

UCO BANK
Department of Information Technology
Head Office - 2
3 & 4 DD Block, Sector – 1
Salt Lake City
Kolkata - 700064

Subject : Supply of Computer Hardware/Software & Peripherals on Rate Contract

UCO Bank, Department of Information Technology, Head Office – 2, 3 & 4 DD Block, Sector – 1, Salt Lake City, Kolkata – 700064 invites “Expression of Interest” from vendors for supply of **Computer Hardware/Software and Peripherals for a period of one year on Rate Contract for its various branches & Offices all over the country.** Hardware & peripherals to be supplied are classified into 11 groups (A to K), vide Annexure –I. **A vendor may be interested for supply of computer hardware & peripherals under any group(s), but must offer all the items of that particular group(s), if any, otherwise their offer for that group will summarily be rejected. In other words, if a vendor offers computer hardware & peripherals for a particular group, he must offer all the items with different configurations under that group. Responses are to be submitted clearly mentioning the group/groups of item for which interest is expressed along with requisite Cost of Tender for that/those groups. The EOI response is to be submitted on or before 3.00 p.m. on 12.03.2009.** Only those vendors, who satisfy the eligibility criteria as mentioned herein below need respond.

1. Eligibility Criteria :

- 1.1 Constitution :** The Vendor must be a Limited Company, registered in India under the Companies Act 1956. Only for Group K Items (Software), Partnership firms are also eligible provided other criteria are satisfied .
- 1.2 Line of Business :** The Vendor should be Original Manufacturer or Authorised Distributor or Reseller of those items.
- 1.3 Net Worth :** The vendor should have a minimum Net Worth of Rs.10 Crore for Group A (UPS Systems), Group B (Desktops), Group C (Laptops), Group D (Thin Clients) & Group E (Line Printers) items.
For Group F (Passbook Printer), Group G (Dot Matrix Printers), Group H (Inkjet/Laserjet Printers), Group I (Switch & Scanner), Group J (Encoders) & Group K (Software) items, the vendors should have a minimum Net Worth of Rs.1 Crore.
- 1.4 Turnover :** The vendor/Original Equipment Manufacturer (OEM) should have reputed background and should be established in Computer Hardware , Software & peripherals business, as the case may be, for at least five consecutive years.
For Group A (UPS Systems), Group B (Desktops), Group C (Laptops), Group D (Thin Clients) & Group E (Line Printers) ; turnover of the company/OEM should be at least Rs.25 crores per year during last 3 years.
For Group F (Passbook Printer), Group G (Dot Matrix Printers), Group H (Inkjet/Laserjet Printers), Group I (Switch & Scanner), Group J (Encoders) & Group K (Software) items; turnover of the company/OEM should be at least Rs.2.5 Crores per year during last 3 years.
- 1.5 Net Profit :** The Vendor should be a financially sound company, earning net profit for last three consecutive years.
- 1.6 Order Execution :** For Group A (UPS Systems), Group B (Desktops), Group D (Thin Clients) & Group E (Line Printers) items; the Vendor/OEM should have executed

at least 3 Orders each amounting to not less than **Rs.50 Lacs**, in last three years, covering multiple locations.

For Group C (Laptops), Group F (Passbook Printer), Group G (Dot Matrix Printers), Group H (Inkjet/ Laserjet Printers), Group I (Switch & Scanner), Group J (Encoders) & Group K (Software) items, the Vendor/OEM should have executed at least 3 Orders each amounting to not less than **Rs.5 lacs**, in last three years, covering multiple locations.

One of such Purchase orders must be from a PSU Bank .

1.7 Branch Network : The vendor should be having all India presence with their own offices in the metropolitan cities of Mumbai, Chennai, Delhi, Kolkata. In addition, the vendor should have Offices/Support Centres at all the 35 centres where UCO Bank is having its Zonal Office (Annexure -IV). In case the vendor do not have its own office at some of the above locations (relaxable upto 20% Of the locations) and wishes to provide support services through partner/ Franchisee at those locations, a letter from the partner/franchisee should be enclosed stating that they will be providing support services to UCO Bank branches/offices for purchases under this Rate Contract.

Only for Group K Items (Software), the bidders having presence only in the metropolitan cities of Mumbai, Chennai, Delhi, Kolkata are eligible.

1.8 Technical Manpower : The vendor should be having adequate technical manpower to provide speedy & quality service at all locations for purchases under this Rate Contract. There should be **at least 3** qualified engineers for each group of Item/Items (Group A to E) available at the vendor's own office/ franchise Offices at each of the above 35 centres at the time of submission of bid. In case of Authorised Distributor and Reseller there should be back to back arrangement with the OEM for deliverables (spares & skill), supported by documentary evidence.

