



Notice Inviting Tender
FOR
Supply, Printing, Personalisation of VISA Debit Cards as per
design/specifications approved by Bank/VISA and dispatch of cards to
various branches/offices of the Bank

UCO BANK invites tenders from the vendors for Supply, Printing, Personalisation of 10,00,000 (Ten Lacs only) VISA Debit Cards as per design/specifications approved by Bank/VISA and dispatch of cards to various branches/offices of the Bank over a period of 12 months. Sealed tenders (technical and commercial) addressed to the Asstt. General Manager (Alternate Delivery Channels), UCO Bank, Head Office-2, ATM Cell, CBS Project, Deptt. Of Information Technology, 7th Floor, 3 & 4 DD Block, Sector-I, Salt Lake, Kolkata-700 064 may be submitted as per the procedure prescribed in the tender document, by dropping/submitting the relevant tender documents in the tender box kept for the purpose, on the 5th Floor of UCO BANK at the above address on or before September 5th, 2008. The tender document can be collected against payment of Rs 5,000/- (Rupees Five Thousand only) in the form of demand draft favoring UCO BANK payable at Kolkata and the same will not be refunded under any circumstances. The tender document can be downloaded from the website www.ucobank.com. The tenderers downloading the tender document from the website will have to pay the cost of the tender document during the submission of the technical bid.

Bidders are required to submit their all inclusive price for Supply, Printing, Personalisation of VISA Debit Cards as per design/specifications approved by Bank/VISA and dispatch of cards to various branches/offices of the Bank (in Commercial Offer only).

The details are as given below

Activity	Date
Date of commencement of issue of tender document	August 14, 2008
Date of closure of tender document	September 5 th , 2008 4 PM
Queries to be mailed by	August 21, 2007
Last Date and Time for receipt of offers	September 5 th , 2008, 4.30 PM
Date of opening of technical bid	September 5 th , 2008, 5.00 PM

Address for Communication	Asstt. General Manager (Alternate Delivery Channels), UCO Bank, Head Office-2, ATM Cell, CBS Project, Deptt. Of Information Technology, 7 th Floor, 3 & 4 DD Block, Sector-I, Salt Lake, Kolkata-700 064
Contact Telephone Numbers	Phone: 033- 23595607 Fax- 033-23595608
E-mail Id	hoatm.calcutta@ucobank.co.in

Clarifications on and amendments to RFP Document

Prospective bidders may seek clarification on the RFP document by letter/fax/e-mail till **21/08/2008** at the above addresses. Further, at any 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. Amendment, if any, will be notified on Bank's website by **25/08/2008**.

1. Scope of the work : As defined in RFP document
2. Eligibility Criteria for the Bidder: As defined in RFP document
3. Technical offer will be opened on September 5th, 2008, at 5.00 pm. If UCO BANK is not satisfied with technical specifications and the feasibility of the technical offers, the commercial offers will not be opened in the purchase process. Technically disqualified offers will not be taken up for further process and no discussions / interface will be granted to such bidders.
4. UCO BANK reserves the right to accept or reject in part or full any or all the offers without assigning any reasons thereof. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidders.
5. Technical specifications, terms and conditions for submitting the offers are described in the tender document.
6. Offers/bids (technical & commercial) in TWO COPIES must be submitted at the same time, giving full particulars in separate sealed envelopes by dropping/submitting the relevant tender documents in the tender box kept for the purpose, on the 5th Floor of UCO BANK at the above address on or before September 5th, 2008, not later than 4.30 p.m.
7. The bidder shall furnish, as part of its bid, security of **Rs 10 lacs** in one of the following forms
 - a) A bank guarantee issued by nationalized bank for 180 days beyond

the validity of the bid or such extended period as required by the bank **Or**

- b) Bankers cheque /Demand Draft from any Scheduled bank drawn in favour of UCO Bank payable at Kolkata

Unsuccessful bidder's bid security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of bid validity prescribed by UCO BANK . No interest will be payable on bid security amount. In the event of non-submission of bid-security amount of Rs 10 lacs, the proposals will be rejected. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder.

