Cash Recycler, 5 rolls of receipt paper of 400 meters each & 5 rolls JP Paper of 200 meters for each Cash Recycler. The paper quality of each thermal printer paper should ensure print retention for up to six months.
- 1.51** Successful bidder to ensure that DVR images are saved and provided, whenever required by the bank without any extra cost to Bank.
- 1.52** Successful bidder has to ensure that DVR images are stored in Cash Recyclers on first-in-first-out basis at least for six months.
- 1.53** Successful bidder to ensure that time print of the DVR of transaction exactly tally with transaction time printed in EJ. Successful bidder to ensure that DVR images and Video are provided within 10 hours from the lodging of the call from Manage Services vendor/Bank.
- 1.54** At the request of the Bank, the Successful bidder should provide more rounds of user/administrative training if required, without any extra cost to ensure utilization of these machines.
- 1.55** Successful bidder has to ensure that the equipment delivered to the Bank are brand new (not refurbished), including all components and provide a letter signed by authorized signatory in this matter to Bank. The successful bidder should also ensure that all the software supplied by the successful bidder is licensed and legally purchased.
- 1.56** Successful bidder must warrant all machines/equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. During the warranty period Successful bidder shall maintain the equipment and repair / replace all the defective components at the installed site, at no additional charge to the Bank. The Successful bidder should replace the part, in case of requirement without any cost to Bank within maximum two working days.

- 1.57** The successful bidder has to design screen for Cash Recycler in Hindi, English & regional languages where the machine is installed and submit the same for Bank observation and approval without any cost to Bank. Post Bank approval same required to be customised and provided to Bank. Designed screen will be the property of the Bank. Copy of the screen along with original design file has to be provided to Bank.

## **2. DELIVERY & INSTALLATION**

- A.** The selected bidder shall deliver the machines within Six Weeks in North East region and in states where road permit is needed and within Four weeks in rest of the country from the date of receiving the purchase order over email/letter and operationalize it within 1 week from the date of receiving the intimation over e-mail/letter from the Bank failing which the Bank reserves its right to levy liquidated damages as mentioned in liquidity damage clause.
- B.** The Successful Bidder is responsible for supply & delivery, transportation, all insurance (including transit), storage and installation and commissioning of Cash Recycler at sites including integration, acceptance testing, documentation and training of Bank's personnel, if required. The loss payee endorsement shall be in favour of the Successful Bidder for all the above mentioned insurance.
- C.** The Successful Bidder shall be responsible for installation and commissioning of the system including cabling and other related activities such as unpacking, uncarting, inspection etc.
- D.** The Successful Bidder shall ascertain the Network Addressing from the bank and the free ports/ interface points available at all locations before installation.

## **3. PROJECT MANAGEMENT**

- A.** For smooth completion of the project (Till the Contract Period) the Successful Bidder shall deploy a Project Manager as a single point of Contact for the Bank.
- B.** Project Manager nominated for the project should submit a weekly progress report to Head Office Department regarding implementation of the Project.
- C.** Project Completion Document should be comprehensive to enable the bank to refer to any details at a future date in case of faults/errors or maintenance/ up-gradation.

## **4. SUPPLY & INSTALLATION OF CASH RECYCLERS AND ACCESSORIES**

- A.** The Successful Bidder shall perform the required activities at the time of installation /commissioning the Cash Recyclers and obtain confirmation of

satisfactory completion from the Bank officials. Successful Bidder has to arrange supply and installation of new Cash Recyclers, related peripherals and their maintenance.

- B.** The Successful Bidder must ensure that all the Cash Recyclers that are commissioned are brand new and should function efficiently, if not should be replaced immediately.
- C.** The Successful Bidder shall ensure the compatibility of the hardware and peripherals which they supply with the hardware and software systems being used in the Bank viz., EURONET switch and Finacle (7.0.25 & its upgraded version) for Core Banking Solutions and any future up gradation or migration to other CBS platform/switch vendor without incurring any extra cost to the Bank.
- D.** The Successful Bidder shall ensure the following while installation and subsequent maintenance activities:
  - Loading Multilingual Screens / UCO Bank Product screens for other values added services like mobile top up, utility bill payment, utility bill payment/ any customised screen etc. as per the requirement of the Bank. (Screens will be given by Bank).
  - Enabling/Installation electronic journal log.
  - Loading EJ agent and maintenance.
  - Loading of Terminal Master Keys (TMK) in co-ordination with bank officials.
  - Adding EURONET Switch (or any other Switch) IP in the Cash Recycler.
  - All other requisites for end to end installation of the Cash Recycler.
- E.** In case Bank decides to and feels the necessity to install any Third party application for any purpose, Successful Bidder to do the same without any additional cost to the Bank. Even during the contract period and third party application at the discretion of the Bank has to be completed by the Successful Bidder in their regular visits.

## **5. SECOND LINE MAINTENANCE (SLM)**

- A.** Preventive maintenance shall be compulsory during Warranty and AMC period. Preventive maintenance activity should be completed every quarter and report should be submitted to the branch officials with a copy to respective Zonal Office. Preventive maintenance activity should take care of physical verification, device configuration verification, device health check-up, cleaning of devices, fine-tuning the configuration, security checkup, verification of bugs/patches, taking backup of DVSS (on media provided by the Bank) and handing over to branch etc. During Preventive maintenance, the engineer should also check the earthing voltage at the site and inform the branch in case of any issue. Preventive Maintenance includes full and thorough check-up of the machine to identify faults, vital

parts and EJ connection as well as DVSS availability and resolve the same if any. Preventive maintenance needs to be scheduled at a time convenient to the Vendor and Bank. The selected bidder is required to share the quarterly schedule of Preventive Maintenance (Cash Recycler ID-wise) with Bank's respective Zonal Offices. Successful Bidder should submit hardcopy/scanned copy of the PM report (duly signed & stamped by bank officials with stamp).

- B.** Implementation of Hardware Level Configurationally Changes, wherever required /necessitated
- C.** Supply and installation of original (OEM make only) spare parts, wherever required, to take care of breakdowns and natural wear and tear or aging of Cash Recycler without any extra cost to Bank.
- D.** Remote diagnostics of Cash Recycler and its parts.
- E.** Successful Bidder will have to keep updating the security protocols and take all the necessary measures for developing suitable Security and related action in order to ensure that Machines operations are run flawlessly and without any security threat – Physical or Logical.
- F.** Successful Bidder will be responsible for deployment/ management of all the patches, which may be required to be updated/ downloaded in the machine from time to time.
- G.** At the start of the contract, Vendor will ensure that each Cash Recycler site is visited within three months and their Cash Recycler are checked for its functioning, health and a report thereof, along with time stamped sample machine counter slips of each Cash Recycler is prepared and submitted to the bank. Thereafter, preventive maintenance of these Cash Recycler are to be carried out at least once in each quarter and a report along with the date time stamped machine counter slips be submitted to the bank as a regular practice.

#### **6. RESPONSIBILITY FOR FAULT FREE OPERATION**

- I.** The SB, following the execution of the Contract, will assume total responsibility for the fault free operation of the Cash Recycler, associated application software and maintenance.
- II.** The following conditions shall be applicable for ensuring trouble-free maintenance:
  - a.** Configuration of Cassettes of the CRs will be borne by the Successful Bidder.
  - b.** The Successful Bidder has to maintain a minimum of 98% guaranteed uptime for each machine. Successful Bidder is required to enter into SERVICE LEVEL AGREEMENT (SLA) for the end user guaranteed uptime. The percentage of uptime will be calculated based on the time to repair / rectify a fault from the time the complaint is made to the time it is rectified. The Successful Bidder shall provide SLM remote monitoring, preventive maintenance (once

a quarter) and AMC services. For providing SLM services the Successful Bidder shall rectify the defect as per the Response time & Resolution time as detailed below. Downtime penalty will be applicable based on the non-availability of the machines. The Successful Bidder should extend all the support and also abide all the clause mentioned above

Description of Services	Metro/Urban Centres		Semi Urban/Rural Centres	
Telephonic / email support	24 * 7 Support		24 * 7 Support	
Service Window -12 Hour Cycle	9 AM to 9 PM ( All Days)		9 AM to 9 PM ( All Days)	
Call Logging Window	Before 14:00 Hours	After 14:00 hours	Before 14:00 Hours	After 14:00 hours
Response Time	2 Hours	4 Hours	2 Hours	6 Hours
Resolution Time	Same Business Day	Next Business day	Same Business Day	Next Business day

## 7. UPTIME GUARANTEE

Availability is calculated as accessibility to the cash recycler for all the transactions supported on the machine. Availability should be for the end customer and the customer should be able to perform all transactions (financial & non-financial) that are supported on the machine. Including generation of the receipt to the end customer on completion of transaction, dispensing of cash of all denomination for which machine is configured. Installation of machine Delivery Channel is of critical importance for the Bank and therefore, it requires an uptime of minimum of **98 %** is expected after taking into account the following exclusions (Classification of areas is as per Bank):

- A maximum of 5 (Five) hours for quarterly Preventive Maintenance including copying the images to External Hard disk or DVR, media will be provided by the bank.
- Actual Supervisory Time (which should be reasonable & in tune with national average)
- Actual downtime on account of the Switch and network connectivity at site.
- Power outage or UPS is not working at site.
- Core Banking Solution Host outages.
- Vandalism by any unauthorised person.
- Non-availability of access to the Cash Recycler.
- Force Majeure cases.

Successful Bidder, in all such cases, shall inform the Bank regarding the same. The paying authority has the discretion to decide regarding the exclusions which shall be final and binding on Bidder.

## **8. PENALTY & LIQUIDATED DAMAGES**

### **I. UPTIME Maintenance**

- a. Bank is committed to provide world-class services at its Machine network with high 24x7x365 availability to customers. Cash Recycler is an important touch point to serve customers and the uptime of this channel to the customers is of prime importance. The successful bidder is, therefore, expected to keep the downtime to a minimum level.
- b. Downtime shall mean the aggregate of downtime of the particular Machine during a month expressed as a percentage of total available time in a month i.e. number of days x 24 hours.
- c. Bank desires to ensure at least 98% uptime for all sites. Failure to ensure minimum availability (post applicable of above mentioned exclusions for Downtime) per calculated on **monthly** basis, the centre – wise penalty will be levied as under:

<b>Availability</b>	<b>Metro / Urban (Penalty)</b>	<b>Rural/Semi Urban(Penalty)</b>
96-98%	3 %	1 %
94-96%	5 %	3 %
92-94%	7 %	5 %
90-92%	10 %	8 %
85-90%	12 %	10 %
Below 85%	25 %	20 %

- d. Penalty will be calculated at the above percentages on the monthly billing payable to the vendor. In the event a particular sites reaches maximum downtime for 3 consecutive months, Bank at its own discretion shall deduct 100% of the monthly payment for that Cash Recycler, as penalty for those months.
- e. During warranty period penalty shall be adjusted from the security deposit/10% remaining outstanding payment. During AMC period, penalty will be deducted from quarterly submitted invoice.
- f. Downtime shall mean the interval between the time of failure and the completion of repair. However, this shall exclude.
  - Time lost due to cash replenishment
  - Time lost for carrying out preventive maintenance activities once a quarter

- Abnormal delays for service personnel to reach the site on account of force majeure, natural disasters, any governmental act, fire, bandhs, explosion, accident, civil commotion or anything beyond the control of Successful Bidder.
- g. Bank may invoke Performance Bank Guarantee of Successful Bidder at any stage in case items Successful Bidder has not maintained 98% uptime of CR. Successful Bidder shall ensure that the meantime between failures (including any malfunctioning, breakdown or fault) in the equipment or any part thereof, as calculated during any and every quarter (period of three consecutive months) is not more than 90 days.

## **II. Delivery & Installation**

- Notwithstanding the Bank's right to cancel the order, liquidated damages at 1% of the system value per site per week will be charged for every week's delay (attributable to the vendor) in the execution of the purchase order beyond the specified delivery/installation schedule subject to a maximum of 10% of the value of the systems ordered for that site. Liquidated damages will be calculated per week on per site basis. Part of week will be treated as no delay for this purpose.
- Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the company.
- If the vendor claims that Bank is not in a position due to SNR, the Vendor should submit the documentary proof to the paying authority.

## **III. EJ PULLING SERVICES AND EJ RECONCILIATION: -**

SB has to ensure that EJ agent remains connected to ensure 100 % EJ pulling rate. If EJ disconnected and same is not connected in T+1 days after same is brought to successful bidder notice, Bank will charge a penalty of Rs 1000/- per incident per Cash Recycler. Further, in case of any penalty (ombudsman award etc.) imposed on the bank due to non-availability of EJ due to disconnection, the Bank will recover the amount from Successful Bidder claimed by the cardholder.

## **IV. Spare part replacement**

For spare parts / accessories ordered by the Bank, impacting the operation of Cash Recyclers, the response and resolution time will be four hours in metro/urban centre and 6 hours at other centre and for all other items which do not impact the operations of the Cash Recyclers, two working days. Penalties will be levied @ Rs.500/- per incident per day subject to maximum of Rs 50,000/- for incidents which affect the working/operations of the Cash Recyclers during warranty and maximum 50 % of the AMC amount of the particular machine during AMC period. The penalties will be recovered from any payment due to the vendor under any contract with the Bank. No penalties will be levied for delays on account of

uncontrollable circumstances in difficult and extremely remote areas. Vendor will have to provide necessary confirmation that delay was beyond their control from the concerned Branch Official / Zonal officials. If vendor fails to resolve the problem within 45 days then Bank may ask vendor to replace the machine with new machine with same or higher configuration at no extra cost to Bank.

#### **V. CR CAMERA IMAGES/CCTV FOOTAGES: -**

In case of requirement of any specific image is not provided within Three (3) working days, vendor may be penalized with the cap of maximum the amount of transaction plus any penalty levied by higher authorities like RBI/BO/court of law, etc.

Also SB should provide images/footages in case of disputed transactions/ or as and when required by the Bank. If Successful Bidder is unable to do so for any reason, the Successful Bidder will be liable to pay any penalty (ombudsman award etc.) imposed on the bank towards satisfaction of the disputed amount.

#### **VI. LIMITATION OF PENALTY**

Overall penalty calculated above, shall be restricted to total value of Performance Bank guarantee submitted by the Successful Bidder. However, any penalty imposed by RBI/ Ombudsman / Other Bank / Any other Government Authority / Office on Customer complaints due to CR operation will be recovered from the Successful Bidder over and above the penalty imposed by the bank.

#### **9. BIOMETRIC SOLUTION**

- I. All CRs have to be enabled for the visually impaired and physically challenged person as per RBI instructions. At all locations the Successful Bidder has to implement the Biometric features (Aadhaar Enabled). The implementation includes the finger-print registration process at the CR and the customized transaction processing. The finger-print registration should have the capability to capture three finger-prints and transmit the biometric data to the switch centre over the wide area network, in ANSI 378 template form. Since the biometric authorization system at the switch centre would have the capability of processing any combination of three finger-prints from the biometric authorization server, the biometric CR should enable capture of three fingerprints without resulting in the transaction getting timed out. Biometric CRs should recognize the Biometric card and accordingly display the screen/voice prompts. Biometric CR should accept normal PIN based Debit cards as well as Biometric cards. It will be the responsibility of the Successful Bidder to provide customization, if any, for enabling centralized authentication through biometric authentication server at the Bank's existing switch centre. Finger print registration will be done by the branch.

- II. It should be voice enabled and biometric features should be enabled. The CR must be suitable for wheel chair based operation / for the visually impaired.

#### **10. MIS REPORTS**

The Successful Bidder to provide MIS Reports as per the requirements of the Bank which includes but not limited to the following:

- I. Monthly Call lodge report along with machine ID, call lodge & closure date time, turnaround time, action taken, parts replaced, call lodge status, remarks and other relevant information.
- II. Consolidated Call lodge details for each cash recycler repairs & maintenance.
- III. Reports on site condition
- IV. Report on chronic faults like cash recycler down repeatedly for same reason.
- V. Consolidated Exception Report Cash Recyclers which were out-of-service for more than 4 hours for each instance, with downtime break up and the reasons.
- VI. Any other reports as and when required.

#### **11. SHIFTING OF MACHINES AND RELATED EQUIPMENT**

- I. De-installation of Cash Recycler. The shifting charge shall be provide by Bank. Bank will also arrange for transit insurance of the machine.
- II. Acquiring Road Permits or any other statutory permission for shifting, if required.
- III. Payment of Octroi, Local Tax etc. (shall be reimbursed in actual on production of receipt)
- IV. Packing of Cash Recycler.
- V. Transportation and transit insurance of Cash Recycler to the new location, irrespective of the make of the machine and its manufacturer.
- VI. Unpacking of Cash Recycler once received on designated site (New location).
- VII. Re-installation of Cash Recycler, ensuring connectivity and test that the Cash Recycler is in working condition.
- VIII. The vendor /s shall make good any losses, damages incurred to any equipment during shifting without any cost or demur to Bank.
- IX. Shifting of Cash Recycler shall be done by the Successful Bidder vendor as per the terms agreed. Necessary transit insurance for shifting is mandatory and should be taken by Successful Bidder with no cost to Bank

#### **12. HELP DESK SERVICE**

The Successful Bidder is required to provide help desk services. These services include the following:

- a. Providing Help Desk facility with multiple lines as single point of contact for all Cash Recycler related issues.
- b. Proactive problem resolutions.
- c. Round-the-clock remote support to field operatives and Bank Official.
- d. Web portal for lodging complains

### **13. CASH RECONCILIATION:**

Cash reconciliation will be done by the Bank Officials/representatives. In case of any dispute occurs based on the call lodge by Bank or its representatives the successful bidder has to provide necessary support for identification of the entry & smooth reconciliation without incurring any cost to the Bank.

### **14. CUSTOMISATION**

Any cost for the development of the interface or its customization at the SB's end has to be borne by the Successful Bidder. Wherever required Bank will coordinate between Successful Bidder and Switch vendor for integration. The indicative list (but not exhaustive) is given hereunder:

- a. The development of the interface between Bank's Switch and monitoring tool of the services provider (both at Switch and monitoring tool end).
- b. Customizations of the Cash Recycler switch software and Cash Recycler software to handle biometric transactions on Cash Recycler.
- c. If any processes at SB's end or their consortium partner's end needs to be changed, upgraded, re-designed, the same has to be done at no additional cost to the Bank.
- d. If any new customisation at Banks switch for the model supplied by the SB, Successful Bidder has to bear the cost of customisation.

### **15. CHANGE IN INFRASTRUCTURE**

It is the responsibility of the Successful Bidder to change/upgrade/customize the infrastructure at all levels (like software, hardware supplied to Bank, Infrastructure at Management Centre, Disaster Recovery Site of SB, CR site etc.) for ensuring the compliance to statutory, RBI, IBA and VISA/MasterCard requirements at no additional cost to the Bank.

### **16. COMPLIANCE TO REGULATORY GUIDELINES**

- I. All Regulatory/Statutory/NPCI/RBI/UIDAI etc. guidelines, Industry regulations and audit compliance published before bid submission date required to be complied by successful bidder without any additional charges to the Bank. However, if there is any additional hardware change required for compliance

of Regulatory/Statutory/NPCI/RBI/UIDAI etc. guidelines published after bid submission date, same will be done at mutually agreed rates. If any additional new third party software is required (excluding upgrade/patches of existing softwares), Bank will pay software license cost at mutually agreed rates. Testing cost of the same has to be borne by the bidder for both hardware and software. Bank may also procure the necessary compatible software which the bidder has to install at no additional cost to the Bank.

- II. The Cash Recyclers should be upgradeable to support any additional services that Bank may introduce at a later date at no extra cost, if software development & hardware changes are not required. However, if software development & hardware changes are required the same will be paid on mutually agreed rate except regulatory requirements. For Regulatory requirement if there is any additional hardware change required, Bank will pay at mutually agreed rates. If any additional new third party software is required (excluding upgrade/patches of existing softwares), Bank will pay software license cost at mutually agreed rates. Testing cost of the same has to be borne by the bidder for both hardware and software. Bank may also procure the necessary compatible software which the bidder has to install at no additional cost to the Bank.
- III. In terms of recent guidelines issued by various authorities like RBI, CERT, etc. it is essential to know the Information Security status of the Service Providers connected to the Bank's network for providing the services, which involves the various payment channels. In this regard, Successful Bidder has to report any incident or alert generated by your system or monitored by your SOC, IT team etc. This report should also be shared with Cyber Security Monitoring team, headed by the Chief Information Security Officer (CISO). This information may be provided through email or a dashboard can be created, which can be monitored by CISO / CISO team.
- IV. In future, Bank may carry out design modification and/or application addition to the Bank's network, including modification for the security policy implementation. Accordingly, Successful Bidder should carry out necessary configuration changes in their network, as advised by the Bank time to time and no additional cost will be borne by the Bank in this regard.
- V. Successful Bidder is to ensure implementation of mandatory physical security requirements mentioned in CR security guidelines issued by NPCI.
- VI. The Successful Bidder shall submit a technical write-up on the features relating to Encryption/Decryption of Data of all CRs/Equipment. Any special Security features or any special security utilities available shall be indicated separately. The total CR operation, transfer of data on the network between CRs and Switch, shall be in encrypted mode. The feed from central system shall be given to Bank Security Operation Centre (SOC).