For Group F (Passbook Printer), Group G (Dot Matrix Printers), Group H (Inkjet/ Laserjet Printers), Group I (Switch & Scanner), Group J (Encoders) & Group K (Software) items, the vendor should have at least 3 technically competent support personnel for each group of Item/Items (Group F & G) at the vendor's own office/ franchise Offices at each of the above 35 centres at the time of submission of bid. In case of Authorised Distributor and Reseller there should be back to back arrangement with the OEM for deliverables (spares & skill), supported by documentary evidence.

This criterion is waived for Group H Items (Software).

1.9 Uptime Guarantee : The vendor should guarantee 99% uptime and must be willing to offer Performance Guarantee equivalent to 10% of the order value.

This criterion is waived for Group K Items (Software).

1.10 Earnest Money Deposit (EMD) : The vendor should be willing to submit an Earnest Money Deposit equivalent to 1% of the estimated order value (to be specified in RFP & to be submitted with the RFP), refundable on completion of the tender process.

1.11 Security Deposit : The successful Vendors should be willing to submit a security Deposit equivalent to 5 times of the EMD in the form of Bank Guarantee for a period of 4 years (1 year contract period + 3 Year Warranty period).

1.12 ISO Certification : Original Equipment Manufacturer (OEM) should have a valid ISO 9001/2000 Quality Certification and ISO 14000 certification for their Production facility.

For Group F (Passbook Printer), Group G (Dot Matrix Printers), Group H (Inkjet/ Laserjet Printers), Group I (Switch & Scanner) & Group J (Encoders) items, Original Equipment Manufacturer (OEM) Vendor should have a valid ISO 9001/2000 Quality Certification for their Production facility.

This criterion is waived for Group K Items (Software).

1.13 Direct named OEM of Microsoft Corporation : The Manufacturer of the Desktop PC/Laptop(OEM vendor) should be direct named OEM of Microsoft Corporation for preloading Windows XP Professional / Windows Vista.

1.14 Purchase Preference : Public Sector Undertakings(PSU)are entitled to Purchase Preference Policy in vogue.

2 Estimated Quantity of Purchase :

The following is an estimate of requirement of different items during the contract period of one year. This requirement is indicative and may vary based upon actual requirement. However, UCO Bank does not guarantee any minimum quantity to be purchased through this Rate Contract.

Item Group	Particulars of the Items	Estimated Quantity (pieces)
A	UPS Systems :	
	1800 Watt or higher	50
	2700 Watt or higher	850
	4200 Watt or higher	75
	8400 Watt or higher	25
	17500 Watt or higher	5
B	Laptops :	50
C	Desktop PCs :	
	Type 1- Base + CRT Monitor+DVD R/W	1000
	Type 2 - Base+ CRT Monitor +CD ROM	500
	Type 3 - Base+CRT Monitor+CD ROM+Floppy Drive	1500
	Type 4 – Base + CRT Monitor+CD ROM+Modem	500
	Type 5 – Base+ TFT Monitor+DVD R/W	100
	Type 6 - Base+CRT Monitor+DVD R/w+Dual OS (DOS+XP)	1000
D	Thin Clients :	1500
E	Line Printers :	
	With speed of 500 LPM	500
	With speed of 1500 LPM	5
F	Passbook Printers :	500
G	Dot Matrix Printers :	
	24 Pin 80 Column Printers	1500
	24 Pin 136 Column Printers	750
H	Inkjet Printers :	
	A4 & Legal Size	100
	A3 Size	50
	Laserjet Printers (A4 Size)	50
I	Switch : 24 Port Unmanaged	500
	Scanner : Flat Bed A4 Size	600
J	Encoders (Power)	25
K	Microsoft Office 2007 Professional Plus / Standard having bilingual capability of both Hindi & English	200
	Windows Vista with downgrade right of WIN XP Service Pack –II	100
	Antivirus Solution (Trend Micro – Office Scan : 3 Year Licence)	1500

(Detailed Technical specification of above items will be furnished in RFP, the Technical Bid)

3 Cost of Tender Papers :

Prospective Bidders have to pay Cost of Tender Papers, as mentioned in the following table, along with their EOI (Expression of Interest) by Demand Draft favouring 'UCO Bank' payable at Kolkata. **EOIs submitted without the cost of tender will summarily be rejected.**

Group of Items	Cost of Tender (to be submitted with EOI)
Group A Item(s)	Rs.10,000/-
Group B Item(s)	Rs.1,000/-
Group C Item(s)	Rs.10,000/-
Group D Item(s)	Rs.10,000/-
Group E Item(s)	Rs.10,000/-
Group F Item(s)	Rs.4,000/-
Group G Item(s)	Rs.10,000/-
Group H Item(s)	Rs.1,000/-
Group I Item(s)	Rs.1,250/-
Group J (Items)	Rs.2,000/-
Group K Item(s)	Rs.2,000/-

4 Documents to be Submitted :

Responses are to be submitted in sealed cover clearly mentioning the Groups for which interest is expressed enclosing therewith requisite cost of tender for each of the Groups for which interest is shown. Responses without requisite cost of tender will summarily be rejected.