The bid security may be forfeited:

- a. If the bidder withdraws its bid during the period of bid validity.
 - b. If a bidder makes any statement or encloses any documents which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
 - c) In case of the successful bidder, if the bidder fails:
 - To sign the contract in the form and manner to the satisfaction of UCO BANK
 - To furnish performance security in the form and manner to the satisfaction of UCO BANK.
8. The bidders shall submit their offers strictly in accordance with the terms and conditions of the tender documents. Any tender, who stipulates conditions contrary to the conditions given in the tender document, is liable for rejection forthwith. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder.
9. Any decision as to compliance of the terms and conditions of the tender document and on rejection of any tender document or any part thereof shall be at the sole discretion of UCO BANK and shall be final, conclusive and binding on the tenderer/supplier/bidder.
10. The price quoted by the bidder will be an all-inclusive price for a finished card delivered at Branch/Office of UCO Bank i.e. it shall include all taxes, levies, duties, insurance, packing, transportation etc.
11. UCO BANK reserves the right to re-issue the tender and or any part thereof without assigning any reason whatsoever, at the sole discretion of UCO BANK. Any decision in this regard shall be final, conclusive and binding on the tenderer/bidder.
12. UCO BANK reserves the right to adjust arithmetic and other errors in any tender in the manner in which UCO BANK deems fit and proper. Any decision in this regard shall be final, conclusive and binding on the tenderer/bidder.

13. UCO BANK does not bind itself to the lowest tender.

All the envelopes must be superscribed with the following information:

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

ENVELOPE-I (Technical Offer): (2 Copies)

The Technical Offer (TO) should be completed and complied with in all respects and contains all information asked for, except prices. The TO should include all items asked for. The TO should not contain any price information. It is mandatory to submit technical details in the prescribed format duly filled in along with the offer. UCO BANK, at its sole discretion, may not evaluate a TO in case of non-submission or partial submission of technical details.

ENVELOPE-II (Commercial Offer): (2 Copies)

The Commercial Offer (CO) should give all relevant price information and should not contradict the Technical Offer in any manner.

These two envelopes containing the Technical Offer and Commercial Offer should be separately submitted by dropping/submitting the relevant tender documents in the tender box kept for the purpose, on the 5th Floor of UCO BANK at the address mentioned above. Please note that if any envelope is found to contain both TO and CO, then that offer will be rejected summarily by UCO BANK. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder/tenderer.

Asstt. General Manager-ADC
UCOBANK, HO-2, Kolkata

Dated: 14th August, 2008

**REQUEST FOR PROPOSAL
FOR**

Supply, Printing, Personalisation of

VISA Debit Cards

**as per design/specifications
approved by Bank/VISA**

and

**dispatch of cards to various
branches/ offices of the Bank**

The information provided by the vendors in response to this Request For Proposal (RFP) will become the property of the Bank and will not be returned. The Bank reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding on them. The Bank also reserves its right to accept or reject any or all the responses to this RFP without assigning any reason whatsoever. The Bank will evaluate the proposals by following such methods, criteria and rationale which, in its opinion, are in the best interest of the Bank.

This document is prepared by UCO Bank for its VISA Debit Cards requirement. It should not be reused or copied or used either partially or fully in any form.

**UCO Bank, Head Office-2,
ATM Cell, CBS Project,
Deptt. of Information Technology,
7th Floor, 3 & 4 DD Block,
Sector-I, Salt Lake,
Kolkata-700 064**

Request for Proposal

This Request for Proposal (RFP) is being issued by UCO BANK inviting proposals (technical and commercial) for Supply, Printing, Personalisation of 10,00,000 (Ten Lacs only) VISA Debit Cards as per design/specifications approved by Bank/VISA and dispatch of cards to various branches/offices of the Bank over a period of 12 months.