**VII.** For link security the Bank proposes to use encryption available on Routers. The Successful Bidder can offer hardware and/or software product, if any, which can be used for data security as an integral part of other devices. Both the primary and back-up link to Off-site CRs shall be protected by encryption/decryption. The Successful Bidder shall confirm that the security encryption standard of Triple DES offered is meeting VISA/Master/NPCI or any other regulatory security standard.

## **17. FACILITY MANAGEMENT SERVICES**

The Selected Bidder has to carry out the Facility Management Services for the Cash Recyclers supplied & installed under this RFP. The selected bidder has to deploy the skilled FM resource having proven knowledge and expertise in the monitoring & integration of Cash Recyclers. The FM resource will be deployed at a central location as identified by Bank (Currently at Kolkata). The FM resource should be available during the working hour on all days of the week except Sunday. However in case of any exigency the resource has to be available in office of Sunday & Holidays including extended hours.

The broad scope of the FM resources is as follows:

- a. Providing technical support for the integration of the Cash Recyclers with Banks Switch, CBS, CRA, Zonal Offices & Branches etc.
- b. Monitoring of the EJ Pulling, Downtime monitoring of the Cash Recyclers.
- c. Providing support to Branches for the handling day to day operations pertaining to Cash Recyclers, FLM support and co-coordinating with the vendors for SLM support & problem resolution .
- d. Providing necessary support to Branches for the reconciliation of the transactions performed through Cash Recyclers, identification of the Transaction logs, Transaction status, retrieval of images etc.
- e. Performing the activity pertaining to RBI Control measures, necessary support for special activities like Quarterly Disaster Recovery Drills, Information Security Audits/RBI or its authorized agency audit or any other activities pertaining to RFP scope of work.
- f. Maintain log of all down calls for MIS purpose and provide required MIS/reports etc. to Bank as per bank's requirement.
- g. Provide daily, weekly, monthly, quarterly reports to Bank in formats finalized during operations.
- h. Escalate issues internally or to Bank's team for quick resolution of issues.

- i. Follow and implement change management process as per banks guidelines/policies.

Bank solicits the FM support initially for a period of 1 year however which may be extended as per business requirement of the Bank. Further, Bank at its sole discretion may discontinue the FM Services by giving one months' notice to the bidder. The payment for the FM Services will be released centrally from Head Office on quarterly basis in arrears. Any loss/damages/data breach occurs due to negligence of the FM Resource, Bank will recover the same from any outstanding dues pending towards the bidder



## **PART-V**

### **1. ORDER DETAILS**

The Bank intends to deploy 100 Cash Recycler Machines over a period of **12 months** through a rate contract. Quantity mentioned above is only indicative and likely to increase or decrease based on Bank's requirement. Bank will issue specific work order for each of the installation with location details. The machines should be covered under two year comprehensive onsite warranty and AMC for a period of three years renewable for a further two years, if desired by the bank. The purchase order will be placed by the Bank from its Head Office and payment will be made by Head Office. Performance Bank Guarantee will be required to be submitted at Head office. Any decision of the Bank in this regard will be final & conclusive and binding upon the vendor.

### **2. ADOPTION OF INTEGRITY PACT**

UCO Bank has adopted practice of Integrity Pact (IP) as per CVC guidelines. The Integrity Pact essentially envisages an agreement between the prospective vendors / bidders / sellers, who commit themselves to Integrity Pact (IP) with the Bank, would be considered competent to participate in the bidding process. In other words, entering into this pact would be the preliminary qualification. In case of bids for the purchase of Goods, Services, and Consultancy etc. not accompanied with signed IP by the bidders along with the technical bid, the offers shall be summarily rejected. The essential ingredients of the Pact include:

- i. Promise on the part of the principal not to seek or accept any benefit, which is not legally available.
- ii. Principal to treat all bidders with equity and reason
- iii. Promise on the part of bidders not to offer any benefit to the employees of the Principal not available legally
- iv. Bidders not to enter into any undisclosed agreement or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contract etc.
- v. Bidders not to pass any information provided by the Principal as part of business relationship to others and not to commit any offence under PC/IPC Act.
- vi. Foreign bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principals or associates.
- vii. Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.

Integrity Pact, in respect of a particular contract, shall be operative from the date IP is signed by both the parties till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings. IP shall cover all phases of contract i.e. from the stage of Notice Inviting Tenders (NIT)/Request for Proposals (RFP) till the conclusion of the contract i.e. final payment or the duration of warrantee/guarantee. Format of IP is attached as **Annexure – XXV** for strict compliance.

All pages of Integrity Pact (IP) must be signed and stamped. Integrity Pact (IP) should be deposited with Procurement or concerned Department undertaken procurement at the address mentioned along with RFP document.

### **3. 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 all the necessary information supported by documentary evidences are submitted 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 vendors.

### **4. SINGLE POINT OF CONTACT**

The selected bidder shall appoint a single point of contact, with whom Bank will deal, for any activity pertaining to the requirements of this RFP. The selected Bidder shall provide support services which include installation of servers by providing onsite support on next business day, response and resolution at Kolkata during contract period after the acceptance of the hardware and software. In case of any failure of Hard Disk or any other components during the warranty period then the Bidder shall replace such components immediately.

### **5. RIGHT TO ALTER QUANTITIES**

The Bank reserves the right to alter the number of Cash Recycler Machines specified in the tender in the event of changes in plans of the Bank. Any decision of BANK in this regard shall be final, conclusive and binding on the vendor. The bank reserves the right to place order for **± 25% Cash Recycler Machines** at cost discovered through RFP during the contract period with the same terms and conditions. Banks is not obligate to purchase all the quantity of the Cash Recycler

Machines as mentioned above. Bank reserves the right to alter the quantities at any time without prior notice to the selected vendor(s).

## **6. INDEPENDENT EXTERNAL MONITOR (S)**

The following Independent External Monitors (IEMs) have been appointed by UCO Bank, who will review independently and objectively, whether and to what extent parties have complied with their obligation under the pact.

- i. Shri S. R. Raman  
1A-121, Kalpataru Gardens  
Near East-West Flyover  
Kandivali East, Mumbai - 400101  
E-mail:- [raman1952@gmail.com](mailto:raman1952@gmail.com)
  - ii. Ms. Vijayalakshmi R Iyer  
Flat No. – 1402, Barberry Towers,  
Nahar Amrit Shakti,  
Chandivali, Powai, Mumbai – 400072  
E-mail:- [vriyer1955@gmail.com](mailto:vriyer1955@gmail.com)
- a. The Bank has appointed Independent Monitors (hereinafter referred to as Monitors) for the Integrity Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors given in the Pre Contract Integrity Pact to be submitted by the bidder as per Annexure – XXV.
  - b. The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
  - c. The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.
  - d. Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
  - e. As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.
  - f. The bidder (s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.
  - g. The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have

an impact on the contractual relations between the parties/The parties will offer to the Monitor the option to participate in such meetings.

- h. The Monitor will submit a written report to the designated Authority of Bank within 8 to 10 weeks from the date of reference or intimation to him by the Bank and should the occasion arise, submit proposals for correcting problematic situations.

## **7. CONTRACT PERIOD**

The contract period for procurement of 100 Cash Recycler Machines will be for a period of **Six Years** from the date of Agreement (SLA). The machines shall carry warranty for a period of **2 years** from each installation and accepted by the Bank.

SLA will cover performance and availability of the solution deployed for a period of Six years from the date of each installation and acceptance by the bank. The performance of the vendor shall be reviewed monthly, if not found satisfactory, Bank may terminate the contract at its sole discretion by giving three months' notice without assigning any reasons. Any offer falling short of the contract period is liable for rejection. The vendor however shall keep the price valid for a period of two years from the date of agreement.



## **8. PERFORMANCE BANK GUARANTEE**

The vendor, within **30 days** from the date of purchase order will have to furnish a Performance Bank Guarantee, format as per Annexure-III of the RFP, issued by any scheduled commercial bank equivalent to **10% of the total cost** of the Machines (as per Annexure- XX, cost of cash Recycler Machine) valid for **2 years with 3 months** additional claim period from the date of purchase order. Upon furnishing the Performance Bank Guarantee, the EMD of the vendor shall be returned.

Before expiry of the above mentioned PBG submitted for total cost of the 100 machines; Successful bidder has to submit fresh Bank guarantee covering **10% amount of AMC** of Cash Recycler Machines (as per Annexure- XX, Total AMC cost) valid for **3 years with 3 months** claim period of Cash Recycler Machines installed at that particular time through this RFP. This BG should be submitted before expiry of the PBG submitted for total cost of the machines, falling which Bank will invoke PBG submitted for average cost of the 100 machines.

The Performance Bank Guarantee shall act as a security deposit and either in case the vendor is unable to start the project within the stipulated time or start of the project is delayed inordinately beyond the acceptable levels or in the event

of non-performance of obligation or failure to meet terms of SLA during the contract period (2 year warranty and 3 years of AMC), the Bank shall be entitled to invoke the Performance Bank Guarantee without notice or right of demur to the Vendor. Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the vendor is not able to fulfill any or all conditions specified in the document or is unable to complete the project within the stipulated time. This is independent of the LD on Delivery and installation.

## 9. TAXES

- a. Bidder shall be solely liable for the payment of all taxes, duties, fines, penalties, etc., by whatever name called as may become due and payable under the local, state and/or central laws, rules and/or regulations as may be prevalent and as amended from time to time in relation to the services rendered pursuant to this agreement. The Bank may in its discretion, but without being bound to do so, make payment of Taxes, duties as aforesaid and in the event of such payment, Bank shall be entitled to deduct the payment so made from the payment due to Bidder in respect of Bills.
- b. The Bank shall not be liable nor responsible for collection and / or payment of any such taxes, duties, fines, penalties etc., by whatever name called, that are due and payable by bidder, under the local, state and/ or central laws, rules and /or regulations as may be prevalent and as amended from time to time.
- c. Nothing contained herein shall prevent the Bank from deducting taxes deductible at source as required by any law/s or regulation/s. Bidder shall be responsible to report any non-receipt of certificate of taxes deducted at source within ninety (90) days of deduction of such taxes at source by the Bank to bidder. The Bank will not issue any duplicate certificate for deduction of taxes at source unless such request is made within ninety (90) days of the closure of the financial year.
- d. Bidder shall co-operate fully in the defence of any claim/s by any local, state or union authorities against The Bank with respect to any taxes and/or duties due and payable by bidder and /or individuals assigned by bidder under this agreement. Without limiting the generality of the foregoing bidder shall upon request by The Bank, give to The Bank all documents, evidences in a form satisfactory to The Bank to defend such claim/s. Any claims filed against The Bank, the cost to be borne by the selected bidder.
- e. The payments which is/are **inclusive of GST and other taxes, fees etc.** as per the Payment Schedule covered herein above shall be paid by Department of Information Technology, UCO Bank, Head Office – Kolkata. However, Payment of the Bills would be released, on receipt of advice / confirmation

for satisfactory delivery and commissioning, live running and service report etc. after deducting all penalties.

## **10. CONFIDENTIALITY AND SECRECY**

The RFP document is confidential and is not to be reproduced, transmitted, or made available by the Recipient to any other party. The RFP document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient to Bank. Bank may update or revise the RFP document or any part of it. The Recipient acknowledges that any such revised or amended document is received subject to the same terms and conditions as this original and subject to the same confidentiality undertaking.

The Recipient will not disclose or discuss the contents of the RFP document with any officer, employee, consultant, director, agent, or other person associated or affiliated in any way with Bank or any of its customers, suppliers, or agents without the prior written consent of Bank.

The bidder/selected bidder must undertake that they shall hold in trust any Information received by them under the Contract/Service Level Agreement, and the strictest of confidence shall be maintained in respect of such Information. The bidder has also to agree:

- To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by BANK;
- To only make copies as specifically authorized by the prior written consent of Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;
- To restrict access and disclosure of Information to such of their employees, agents, strictly on a “need to know” basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause, and
- To treat all Information as Confidential Information.
- The selected service provider acknowledges and agrees that all tangible and intangible information obtained, developed or disclosed including all documents, data, papers, statements, any business/customer information, trade secrets and process of the UCO Bank relating to its business practices in connection with the performance of services under this Agreement or otherwise, is deemed by the UCO Bank and shall be considered to be confidential and proprietary information (“Confidential Information”), solely of

the UCO Bank and shall not be used/disclosed to anybody in any manner except with the written consent of The UCO Bank.

- The selected service provider shall ensure that the same is not used or permitted to be used in any manner incompatible or inconsistent with that authorized by the UCO Bank. The Confidential Information will be safeguarded and the selected service provider will take all necessary action to protect it against misuse, loss, destruction, alterations or deletions thereof.
- **Conflict of interest:** The Vendor shall disclose to BANK in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Vendor or the Bidder's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

The successful Bidder is required to execute a Non-Disclosure Agreement to the bank as per bank's format before or at the time of execution of the Service Level Agreement

## **11. PAYMENT TERMS**

Orders for Cash Recycler Machines shall be placed by the Head Office-II, BPR & BTD, Salt Lake, Kolkata. The vendor shall give acceptance within 7 days from the date of receipt of the order. However, Bank reserves right to cancel order, if the same is not accepted within 7 days from the date of receipt of order.

- No advance payment will be made.
- **90%** of the value of the equipment will be paid after delivery & completion of successful installation of the Cash Recycler Machines and the same going live on Bank's network. The payment will be made on receipt of the invoices along with duly certified installation report (as per annexure XVII) from the respective Branch Head.
- In case any components of the Cash Recycler Machines are found to be defective / damaged, payment in respect of such Cash Recycler Machines will be withheld by BANK till the defective component or the Cash Recycler Machines itself is replaced. Bank's decision as regards replacement of the defective part or the entire Cash Recycler Machines shall be final, conclusive and binding on the selected bidder.
- The balance **10%** of value of the equipment will be paid after the warranty period or on submission of a Performance Bank Guarantee (BG) to the payment authority for equivalent amount till warranty period.
- Payment towards FM services shall be paid on quarterly arrear basis.

## **12. PAYING AUTHORITY**

The payments as per the Payment Schedule covered hereinabove shall be paid by the Head Office of UCO Bank. However, Payment of the Bills would be payable, on receipt of advice/confirmation for satisfactory delivery/ installation/re-installation, live running and service report from the concerned branches/ offices duly signed by the engineer and Bank official where the purchased equipments have been delivered. Also the bidder has to submit the certificate of insurance covering all the risks during transit, storage, installation, commissioning, testing and handling including third party liabilities.

**Note:** In case of States having Road Permit /entry tax, the successful Bidder will have to liaison with local tax authorities at each of the locations to obtain the necessary permissions from the respective authorities. Obtaining the necessary permission will be the responsibility of the Bidder. The Bank will not arrange for any Road Permit / Sales Tax clearance for delivery of Cash Recycler Machines & other equipments to different locations. UCO Bank will not provide any C Form or Way Bill etc. Clearance of the equipment from Tax Authorities would be the responsibility of the bidder. Delay in delivery due to these will be considered under liquidity damage.

## **13. WARRANTY & AMC**

### **13.1 WARRANTY**

The Selected bidder shall provide warranty for all the Cash Recycler Machines. The period of warranty will be **2 year** from the date of installation.

During the warranty period the Selected bidder should maintain the acceptance criteria and shall be responsible for all costs relating to service, maintenance (preventive and corrective), technical support and transport charges from and to the sites in connection with the maintenance of the solution or any components/ parts there under, which, under normal and proper use and maintenance thereof, proves defective in design, material or workmanship or fails to conform to the specifications, as specified.

Selected bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories etc. covered by the offer. Selected bidder must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. During the warranty period selected bidder shall maintain the equipment and repair/replace all the defective components at the installed site, at no additional charge to UCO BANK.

Warranty should not become void if UCO BANK buys any other supplemental hardware from a certified third party and installs it with these equipments. However, the warranty will not apply to such hardware items installed. The obligations under the warranty expressed above shall include all costs relating to labour, spares, maintenance (preventive & unscheduled) and transport charges from site to manufacturer's works and back for repair/replacement at site or any part of the equipment which under normal & proper use and maintenance proves defective in design, material or fails to conform to the specifications.

### **13.2 ANNUAL MAINTENANCE CONTRACT**

13.2.1 The bidders shall quote AMC Charges for Cash Recycler Machines for a period of **three years** after the initial comprehensive onsite warranty period of **two year** in commercial bid.

13.2.2 During AMC period Bank will pay AMC for Cash Recycler Machines only. The Bank shall not pay any separate AMC charges on any software supplied and installed to meet the requirements of this RFP.

13.2.3 Preventive maintenance activity should be carried out **once in a quarter** and report should be submitted to the Bank duly signed by the Branch officials with seal. This is apart from the break down maintenance.

13.2.4 The AMC payment will be made by respective Zonal Offices on quarterly basis in arrear subject to satisfactory services rendered by the bidder. Also at the time of claim of AMC payment, bidder has to submit following documents along with invoices:

**a. The preventive maintenance certificate duly signed by branch officials with seal should also include following points:**

- ➔ Earthing status
- ➔ Power status
- ➔ Successful EJ connectivity with docket number

**b. Accepting certificate** by concerned branch regarding delivery of DVSS images for the quarter as per Annexure-XVII.

**c. Call lodge details** Cash Recycler Machines wise in tabular form and in excel mentioning.

- I. Cash Recycler Machines ID,
- II. Call lodge number,
- III. Problem Description,
- IV. Call lodge date time,
- V. Call closure date time,
- VI. Time elapsed (Between call lodge & call closure),
- VII. Call type,
- VIII. Cash Recycler Machines Status (Working/Not Working)
- IX. Issue identified,
- X. Field Engineer name,
- XI. Field engineer mobile number and
- XII. Other relevant information.

**d. Downtime report duly certified by bank's official.**

**13.2.5** Bank reserves its right to decide whether or not to enter into AMC with the successful bidder, for the post warranty period.

**13.2.6** In case Bank decides to enter into Annual Maintenance Contract, the successful bidder shall ensure that the type of support/maintenance services extended for hardware during the AMC period of 3 years after the initial comprehensive onsite warranty period of two year, is similar to the support/maintenance extended during warranty period.

**13.2.7** The Bank shall have the option to terminate the service contract at any time during the contract period by giving a written notice of 30 days, without assigning any reason thereof. However, the selected bidder shall commit himself to service for a minimum period of 6 years, unless the service contract is terminated by the Bank and the selected bidder will have no right to terminate the contract within this period.

**13.2.8** Within the period of warranty / maintenance cover as stipulated above, the Bank shall have the right to shift the supplied Cash Recycler Machines to an alternate site of its choice before or after installation. Cost, if any, for shifting the Cash Recycler Machines/Infra Equipment etc. after installation of Cash Recycler Machines at the identified site will be borne by the Bank.

**13.2.9** During the AMC period [if contracted] Bank may, by notice of not less than 30 days in writing to the bidder, modify or delete either any location or all locations, either partial items or all items of the Annual Maintenance Contract.

**13.2.10** The selected bidder is required to make available spare parts for the systems for the contract period. Thereafter, selected bidder will give at least twelve months' notice prior to discontinuation of support services.

### **13.3PRICE**

- 13.3.1 The commercial bid must include all hardware equipments along with system configuration, Model no, part no & price tag covering warranty period of 2 year with additional 3 years AMC. The Price Bid also must include all applicable taxes. The GST will be paid extra, wherever applicable on submission of actual Tax receipt. While filling up the price information in the commercial bid, Bidders to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.
- 13.3.2 The Selected bidder is required to guarantee that exchange rate fluctuations, changes in import duty and other taxes will not affect the Rupee value of the commercial bid, over the validity period of the bid.
- 13.3.3 The Selected bidder shall keep the price valid for a period Two year from the effective date of Agreement. The Bank further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a Selected bidder.
- 13.3.4 Prices quoted by the selected bidder shall be in Indian Rupees, firm and not subject to any price escalation, if the order is placed within the validity period. Bidder shall pass on to the Bank all fiscal benefits arising out of reductions in Government levies viz. Excise duty, custom duty, GST etc.
- 13.3.5 The bidder should not assume any duty benefit / duty credit to be availed by the Bank after tender finalization hence commercials to be quoted accordingly.

### **14. INSURANCE**

The Selected bidder will obtain the Insurance covering all the risks during transit, storage, installation, commissioning, testing and handling including third part liabilities for the equipment supplied for all risks up to the delivery of the Cash Recycler Machines in the bank's site. The cost of the same will be borne by the selected bidder. The Selected bidder has to submit a copy of the insurance document so that the Bank may get a new insurance cover after the delivery, installation and acceptance of the system.

### **15. FORCE MAJEURE**

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or the Bank as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance, such as:

- Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics.
- Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes.
- Terrorist attacks, public unrest in work area.

Provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Selected bidder or the Bank shall not be liable for delay in performing his/her obligations resulting from any Force Majeure cause as referred to and / or defined above.

## **16. COMPLETENESS OF THE PROJECT**

The project will be deemed as incomplete if the desired objectives of the project as mentioned in Section "Scope of Work" of this document are not achieved.