- o Covering letter clearly expressing the Group of Item/Items for which interest is expressed
- o Demand Draft being the Cost of Tender for the Groups for which interest is shown
- o The Company profile as per Annexure II
- o **Turnover certificate from Statutory Auditor in respect of the items under the Group** for which interest is expressed for the year 2005-06, 2006-07 & 2007-08
- o **Audited Balance Sheet & Profit Loss A/c for 2007-08, 2006-07 & 2005-06**
- o Proof of back to back spare & skill arrangement with OEM Vendor, if applicable
- o Copies of **valid** ISO 9001/2000 Certificate on production facility
- o Copies of **valid** ISO 14000 certificate of OEM vendor, wherever applicable
- o Documentary evidence of Microsoft '**Direct Named OEM**', applicable for supply of Desktop/Notebook PCs
- o Copies of 3 Purchase Orders executed (as per Point No.1.6), **one of which should be from a PSU Bank**. In case of supplies in piecemeal under Rate contract, a certificate from the purchaser should be submitted declaring total quantity ordered and value thereof.
- o Details of **Support Centres & support staff** as per Annexure III (Attach Letters from service partners, if applicable). Letter from the partner/franchisee should be enclosed stating that they will be providing support services to UCO Bank branches/ offices for purchases under this Rate Contract at particular centres.
- o Soft-copies of Annexure-II, III & IV (in a CD)

(Incomplete responses without the required documents are liable to be cancelled)

All responses to the EOI must be sent in a sealed cover superscripting "**EOI for Supply of Computer Hardware/Software & Peripherals on Rate Contract**" to :

The General Manager (IT & Policy Planning)
UCO Bank,
Head Office -2,
Department of Information Technology,
5th Floor
3 & 4 DD Block, Sector -I, Salt Lake
Kolkata – 700064.

All responses to this EOI must reach the above address latest by 3.00 p.m. on 12th March 2009. Open responses received through E-mail/ Fax will not be considered. UCO Bank will not be responsible for non-receipt of quotation within the specified date and time due to any reason including postal holidays or delays. UCO Bank will also not be responsible for misplacement of the EOI document in case it is not properly superscripted with the words “EOI for Supply of Computer Hardware/Software & Peripherals on Rate Contract”.

In case the specified date of submission of EOI is declared a holiday in West Bengal, the bids will be received till the specified time on next working day .

Please note that this is not a Request for Proposal (RFP) and commercials are not to be submitted with “Expression of Interest”.

**Computer Hardware, Peripherals & Software
required to be supplied under Rate Contract**

Group A Item(s)	UPS System of different Wattage & Back-up Period
Group B Item(s)	Desktop PCs of different configurations
Group C Item(s)	Laptops of different configuration
Group D Item(s)	Thin Clients compatible with 'FINACLE', the Core Banking Application (Vendor has to provide proof of concept & demonstrate the features)
Group E Item(s)	Line Printers of 500 lpm or higher speed / 1500 lpm speed
Group F Item(s)	Passbook Printers
Group G Item(s)	Dot Matrix Printers (24 Pin - 80 Column & 136 Column)
Group H Item(s)	Inkjet Printers (A4/ Legal & A3 Size)
	Laserjet Printers (A4 Size)
Group I Item(s)	Switch
	Scanner
Group J (Items)	Encoders (Power)
Group K Item(s)	Microsoft Office 2007 Professional Plus / Standard having bilingual capability of both Hindi & English
	Windows Vista with downgrade right of WIN XP Service Pack –II
	Antivirus Solution (Trend Micro – Office Scan : 3 Year Licence)