## **17. ACCEPTANCE TESTING**

- a) The Bank will carry out the acceptance tests for testing hardware and peripherals, software, and other equipment supplied by the selected bidder as a part of the procurement of 100 Cash Recycler Machines. The Vendor shall assist the Bank in all acceptance tests to be carried out by the Bank. The provisioned items will be deemed accepted only on successful acceptance of those products and the vendor would need to provision insurance of those items till successful acceptance. The Bank at its discretion may modify, add or amend the acceptance tests which then will have to be included by the vendor. The Vendor shall arrange for the tests at the relevant sites in the presence of the officials of the Bank. The Vendor should ensure that the tests will involve trouble-free operation of the complete system apart from physical verification and testing and that there shall not be any additional charges payable by the Bank for carrying out this acceptance test.
- b) In case of any discrepancy in the hardware / software supplied, the Bank reserve the right to terminate the entire agreement in case the Vendor does not rectify or replace the supplied hardware/software and the Vendor shall take back Vendor equipment at Vendor's costs and risks. The Bank have the right to reject the 'Vendor Supplied Equipment' and to seek free replacement or repair of the equipment or defective components thereof till the completion of acceptance test and obtaining final acceptance certificate from the Bank.
- c) The successful bidder must submit pre-shipment quality inspection certificate along with the invoices to UCO BANK. However, UCO BANK reserves the

right to conduct pre-shipment inspection by its own employee or approved third party. The bidder has to offer the items for inspection in such a manner that it does not affect the delivery schedule. Factory inspection of the Cash Recycler Machines to be supplied to UCO BANK will be carried out at bidder's factory/centre. There shall not be any additional charges for such inspection. However, UCO BANK will have the discretion to recover the costs related to travel and stay of its staff/consultants from the bidder if the Cash Recycler Machines offered for inspection are not as per UCO Bank's order or the bidder does not comply with the test and inspection procedure.

- d) if any inspected Cash Recycler Machines fail to confirm to the specifications, UCO BANK may reject the same and the bidder shall either replace the rejected Cash Recycler Machines or make all alterations necessary to meet specification requirements free of costs to UCO BANK
- e) UCO Bank's right to inspect, test and where necessary reject the Cash Recycler Machines after its arrival at the destination shall in no way be limited or waived by reason of the same being previously inspected, tested and passed by UCO BANK or its representative.

#### **18. ORDER CANCELLATION**

The Bank reserve its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the Bank alone:

- Delay in delivery/installation of Cash Recycler Machines beyond the specified period.
- Discrepancy in the quality of service/hardware/software during the implementation, rollout and subsequent maintenance process.
- In case of cancellation of order, any payments made by the Bank to the Vendor would necessarily have to be returned to the Bank, further the Vendor would also be required to compensate the Bank for any direct loss suffered by the Bank due to the cancellation of the contract/purchase order and any additional expenditure to be incurred by the Bank to appoint any other Vendor. This is after repaying the original amount paid.
- Vendor should be liable under this section if the contract/ purchase order has been cancelled in case sum total of penalties and deliveries equal to exceed 10% of the TCO.

#### **19. INDEMNITY**

Selected bidder shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from

- i. an act or omission of the Vendor, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract,
- ii. breach of any of the terms of this RFP or breach of any representation or warranty by the Vendor,
- iii. use of the deliverables and or services provided by the Vendor,
- iv. Infringement of any patent, trademarks, copyrights etc. Or such other statutory infringements in respect of all components provided to fulfil the scope of this project.

Vendor shall further indemnify the Bank against any loss or damage to the Bank premises or property, loss of life, etc., due to the acts of the Vendor's employees or representatives. The Vendor shall further indemnify the Bank against any loss or damage arising out of claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on the Bank for malfunctioning of the equipment or software or deliverables at all points of time, provided however,

- i. the Bank notify the vendor in writing immediately on becoming aware of such claim,
- ii. the Vendor has sole control of defence and all related settlement negotiations,
- iii. the Bank provides the Vendor with the assistance, information and authority reasonably necessary to perform the above, and
- iv. The Bank does not make any statement or comments or representations about the claim without prior written consent of the Vendor, except under due process of law or order of the court.

It is clarified that the vendor shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to the Bank (and/or its customers, users and service providers) rights, interest and reputation. Vendor shall be responsible for any loss of life, etc, due to acts of Vendor's representatives, and not just arising out of gross negligence or misconduct, etc, as such liabilities pose significant risk. Vendor should take full responsibility for its and its employee's actions.

The vendors should indemnify the Bank (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:

- Non-compliance of the vendor with Laws / Governmental Requirements
- IP infringement
- Negligence and misconduct of the Vendor, its employees, and agents
- Breach of any terms of RFP, Representation or Warranty

- Act or omission in performance of service.

Indemnity would be limited to court; tribunal or arbitrator awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities.

The vendor shall not indemnify the Bank for

- i. Any loss of profits, revenue, contracts, or anticipated savings or
- ii. Any consequential or indirect loss or damage however caused, provided that the claims against customers, users and service providers of the Bank would be considered as a "direct" claim.

## **20. 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.

## **21. COMPLIANCE TO LABOUR ACT**

As per Government (Central / State) Minimum Wages Act in force, it is imperative that all the employees engaged by the bidder are being paid wages / salaries as stipulated by government in the Act. Towards this, Successful Bidder shall submit a confirmation as per format provided in **Annexure XXII** of the RFP.

Successful Bidder shall be the principal employer of the technical resources, employees, agents, contractors, subcontractors etc. engaged by Successful Bidders and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the contract to be issued for this tender

## **22. PRIVACY & SECURITY SAFEGUARDS**

The Selected bidder shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the selected bidder under this contract or existing at any Bank location. The Selected bidder shall develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank data and sensitive application software. The Selected bidder shall also ensure that all subcontractors who are involved in providing such security safe guards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or

implemented by the selected bidder under this contract or existing at any Bank location.

### **23. TECHNOLOGICAL ADVANCEMENTS**

The Selected bidder shall take reasonable and suitable action, taking into account economic circumstances, at mutually agreed increase / decrease in charges, and the Service Levels, to provide the Services to the Bank at a technological level that will enable the Bank to take advantage of technological advancement in the industry from time to time.

### **24. GUARANTEES**

Selected bidder should guarantee that all the material as deemed suitable for the delivery and management of the procurement of 100 Cash Recycler Machines scope as defined under this document, are licensed and legal. All hardware and software must be supplied with their original and complete printed documentation.

### **25. DISPUTES RESOLUTION MECHANISM**

The Vendor and the Bank shall endeavour their best to amicably settle all disputes arising out of or In connection with the Contract in the following manner:

- The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- The matter will be referred for negotiation between UCO Bank (General Manager, DIT) and the Authorized Official of the Vendor. The matter shall then be resolved between them and the agreed course of action documented within a further period of 30 days.

In case any dispute between the Parties is not settled by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations.

Each Party to the dispute shall appoint one arbitrator of their own choice and the two appointed arbitrators shall appoint the third arbitrator who will act as the presiding arbitrator. Arbitration shall be held in Kolkata and conducted in English as per provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as

provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other In connection with the arbitration shall be in writing and be made as provided in this tender document.

The Vendor shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties, rather shall continue to render the Service/s in accordance with the provisions of the SLA notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

## **26. EXIT OPTION AND CONTRACT RE-NEGOTIATION**

- a)** The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions:
- Failure of the Selected bidder to accept the contract / purchase order and furnish the Performance Guarantee within 30 days of receipt of purchase contract;
  - Delay in offering equipments for pre-delivery Inspection;
  - Delay in delivery beyond the specified period;
  - Delay in completing installation / implementation of Cash Recycler Machines / checks beyond the specified periods;
  - Serious discrepancy in hardware noticed during the pre-dispatch factory inspection; and
  - Serious discrepancy in functionality to be provided or the performance levels agreed upon, which have an impact on the functioning of the Bank.
  - Serious discrepancy in completion of project.
  - Serious discrepancy in maintenance of project.
- b)** In addition to the cancellation of purchase contract, Bank reserves the right to appropriate the damages through encashment of Bid Security/ Performance Bank Guarantee given by the Selected Bidder.
- c)** The Bank will reserve a right to re-negotiate the price and terms of the entire contract with the Selected Bidder at more favourable terms for Bank in case such terms are offered in the industry at that time for projects of similar and comparable size, scope and quality.
- d)** The Bank shall have the option of purchasing the equipment from third-party suppliers, in case such equipment is available at a lower price and the Selected Bidder's offer does not match such lower price. Notwithstanding the foregoing, the Selected Bidder shall continue to have the same obligations as contained in this scope document in relation to such equipment procured from third-party suppliers.

- e) As aforesaid the Bank would procure the equipment from the third party only in the event that the equipment was available at more favourable terms in the industry, and secondly,
- f) The Equipment procured here from third parties is functionally similar, so that the Selected Bidder can maintain such equipment.
- g) Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Selected Bidder will be expected to continue the services. The Bank shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 to 12 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration.
- h) The Bank and the Selected Bidder shall together prepare the Reverse Transition Plan. However, the Bank shall have the sole decision to ascertain whether such Plan has been complied with.
- i) Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Selected Bidder to the Bank or its designee to ensure smooth handover and transitioning of Bank's deliverables, maintenance and facility management.

## **27. CORRUPT AND FRAUDULENT PRACTICES**

As per Central Vigilance Commission (CVC) directives, it is required that Bidders/Suppliers/Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

**“Corrupt Practice”** means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND

**“Fraudulent Practice”** means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

## **28. TERMINATION**

The Bank shall be entitled to terminate the agreement with the selected bidder at any time by giving Thirty (30) days prior written notice to the selected bidder.

The Bank shall be entitled to terminate the agreement at any time by giving notice if:

- The Selected bidder breaches its obligations under the scope document or the subsequent agreement and if the breach is not cured within 30 days from the date of notice.
- The Selected bidder (i) has a winding up order made against it; or (ii) has a receiver appointed over all or substantial assets; or (iii) is or becomes unable to pay its debts as they become due; or (iv) enters into any arrangement or composition with or for the benefit of its creditors; or (v) passes a resolution for its voluntary winding up or dissolution or if it is dissolved. The Selected bidder shall have right to terminate only in the event of winding up of the Bank.

## **29. EFFECT OF TERMINATION**

The Selected bidder agrees that it shall not be relieved of its obligations under the reverse transition mechanism notwithstanding the termination of the assignment.

Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the selected bidder to the Bank or its designee to ensure smooth handover and transitioning of Bank's deliverables and maintenance. Same terms (including payment terms) which were applicable during the term of the contract/ purchase order should be applicable for reverse transition services.

The Selected bidder agrees that after completion of the Term or upon earlier termination of the assignment the selected bidder shall, if required by the Bank, continue to provide maintenance services to the Bank at no less favourable terms than those contained in this scope document. In case the bank wants to continue with the selected bidder's services after the completion of this contract/ purchase order then the selected bidder shall offer the same or better terms to the bank. Unless mutually agreed, the rates shall remain firm.

The Bank shall make such prorated payment for services rendered by the selected bidder and accepted by the Bank at the sole discretion of the Bank in the event of clause of termination, provided that the selected bidder is in compliance with its obligations till such date. However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be applicable to

Selected Bidder. There shall be no termination compensation payable to the selected bidder.

Termination shall not absolve the liability of the Bank to make payments of undisputed amounts to the selected bidder for services rendered till the effective date of termination. Termination shall be without prejudice to any other rights or remedies a party may be entitled to hereunder or at law and shall not affect any accrued rights or liabilities or either party nor the coming into force or continuation in force of any provision Selected Bidder hereof which is expressly intended to come into force or continue in force on or after such termination.

### **30. DISPUTE RESOLUTION MECHANISM**

- a.** The Bidder and The Bank shall endeavour their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:
  - i. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
  - ii. The matter will be referred for negotiation between Deputy General Manager of The Bank / Purchaser and the Authorised Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.
- b.** In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Kolkata and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.
- c.** The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.
- d.** The arbitrators shall hold their sittings at Kolkata. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Kolkata alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement even though other Courts in India

may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

- e. The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

### **31. COMPLIANCE**

The products & services offered to the Bank must be in compliance with all laws, regulations & Govt. guidelines of India. It also not violate any of the provisions of the IT act in anyway or any other legal provisions relating to such products or services in India.

### **32. APPLICABLE LAW & JURISDICTION OF COURT**

The Contract with the selected bidder shall be governed in accordance with the Laws of India for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Kolkata (with the exclusion of all other Courts).

### **33. Non-disclosure**

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:-

- a. That the bidder will treat the confidential information as confidential and shall not disclose to any third party. The bidder will also agree that its employees, agents, sub-contractors shall maintain confidentiality of the confidential information.
- 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.

- c. That if the bidder hires another 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.
- d. That the bidder will strictly maintain the secrecy of Bank's data.

**34. Issue of Corrigendum**

At any time prior to the last date of receipt of bids, Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by a Corrigendum. Any such corrigendum shall be deemed to be incorporated into this RFP.

**(Tender offer forwarding letter)**

**Tender Reference No.: DIT/BPR & BTD/OA/3576/2019-20 Date: 27/09/2019**

To,  
**The General Manager (DIT, BPR & BTD)**  
**UCO Bank, Head Office**  
**Department of Information Technology,**  
**5<sup>th</sup> Floor, 3 & 4 DD Block, Sector -1,**  
**Salt Lake, Kolkata -700064**

Dear Sir,

Sub: **RFP for Procurement of 100 Cash Recycler Machines (re-tendering)" (RFP Ref No. DIT/BPR & BTD/OA/3576/2019-20 Date: 27/09/2019)**

With reference to the above RFP, having examined and understood the instructions including all Annexures, terms and conditions forming part of the Bid, we hereby enclose our offer for and Procurement of 100 Cash Recycler Machines, as mentioned in the RFP document forming Technical as well as Commercial Bids being parts of the above referred Bid.

In the event of acceptance of our Technical as well as Commercial Bids by the bank we undertake to commence Procurement of 100 Cash Recycler Machines as per the terms & conditions of your purchase orders.

In the event of our selection by the bank for undertaking Procurement of 100 Cash Recycler Machines, we will submit a Performance Guarantee for a sum equivalent to 10% of the project cost for a period of 2 years with 3 months of claim period effective from the month of execution of Service Level Agreement & 10% amount of AMC of Cash Recycler Machines valid till 3 years with 3 months of claim period of Cash Recycler Machines in favour of UCO Bank.

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

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

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

We enclose the following Demand draft(s)/Bank Guarantee:

1. DD No. Dated for Rs. 10,000/- (Rupees Ten Thousand Only)+ GST as Cost of RFP

Document &

2. BG No. Dated for Rs. 20,00,000/- (Rupees Twenty Lacs Only) as EMD.

Dated this     day of     2019

Signature:

(In the Capacity of)

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



**General Details of the Bidder****A. Profile of Bidder**

1. Name of bidder:
2. Location  
Regd. Office:  
Controlling Office:
3. Constitution
4. Date of incorporation & date of commencement of business:
5. Major change in Management in last three years
6. Names of Banker /s

**B. Financial Position of Bidder for the last three financial years**

	2016-17	2017-18	2018-19
Net Worth			
Turnover			
Net Profit (Profit After Tax)			

**N.B. Enclose copies of Audited Balance Sheets along with enclosures****C. Proposed Service details in brief**

- Description of service :
- Details of similar service provided to banks in India specifying the number of Banks and branches
  - In PSU banks
  - In non-PSU banks

**Details of Experience in implementation of similar orders**

Sl. No.	Name of Organisation	Model Purchased	No. Of Cash Recycler Machines Purchased	Period during which installed (last 5 Years)	
				From	To

**N.B. Enclose copies of Purchase Orders as references.**

Place:

Date:

AUTHORISED SIGNATORY

Name:

Designation:

**PROFORMA FOR PERFORMANCE BANK GUARANTEE**

**(To be stamped in accordance with the stamp act)**

1. In consideration of UCO BANK, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertaking) Act, 1970, having its head office at 10 BIPLABI TRILOKYA MAHARAJ SARANI (BRABOURNE ROAD), Kolkata-700001 (hereinafter called "UCO BANK") having agreed to exempt **M/s \_\_\_\_\_ (Name of the vendor Company)**, a Company incorporated under the Companies Act, 1956 having its registered office at (Address of the vendor company) (hereinafter called "the said VENDOR") from the demand, under the terms and conditions of UCO BANK's purchase order/ Letter of Intent bearing no. ....dated..... issued to the Vendor and an Agreement to be made between UCO Bank and the Vendor for a period of ..... In pursuance of Request For Proposal no.....dated....., as modified, (hereinafter called "the said Agreement"), of security deposit for the due fulfillment by the said VENDOR of the Terms and conditions contained in the said Agreement, on production of a Bank \_\_\_\_\_ Guarantee \_\_\_\_\_ for Rs..... (Rupees.....Only). We,..... [indicate the name of the bank ISSUING THE BANK GUARANTEE] (hereinafter referred to as "the Bank") at the request of ..... [VENDOR] do hereby undertake to pay to UCO BANK an amount not exceeding Rs.....against any loss or damage caused to or suffered or would be caused to or suffered by UCO BANK by reason of any breach by the said VENDOR of any of the terms or conditions contained in the said Agreement.
2. We ..... [indicate the name of the bank ISSUING THE BANK GUARANTEE] do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from UCO BANK stating that the amount claimed is due by way of loss or damage caused to or breach by the said VENDOR of any of the terms or conditions contained in the said Agreement or by reason of the VENDOR'S failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.....
3. We undertake to pay to UCO BANK any money so demanded notwithstanding any dispute or disputes raised by the VENDOR in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present being

absolute and unequivocal. The payment as made by us under this bond shall be a valid discharge of our liability for payment there under and the VENDOR for payment there under and the VENDOR shall have no claim against us for making such payment.

4. We, .....[indicate the name of the Bank ISSUING THE GUARANTEE] further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of BANK under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till UCO BANK certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said VENDOR and accordingly discharged this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before .....(Expiry of claim period), we shall be discharged from all liabilities under this guarantee thereafter.
5. We ..... [indicate the name of Bank ISSUING THE GUARANTEE] further agree with UCO BANK that UCO BANK shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said VENDOR from time to time or to postpone for any time, or from time to time any of the powers exercisable by UCO BANK against the said VENDOR and to forebear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any variation, or extension being granted to the said VENDOR or for any forbearance, act or omission on the part of UCO BANK of any indulgence by UCO BANK to the said VENDOR or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
6. This guarantee will not be discharged due to the change in the constitution of the Bank or the VENDOR.
7. We, ..... [indicate the name of Bank ISSUING THE GUARANTEE ] lastly undertake not to revoke this guarantee during its currency except with the previous consent of UCO BANK in writing.

Notwithstanding anything contained herein:

- a. Our liability under this Bank Guarantee shall not exceed Rs..... (Rupees.....) Only.
- b. This Bank Guarantee shall be valid upto .....and

- c. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before .....(date of expiry of Guarantee including claim period).

8. Dated the ..... day of ..... for ..... [indicate the name of Bank]

Yours' faithfully,

For and on behalf of

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

Authorised Official.

NOTE:

1. Selected vendor should ensure that the seal and CODE No. of the signatory is put by the bankers, before submission of the bank guarantee.
2. Bidder guarantee issued by banks located in India shall be on a Non-Judicial Stamp Paper of requisite value as applicable to the place of execution.



**Compliance Chart**

Compliance chart for submitting RFP for Procurement of 100 Cash Recycler Machines (re-tendering)

Sl. No.	Particulars	Compliance Status (Yes / No)	Page No. Of the bid document submitted
1.	Are Technical & Commercial bid submitted under separate sealed envelopes?		
2	Is the Technical bid made in conformity with technical bid template as per Annexure XII?		
3.	Is the Commercial bid made in conformity with Commercial template as Annexure XX, XXI?		
4.	Whether Bill of Material with masking of price is mentioned in Technical offer document?		
5.	Whether ITM Euronet switch certification for the particular model of the machine attached? The bidder will give the certificate or undertaking mentioning that the proposed model is compatible for integration with ITM Euronet switch and it is the responsibility of the successful bidder to get the machine interfaced/integrated with the Bank's switch.		
6.	Are the Technical & Commercial Bids organized properly?		
7.	Are all the pages numbered properly and signed and stamped.		
8	Is EMD submitted?		
9.	Duly signed Annexures <b>1 to 28</b> are enclosed		
10.	Is the softcopies of the response of Technical, Functional and Commercial RFP submitted in separate Cash Recycler Machines?		
11.	Are document in support of all eligibility criteria submitted?		
12.	Are your solution complied with all Scope of work.		
13.	Is the Manufacturer Authorisation Form submitted?		

14.	Undertaking to provide Post Warranty Maintenance Support for Cash Recycler Machines and arrange for spare parts for warranty and AMC period		
15.	Authorization Letter(s) from OEM (in case of Bidder is not OEM)		
16.	Details of Service/Support Infrastructure as per Annexure-XVIII.		
17.	Product Brochures containing detailed description of essential technical and performance characteristics of offered Model of the Machines.		
18.	Audited Balance Sheet and Profit & Loss Account documents for the last 3 years		
19.	Power of Attorney/Authority letter issued by the competent authority for signing the Bid document on behalf of the company.		
20.	Undertaking to expand Support Centers		

For.....



(Signature and seal of authorized person)

Place:

Date:

To  
The General Manager (DIT, BPR & BTD)  
UCO Bank, Head Office  
Department of Information Technology,  
5<sup>th</sup> Floor, 3 & 4 DD Block, Sector -1,  
Salt Lake, Kolkata -700064

Sir,

Reg.: **RFP for Procurement of 100 Cash Recycler Machines (re-tendering)" (RFP Ref No. DIT/BPR & BTD/OA/3576/2019-20 Date: 27/09/2019)**

We submit our Bid Document herewith.

We understand that Bank is not bound to accept the lowest or any bid received and Bank may reject all or any bid.

If our bid is accepted, we are responsible for the due performance as per the scope of work and terms & conditions as per mentioned in RFP.

Yours faithfully

For.....

(Signature and seal of authorized person)

Place:

Date:

**Format of Bank Guarantee (EMD)**

**To**  
**UCO BANK,**  
**Department of Information Technology,**  
**5<sup>th</sup> Floor, 3 & 4 DD Block, Sector-I,**  
**Salt Lake, Kolkata – 700064**

Dear Sirs,

In response to your invitation to respond to your RFP for Procurement of 100 Cash Recycler Machines (re-tendering), M/s \_\_\_\_\_ having their registered office at \_\_\_\_\_ (hereinafter called the 'Bidder') wish to respond to the said Request for Proposal (RFP) and submit the proposal for procurement of 100 Cash Recycler Machines and to provide related services as listed in the RFP document.

Whereas the 'Bidder' has submitted the proposal in response to RFP, we, the \_\_\_\_\_ Bank having our head office \_\_\_\_\_ hereby irrevocably guarantee an amount of **Rs 20,00,000** (Rupees twenty Lacs only) as bid security as required to be submitted by the 'Bidder' as a condition for participation in the said process of RFP.

The Bid security for which this guarantee is given is liable to be enforced/ invoked:

1. If the Bidder withdraws his proposal during the period of the proposal validity; or
2. If the Bidder, having been notified of the acceptance of its proposal by the Bank during the period of the validity of the proposal fails or refuses to enter into the contract in accordance with the Terms and Conditions of the RFP or the terms and conditions mutually agreed subsequently.

We undertake to pay immediately on demand to UCO Bank the said amount of Rupees Fifty Lacs without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by UCO Bank which shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed Rs 20, 00,000/- (Rupees twenty Lacs only).

2. This Bank Guarantee will be valid upto \_\_\_\_; and
3. We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before\_\_\_\_\_.

In witness whereof the Bank, through the authorized officer has sets its hand and stamp on this \_\_\_\_ day of \_\_\_\_ at \_\_\_\_.

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. The signatory shall affix his signature, name and designation).



**PROFORMA FOR DEED OF INDEMNITY**

**(To be stamped as per the Stamp Law of the Respective State)**

This Deed of Indemnity executed at ..... On the \_\_\_\_\_ day of \_\_\_\_\_ by M/s \_\_\_\_\_ (hereinafter referred to as "the Obligor" which expression shall unless it be repugnant to the context, subject or meaning thereof, shall be deemed to mean and include successors and permitted assigns);

**IN FAVOUR OF**

UCO Bank a body corporate constituted under the Banking Companies (Acquisition and transfer of undertakings) Act, 1970, having its Head Office at No. 10, BTM Sarani, Kolkata-700001 (hereinafter referred to as "UCO Bank", which expression unless expressly excluded or repugnant to the context shall also include its successor, assigns, attorneys, agents, representatives, authorized officer and all and any such officer having the power and authority to represent the Bank)

**WHEREAS**

The Obligor has



- A. offered to supply and install about \_\_\_\_\_ Cash Recycler Machines with option of upgradation to Biometric functionality with the specifications as prescribed in the Agreement / Contract dated \_\_\_\_\_ during the period of one year from the date of acceptance of the purchase orders issued by the Bank from time to time. The Supply of Cash Recycler Machines by the obligor is herein after referred to as "**Supply**".
- B. Agreed to install and provide comprehensive maintenance for the Equipments, material used and workmanship by them in terms of the Agreement / Contract dated \_\_\_\_\_ and respective Purchase Orders issued from time to time during the warranty period of 24 months and during the post warranty period if required at the discretion of UCO BANK. (The installation and maintenance are herein after collectively referred to as "**Service/s**").
- C. Represented and warranted that they have all permissions, consents, approvals from all authorities, both regulatory and non-regulatory, for Supply and installation of Cash Recycler Machines and provide other Service/s to UCO BANK.
- D. Represented and warranted that the aforesaid supply/services offered to

UCO BANK do not violate any provisions of the applicable laws, regulations or guidelines including legal and environmental. In case there is any violation of any law, rules or regulation, which is capable of being remedied, the same will be got remedied immediately during the installation, maintenance and contract period to the satisfaction of UCO BANK.

E. Represented and warranted that they are authorized and legally eligible and otherwise entitled and competent to enter into such Contract/ Agreement with UCO BANK.

2. UCO BANK, relying and based on the aforesaid representations and warranties of the Obligor, has agreed to getting supplied and installed about \_\_\_\_\_ Cash Recycler Machines with option of upgradation to Biometric functionality with the specifications contained in its Agreement/Contract dated \_\_\_\_\_ with the Obligor;
3. One of the conditions of the aforesaid Agreement is that the Obligor is required to furnish an indemnity in favour of UCO BANK indemnifying the latter against any claims, losses, costs, actions, suits, damages and / or otherwise arising due to or on account of Obligor's violations of any trademarks, patents, copyrights and licenses, the applicable laws, regulations, guidelines during the Supply / Services to UCO BANK as also for breach committed by the Obligor on account of misconduct, omission and negligence by the Obligor.
4. In pursuance thereof, the Obligor has agreed to furnish an indemnity in the form and manner and to the satisfaction of UCO BANK as hereinafter appearing;

NOW THIS DEED WITNESSETH AS UNDER:-

In consideration of UCO BANK having agreed to award the aforesaid contract to the Obligor, more particularly described and stated in the aforesaid Agreement/Contract, the Obligor do hereby agree and undertake that:-

- (1) the Obligor shall, at all times hereinafter, save and keep harmless and indemnified UCO BANK, including its respective directors, officers, and employees and keep them indemnified from and against any claim, demand, losses, liabilities or expenses of any nature and kind whatsoever and by whomsoever made in respect of the said contract and any damage caused from and against all suits and other actions that may be instituted taken or preferred against UCO BANK by whomsoever and all losses, damages, costs, charges and expenses that UCO BANK may incur by reason

of any claim made by any claimant for any reason whatsoever or by anybody claiming under them or otherwise for any losses, damages or claims arising out of all kinds of accidents, destruction, deliberate or otherwise, direct or indirect, from those arising out of violation of applicable laws, regulations, guidelines and also from the environmental damages, if any, which may occur during the contract period.

- (2) The Obligor further agrees and undertakes that the Obligor shall, during the contract period, ensure that all the permissions, authorizations, consents are obtained from the local and/or municipal and/or governmental authorities, as may be required under the applicable laws, regulations, guidelines, orders framed or issued by any appropriate authorities.
- (3) The Obligor further agrees to provide complete documentation of all Cash Recycler Machines/Equipments/accessories/and other software, they are having. The Obligor shall also indemnify and keep indemnified UCO BANK against any levies/penalties/claims/demands, litigations, suits, actions, judgments, in this regard.
- (4) If any additional approval, consent or permission is required by the Obligor to execute and perform the contract during the currency of the contract, they shall procure the same and/or comply with the conditions stipulated by the concerned authorities without any delay.
- (5) The obligations of the Obligor herein are irrevocable, absolute and unconditional, in each case irrespective of the value, genuineness, validity, regularity or enforceability of the aforesaid Agreement/Contract or the insolvency, bankruptcy, reorganization, dissolution, liquidation or change in ownership of UCO BANK or Obligor or any other circumstance whatsoever which might otherwise constitute a discharge or defence of an indemnifier.
- (6) The obligations of the Obligor under this deed shall not be affected by any act, omission, matter or thing which, would reduce, release or prejudice the Obligor from any of the indemnified obligations under this indemnity or prejudice or diminish the indemnified obligations in whole or in part, including in law, equity or contract (whether or not known to it, or to UCO BANK).
- (7) This indemnity shall survive the aforesaid Agreement.
- (8) Any notice, request or other communication to be given or made under this indemnity shall be in writing addressed to either party at the address stated in the aforesaid Agreement and or as stated above.
- (9) This indemnity shall be governed by, and construed in accordance with, the laws of India. The Obligor irrevocably agrees that any legal action, suit or

proceedings arising out of or relating to this indemnity may be brought in the Courts/Tribunals at Kolkata. Final judgment against the Obligor in any such action, suit or proceeding shall be conclusive and may be enforced in any other jurisdiction, by suit on the judgment, a certified copy of which shall be conclusive evidence of the judgment, or in any other manner provided by law. By the execution of this indemnity, the Obligor irrevocably submits to the exclusive jurisdiction of such Court/Tribunal in any such action, suit or proceeding.

(10) UCO BANK may assign or transfer all or any part of its interest herein to any other person. Obligor shall not assign or transfer any of its rights or obligations under this indemnity, except with the prior written consent of UCO BANK

IN WITNESS WHEREOF the Obligor has signed these presents on the day, month and year first above written.

Signed and Delivered on behalf of (\_\_\_\_\_)

By the hand of (\_\_\_\_\_) the authorized official of the Obligor)



Performa of letter to be given by all the Bidder participating in the UCO Bank RFP for Procurement of 100 Cash Recycler Machines (re-tendering) on their official letterheads.

**To**

**The General Manager (DIT, BPR & BTD)**

**UCO Bank, Head Office**

**Department of Information Technology,**

**5<sup>th</sup> Floor, 3 & 4 DD Block, Sector -1,**

**Salt Lake, Kolkata -700064**

Sir,

**Sub: RFP for Procurement of 100 Cash Recycler Machines (re-tendering) (RFP  
Ref No. DIT/BPR & BTD/OA/3576/2019-20 Date: 27/09/2019)**

Further to our proposal dated ....., in response to the Request for Proposal (Bank's tender No. .... here in after referred to as **"RFP"**) issued by UCO Bank, we hereby covenant, warrant and confirm as follows:

The soft-copies of the proposal submitted by us in response to the RFP and the related addendums and other documents including the changes made to the original tender documents issued by the Bank, conform to and are identical with the hard-copies of aforesaid proposal required to be submitted by us, in all respects.

The bid submitted herein shall be valid for a period of 180 days from the date of RFP response submission process closes.

Yours faithfully,

Authorised Signatory

Designation

Bidder's corporate name

Performa of letter to be given by all the Bidder participating in the UCO Bank RFP for Procurement of 100 Cash Recycler Machines (re-tendering) on their official letter-head.

To,

**The General Manager (DIT, BPR & BTD)  
UCO Bank, Head Office  
Department of Information Technology,  
5<sup>th</sup> Floor, 3 & 4 DD Block, Sector -1,  
Salt Lake, Kolkata -700064**

Sir,

**Sub: RFP for Procurement of 100 Cash Recycler Machines (re-tendering) (RFP Ref No. DIT/BPR & BTD/OA/3576/2019-20 Date: 27/09/2019)**

Further to our proposal dated ....., in response to the Request for Proposal (Bank's tender No. .... Hereinafter referred to as "**RFP**") issued by UCO Bank on behalf we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original tender documents if any, issued by the Bank. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

Authorised Signatory  
Designation  
Bidder's corporate name

(Letter to be submitted by the Manufacturer on firm's official letter head)

**Manufacturer Authorisation Form (MAF)**

To,

**General Manager (DIT, BPR & BTB)  
UCO Bank, Head Office,  
Department of Information Technology  
5<sup>th</sup> Floor, 3&4, DD Block, Sector-I  
Salt Lake, Kolkata -700064**

Dear Sir,

**Ref: RFP for Procurement of 100 Cash Recycler Machines (re-tendering) (RFP Ref No.  
DIT/BPR & BTB/OA/3576/2019-20 Date: 27/09/2019)**

We ..... (Name of the Manufacturer) who are established and reputable manufacturers of ..... having factories at ....., ..... and ..... do hereby authorize M/s ..... (Name and address of Bidder) who is the bidder submitting its bid pursuant to the Request for Proposal issued by UCO Bank on behalf, to submit a Bid and negotiate and conclude a contract with you for supply of equipments manufactured by us against the Request for Proposal received from your bank by the Bidder and we have duly authorised the Bidder for this purpose.

We hereby extend our guarantee/ warranty and AMC as per terms and conditions of the RFP No .....and the contract for the equipment and services offered for supply against this RFP No..... By the above-mentioned Bidder, and hereby undertake to perform the obligations as set out in the RFP No..... In respect of such equipments 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 AMC period if the above bidder authorized by us fails to perform in terms of the RFP.

Yours Faithfully  
Authorised Signatory

(Name:        Phone No.                      Fax                      E\_mail                      )

(This letter should be on the letterhead of the Manufacturer duly signed by an authorized signatory)

**Functional Specification**

Cash Recyclers and the software to be provided should have the capability of performing the following functions through Display Menu:

<b><u>SL NO</u></b>	<b><u>Functional Requirement</u></b>	<b><u>Complied (Yes/No)</u></b>
1.	Accepting currency note of Rs. 50, 100, 200, 500 and 2000 and verification of genuineness of the notes before acceptance. Should be capable to integrate with Bank's ATM switch and Connect-24 for Direct credit to customers account.	
2.	Transfer of Funds between two accounts	
3.	Account enquiries	
4.	Account Statement Printing	
5.	Cheque Book Requisitioning	
6.	PIN change facility	
7.	Facility for utility bill payments	
8.	Facility to top-up mobile phones	
9.	Admin functions for Cash , reconciliation	
10.	Card to card transfers	
11.	Creation / renewal of Term deposits	
12.	Updation of mobile number	
13.	Product cross sale, tax payments,	
14.	Three Languages Display (English, Hindi and Regional Language)	
15.	Transaction Detail/ Receipt Printing with following details:  1. Device ID, Date and Time 2. Location Code (Alphanumeric) 3. Card no 4. Account No. 5. Transaction SL No. 6. Amount 7. Description of transaction 8. Name of Account Holder	
16.	There should be provision to add further functions easily and also to disable any of the functions as per Bank's requirements	
17.	Should support MPEG full motion video	

<b>18.</b>	Should allow cancellation of a transaction before its execution. (Appropriate message should appear guiding the customer)	
<b>19.</b>	Should have the diagnostic tools for <ul style="list-style-type: none"> <li>1. monitoring cash position and CR status</li> <li>2. giving comprehensive error reporting including DVSS &amp; Alarm System to Bank's switch</li> </ul>	
<b>20.</b>	Should maintain audit trail with date and time stamp for each transaction	
<b>21.</b>	Should recognize and differentiate between the cardholders of own Bank and other Banks.	
<b>22.</b>	Should function round the clock with built-in fault tolerance features	
<b>23.</b>	Should be capable of Audio guidance in all the three languages. (The required WAV files to be provided by the bank).	
<b>24.</b>	Should support both pin based and biometric authorization of transactions	
<b>25.</b>	Should support contactless card transactions	
<b>26.</b>	<p>MIS Report on:</p> <ul style="list-style-type: none"> <li>• All Deposit Transactions</li> <li>• All Dispense Transaction</li> <li>• Denomination –wise Cash Balance Report</li> <li>• Counterfeit Notes detected</li> <li>• Soiled / Non-issuable Notes</li> <li>• Transactions where deposit accepted but transaction failed</li> <li>• Transaction successful but currency returned</li> <li>• Reconciliation reports</li> <li>• Admin function reports</li> </ul> <p>Complete List of MIS reports to be enclosed</p>	
<b>27.</b>	<p>On Screen instructions</p> <ul style="list-style-type: none"> <li>• Menus for each deposit type</li> <li>• Videos detailing transaction steps</li> <li>• Flashing lead –through indicators</li> <li>• Consumer – guidance labels</li> </ul> <p>Distinguishing icons</p>	

**Technical Specification**

SL No	Technical Specification	Complied (Yes/No)
<b>1.</b>	<b>PC-CORE:- Processor &amp; OS Features</b>	
1.1	4 <sup>th</sup> Generation Intel® Core™ i3 Processor or higher with minimum 2.9 GHz and 3 MB cache or above	
1.2	Minimum 4 GB DDR3 RAM or higher	
1.3	Minimum 500 GB or higher SATA/e-SATA HDD (for OS)  Minimum 1 TB or higher SATA/e-SATA HDD (For camera Image) The vendor should supply HDD of capacity which can store DVSS image for 120 days.	
1.4	3 or more USB ports in front for front access Cash Recycler	
1.5	DVD Write	
1.6	101 keys Keyboard integrated with Mouse operations /Integrated with EPP (This is optional item. However if required, bidder to ensure availability of the same during engineer visit)	
1.7	On-board 10/100/1000 Mbps Speed LAN Card (IPV 6 Compliance)	
1.8	Microsoft Windows 10 or above with latest service pack. In case supplied OS is declared end of support by Microsoft, the bidder has to replace the same with a supported OS or provide compensating controls without any extra cost to the Bank.	
1.9	Installation of OS patches within a week of its release should be ensured by the vendor.	
1.10	CRM should be preloaded with CEN XFS 3.0 compliant layer and should be capable of running multivendor software without any hardware / operating system changes and with support of Domain Naming Service (DNS) facility. (CRM must support and should be loaded with XFS/Multi-vendor software).	
1.11	OS hardening (with Firewall) and should protect against unauthorized booting from alternative media & an access to CR hard disk.  Cash Recycler should be adequately hardened and only white listed necessary services run in the system (White listing of applications). No malware including viruses, worms and Trojans enter and Affect the system. CR should be pre-installed with whitelisting application solutions. All bidders must provide Whitelisting solution with following features- <ol style="list-style-type: none"> <li>1. The solution must ensure that only "whitelisted" applications run on the CR.</li> <li>2. The solution must prevent the execution of any non-whitelisted files on the machine Bidder to provide standard whitelisting solution from companies of repute like Symantec, Norton, McAfee etc. or any other industry standard whitelisting solution which should meet above requirements and should come preloaded in the CRs to be supplied and installed by the successful bidders</li> </ol>	
1.12	CR should have dynamic windows password.	

	CR Windows OS should be configured to work in a locked down / restricted mode (with non admin rights).	
1.13	The Windows admin password must be dynamic which must expire within specified period so as to be replaceable at specific intervals. There should be a separate Admin User ID password with restrictive access so that unauthorized persons should not be able to get access to the system admin and BIOS password. The Operating System should have the provision for parameterization to log critical changes & incidents for monitoring purposes.	
1.14	CR Cash dispenser security should be set to physical (level 3) authentication level to thwart any Black Box type of attacks. CR should have strong encryption between CR PC core and cash dispenser so that the dispenser is not accessible without a proper authorization once the new CR PC core is being installed/set up or an existing CR PC core is re-installed due to any reasons.	
1.15	Application interface facilitating admin, reconciliation and MIS function	
1.16	Connectivity through Wi-Fi, Dongle and Bluetooth should not be possible on the Cash Recycler.	
1.17	OS Hardening (with local firewall) guidelines issued by the OS supplier and the Bank's IS Policy should be strictly followed.	
1.18	It is the bidder's responsibility to provide full support for integration of the CRs with the ATM Switch, NPCI, VISA, Master etc. for EMV, ant skimming, VG, Terminal Security, RBI Control Measures, OTC Lock and other functionalities as per the scope of the RFP, at no extra cost to the Bank.	
<b>2.</b>	<b>CURRENCY CHEST</b>	
2.1	CEN 1 or UL 291 level 1 Certified Secure Chest (Certificate issued in favour of the bidder or <b>OEM</b> by these agencies to be provided by the bidder as part of the bid document). The lock provided by the selected bidder should be OTC enabled)	
2.2	S&G / MAS Hamilton (KABAMAS-CENCON) dual electronic combination lock of 6+6 digits with capability having One time combination (OTC) option and audit trail without any hardware change. Password to be changed at the time of installation of Cash Recycler Machines and certificate to this effect should be part of the Cash Recycler Machines installation certificate. Further the Dual electronic digital one time combination lock with code generation and audit trail capability provided by the bidder must comply with RBI circular RBI/2018-19/214 DCM (Plg.) No.2968/10.25.007/2018-19 dated 14.06.2019 and any future amendment on the same(if any). All CRs provided by the bidder shall be operated for cash replenishment/removal only with digital one time combination lock (OTC) locks.	
2.3	All factory settings, including password for dual combination electronic lock should be changed at the time of handing over the machine and the same should be mentioned in the Installation Report. This will be a pre-requisite for release of payment	
2.4	Alarm sensors for temperature status, vibration status and chest open status while sending signal/messages to Switch/Management Centre	
2.5	Terminal should be able to change automatically to Supervisory/Maintenance/Out-Of-Service mode, in following cases	

	when: <ul style="list-style-type: none"> <li>• When cabinet/Hood Door is opened</li> <li>• Chest/Safe door is opened.</li> </ul>	
2.6	Terminal should be able to change automatically to In-Service/ Transaction mode, after Chest door and Hood door is locked.	
<b>3.</b>	<b>HYBRID DIP CARD READER</b>	
3.1	Smart Hybrid Dip Card Reader with media entry indicator having capability to read EMV Chip Card and magnetic strip cards (magnetic tracks 1 & 2). CR should be ready for reading EMV chip data from EMV card with required integrated software. (EMV Level 1 compliant) (Vendor to submit EMV compliance certificate) .	
3.2	Smart card/chip card EMV Version 4.0 or later, as certified, with supporting EMVCo L1 LOA. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank during the contract period.	
3.3	EMVCo Level2 approved terminal application/kernel. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank.	
3.4	Should provide necessary certificates/approvals from VISA, MasterCard, Amex, Union Pay, RuPay, Discover including TQM(IFM) certificates. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank.	
3.5	Card reader should be compatible to work with any valid EMVCo certified EMV Kernels.	
3.6	Cash Recycler should be ready for using the new EMV Chip Cards i.e. EMV Chip Card Reader enabled.	
3.7	Software, firmware, license for using Smart card, Chip card and magnetic strip card on Cash Recycler	
3.8	Cash Recycler should be ready for using the EMV chip cards	
3.9	<p>Dip Card reader with anti- skimming device installed and integrated with the card reader of the RECYCLER. Details of anti-skimming technology /device to be enclosed. Details of the anti-skimming technology/device to be enclosed.</p> <p>The device should be capable of providing comprehensive skimming protection solution which achieves the following objectives:-</p> <ol style="list-style-type: none"> <li>Senses unauthorized attachment of any device on/in surround of the card reader module,</li> <li>Sends the signal to switch and further to the Remote ATM Management Centre of the vendor,</li> <li>Capable of enabling the switch and/or Remote ATM Management Centre to put the machine Out-Of-Service as well as block the card reader from accepting any more card insertions.</li> <li>Block the card reader entry to the card reader slot when such suspicious activity happens.</li> <li>It should also have the provision to sense any suspicious anti-cloning activity attempted through insertion of wire or similar mechanism in the Cash Recycler machine.</li> </ol>	
3.10	Communication link between the card reader and system should be encrypted by latest encryption standards. (This is between the Card	