Company Profile

Sl	Particulars				
1	Name of Company				
2	Address of Registered Office				
3	Date of incorporation of the Company				
4	Date of commencement of Business				
5	PAN Number (attach copy of PAN Card)				
6	VAT Registration (attach copy of certificate)				
7	Service Tax Registration (attach copy of certificate)				
8	Name & Address of the Banker				
9	Group for which Interest is Expressed	(Group Code)	(Items)		
10	Whether Manufacturer / Distributor / Reseller				
11	Paid up Capital (Rs. Crore) (as on 31.03.08)				
12	Free Reserve (Rs. Crore) (as on 31.03.08)				
13	Net Profit (Rs.Crore)	2007-08			
		2006-07			
		2005-06			
14	Total Turn Over of the Company (Rs. Crore)	2007-08			
		2006-07			
		2005-06			
15	Gross Sales of Items for which Interest is Expressed	Sl	Items	Gross Sales (2007-08)	
		a			
		b			
		c			
		d			
16	Details of Three Purchase Orders	Purchaser	Items	Quantity	Order Value
17	Contact Person for all enquiries for this tender	Name :			
	Designation :				
	Telephone No. :				
	Mobile No. :				
	e-mail address :				

Signature of Authorised Representative
(Name & Designation)
Date

Details of Support Centres

Name of the Vendor _____

Sl No	UCO Zonal Offices	Own Office		Franchisee Arrangement		
		No. of Office	No. of qualified engineer	No. of Office	Name of Franchisee	No. Of qualified engineer
1	Ahmedabad					
2	Ajmer					
3	Bangalore					
4	Bareilly					
5	Begusarai					
6	Bhagalpur					
7	Bhopal					
8	Bhubaneswar					
9	Burdwan					
10	Chandigarh					
11	Chennai					
12	Cuttack					
13	Dharamsala					
14	Guwahati					
15	Howrah					
16	Hyderabad					
17	Indore					
18	Jaipur					
19	Jalandhar					
20	Jodhpur					
21	Jorhat					
22	Kolkata					
23	Lucknow					
24	Mumbai					
25	Nagpur					
26	N.Delhi					
27	Patna					
28	Raipur					
29	Ranchi					
30	Salt Lake					
31	Sambalpur					
32	Shimla					
33	Suri					
34	Trivandrum					
35	Varanasi					

Signature of Authorised Representative

(Name & Designation)

Date

EVALUATION CRITERIA

1	Constitution of the Bidder	Compliance of Clause 1.1 under Eligibility Criteria
2	Line of Business	Bidder should be Original Manufacturer or Authorised Distributor or Reseller of the items being offered & should be established in Computer Hardware, Software & peripherals business, as the case may be, for at least five consecutive years. (Clause 1.2 & 1.4 of Eligibility Criteria)
3	Net Worth of the Bidder	Compliance of Clause 1.3 under Eligibility Criteria
4	Turnover of the Bidder	Compliance of Clause 1.4 under Eligibility Criteria
5	Net Profit	The Bidder should be a financially sound company, earning net profit for last three consecutive years as per Clause 1.5 under Eligibility Criteria
6	Order Execution	Compliance of Clause 1.6 under Eligibility Criteria (copies of 3 such Purchase Orders to be submitted)
7	PSU Bank Order Execution	-do- (Copy of Purchase Order to be enclosed)
8	Branch/Support Network	Compliance of Clause 1.7 under Eligibility Criteria (Annexure III should be complete in this respect)
9	Technical Manpower	Compliance of Clause 1.8 under Eligibility Criteria (Annexure III should be complete in this respect)
10	Uptime Guarantee	Compliance of Clause 1.9 under Eligibility Criteria
11	ISO Certification	Compliance of Clause 1.12 under Eligibility Criteria (Copies of certificate to be submitted)
12	Direct named OEM of Microsoft	Compliance of Clause 1.13 under Eligibility Criteria, applicable for Desktop PCs & Laptops only (copy of certificate to be submitted)
13	Cost of Tender	Submission of requisite cost of Tender in the form of Bank Draft as per Clause 3 of EOI
14	Earnest Money Deposit	The Bidder should expressly undertake to fulfill the provisions of Clause 1.10 of Eligibility Criteria
15	Security Deposit	The Bidder should expressly undertake to fulfill the provisions of Clause 1.11 of Eligibility Criteria
16	Turnover certificate from Statutory Auditor	Covering items under the Group(s) for which interest is expressed for the year 2005-06, 2006-07 & 2007-08 to be submitted
17	Audited Balance Sheet & Profit Loss A/c	For the years 2007-08, 2006-07 & 2005-06 to be submitted
18	Support from OEM Vendor	Back to Back spare & skill arrangement with OEM Vendor, applicable if Authorised Distributor or Reseller of an item
19	PAN Number	Xerox Copy of PAN Card
20	VAT Registration	Copy of certificate to be attached
21	Service Tax Registration	Copy of certificate to be attached
22	Name & Address of the Banker	To be Furnished

Public Sector Undertakings(PSU)are entitled to Purchase Preference Policy in vogue.