	Reader and the Cash Recycler)	
3.11	Cash recycler shall support biometric authentication capability with finger –print reader as per Aadhaar specifications. The Cash recycler should support Bio-metric functions and integrated with the Bank's Biometric solution and UIDAI certified solution (Aadhaar) without any additional cost to the Bank.	
3.12	Should be UIDAI certified device for biometric capture and authentication. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank.	
3.13	Support Biometric Based Authentication APIv2.0 specifications (should be UIDAI certified biometric device for biometric capture and authentication). On expiry of certificate, it should be replaced with valid Certificate at no additional cost to the bank.	
3.14	Secure Biometric scanner that supplies the finger print data to the ATM switch. The Biometric Scanner should be of good quality capable of accepting finger scans in one go and should be STQC certified and compatible with AEPS & Aadhaar specifications.	
3.15	CR should accept deposits using any Bank's Debit / Credit cards, without cards, using Aadhaar based authentications, with biometric, using Voice authentication, using Bar code reading and using QR code reading also. Cash Recyclers should recognize the Chip cards which includes EMV Cards, Biometric authentication, Bar code, QR code and accordingly display the screen, voice prompts.	
3.16	Contactless Card (Like NFC) integration capability.	
3.17	Contactless Card integration capability (Hardware and Software) supporting the ISO14443 Type A/Type B, MiFare and ISO/IEC 18092, ISO 21481 specifications.	
3.18	Smart Card/Chip Card EMVCo Contactless Version2.1 or later, as certified with supporting EMVCo L1 LOA. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank.	
3.19	Conformance to VISA / MasterCard / RuPay / Discover / JCB & Union Pay / Diner standards Cards etc. Should provide necessary certificates/approvals from VISA, MasterCard, Amex, Union Pay, RuPay, Discover including TQM (PCD) certificates. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank.	
3.20	The card reader should be capable of reading tracks one, two and three as per ISO standard or RuPay/ Master/ Visa Card format.	
3.21	Software/firmware/licence for using SMART card functionality on CR (EMV kernel v 4.0 standards compliant or higher compatible with windows 10 and Windows 7	
3.22	Recycler should have capability to integrate 1D/2D barcode and QR code scanner for future requirements of scanning codes from mobile phones by simply attaching a reader, compliant with Code128, Code39, QR Code standards.	
3.23	CR should work using any Bank's Debit / Credit cards, without cards, using Aadhaar based authentications through biometric also. CR should recognize the Chip cards which includes EMV Cards, Biometric Authentication and accordingly display the screen, voice prompts. In future if Bar code or QR code is required by the Bank, vendor has to	

	provide with required hardware /software at mutually agreed price.	
3.24	<p>Dip Smart Card Reader with anti-skimming device installed and integrated with the card reader of the Cash Recycler. Details of the anti-skimming technology / device to be enclosed.</p> <p>The bank is looking for a comprehensive skimming protection solution which achieves the following:-</p> <ul style="list-style-type: none"> <li>i) Senses unauthorized attachment of any device on the card reader module,</li> <li>ii) Sends the signal to switch and further to the Remote Cash Recycler Management Centre of the vendor and Online Monitoring Solution of the Bank,</li> <li>iii) Capable of enabling the switch to put the machine Out-Of-Service as well as block the card reader from accepting any more card insertions.</li> </ul> <p>XFS needs to send out error status so that the Cash Recycler Application/Switch can pick it up and notify the monitoring system.</p>	
3.25	Should be capable of reading barcodes of all popular symbologies, including Code128, with upto 36 Characters.	
3.26	The necessary technology/application/hardware for supporting card based, card less and biometric transactions should be available ab-initio.	
<b>4.</b>	<b>CUSTOMER INTERFACE</b>	
4.1	LED Touch Screen Size:15" minimum	
4.2	Type: Capacitive/SAW / Infrared	
4.3	<p>Touch screen (with support for visually handicapped through FDK 4+4 &amp; EPP both (which means both FDK and touch screen are mandatory)).</p> <p>Cash Recycler should also be capable for providing Virtual keyboard for entering Aadhaar / Debit Card/ IFSC Number</p>	
4.4	Cash Recycler must be capable of performing under extreme conditions. Temperature: Minus(-)5degree Celsius to +50 degree Celsius (Without Air Conditioner) Humidity : 5 to 95 % (Without Air Conditioner) ;	
4.5	<p>Rugged spill proof Triple DES enabled Keyboard with Poly Carbonate tactile / stainless steel EPP pin pad. Full PCI 1&amp;2 compliant EPP keys with sealed metal key pads. EPP Keypads to be PCI-PTS compliant with Sealed metal keypad. PIN Pads shall be covered to prevent PIN disclosure via shoulder surfing. EPP should be designed so as to prevent overlaying of fake pin pad. Forcible removal of EPP should bring the machine down resulting in loss of data stored in the EPP, so as to prevent compromise even with high end decryption. Please provide details of the technology / solution. Should accompany with PCI certificate. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank.</p>	
	The Cash recycler screen should be with Privacy Screen filter to enable the view of the cash recycler screen only to the customer standing in the front of the CR. Cash Recycler should also have rear mirrors covering majority area of site which allow users to see what is happening behind him when he enters the PIN to avoid shoulder surfing.	
4.6	Voice guidance support with internal speakers & headphone (only	

	hardware enablement required i.e hardware component to be provided). This should be in line with IBA/Govt. Of India guidelines for enabling visually impaired persons to transact at CR. The Voice guidance solution should be enabled and be activated with insertion of earphone jack into the given slot by the cardholder.	
4.7	Braille stickers on all devices as per requirements to support.	
4.8	All devices to have features as per requirements to support the visually challenged. All Cash Recyclers to meet the requirement of 'Talking Cash Recyclers' (EP needs to ensure that braille supported keys (Pin Pad Function Keys, Locations of key devices, Audio jack) are present on the Cash Recycler. SP can support with voice guidance/headphone audio from Cash Recycler Application software standpoint.)	
4.9	Voice guidance support with internal speakers & head phone jack5 (hardware as well as software both to be provided with Cash Recycler). Capable of voice guidance to the customer and digitalized wave files in the Indian accent for the same in Hindi & English languages to be provided by the vendor. There should be support for text to speech for full-fledged voice guidance solution implementation without any extra cost to the Bank.	
4.10	All devices to have features as per requirements to support the visually challenged. All Cash Recyclers to meet the requirement of 'Talking Cash Recyclers' (EP needs to ensure that braille supported keys (Pin Pad, Function Keys, Locations of key devices, Audio jack) are present on the Cash Recycler. SP can support with voice guidance/headphone audio from Cash Recycler Application software standpoint.)	
4.11	Minimum Trilingual Screen Support (English, Hindi, Regional Language), in static graphics(PCX, JPEG, etc.) and video files(incl. MP4)	
4.12	Provide Text-to-Speech (TTS) support in English, Hindi and regional languages.	
4.13	Terminal should be capable to integrate with custom/3rd party Text-to-Speech (TTS) software.	
4.14	Terminal should report status whether headphone is present/not present in headphone jack, to the monitoring system	
<b>5.</b>	<b>BILL VALIDATOR</b>	
5.1	Validating bill head width path upto 177mm or more	
5.2	Fixed width or centring mechanism with self-adjustable bill path	
5.3	Validation rate should be 98% or more	
5.4	Bill escrow capacity should have capacity of 200 bills or more	
5.5	Speed of cash acceptance in seconds for standard 200 notes– Cash Insert to Amount Confirmation The entire cash acceptance for 200 standard notes should be completed in 40 seconds or in less time.	
5.6	Compliance to RBI's Note Authentication and Fitness sorting parameters (Documentation required on process of configuration. Configuration can be carried out at Bank location only). Configuration change to be done in 2 weeks.	
5.7	Both side scanning of all bills.	
5.8	Machine should be able to accept, dispense and Validate all Indian Currencies.	

5.9	Bill identification time in seconds –should complete in 10 notes / second or in less time.	
5.10	Full validation time in seconds – multi width front load. Maximum time taken for full validation should be 30 seconds or less (200 bills).	
5.11	Speed of cash acceptance in seconds for standard 200 notes – Cash Insert to Amount Confirmation – The entire cash acceptance for 200 standard notes should be completed in 40 seconds or in less time.	
<b>6</b>	<b>CASH MODULE</b>	
6.1	Cash Recyclers capacity of accepting/dispensing minimum 200 notes at one time and accepting/dispensing all denominations Rs.50 and above. Capable to dispense used notes/ deposited notes.	
6.2	Cash Recycler should have template for all new variants of notes as and when released. Vendor to provide details. Vendor should update the software to support all new variants currency notes as well as new denominations, if any, issued subsequently without any extra cost to the Bank.	
6.3	<p>Cash Recycler should have minimum 6 cassettes or higher. Cash Recycler should have minimum 5 deposit cassettes, out of which Minimum 4 recycling cassettes should be having recycling capability ab-initio with minimum storage of 2500 notes per cassette and Bank may use remaining one cassette as only 'Acceptance Cassette'. One reject cassette for Non issuable / ATM Unfit / cash retracted currency with capacity of minimum 2500 notes having at least one separate bin (compartment) /cassette for counterfeit/ suspect notes notes. The reject bin and counterfeit / suspect notes bin MUST MANDATORILY have dual locking mechanism. Each of these Cassettes should have capability to hold notes of any Denominations / any size. The cassettes should be configurable on the machine as per requirement of the Bank without any additional cost to Bank as:</p> <ul style="list-style-type: none"> <li>-Deposit Only</li> <li>-Dispense Only</li> <li>-Deposit and dispense</li> <li>-Recycle</li> </ul> <p>Deposit / Dispense cassette capacity</p> <ul style="list-style-type: none"> <li>-New Bills</li> <li>-Street Grade bills</li> </ul>	
6.4	All cassettes including reject and retract cassettes to be with lock/latch and key to ensure highest level of security. The design of the CR should ensure secure dual custodian based access for all cassettes i.e. Cassettes should be accessible and removable only when the chest is opened.	
6.6	Denomination-wise sorting of the deposited currency notes	
6.7	Deposit/ Recycling Cassettes capacity of minimum 2500 notes or above	
6.8	Reject Cassette with capability to hold Reject /Retracted notes with dual locking mechanism – mandatory	
6.9	Four orientation bill validation for good and bad currency notes.	
6.10	Notes deposited should be categorized and put into individual cassettes/bins once they are accepted by the machine	
6.11	Must support all types of transactions- card based, card less, contact	

	less and biometric transactions.	
6.12	<p>The machine must support facility for all categories mentioned below:</p> <ol style="list-style-type: none"> <li>1. <b>Category1 (not recognized)</b>-Due to one of the following possible causes: Wrong image or format, Transportation error (for example, double feeds), Large dog-eared or missing sections, Handwritten notes, Separating cards, Wrong currency. <b>Reject such notes.</b></li> <li>2. <b>Category2 (counterfeit)</b>- Image and format are recognized, but one or more authentication features are missing or are clearly out of tolerance. <b>Impound/Retain such notes in separate cassette/bin.</b></li> <li>3. <b>Category3 (suspect)</b>- Image, format and authentication features are recognized, but quality and/or tolerance deviations are detected. In most cases, the cause will be unfit or soiled bank notes. <b>Reject such notes.</b></li> <li>4. <b>Category4 (genuine)</b>- The bank notes are fully authenticated as genuine. This implies that all authentication checks deliver positive results. <b>Accept such notes.</b></li> <li>5. <b>Cut/Mutilated note (Reject)</b></li> <li>6. <b>Soiled currency notes (Reject)</b></li> </ol>	
6.13	Capability to back-track the depositor for all notes deposited / dispensed or rejected with recording of serial numbers of individual currency notes. Capability of scanning and recognizing of serial number of notes should be available for dispense also.	
6.14	<p>Minimum 4 deposit cassettes should be having recycling capability ab-initio.</p> <p>In case the Bank decides to enable/disable the recycling feature of the machine, the vendor should undertake to enable/ disable the facility immediately without any cost to the Bank.</p>	
6.15	Cassettes that support tracking on docking. Indication (visible <b>or</b> audible) of proper insertion of all cassettes.	
	Storing & Searching facility on image data at a later date.	
6.16	Foreign object detection in the input tray and rejection	
6.17	Cash transport movement should be secure and under dual locking	
6.18	Cassette that support tracking on docking (Logs should be created whenever cassettes are docked / undocked).	
6.19	Foreign object detection / handling in the input tray	
6.20	In case of any transaction being timed out, the cash accepted by the Cash Recycler must not be delivered back to the depositor but rest in Reject/Retract bin for subsequent reconciliation by the Branch.	
6.21	Capability to capture the cash balance (denomination wise) available in the machine for every supervisory activity.	
6.22	CR should have Note number tagging along with images and traceability to account with appropriate MIS report as per Bank's requirement.	
	Cash Recycler should be capable to communicate to Bank's switch for updating the hopper wise counter for all the cassettes including	

	universal BIN on real time basis.	
6.22	Cash recycler must provide for adherence to RBI's Note Authentication and Fitness Sorting Parameters.	
6.23	Cash recyclers with recycling capability deployed shall comply with RBI, IBA, EMV, NPCI/PCI/ NFS guidelines as on the Effective date of the agreement. If any new guidelines are issued by these organizations, the Bidder shall arrange for its compliance/ upgradation without any extra cost to the Bank.	
6.24	Cash Recycler should accept deposits using any Bank's Debit/Credit cards, without cards, using Aadhaar based authentications, with biometric, using Voice authentication, using Bar code reading and using QR code reading also. Cash Recyclers should recognize the Chip cards which includes EMV Cards, Biometric authentication, Bar code, QR code and accordingly display the screen, voice prompts.	
6.25	The Cash recycler should be capable of detecting pre-2005 series currency notes and the Demonetized series of 500 and 1000 rupee notes issued by RBI. The Cash Recycler should have the capability for parameterizing the norms for accepting/blocking/rejecting the pre-2005 series or any other month/year as prescribed by RBI/Bank and the Demonetized series of 500 and 1000 rupee notes, without any extra cost to the Bank.	
6.26	The Cassettes should be configurable on the machine without any cost to the Bank for: I. Deposit only II. Dispense only III. Deposit & Dispense IV. Recycle	
6.27	The Recycler should have capability to handle Plastic Currency also, as and when introduced in India. The Bill Validation Technology must be available for the entire life span of the machine <b>i.e. a minimum of 6 years.</b>	
6.28	Encrypted communication and trust relation should be established between PC core and cash acceptor/recycler	
6.29	All cassettes should be lockable.	
6.30	Low, Empty, Nearly full, and Full Status Warning for currency notes/bills cassettes, including retract/reject bins.	
6.31	Cash Recycler should support dual denomination recycling for each cassette i.e. Machine should be capable of supporting 8 denomination recycling. Currency denomination configuration shall be provided by the Bank. Bank may change the configuration whenever required. Successful bidder shall be informed accordingly. However the scope of dual denomination recycling for a single cassette is removed.	
6.32	Capable to dispense upto 200 currency notes per transaction (minimum1). Capable to dispense used notes/ deposited notes.	
6.33	Cash retraction should be enabled for deposit transaction. Notes returned to customer during deposit can be retracted in the machine. Whereas retraction should not happen for withdrawal. Notes dispensed should not be taken back in the machine for withdrawal transactions.	
6.34	Friction / vacuum pick technology	
6.35	Divert cassette bin with lock and key / latch	

6.36	Indication of proper insertion of cassettes	
6.37	Capable of Multiple currency dispensing. Currency denomination configuration shall be provided by the Bank. Bank may change the configuration whenever required. Successful bidder shall be informed accordingly.	
<b>7</b>	<b>DES – CHIP SECURITY</b>	
7.1	Capable of supporting Remote Key Management– Triple DES/RSA with encryption / verification / validation software chip.	
7.2	Triple DES chip with encryption / verification / validation software. Should support AES without any additional hardware.	
7.3	Cash Recycler should be with in-built security features to trigger alarm in case of fire, hammering/tilting of the machine.	
7.4	Mandatorily must have anti-skimming devices installed and integrated for card readers.	
<b>8</b>	<b>INTEGRATED SURVEILLANCE SOLUTION</b>	
8.1	Cash Recycler should have pilfer proof camera able to capture the images of the user / customer at the time of accepting and dispensing the cash also capture images at the cash slot cameras evidencing acceptance/dispensation of cash besides images of the user. There should be minimum two pilfer proof cameras inside the CRs <ul style="list-style-type: none"> <li>1. To capture the customer image and</li> <li>2. Capture the hand movement while depositing / withdrawing cash from the cash slot.</li> </ul>	
8.2	Solution should be able to store the images in a digital format for minimum on first in first out basis for 120 Days at an average of 400 transactions per day. The time print of the DVR of transaction exactly tally with transaction time printed in EJ. The vendor has to supervise that DVSS images are getting recorded in Cash Recycler. The back-up should be taken by the vendor, at quarterly intervals or earlier (as per requirement of the Bank) and supervised by Bank. The images will be stored on one of the 2 Hard Disks present in the machine.	
8.3	Solution must provide an interface to browse, search and archive the stored images on hard disk or external media.	
8.4	The solution must have a search facility to locate an image/event by date & time, card no., transaction reference no. and Cash Recycler ID.	
8.5	Solution must be configurable to suit different site requirements and must be capable of performing under extreme conditions	
8.6	Solution must be able to capture & stamp the transaction information (card number masked to comply with PCI-DSS ) on the images	
8.7	The solution must have a search facility to locate an image/event by date & time, card no., transaction reference no. and ID	
8.8	The solution must be capable of monitoring from a central Location. The solution should be able to pull the required images from the Central Location and share the same over e-mail with Bank officials, as and when required.	
8.9	The image surveillance solution must not degrade the performance of Cash Recycler, e.g. speed of normal transaction. The solution should be able to pull the required images from the Central Location and share the same over e-mail with Bank officials, as and when required.	
8.10	The image surveillance hardware should be integrated within the Cash Recycler	

8.11	The resolution of the camera should be sufficient enough to capture the quality image of the object for clear identification.	
8.12	Rear view mirror at machine	
8.13	The Solution should be capable of notifying the Switch in case the DVSS camera is covered/blocked by any means so that the Cash Recycler does not dispense cash.	
<b>9</b>	<b>SOFTWARE AGENT</b>	
9.1	Vendor should have their own software agent for EJ, image pulling and Remote Monitoring Software support for the CR to monitor its functions from a Central site. The CR should be capable of supporting a third party software agent such as SDMS/ InfoBase/ Radia, etc. The vendor also agrees to install any software selected by the Bank at no cost to the Bank.	
9.2	Should be capable of interface with the Bank's Switch or any other Switch introduced by the Bank in future and Multi-Vendor Central Server.	
9.3	Cash Recycler should be capable of centrally downloading Software/Patches upgrades and idle screen and content distribution.	
9.4	Cash Recycler should be capable of interface through multi-vendor ATM Software agent (as decided by the Bank) on machine with Bank's Switches i.e. BASE24 or any other Switch introduced by the Bank in future and Multi- Vendor Central Server.	
9.5	Software for reading the EMV Chip Cards. Smart Card/ chip Card EMV version 4.0, Level 2 approved terminal resident application. <b>Copy of level 2 approval certificate to be enclosed.</b>	
9.6	Should capable of Remote diagnostic agent to diagnose problems with the machine including but not limited to predicting part failures. This service including pro-active rectification of problems reported by remote diagnostic agent will have to be provided by the bidder / OEM mandatorily at no additional cost to the Bank.	
9.7	Terminal solution should be the single intelligent application that controls devices/supports display on screen at terminal. Controls and supports multiple devices e.g. epp, dispenser, card reader etc.	
9.8	Bidder to confirm ability to demonstrate proof of concept about CD software being capable of supporting all the applications currently developed for the Bank such as CD Locator, Railway ticketing, Campus fees payment, Mobile Recharge & other Utility Bill Payments.	
9.9	Support EJ storage and retrieval mechanism	
9.10	Software to support NDC/DDC/912 message emulation.	
9.11	Supports the latest Windows version supported the Cash Recycler/OEM vendors from time to time.	
9.12	Application interface facilitating all Admin, Reconciliation and MIS function	
9.13	Provide Text-to-Speech (TTS) support in English, Hindi and regional languages.	
9.15	Terminal should be capable to integrate with custom/3rdparty Text-to-Speech (TTS) software.	
9.16	Customization and other integration support related to Interoperable Cash Deposit features should be provided by Successful Bidder without any cost.	
<b>10</b>	<b>CONNECTIVITY</b>	

10.1	Should have Network Interface Card 10/100 MBPS	
10.2	Should be capable of connecting to the Bank's Switch using existing device handlers at no additional cost to the Bank.	
10.3	Must support TCP/IP and DNS	
10.4	Cash Recycler must Support TLS 1.2 or above and shall provide required software, if any.	
10.5	Should support IPv4 addressing and be IPv6 ready. Ability to perform IPv4-IPv6 integration, if required at no additional cost to bank.	
<b>11</b>	<b>OTHERS</b>	
11.1	Minimum 40 Column 80 mm DMP/Graphic Thermal Receipt Printer, Must be capable of printing graphics like UCO logo on the receipt and should also capable of printing receipts in Hindi language and regional language.	
11.2	Receipt to customer should mention serial number of the impounded note, if any.	
11.3	Electronic journal to be also written on hard disk and replicated on the second hard disk which records images. The solution should include a EJ viewer.	
11.4	Support centralized EJ Pulling. Serial Numbers of all notes should be available with EJ or stored separately and made available as and when required	
11.5	Low media warning for all items viz. bills, journal roll	
11.6	In-built SMPS to work on 230V 50 Hz power supply	
11.7	Support input voltage of 230V AC /50 Hz with+/-10% variation	
11.8	Cash Recycler machine should have inbuilt internal battery for the protection from power surges or outages and also till the completion of current running transaction and the same should be recorded in EJ/Image	
11.9	Specify Power Consumption when in operation. Maximum permissible power consumption when in operation 470Watts.	
11.10	Specify Power consumption when the machine is idle Maximum permissible power consumption in idle situation 230 Watts.	
11.11	Should provide hardware and software for the day-to-day operations required by the custodian	
11.12	CR should have cut-off circuit, Isolator to protect the critical cash recycler electrical and electronic parts viz. SMPS, Mother Board, Hard Disk, Sensors etc. from sudden spikes in voltage/ current from UPS/ RAW power.	
11.13	Remote power-on/Power off facility.	
11.14	Should provide hardware, software and MIS for the day-to-day operations required by the custodian.	
11.15	Bidder to integrate – where feasible – the alarm sensors of the Cash Recycler to the branch siren/hooter without any additional cost to Bank	
11.16	Bidder to confirm ability to demonstrate proof of concept about software being capable of supporting all the applications currently developed for the Bank such as Locator, Railway ticketing, Campus fees payment, Mobile Recharge & other Utility Bill Payments.	
11.17	Cash Recycler should be capable of One to One Marketing. Client when loaded on Cash Recycler should be able to interact with different CRM sources using open standard messaging standards.	

11.18		
11.19	Support centralized EJ Pulling. Serial number of all notes should be available with EJ or stored separately and made available as and when required. While pulling EJ, the same should be non-editable with encryption or with checksum or any other solution to prove the authenticity of EJ before a third party such as the regulator (RBI), a Banking Ombudsman, Police authorities etc.	
11.20	Bank Name & Logo should be embossed / printed on Cash Recycler. Call Centre Numbers & Email Address should be pasted in the Cash Recycler & customization for all the three sides with polycarbonate film. The design will be provided by bank.	
<b>12</b>	<b>INTERFACE – CORE BANKING SOFTWARE &amp; ATM SWITCH</b>	
12.1	Software required for connecting the Cash Recycler to Bank's own Network (Connection will be available through bank switch) shall be provided by the vendor	
12.2	Vendor to provide utility for converting the Cash Recycler files, containing transaction details, into ASCII format.	
12.3	Cash recycler should be preloaded with CEN XFS 3.0 compliant layer and should be capable of running multi-vendor software without any hardware changes.	
<b>13</b>	<b>TRANSACTIONS TO BE MADE AVAILABLE IN CASH RECYCLER</b>	
13.1	Support Cash Withdrawal from any Bank account (at least 6 accounts)	
13.2	Support Cash Deposit into any Bank account (at least 6 accounts) including other customers' accounts	
13.3	Support Standing Instruction	
13.4	Support Loan Account enquiry	
13.5	Support Fixed Deposit	
13.6	Support Bunched Note Acceptance	
13.7	Support Balance Enquiry	
13.8	Support Mini-Statement	
13.9	Support Card to Card Transfer	
13.10	Support Card to Account Transfer	
13.11	Support Account to Account Transfer	
13.12	Support B 2 B	
13.13	Support Visa Money Transfer	
13.14	Support Biometric Based Authentication API v2.0 specifications (as stated by UIDAI). Additional changes required to support later revisions to be provided at no cost to the bank.	
13.15	Support Institutional Fee Payment	
13.16	Support Utility/Bill Payment/Taxes/Trust Donation etc.	
13.17	Support Display of Graphics/ animation/scrolling/ date & time	
13.18	Support PIN Change	
13.19	Support Fast Cash/ My Favourite option	
13.20	Support Mobile Number Registration	
13.21	Support Mobile Top-Up	
13.22	Support Mobile Banking Registration/Deregistration	
13.23	Support Prepaid Card Cash Withdrawal	
13.24	Support Prepaid Card Balance Enquiry	
13.25	Support Cheque Book Issuance	
13.26	Support Stop Cheque enquiry	

13.27	Support Internet Banking Request Approval	
13.28	Support Aadhaar Number Seeding	
13.29	Support Cash increase/decrease/short/excess Admin Transactions using admin card	
13.30	Support Dynamic Currency Conversion during transaction	
13.31	Support Failure Alert	
13.32	Support Idle Screen / Advertising	
13.33	Support Cash Recycling	
13.34	Support QR code based Transaction	
13.35	Support Card less Transaction	
13.36	Support NFC based transaction/ contactless transaction	
13.37	Support EMV-chip based transactions	
13.38	Support for AKDS	
13.39	Support for 3-DES	
13.40	Support for supervisory mode cash counter update	
13.41	Support Account Number Masking (on receipt)	
13.42	Support 2 digit Screen for checking Keypad is working	
13.43	Support Timed out and Last Transaction Status(LTS) based reversals	
13.44	Support for MAC (Message Authentication Code)	
13.45	Support 2048-bit or higher encryption standards	
13.46	Support Instant Money Transfer Transaction	
13.47	Support Biometric based Registration	
<b>14</b>	<b>Terminal security solution includes Access Management &amp; Protection, Operating System Hardening, Hard disk encryption, Intrusion protection, Disabling USB ports, Disabling auto run facility, Time based Admin Access and whitelisting solution</b>	
<b>14.1</b>	Centralized Monitoring System Server Bidder should provide appropriate monitoring server with minimum specification:	
<b>14.2</b>	Bidder should provide appropriate no of Servers for Terminal Security Solution (TSS) with all necessary hardware, VMs, database, application & system software with support during the contract period in the Bank's DC & DR. The minimum specifications for the Servers in DC & DR are as under : Intel Xeon Server 14 core CPU; 14 GB RAM, Hard Disk With 1 TB each. Operating System Microsoft SQL server 2017 Std or above. Database Solution (Oracle/ SQL Server Standard/any other). Bidder will submit specification of the Server & Required Software's in separate sheet along with bid. The specification must cater the requirement of minimum 1000 CRs.	
<b>15</b>	<b>Hard Disk Encryption</b>	
<b>15.1</b>	The system should not require any human intervention (like manual password entry).	
<b>15.2</b>	Encryption of all data (user files as well as system files) from an Cash Recycler Machines's hard disk.	
<b>15.3</b>	The solution should enable for an exact status of disk encryption to be retrieved and display centrally on a monitoring system	
<b>15.4</b>	The solution should be capable of changing the configuration of the hard disk encryption and the parameters used to encrypt	
<b>15.5</b>	Should protect data confidentiality when a system is out of operation (when HDD removed from native CR).	
<b>15.6</b>	Encryption should be linked to the Cash Recycler Machines internal	

	components characteristics, like peripherals USB devices. This tightly locks the encryption to local CR environment. And no central password management server is required.	
<b>15.7</b>	The solutions should have the capability to decrypt an Cash Recycler Machines hard drive outside of the CR for recovery purpose (in highly secured manner)	
<b>15.8</b>	The CR's should still cater for customers while the hard disk is being encrypted (during installation)	
<b>15.9</b>	The solution should also have capability to have central server based authentication	
<b>15.10</b>	CRs should have full hard disk encryption (FHDE) and encryption and authentication solutions to protect internal communications between the genuine CR PC core and CR modules, including the dispenser. Dispenser encryption (Communication between CD PC and Dispenser should be encrypted). All Sensitive information must be encrypted during transmission.	
<b>15.11</b>	CRs Windows OS should be configured to work in a locked down / restricted mode (with non admin rights).	
<b>15.12</b>	The Windows admin password must be dynamic which must expire within specified period so as to be replaceable at specific intervals. There should be a separate Admin User ID password with restrictive access so that unauthorized persons should not be able to get access to the system admin and BIOS password. The Operating System should have the provision for parameterization to log critical changes & incidents for monitoring purposes.	
<b>15.13</b>	CRs security should be set to physical (level 3) authentication level to thwart any Black Box type of attacks. CRs should have strong encryption between CR PC core and CR so that the recycler is not Accessible without a proper authorization once the new CR PC core is being installed/set up or an existing CR PC core is re-installed due to any reasons.	
<b>15.14</b>	CRs should have all standard security features	
<b>15.15</b>	Secure HDE utilizes a custom pre-boot process to enable the CR Authenticate over the network to ensure the system credentials are correct before the complete boot process is allowed. 1. Solution should Encrypt the whole Hard Disk (FHDE) 2. Encryption process tolerates interruptions i.e. power Outages, without data loss. 3. HDE should use FIPS" 140-2 certified AES-NI 256-bit cryptographic engine 4. Support for Pre-boot Networking on both Legacy BIOS and UEFI devices 5. Auto boot - Seamless boot Up without additional authentication screen yet secure with encryption 6. Solution should do Sector based encryption; every byte of data is encrypted 7. Single Centralized management console for managing the encryption policies 8. Allows for Remote Browser-based Access to the Encryption Server for Administration and Reporting 9. Audit logs are automatically sent and stored on the encryption	

	server	
<b>16</b>	<b>Intrusion Detection And Protection (anti malware)</b>	
<b>16.1</b>	The solution should have provision to block unused ports on the CR.	
<b>16.2</b>	The solution should be protected against being manipulated	
<b>16.3</b>	The solutions should protect against malware which may be injected locally or remotely on to the machine	
<b>16.4</b>	The solution should protect against the manipulation of executable e.g. .exe, .dll, .class etc. and scripts e.g. .js, bat, .bat etc.	
<b>16.5</b>	The solution should protect against the unauthorized updating/changing of configuration – property files	
<b>16.6</b>	The solution should issue alert / warning once a threat has been identified	
<b>16.7</b>	The solution should block the unauthorized installed software	
<b>16.8</b>	The solution should have capability to allocate only required CR resources to the White listed application. And during the running of the Whitelisted application should monitor if only those resources are being Accessed. In case of any deviation, alert should be raised and resources should be blocked. Further, any outdated malware definitions on a terminal should be highlighted in a centralized dashboard.	
<b>16.9</b>	CRs should be provided with Anti-virus solution to facilitate blocking of malicious codes/traffic entering the CR. Alternatively, the vendor should provide CR specific firewall to take care of intrusion detection, Port scans and other common virus attacks.	
<b>16.10</b>	CRs should be provided with Anti-virus solution to facilitate blocking of malicious codes/traffic entering the CR. Alternatively, the vendor should provide CR specific firewall to take care of intrusion detection, Port scans and other common virus attacks.	
<b>16.11</b>	Updating the Anti-Virus software will be the sole responsibility of the vendor; also the vendor Will be responsible for OS upgradation/updation, OS hardening, installation of service pack, and patch files without any cost to bank. The vendor has to submit self-certification regarding OS hardening. Bank may conduct third party audit in future in this regard.	
<b>17</b>	<b>Terminal security solution should provide Access Management &amp; Protection.</b>	
<b>18</b>	<b>Time based Admin Access should be provided. This control measure requires to parameterize and provide access on need basis, which is each CR specific, only during specified time window as prescribed.</b>	
<b>19</b>	<b>System Hardening /Terminal Security Solutions</b>	
<b>19.1</b>	The terminal security solution should be monitored & controlled through centralized server and should work with any standard ATM/CR agent monitoring solution.	
<b>19.2</b>	Terminal Security Solution should support access control based on roles and rights; Secure logging of system and user activities; Protection against known and unknown threats, including zero-day attacks; Integrated protection against unauthorized use of the entire system as well as individual components; Encryption of all data on an CR's hard disk; protects the system against all types of malware, unauthorized changes and access to data; File Integrity Module; Real-time monitoring and logging of attacks; Customization of individual security	

	policy parameters; Hardening the OS etc	
<b>19.3</b>	The Solution should support Various map and views with filtering capabilities for instant access to security status of terminals/devices.	
<b>19.4</b>	The solution should support - Deploy and update Security Policies and configurations.	
<b>19.5</b>	The solution shall not have performance impact of the existing CR and their peripheral devices and performance.	
<b>19.6</b>	The solution shall be able to disable Auto-run facility of exe file from a network or a USB port.	
<b>19.7</b>	The solution shall be able to set Windows/Linux Password Centrally.	
<b>19.8</b>	The solution should support - Deploy and update Security Policies and configurations.	
<b>19.9</b>	The solution should support -Health information of various Security software products can be retrieved promptly to support any analysis.	
<b>19.10</b>	The solution should support -Set SMS and E-mail alerts for significant / critical events.	
<b>19.11</b>	The solution should allow for the remote management of user credential according to strong password and industry requirements.	
<b>19.12</b>	It should allow an administrator to define different roles for various users & groups and assign each of them specific user rights.	
<b>19.13</b>	The solution should provide additional hardening capability to the operating system, irrespective of the OEM (which is based on ATM/CR industry best practices).	
<b>19.14</b>	Effective, state-of-the-art protection against various Microsoft/Linux Operating System access related threats.	
<b>19.15</b>	During policy distribution to the CR's, the hardening policies should be protected against manipulation(policy files should be encrypted).	
<b>19.16</b>	The solution should support -Detailed Event and Log information available along with hardware information for a complete picture of a device's actual status.	
<b>19.17</b>	The OS hardening of the CR machine must be done. All CRs should be adequately hardened and only white listed necessary services should run on the machines.	
<b>19.18</b>	Application whitelisting must be done to ensure that only software which has been designated authorized is allowed to run, any code not included on the application whitelist is blocked from running. It must be ensured that only authorized code can run and the authorized code or memory of the machine cannot be tampered with or hijacked.	
<b>19.19</b>	CRs should be pre-installed with whitelisting application solutions. The Vendor must provide Whitelisting solution with the following features: 1. The solution must ensure that only "Whitelisted" applications run on the CRs. 2. The solution must prevent the execution of any non- whitelisted files on the machine. Vendor to provide standard whitelisting solution from companies of repute like Symantec, Norton, McAfee etc. or any other industry standard whitelisting solution which would meet above requirements and should come preloaded in the CRs to be supplied and installed by successful vendor.	
<b>19.20</b>	CRs should have enabled dynamic windows/Linux password.	
<b>19.21</b>	CRs should have enabled BIOS password	

<b>19.22</b>	Auto run facility should be disabled.	
<b>19.23</b>	The solution should allow for the remote user management	
<b>19.24</b>	The solution should support One Time expiring passwords for using CR admin/Maintenance access purposes.	
<b>19.25</b>	The solution should support online and offline password management.	
<b>19.26</b>	The solution shall be managed from a central point of management.	
<b>19.27</b>	The solution should be able to dynamically change the hardening policy of the OS on the CR.	
<b>19.28</b>	The solution should be able to block USB ports on the CR through centralized Control system	
<b>19.29</b>	OS Hardening solutions should support user (role based) access to the terminals based on tokens (no need to distributed user credentials)	
<b>19.30</b>	The solution should have a user Interface to be able to customize and manage the hardening policies	
<b>19.31</b>	The Operating System Hardening should be managed and administered centrally	
<b>19.32</b>	During policy distribution to the CR's, the hardening policies should be protected against manipulation.	
<b>19.33</b>	The hardening solution should also be incorporated to browsers and other software components running on self-service terminals e.g. personal firewalls, IP-address / port management.	
<b>19.34</b>	The solutions should protect against malware being injected on to the machine and any other unauthorized Software installations. Via local means e.g. USB drive, CDROM etc.	
<b>19.35</b>	The solution should protect against the unauthorized updating / changing of configuration – property files	
<b>19.36</b>	The solution should have firewall functionality	
<b>19.37</b>	The solution should be capable of identifying behaviour anomalies within the CR software	
<b>20</b>	<b>Grouting</b>	
<b>20.1</b>	Moving / tilting of Cash Recycler for removing existing levelling screws. Drilling 8"- 10" holes in the existing flooring using concrete drill bits. Hammering metal sleeves in these holes. Repositioning the Cash Recyclers over the existing markings. Putting in Anchor fasteners - min. 6" long anchor fasteners, preferably of Fischer make. Applying resin adhesive (Araldite) over the finished bolt positions for improved bonding & Repairing broke tiles, if any	
<b>21</b>	Cash Recycler should adhere to the RBI, MHAI guidelines for currency cassette swapping.	

## **Note**

- I. For each equipment quoted, a duly filled Technical Verification Data Sheet (TVDS) along with all supporting technical datasheets should be submitted.
- II. The support for bill validation technology must be available for the entire period of the contract. A certificate from the OEM of the bill validation technology who has licensed the technology to the bidder / OEM of the cash recycler must be enclosed with the eligibility bid certifying and assuring that the said OEM shall provide support to the bidder for the licenses technology for the entire duration of the contract.
- III. Cash Recycler offered as part of the current RFP must pass the Genuine Note Recognition Test (as per Recognition RBIs Note Authentication and Fitness Sorting parameters) with 100%

accuracy, along with 100% trace with serial number of the currency notes to the account of the customers. i.e. Pass awarded if 100% of genuine notes accepted in all orientations and serial number of all accepted notes are tracked to customers' accounts. Acceptance does not mean credit to the account, it means acceptance by the machine and storing in different cassettes including non-issuance. Bidder to produce a certificate from an independent agency / a central bank or a bank currently using the same model of the machine has to be furnished. However genuine recognition test has to demonstrated to the bank and carried out by the Bank at the time of technical evaluation as also at the time of integration testing (with the finally selected Bidder). A failure at any stage will entail disqualification of the bidder/Cancellation of the contract. Bidder to arrange for the functionality test in at least two machines within the time frame given by the bank for technical evaluation. Evaluation will be technically acceptable only if failure, due to any issues, is restricted to only one machine. If failure exceeds more than one machine, it will be declared as technically unfit. No second chance will be given under any circumstances.

- IV. The CASH RECYCLER offered as part of the current RFP must pass the Counterfeit Recognition Test (as per Recognition RBIs Note Authentication and Fitness Sorting parameters) with 100% accuracy, along with 100% trace with serial number of the currency notes to the account of the customers. i.e. Pass awarded if all counterfeit notes are rejected / not given value for and traced to the customer account. Bidder to produce a certificate from an independent agency/a central bank or a bank currently using the same model of the machine has to be furnished. However Counterfeit Recognition Test has to demonstrated to the bank and carried out by the Bank at the time of technical evaluation as also at the time of integration testing (with the finally selected Bidder). A failure at any stage will entail disqualification of the bidder/Cancellation of the contract. Bidder to arrange for the functionality test in at least two machines within the time frame given by the bank for technical evaluation. Evaluation will be technically acceptable only if failure, due to any issues, is restricted to only one machine. If failure exceeds more than one machine, it will be declared as technically unfit. No second chance will be given under any circumstances.
- V. The Cash Recycler offered as part of the current RFP must pass the Counterfeit Retention and Tracing test with 100% accuracy, i.e. Pass awarded if counterfeits are retained and traceable to customer. Bidder to produce a certificate from an independent agency / a central bank or a bank currently using the same model of the machine has to be furnished. However Counterfeit Retention and Tracing test has to demonstrated to the bank and carried out by the Bank at the time of technical evaluation as also at the time of integration testing (with the finally selected Bidder). A failure at any stage will entail disqualification of the bidder/Cancellation of the contract. Bidder to arrange for the functionality test in at least two machines within the time frame given by the bank for technical evaluation. Evaluation will be technically acceptable only if failure, due to any issues, is restricted to only one machine. If failure exceeds more than one machine, it will be declared as technically unfit. No second chance will be given under any circumstances.
- VI. Cash recycler offered as a part of the RFP must pass the tracing test with 100% awarded if all currency notes accepted and dispensed are traceable with their respective serial numbers to the customer accounts. Bidder to produce a certificate from an independent agency / a central bank or a bank currently using the same model of the machine has to be furnished. Tracing test will have to be demonstrated to the Bank.
- VII. During Technical Evaluation the quoted product may be physically verified for the required tender specifications, tested for reliability, throughput, functionality and other features as decided by the TOEC. In case the vendor fails to bring the quoted products within the time frame given by the bank for evaluation, the bid shall be rejected and impound the EMD / Invoke bank guarantee in lieu of EMD.

- VIII. Bidders are advised to ensure that the systems if asked to bring for evaluation, conforms to all technical parameters and is a tested system. Equipments not meeting complete tender specifications will not be considered for evaluation.
- IX. Shortlisting of the Technical bids on the basis of technical parameters as detailed above, including possible visit to inspect manufacturing and supply facilities, if considered necessary. All and any cost associated with demonstration (including provision of machines, technical resources, travel cost, boarding cost etc.) will be to the account of the bidder and bank will not bear any cost. Bank reserve its right to extend / shorten the demonstration where needed.
- X. In case the vendor fails to clear the demonstration within the time frame given by the bank for evaluation, the bid shall be rejected and the EMD amount will be refunded.



**BILL OF MATERIAL AND PRICE SCHEDULE****(To be submitted with technical Bid)****Component of Cash Recycler Machine:**

Sl. No.	Description	Unit	Make	Model	Specification	Additional Information
1						
2						
3						
4						
5						
6						

**Note-** Cash Recycler Machine components and its detailed specification & other items required for the proposed solution to be specified.

**Component of FM resource:**

Sl. No.	No of FM resource	Skill Set
1		
2		
3		
4		
5		
6		

**AUTHORISED SIGNATORY****Name:****Designation.****Date****Place**

**Confirmation on Compliance of Eligibility Criteria**

<b>Sl. No.</b>	<b>Criteria</b>	<b>(Proof of Documents required/must be submitted)</b>	<b>Compliance Yes/No</b>
1	Bidder should be a company registered under Companies Act 1956 and Companies Act 2013 since the last three years as on RFP submission date.	Certificate of incorporation & Commencement of Business (whichever applicable) should be submitted.	
2	The bidder submitting the offer should have minimum average turnover of Rupees <b>10 Crores</b> for the last three financial years i.e. 2016-17, 2017-18 & 2018-19. This must be the individual company turnover and not of any group of companies.	Copy of audited balance sheet of the financial year 2016-17, 2017-18 & 2018-19. In case audited balance sheet for 2018-19 is not available, bidder can submit provisional Balance sheet certified by chartered accountant/Auditor.	
3	Bidder should have positive net worth for last three financial years (2016-17, 2017-18 & 2018-19).	Copy of audited balance sheet of the financial year 2016-17, 2017-18 & 2018-19. In case audited balance sheet for 2018-19 is not available, bidder can submit provisional Balance sheet certified by chartered accountant/Auditor.	
4	Bidder should have executed the total order for at least 100 Cash Recycler Machines in Public Sector / Private Sector / Co-operative Banks in India during the last <b>five</b> years collectively.	Copy of purchase order or reference letter issued by organization evidencing the experience in Supply, Installation and maintenance of the Cash Recycler Machines to be enclosed along with the bid documents.	
5	Proposed make & model of Cash Recycler Machines to be supplied under this RFP must be installed either by bidder or OEM (through any vendor) and should be in working condition	Copy of purchase order or reference letter issued by organization evidencing the experience in Supply, Installation and maintenance of the Cash Recycler Machines to	

	as on bid submission date (at least 50 numbers) in any Public Sector / Private Sector / Co-operative Banks in India.	be enclosed along with the bid documents.	
6	The bidder should have at least 50 service centres across the country covering all the Zonal offices of the Bank and should be capable of expanding the service centres to support the Bank's installed Cash Recyclers machines. List of service centres to be enclosed as per Annexure – XVIII along with an undertaking to expand the service centres to support the Bank's installed Cash Recyclers machines.	The bidder should submit detailed list of such support centers across India covering the locations.	
7	The bidder should be either Original Equipment Manufacturer (OEM) of Cash Recycler Machines or their authorized representative in India.	An authorization letter from OEM to this effect should be furnished as per Annexure-X. This letter should specify that in case authorized representative is not able to perform obligations as per contract during contract period, the Original Equipment Manufacturer would provide the same.	
8	Bidder should not have been black-listed by any bank / institution in India. An undertaking to this effect must be submitted in their letter head.	Self-declaration to this effect on Company letter head should be submitted.	
9	The bidder should ensure that there are no proceedings / inquiries / investigations have been commenced / pending against service provider by any statutory or regulatory agencies which may result in liquidation of company / firm and / or deterrent on continuity of business.	Declaration in the letterhead of the bidder's company to that effect should be submitted.	

**Undertaking of Authenticity for Cash Recycler Machines /machines Supplies**

Sub: **Selection of Vendor for procurement of 100 Cash Recycler Machines**

Ref: 1. Your Purchase Order No-----Dated -----

2. Our invoice no/ Quotation no. -----Dated -----

With reference to the Cash Recyclers being supplied /quoted to you vide our invoice no/ quotation no/order no cited above-----.

We hereby undertake that all the components/parts/ assembly /software used in the machine(s) under the above like hard disk, Monitors, Memory, scanning assembly, sensors etc shall be original new components / parts/ assembly/ software only, from respective OEMs of the products and that no refurbished /duplicate/ second hand components/parts / assembly/ software are being used or shall be used.

We also undertake that in respect of licensed operating system, if asked for by you in the purchase order, the same shall be supplied along with the authorized license certificate (e.g. Product Keys on Certification of Authenticity in case of Microsoft windows Operating System) and also that it shall be sourced from the authorized source (e.g. Authorized Microsoft Channel in case of Microsoft Operating System).

Should you require, we hereby undertake to upgrade the Operating System version in future without additional cost to higher version during the contract period in case the existing version of the OS is declared end of support/ end of life.

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM Supplier's at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or during installation, for the IT Hardware/Software already billed, we agree to take back the Cash Recycler Machines without demur, if already supplied and return the money if any paid to us by you in this regard.

We (system OEM name) also take full responsibility of both Parts & Service SLA as per the content even if there is any defect by our authorized Service Centre/ Reseller/ SI etc.

Authorized signatory

Name:

Designation:

Place:

Date:

**Application Integrity Statement**

**(To be submitted in the Company Letter Head with technical Bid)**

We undertake, that application supplied for procurement of 100 Cash Recycler Machines and other applications provided to Bank as per the scope of this RFP is free of malware, free of any obvious bugs, and free of any covert channels in the code.

Authorized signatory

Name:

Designation:

Place:

Date:



**Acceptance Certificate****Certificate of Acceptance for Cash Recycler Machines****RFP Ref No. \_\_\_\_\_ & Date \_\_\_\_\_ Purchase Order No. \_\_\_\_\_ & Date \_\_\_\_\_**

RFP Ref No. DIT/BPR & BTD/OA/3576/2019-20 Date 27/09/2019, Purchase Order ref No. \_\_\_\_\_ Date \_\_\_\_\_ Cash Recycler Machine ID: \_\_\_\_\_ Offsite / Onsite Address: \_\_\_\_\_ Connected Branch: \_\_\_\_\_ Date of Commissioning: \_\_\_\_\_. This is to certify that the supply and installation of Cash Recycler Machines for UCO Bank, against above said work order has been completed Successfully.

For New Cash Recycler Machines Installed: --

1. Cash Recycler Machine Make \_\_\_\_\_
2. UCO Bank Colour Customization:--(Y / N) \_\_\_\_\_
3. UCO Bank Instruction Stickers on Cash Recycler Machines :- (Y / N)\_\_\_\_\_
4. DVR Camera Installed & Procedure for viewing and back-up of snaps provided (Y/N): - \_\_\_\_\_
5. Grouting of Cash Recycler Machines Done: - (Y/ N)\_\_\_\_\_
6. All Screens are copied and all functionality of UCO Bank working (Y/N)\_\_\_\_\_
7. Whether other services options are working (Y/N)\_\_\_\_\_
8. Cash Retraction has been disabled:- (Y/N)\_\_\_\_\_
9. Cash Loading Training provided (Y/N):- \_\_\_\_\_
10. Transactions happening with all type of language selection i.e Hindi/ Regional/English language:-(Y/N)\_\_\_\_\_
11. Transaction receipt is printing in respective language selection when selecting Hindi/Regional/English language (Y/N)\_\_\_\_\_
12. Vendor provided 5 rolls of receipt paper of 400 meters each (Y/N)\_\_\_\_\_
13. Vendor provided 5 rolls JP Paper of 200 meters each (Y/N)\_\_\_\_\_
14. Cash Recycler Machines having vinyl wrapping as per Bank's branding (Y/N)\_\_\_\_\_
15. One set of media and documentation for equipment including software license certificate submitted to Branch (Y/N)\_\_\_\_\_.
16. One set of Cash Recycler Machines software recovery media submitted to Branch (Y/N)\_\_\_\_\_.
17. EJ agent connected (Y/N)\_\_\_\_\_, EJ Docket No:\_\_\_\_\_

Branch Comments if any:

---

\*Note: Branch should check Cash Recycler Machines is in good condition (i.e new and not damaged during transit) and is working fine.

\*\* Branch should check/get that transaction receipts printed in Hindi/Regional/English language.

We hereby confirm that the aforesaid Cash Recycler Machines including all components is brand new and is working fine.

Vendor  
Seal & Signature  
Date

Branch Head/Second Man  
Seal & Signature  
Date



**Details of Support Centers**  
**(To be included in Technical Bid)**

Sl. No.	City	Own or Franchise	Postal Address	Contact Numbers	Brief Description	No. of Field Support Engineers
1						
2						
3						
4						
5						
6						
7						
8						
9						

Authorized signatory

Name:

Designation:

Place:

Date:



**Undertaking by the bidder**

(To be included in Technical & Commercial Bid Envelope)

It is certified that the information furnished here in and as per the document submitted is true and accurate and nothing has been concealed or tampered with.

We have gone through all the conditions of bid and are liable to any punitive action for furnishing false information / documents.

Dated this \_\_\_\_ day of \_\_\_\_\_ 2019

Signature

(Company Seal)

\_\_\_\_\_ यूको बैंक  UCO BANK

In the capacity of  
Duly authorized to sign bids for and on behalf of:

**Commercial Bid Template**

(Amount in ₹)

Sl. No	Description	Estimated Qty. (A)	Unit Price (B)	Unit Cost with GST@18% (C)	Total Cost D = A x C
1	Cost of Cash Recycler Machines (with 2 year warranty) as per the technical & functional specifications given in the RFP.	100			
2	Cost of 2 additional Cassette				
3	AMC for Cash Recycler Machines for 3 <sup>rd</sup> year				
4	AMC for Cash Recycler Machines for 4 <sup>th</sup> year				
5	AMC for Cash Recycler Machines for 5 <sup>th</sup> year				
6	Total Cost of Ownership (in figure) of 1 Cash Recycler Machines with AMC				
7	FM cost for 1 year (As per scope)				
8	Total Cost of Ownership (in figure) of 100 Cash Recycler Machines with AMC & FM (1+2+3+4+5+7) i.e, of column 'D'				
9	TOTAL COST OF OWNERSHIP (in Words)				

**Note:**

1. The calculation for arriving at TCO is properly mentioned in the appropriate columns and we confirm that the above mentioned rates are accurate. In case of any anomalies in the calculation for arriving at TCO, the Bank will have the right to rectify the same and it will be binding upon our company.
2. If the cost for any line item is indicated as zero or blank then Bank may assume that the said item is provided to the Bank without any cost.
3. Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.
4. Bank reserves the right to procure additional cassettes at the rate quoted in line item 2, depending upon its business requirement during warranty & AMC period.
5. We have ensured that the price information is filled in the Commercial Offer at appropriate column without any typographical or arithmetic errors. All fields have been filled in correctly.
6. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which is conditional and/or qualified or subjected to suggestions.

7. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which contain any deviation in terms & conditions or any specification.
8. We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.
9. In case of any discrepancy between figures and words, the amount in words shall prevail.
10. Please note that any Commercial offer which is conditional and/ or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.
11. All prices should be quoted in (INR) only.
12. The TCO (Total cost of ownership) will be inclusive of GST and other applicable taxes. However the GST and other applicable taxes will be paid as per actuals.
13. While TCO shall be used by the Bank to discover L1 bidder, Order may be placed for all or selected line items mentioned above on the L1 price.
14. **AMC should be kept at minimum of 8% of unit cost of Cash Recycler Machines. If the AMC is quoted below 8%, Bank will calculate the AMC at 8% and same will be binding upon the bidder. However, payment will be paid on actuals as quoted.**



Place:

Date:

**AUTHORISED SIGNATORY**

**Name:**

**Designation:**

**OPTIONAL ITEMS****(Please quote rate Inclusive of all taxes)****A-Spare Parts**

SL NO	Description	Unit Price (Rs.)	GST Amount (Rs.)	Total Price (Rs.)
1.	Bunch Note Acceptor Module			
2.	Stacker unit			
3.	Dispenser Unit			
4.	Recycler Solution			
5.	Hard Disk 1 TB			
6.	DIP Smart Card reader			
7.	15" LED Monitor or Higher with touch screen			
8.	PC Core mother board			
9.	SMPS			
10.	Fascia			
11.	EPP			
12.	Hood Door Lock & Key			
13.	Divert /Reject Cassette			
14.	Receipt Printer			
15.	Receipt Printer Head			
16.	Journal Printer			
17.	Journal Printer Head			
18.	S & G/Mass Hamilton Lock			
19.	Four high Pick Module without cassette			
20.	Shutter assembly			
21.	Mechanical Lock			
22.	Fascia Lock			
23.	Vault breaking charges			
24.	Inbuilt Camera			
25.	External Camera			
26.	Cost of Biometric			
27.	Upgradation (Hardware & Software)			
28.	Bar code Reader			
29.	Harness			
30.	Card Reader			
31.	Bill Validator Module			
32.	Cash Recycler Shifting Cost:			
	I. Within Same Premise			
	II. Intra city			

	III. Inter city			
33.	Grouting Cost			
34.	De-grouting Cost			
35.	Cartridges			
36.	Ribbons			
37.	Paper Rolls			
38.	Biometric Reader			

#### **B- Visit charges**

SL NO	Description	Unit Price (Rs.)	GST Amount (Rs.)	Total Price (Rs.)
1.	Visit Charges			

**Note - The above prices are subjected to negotiation.**

1. The bidder has to quote for the optional items mentioned in Annexure XXI. The cost of items quoted shall be inclusive of all charges including installation, configuration and labour charges and the cost will be valid for the contract period from the date of Purchase order.
2. The list of optional items mentioned in Annexure XXI are indicative only.
3. Bank reserves the right to indent the quantity of spare parts based on the requirement during warranty and AMC period and vendor will meet the Bank's need as and when required. The cost of optional items should be reasonable and comparable with market standards.
4. Warranty of the items will be co-terminus with the hardware/equipment warranty.
5. In case the Bank deems that the rates of optional items are on the higher side, the Bank has the right to seek third party opinion on rates of spares and has the right to negotiate with the selected bidders for prices of the optional items.
6. Visit charges should be included in the spare parts charges.
7. The bidder may add any additional spare parts in the list provided which are relevant for function of the machine. Spare parts not quoted by the bidder in Annexure-XXI will be considered as Free of Cost and the bidder is bound to supply the same during the contract period.

**Place:**

**AUTHORISED SIGNATORY**

**Date:**

**Name:**

**Designation:**

**\*\* The above prices are subjected to negotiation.**

**Undertaking Letter on the vendor's letterhead for Central Minimum Wages Act & Labour Laws**

**To,  
General Manager (DIT, BPR & BTD)  
UCO Bank, Head Office  
Department of Information Technology  
5<sup>th</sup> Floor, 3&4, DD Block, Sector-I  
Salt Lake, Kolkata -700064**

Sir,

**Sub: Confirmation for Government Rules relating to Minimum Wages:**

Ref: RFP for procurement of 100 Cash Recyclers Machines (Retendering)" (RFP Ref No. DIT/BPR & BTD/OA/3576/2019-20 Date: 27/09/2019)

Further to our proposal dated ..... in response to the Request for Proposal (Bank's tender No..... herein referred to as RFP) issued by Bank, we hereby covenant, warranty and confirm as follows:

In this regard we confirm that the employees engaged by our Company to carry out the services in your bank for the above said contract are paid minimum wages / salaries as stipulated in the Government (Central / State) Minimum Wages / Salaries act in force. All the employees/operator deployed by the vendor for the digitization activity must comply with government's rules and regulations like minimum wages act, Provident Fund and ESIC facility standard. We also indemnify the Bank against any action / losses / damages that arise due to action initiated by Commissioner of Labour for non-compliance to the above criteria.

We further authorize the Bank to deduct from the amount payable to the Company under the contract or any other contract of the Company with the Bank if a penalty is imposed by Labour Commissioner towards non-compliance to the "Minimum Wages / Salary stipulated by government in the Act by your company.

**(Proof of compliance and labour license needs to be submitted along with the quotation)**

Yours faithfully,

**Authorised Signatory**

**Designation**

**Bidder's corporate name**

**Place:**

**Date:**

**Solution for Visually Impaired Persons**

The proposed solution must have the following capabilities/ facilities:-

1. **Use of Text-To-Speech (TTS) technology:** Use of pleasant TTS voices in Indian accent with lexicon adjustments if words are not announced correctly by TTS engine.
2. **Language Support:** Multilingual support. To start with two languages offered, English and Hindi both, with option for other regional languages.
3. Cash Recyclers Machines Usage for both Sighted and Disabled.
4. No Special ATM Card requirement.
5. Own bank as well as other banks ATM card usage possible.
6. Starting with three key ATM operations (Cash Withdrawal, Balance Inquiry and PIN Change) bank is aiming to make available all ATM functions in accessible talking mode in a phase wise manner.

**Work flow for the proposed solution for Visually Challenged Persons**

1. Customer plugs in the headphone into the ATM audio jack - talking mode is enabled.
2. Welcome audio message.
3. Languages choice.
4. Volume control adjustment through keypad (EPP).
5. Hide or display option for Cash Recycler Machines screens.
6. Listen to orientation message or skip.
7. Repeat orientation message or continue.
8. Insert ATM card.
9. Enter your PIN.
10. ATM transactions
  - a. Cash Withdrawal
  - b. Balance Enquiry
  - c. PIN Change
11. For Cash Withdrawal press X.  
For Balance Enquiry press X  
For PIN Change press X.  
(Here use of X as keypad numbers mapping will depend on bank's FDK options.)

**Important feature required in the proposed solution:-**

1. A visually challenged person should be able to operate a Cash Recycler Machines independently for Cash Withdrawal, Cash deposit Balance Enquiry and PIN change ATM operations.

2. Braille signages should be a part of Cash Recycler Machines for locating ATM parts like card slot, TM/ATM, receipt printer, etc.
3. Person with visual disability should be able to operate the Cash Recycler Machines through insertion of a headphone in an audio jack of Cash Recycler Machines and able to complete the transactions through keyboard. Orientation for the using this Cash Recycler Machines facility should also be provided which can be skipped next time.
4. Keypad button orientation is to be provided so that a visually challenged person can easily find buttons like Cancel, Clear and Enter. Also these three function keys should have distinct raised symbols so that a visually challenged user can feel and press a correct key. Keypad number pressed should be supported by a beep sound.
5. Bilingual orientation of Cash Recycler Machines machine is an important feature in talking Cash Recycler Machines which is added to UCO Bank's talking Cash Recycler Machines so that a visually challenged person who is a first time user will get complete orientation of the Cash Recycler Machines and can learn the function of different keys and slots on his own. Orientation feature also has skip ability so that in future an experienced visually challenged user can skip the orientation and can perform an Cash Recycler Machines transaction directly.
6. At the very start of the Cash Recycler Machines interaction a visually challenged user can choose preferred language, volume control, hide or display screen and orientation options before proceeding for transactions in the Cash Recycler Machines.
7. Complete screen text and audio synchronization should to be provided.
8. Cash Recycler Machines screens with white text on red background, bigger font size of text and menu selection options with white text on blue background are to be provided in accordance with the accessibility norms for low vision persons.

**SIGNATURE**

**(Name & Designation, seal of the firm)**

**Undertaking for Non-Blacklisting / Non-Debarment of the bidder**

To,  
**The General Manager (DIT, BPR & BTB)**  
**UCO Bank, Head Office**  
**Department of Information Technology,**  
**5<sup>th</sup> Floor, 3 & 4 DD Block, Sector -1,**  
**Salt Lake, Kolkata -700064**

Dear Sir(s),

Sub: RFP for procurement of 100 Cash Recyclers Machines (Retendering) (RFP Ref No. DIT/BPR & BTB/OA/3576/2019-20 Date: 27/09/2019)

- a. We M/s \_\_\_\_\_, the undersigned hereby confirm that we have read and understood the eligibility criteria and fulfil the same.
- b. We further confirm that all the information as per requirement of the Bank have been included in our bid.
- c. Further we hereby undertake and agree to abide by all terms and conditions and guidelines stipulated by the Bank. We understand that any deviation may result in disqualification of our bid.
- d. We have not been blacklisted by any Nationalized Bank/RBI/IBA or any other Government agency/ICAI. No legal action is pending against us for any cause in any legal jurisdiction.
- e. We undertake that adequate number of resources, if required by the Bank, will be deployed for the project to complete the assignment within stipulated time.
- f. (Deviation to the above if any, the Bidder must provide details of such action(s)
  - 1.
  - 2.

**(Signature and the capacity of the person duly authorized to sign the bid for and on behalf of)**

**PRE CONTRACT INTEGRITY PACT**

**(To be stamped as per the Stamp Law of the Respective State)**

1. Whereas UCO Bank having its registered office at UCO BANK, a body corporate constituted under The Banking companies (Acquisition & Transfer Act of 1970), as amended by The Banking Laws (Amendment) Act, 1985, having its Head Office at 10, Biplabi Trailokya Maharaj Sarani, Kolkata-700001 acting through its Department of IT, represented by Authorised Signatory hereinafter referred to as the Buyer and the first party, proposes to procure (RFP for procurement of 100 Cash Recyclers Machines- Retendering) hereinafter referred to as Stores and / or Services.

And

M/s \_\_\_\_\_ represented by \_\_\_\_\_ Authorised signatory, (which term, unless expressly indicated by the contract, shall be deemed to include its successors and its assignee), hereinafter referred to as the bidder/seller and the second party, is willing to offer/has offered the Stores and / or Services.

2. Whereas the Bidder/Seller is a private company/public company/ /partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a Public Sector Undertaking and registered under Companies Act 1956. Buyer and Bidder/Seller shall hereinafter be individually referred to as —Party or collectively as the —parties, as the context may require.

**3. Preamble**

Buyer has called for tenders under laid down organizational procedures intending to enter into contract /s for supply / purchase / etc. of procurement of 100 Cash Recyclers Machines and the Bidder /Seller is one amongst several bidders /Proprietary Vendor /Customer Nominated Source/Licenser who has indicated a desire to bid/supply in such tendering process. The Buyer values and takes primary responsibility for values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder (s) and / or Seller(s).

In order to achieve these goals, the Buyer will appoint Independent External Monitor(s) (IEM) in consultation with Central Vigilance Commission, who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

**4. Commitments of the Buyer**

**4.1** The Buyer commits itself to take all measures necessary to prevent corruption and fraudulent practices and to observe the following principles:-

- (i) No employee of the Buyer, personally or through family members, will in connection with the tender, or the execution of a contract demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- (ii) The Buyer will during the tender process treat all Bidder(s) /Seller(s) with equity and reason. The Buyer will in particular, before and during the tender process, provide to all Bidder (s) /Seller(s) the same information and will not provide to any Bidders(s) /Seller(s) confidential /additional information through which the Bidder(s) / Seller(s) could obtain an advantage in relation to the process or the contract execution.
- (iii) The Buyer will exclude from the process all known prejudiced persons.

**4.2** If the Buyer obtains information on the conduct of any of its employees which is a criminal offence under the Indian Legislation Prevention of Corruption Act 1988 as amended from time to time or if there be a substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer and in addition can initiate disciplinary action.

## **5 Commitments of the Bidder(s) /Seller(s):**

**5.1** The Bidder(s)/ Seller(s) commit itself to take necessary measures to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

- (i) The Bidder(s) /Seller(s) will not directly or through any other persons or firm, offer promise or give to any of the Buyer's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he / she is not legally entitled to, in order to obtain in exchange any advantage during the tendering or qualification process or during the execution of the contract.
- (ii) The Bidder(s) /Seller(s) will not enter with other Bidders / Sellers into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- (iii) The bidder(s) /Seller(s) will not commit any offence under the Indian legislation, Prevention of Corruption Act, 1988 as amended from time to time. Further, the Bidder(s) /Seller(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Buyer as part of the business relationship, regarding plans, technical proposals and business details, including information constrained or transmitted electronically.

**(iv)** The Bidder(s) /Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s) / sub-contractor(s), if any, Further, the Bidder /Seller shall be held responsible for any violation/breach of the provisions by its sub-supplier(s) /Sub-contractor(s).

**5.2** The Bidder(s) /Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s) / sub-contractor(s), if any, Further, the Bidder /Seller shall be held responsible for any violation /breach of the provisions by its sub-supplier(s) /sub-contractor(s).

**5.3** The Bidder(s) /Seller(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

#### **5.4 Agents / Agency Commission**

The Bidder /Seller confirms and declares to the Buyer that the bidder/Seller is the original manufacturer/authorized distributor / stockiest of original manufacturer or Govt. Sponsored /Designated Export Agencies (applicable in case of countries where domestic laws do not permit direct export by OEMS of the stores and /or Services referred to in this tender / Offer / contract / Purchase Order and has not engaged any individual or firm, whether Indian or Foreign whatsoever, to intercede, facilitate or in any way to recommend to Buyer or any of its functionaries, whether officially or unofficially, to the award of the tender / contract / Purchase order to the Seller/Bidder; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Seller / Bidder agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in anyway incorrect or if at a later stage it is discovered by the Buyer that the Seller incorrect or if at a later stage it is discovered by the Buyer that the Seller/Bidder has engaged any such individual /firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract /Purchase order, the Seller /Bidder will be liable to refund that amount to the Buyer. The Seller will also be debarred from participating in any RFP / Tender for new projects / program with Buyer for a minimum period of five years. The Buyer will also have a right to consider cancellation of the Contract / Purchase order either wholly or in part, without any entitlement of compensation to the Seller /Bidder who shall in such event be liable to refund agents / agency commission payments to the buyer made by the Seller /Bidder along with interest at the rate of 2% per annum above LIBOR (London Inter Bank Offer Rate) (for foreign vendors) and Base Rate of SBI (State Bank of India) plus 2% (for Indian vendors). The Buyer will also have the right to recover any such amount from any contracts / Purchase order concluded earlier or later with Buyer.

## **6. Previous Transgression**

- 6.1** The Bidder /Seller declares that no previous transgressions have occurred in the last three years from the date of signing of this Integrity Pact with any other company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprise in India that could justify Bidder's /Seller's exclusion from the tender process.
- 6.2** If the Bidder /Seller makes incorrect statement on this subject, Bidder /Seller can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason without any liability whatsoever on the Buyer.

## **7. Company Code of Conduct**

Bidders /Sellers are also advised to have a company code of conduct (clearly rejecting the use of bribes and other unethical behaviour) and a compliance program for the implementation of the code of conduct throughout the company.

## **8. Sanctions for Violation**

- 8.1** If the Bidder(s) /Seller(s), before award or during execution has committed a transgression through a violation of Clause 5, above or in any other form such as to put his reliability or credibility in question, the Buyer is entitled to disqualify the Bidder(s) /Seller (s) from the tender process or take action as per the procedure mentioned herein below:
- (i) To disqualify the Bidder /Seller with the tender process and exclusion from future contracts.
  - (ii) To debar the Bidder /Seller from entering into any bid from Buyer for a period of two years.
  - (iii) To immediately cancel the contract, if already signed /awarded without any liability on the Buyer to compensate the Bidder /Seller for damages, if any. Subject to Clause 5, any lawful payment due to the Bidder/Seller for supplies effected till date of termination would be made in normal course.
  - (iv) To encash EMD /Advance Bank Guarantees / Performance Bonds / Warranty Bonds, etc. which may have been furnished by the Bidder /Seller to the extent of the undelivered Stores and / or Services.
- 8.2** If the Buyer obtains Knowledge of conduct of Bidder /Seller or of an employee or representative or an associate of Bidder /Seller which constitutes corruption, or if the Buyer has substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer.

## **9. Compensation for Damages**

- 9.1** If the Buyer has disqualified the Bidder(s) /Seller(s) from the tender process prior to the award according to Clause 8, the Buyer is entitled to demand and recover the damages equivalent to Earnest Money Deposit in case of open tendering.
- 9.2** If the Buyer has terminated the contract according to Clause 8, or if the Buyer is entitled to terminate the contract according to Clause 8, the Buyer shall be entitled to encash the advance bank guarantee and performance bond / warranty bond, if furnished by the Bidder / Seller, in order to recover the payments, already made by the Buyer for undelivered Stores and / or Services.

## **10. Independent External Monitor(s)**

- 10.1** The Buyer has appointed independent External Monitors for this Integrity Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors are given in RFP).
- 10.2** As soon as the integrity Pact is signed, the Buyer shall provide a copy thereof, along with a brief background of the case to the independent External Monitors.
- 10.3** The Bidder(s) / Seller(s) if they deem it necessary, May furnish any information as relevant to their bid to the Independent External Monitors.
- 10.4** If any complaint with regard to violation of the IP is received by the buyer in a procurement case, the buyer shall refer the complaint to the Independent External Monitors for their comments / enquiry.
- 10.5** If the Independent External Monitors need to peruse the records of the buyer in connection with the complaint sent to them by the buyer, the buyer shall make arrangement for such perusal of records by the independent External Monitors.
- 10.6** The report of enquiry, if any, made by the Independent External Monitors shall be submitted to MD & CEO, UCO Bank, Head Office at 10, Biplabi Trailokya Maharaj Sarani , Kolkata-700001 within 2 weeks, for a final and appropriate decision in the matter keeping in view the provision of this Integrity Pact.
- 10.7** The word "Monitor" would include both singular and plural.

## **11. Law and Place of Jurisdiction**

This Integrity Pact is subject to Indian Laws, and exclusive Jurisdiction of Courts at Kolkata, India.

## **12. Other Legal Actions**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provision of the extant law in force relating to any civil or criminal proceedings.

### **13. Integrity Pact Duration.**

- 13.1** This Integrity Pact begins when both parties have legally signed it. It expires of order / finalization of contract.
- 13.2** If any claim is made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by MD & CEO, UCO Bank .
- 13.3** Should one or several provisions of this Integrity Pact turn out to be invalid, the reminder of this Integrity Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

### **14 Other Provisions**

- 14.1 Changes and supplements need to be made in writing. Side agreements have not been made.
- 14.2 The Bidders (s)/ Sellers (s) signing this IP shall not initiate any Legal action or approach any court of law during the examination of any allegations/complaint by IEM and until the IEM delivers its report.
- 14.3 In view of nature of this Integrity Pact, this Integrity Pact shall not be terminated by any party and will subsist throughout its stated period.
- 14.4 Nothing contained in this Integrity Pact shall be deemed to assure the bidder / Seller of any success or otherwise in the tendering process.
15. This Integrity Pact is signed with UCO Bank exclusively and hence shall not be treated as precedence for signing of IP with MoD or any other Organization.
16. In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.
17. The Parties here by sign this Integrity Pact.

**BUYER**

**Signature:**

**Authorized Signatory**

**Department of IT**

**Place:**

**Date:**

**Witness:**

**(Name & Address)**

**BIDDER /SELLER**

**Signature:**

**Authorized Signatory (\*)**

**Witness:**

**(Name & Address)**

**Undertaking Letter on the vendor's letterhead**

To,  
General Manager (DIT, BPR & BTB)  
UCO Bank, Head Office  
Department of Information Technology  
5<sup>th</sup> Floor, 3&4, DD Block, Sector-I  
Salt Lake, Kolkata - 700064

Sir,

**Ref: RFP for procurement of 100 Cash Recyclers Machines (Re-tendering) (RFP Ref No. DIT/BPR & BTB/OA/3576/2019-20 Date: 27/09/2019)**

We undertake that we shall not quote products, whose End of sale/ End of Support / End of Life has been declared by the OEM as on RFP submission date. We ensure that any equipment supplied as part of this RFP would not reach end of support or end of life for at least Six (6) years postdate of acceptance of such equipment by the Bank. In the event if any equipment supplied by us, reaches either end of support or end of life as stipulated in this clause, within the period of Six (6) years , we shall immediately replace/upgrade the equipment at no additional cost to the Bank



Yours faithfully,

**Authorised Signatory**  
**Designation**  
**Bidder's corporate name**  
**Place:**  
**Date:**

**NON-DISCLOSURE AGREEMENT**

**(To be stamped in accordance with the stamp act)**

This Non-Disclosure Agreement is entered into on this ....day of..... 2019

**BETWEEN**

**UCO Bank**, a body corporate, constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 as amended from time to time having its Head Office at No.10, BTM Sarani, Kolkata-700001 hereinafter referred to as "**the Bank**" (which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its assigns, administrators and successors) **of the FIRST PART/ DISCLOSING PARTY**

**AND**

.....  
..... (Which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its assigns, administrator and successors) of the **SECOND PART/ RECEIVING PARTY**

(Each of Bank and the successful bidder is sometimes referred to herein as a "**Party**" and together as the "**Parties**").

**WHEREAS** the Successful bidder/Receiving Party is inter alia engaged for **procurement of 100 Cash Recyclers Machines (Retendering)** as per the terms and conditions specified in the RFP Ref No. **DIT/BPR & BTD/OA/3576/2019-20 Dated 27/09/2019**. The Successful bidder/Receiving Party would be the single point of contact for this project.

**WHEREAS** Bank/Disclosing Party is inter alia engaged in the business of Banking; and

**WHEREAS** the Parties presently desire to discuss and/or consult with each other's business for the purposes of entering into Agreements for procurement of 100 Cash Recyclers Machines

**WHEREAS** the Parties recognize that each other's business involves specialized and proprietary knowledge, information, methods, processes, techniques and skills peculiar to their security and growth and that any disclosure of such methods, processes, skills, financial data, or other confidential and proprietary information would substantially injure a Party's business, impair a Party's investments and goodwill, and jeopardize a Party's relationship with a Party's clients and customers; and

**WHEREAS** in the course of consultation with respect to the potential business venture, the Parties anticipate disclosing to each other certain information of a

novel, proprietary, or confidential nature, and desire that such information be subject to all of the terms and conditions set forth herein below;

**NOW THEREFORE** the Parties hereto, in consideration of the promises and other good and valuable consideration, agree such information shall be treated as follows:

**1. Confidential Information.** “**Confidential Information**” shall mean and include any information which relates to the financial and/or business operations of each Party, including but not limited to, specifications, drawings, sketches, models, samples, reports, forecasts, current or historical data, computer programs or documentation and all other technical, financial or business data, information related to each Party's customers, products, processes, financial condition, employees, intellectual property, manufacturing techniques, experimental work, trade secrets.

**2. Use of Confidential Information.** The Successful bidder/Receiving Party agrees not to use the Bank/Disclosing Party's confidential Information for any purpose other than for the specific consultation regarding the potential business venture. Any other use of such Confidential Information by the Receiving Party shall be made only upon the prior written consent from an authorized representative of the Disclosing Party which wishes to disclose such information or pursuant to subsequent agreement between the Parties hereto.

**3. Restrictions.** Subject to the provisions of paragraph 4 below, the Party receiving Confidential Information (the “**Receiving Party**”) shall, for contract 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), use the same care and discretion to limit disclosure of such Confidential Information as it uses with similar confidential information of its own and shall not disclose, lecture upon, publish, copy, modify, divulge either directly or indirectly, use (except as permitted above under clause (2) or otherwise transfer the Confidential Information to any other person or entity, including taking reasonable degree of care and steps to:

(a) Restrict disclosure of Confidential Information solely to its concerned employees, agents, advisors, consultants, contractors and /or subcontractors with a need to know and not disclose such proprietary information to any other parties; and

(b) Advise all receiving Party's employees with access to the Confidential Information of the obligation to protect Confidential Information provided hereunder and obtain from agents, advisors, contractors and/or consultants an agreement to be so bound.

(c) Use the Confidential Information provided hereunder only for purposes directly related to the potential business venture.

**4. Exclusions.** The obligations imposed upon Receiving Party herein shall not apply to information, technical data or know how, whether or not designated as confidential, that:

(a) is already known to the Receiving Party at the time of the disclosure without an obligation of confidentiality;

(b) is or becomes publicly known through no unauthorized act of the Receiving Party;

(c) is rightfully received from a third Party without restriction and without breach of this Agreement;

(d) is independently developed by the Receiving Party without use of the other Party's Confidential Information and is so documented;

(e) is disclosed without similar restrictions to a third party by the Party owning the Confidential Information;

(f) is approved for release by written authorization of the Disclosing Party; or

(g) is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however, that the Receiving Party shall first have given notice to the Disclosing Party and made a reasonable effort to obtain a protective order requiring that the Confidential Information and/or documents so disclosed be used only for the purposes for which the order was issued.

**5. Return of Confidential Information.** All Confidential Information and copies and extracts of it shall be promptly returned by the Receiving Party to the Disclosing Party at any time within thirty (30) days of receipt of a written request by the Disclosing Party for the return of such Confidential Information.

**6. Ownership of Information.** The Receiving Party agrees that all Confidential Information shall remain the exclusive property of the Disclosing Party and its affiliates, successors and assigns.

**7. No License Granted.** Nothing contained in this Agreement shall be construed as granting or conferring any rights by license or otherwise in any Confidential Information disclosed to the Receiving Party or to any information, discovery or

improvement made, conceived, or acquired before or after the date of this Agreement. No disclosure of any Confidential Information hereunder shall be construed by the Receiving Party to be a public disclosure of such Confidential Information for any purpose whatsoever.

**8. Breach.** In the event the Receiving Party discloses, disseminates or releases any Confidential Information received from the Disclosing Party, except as provided above, such disclosure, dissemination or release will be deemed a material breach of this Agreement and the Disclosing Party shall have the right to demand prompt return of all Confidential Information previously provided to the Receiving Party and in such case, the Receiving party shall be bound to return all information within 30 days from the date of such demand. The provisions of this paragraph are in addition to any other legal right or remedies, the Disclosing Party may have under the Law for the time being in force.

## **9. Arbitration and Equitable Relief.**

**(a) Arbitration.** The Parties shall endeavor to settle any dispute/difference arising out of or relating to this Agreement through consultation and negotiation. In the event no settlement can be reached through such negotiation and consultation, the Parties agree that such disputes shall be referred to and finally resolved by arbitration under the provisions of the Arbitration and Conciliation Act, 1996 and the rules made thereunder from time to time. The arbitration shall be held in Kolkata. The language used in the arbitral proceedings shall be English. The arbitration proceeding shall be conducted by a panel of three arbitrators, each party shall appoint his own arbitrator and the two appointed arbitrators shall appoint the third arbitrator who shall act as presiding Arbitrator.

**(b) Equitable Remedies.** The Parties agree that in event of breach of any of the covenants contained in this Agreement due to negligence/fault/laches of the Receiving Party, the Disclosing party shall have, in addition to any other remedy, the right:

- i) To obtain an injunction from a court of competent jurisdiction restraining such breach or threatened breach; and
- ii) To specific performance of any such provisions of this Agreement. The Parties further agree that no bond or other shall be required in obtaining such equitable relief and the Parties hereby consent to the issuance of such injunction and to the ordering of specific performance.

**(c) Legal Expenses:** If any action and proceeding is brought for the enforcement of this Agreement, or because of an alleged or actual dispute, breach, default, or misrepresentation in connection with any of the provisions of

this Agreement, each Party will bear its own expenses, including the attorney's fees and other costs incurred in such action.

**(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.

**10. Term.** This Agreement may be terminated by either Party giving sixty (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).

**11. No Formal Business Obligations.** This Agreement shall not constitute create, give effect to or otherwise imply a joint venture, pooling arrangement, partnership, or formal business organization of any kind, nor shall it constitute, create, give effect to, or otherwise imply an obligation or commitment on the part of either Party to submit a proposal or to perform a contract with the other Party or to refrain from entering into an agreement or negotiation with any other Party. Nothing herein shall be construed as providing for the sharing of profits or loss arising out of the efforts of either or both Parties. Neither Party will be liable for any of the costs associated with the other's efforts in connection with this Agreement. If the Parties hereto decide to enter into any licensing arrangement regarding any Confidential Information or present or future patent claims disclosed hereunder, it shall only be done on the basis of a separate written agreement between them.

## **12. General Provisions.**

**(a) Governing Law.** This Agreement shall be governed by and construed in accordance with the laws of India.

**(b) Severability.** If one or more of the provisions in this Agreement is deemed void by law, then the remaining provisions shall remain valid and continue in full force and effect.

**(c) Successors and Assigns.** This Agreement will be binding upon the successors and/or assigns of the Parties, provided however that neither Party shall assign its rights or duties under this Agreement without the prior written consent of the other Party.

**(d) Headings.** All headings used herein are intended for reference purposes only and shall not affect the interpretation or validity of this Agreement.

**(e) Entire Agreement.** This Agreement constitutes the entire agreement and understanding of the Parties with respect to the subject matter of this Agreement. Any amendments or modifications of this Agreement shall be in writing and executed by a duly authorized representative of the Parties.

**(f) Jurisdiction of Court:** All disputes under this Non-Disclosure Agreement are subject to the jurisdiction of Courts of Kolkata only.

**(g)** Two original sets of Non-Disclosure Agreement are executed and retained by either parties, Bank and \_\_\_\_\_ (the selected successful bidder)

The Parties, by the signature of their authorized representatives appearing below, acknowledge that they have read and understood each and every term of this Agreement and agree to be bound by its terms and conditions.

**For and on behalf of**

.....

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

**For and on behalf of**

.....

**(The selected successful bidder)**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

**Undertaking Letter on the vendor's letterhead**

To,  
General Manager (DIT, BPR & BTB)  
UCO Bank, Head Office  
Department of Information Technology  
5<sup>th</sup> Floor, 3&4, DD Block, Sector-I  
Salt Lake, Kolkata -700064

Sir,

**Ref: RFP for procurement of 100 Cash Recyclers Machines (Retendering) (RFP Ref No. DIT/BPR & BTB/OA/3576/2019-20 Date: 27/09/2019)**

We undertake that we shall update the software to support all new variants of currency notes as well as new denominations, discontinuation of any currency note, if any, issued subsequently without any extra cost to the Bank during the period of warranty and AMC. We shall upgrade the counterfeit currency detecting software whenever upgrades are released or noticed but not later than 2 weeks after the date of such release. Additionally, we undertake to upgrade the counterfeit detecting software minimum once in three months without any additional cost to the bank during the warranty and AMC period. We ensure that machine does not accept Cash Recyclers unfit/Torn currency.

Yours faithfully,

**Authorised Signatory**  
**Designation**  
**Bidder's corporate name**  
**Place:**  
**Date:**