The details are as given below:

1. Eligibility Criteria for the Bidder:

- The bidder submitting the offer should be a registered company/firm having a minimum turnover in the line of Card Business of Rs. 5 crores in the last financial year. The company should be in sound financial condition as judged by UCO BANK for this purpose. A copy of the last 2 financial years' relevant audited balance sheets should be submitted with the offer. Bidder must be having well proven track record of supplying, printing and personalisation of VISA certified Cards. Bidder must attach relevant documents to support its claim.
- The bidder should have at least 3 years experience of supplying, printing and personalisation of VISA Cards. Supporting documents must be furnished.
- The bidder should be a VISA certified card personalizer and should have at least 3 years experience of supplying/printing/personalizing VISA Plastic cards. Copy of VISA certification to be submitted alongwith Technical Offer.
- The bidder must have supplied minimum of 1 million Cards over a period of last 12 months to Public/Private /Foreign Banks and should supplement its claim by attaching relevant documents.
- The bidder shall strictly comply VISA guidelines with respect to supply, printing and personalisation of VISA certified plastic cards, an undertaking of this effect be submitted by the bidder to the Bank.

- Vendors 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 vendor independently. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder.

Details of RFP:

Activity	Date
Date of commencement of issue of tender document	August 14, 2008
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Address for Communication	Asstt. General Manager (Alternate Delivery Channels), UCO Bank, Head Office-2, ATM Cell, CBS Project, Deptt. Of Information Technology, 7 th Floor, 3 & 4 DD Block, Sector-I, Salt Lake, Kolkata-700 064
Contact Telephone Numbers	Phone: 033- 23595607 Fax- 033-23595608
E-mail Id	hoatm.calcutta@ucobank.co.in

The bid/tender document can be purchased against payment of Rs 5,000/- in the form of demand draft favoring UCO Bank payable at Kolkata.

Prospective bidders may seek clarification on the RFP document by letter/fax/e-mail till **21/08/2008** at the above addresses. Further, at any 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. Amendments, if any, will be notified on Bank's website by **25/08/2008**.

Technical offer will be opened on September 5th, at 5.00 pm. If UCO BANK is not satisfied with technical specifications and the feasibility of the technical offers, the commercial offers will not be opened in the purchase process. Technically disqualified offers will not be taken up for further process. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder/tenderer.

UCO BANK reserves the right to accept or reject in part or full any or all the offers without assigning any reasons thereof whatsoever. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder/tenderer.

Technical specifications, terms and conditions and various formats and

proformas for submitting the offers are described in the document. Only the bidders, who fulfill eligibility criteria as mentioned above, are eligible to participate in the bid.

Two Bid System Offer

Offers (technical & commercial) in TWO COPIES must be submitted at the same time, giving full particulars in separate sealed envelopes at UCO Bank's address given below, on or before September 5th, 2008.

The bidder shall furnish, as part of its bid, security of Rs 10 lacs in the form of a bank guarantee issued by nationalized bank for 180 days beyond the validity of the bid or such extended period as required by UCO BANK or a Bankers cheque/Demand Draft from any Scheduled bank drawn in favour of UCO Bank payable at Kolkata.

Unsuccessful bidder's bid security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of bid validity. No interest will be payable on bid security amount. In the event of non-submission of bid-security amount of Rs 10 lacs, the proposals will be rejected forthwith by UCO Bank. Any decision of UCO Bank in this regard shall be final, conclusive and binding on the bidder/tenderer.

The bid security may be forfeited:

- a. If the bidder withdraws its bid during the period of bid validity.
- b. If a bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
- c) In case of the successful bidder, if the bidder fails:
 - To sign the contract in the form and manner to the satisfaction of UCO BANK
 - To furnish performance security in the form and manner to the satisfaction of UCO BANK.

All the envelopes must be superscribed with the following information:

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

ENVELOPE-I (Technical Offer): (2 Copies)

The Technical Offer should be completed in all respects and contain all information asked for, except prices. This should include all items asked for in the format. This envelope should not contain any price information. It is mandatory to submit technical details in the prescribed format duly filled in along with the offer. UCO BANK, at its sole discretion, may not evaluate a Technical Offer in case of non-submission or partial submission of technical

details. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder/tenderer.

ENVELOPE-II (Commercial Offer):

The Commercial Offer (two copies) should give all relevant price information and should not contradict the Technical Offer in any manner.

These two envelopes containing the Technical Offer and Commercial Offer should be separately submitted. Please note that if any envelope is found to contain both technical and commercial offer, then that offer will be rejected summarily.

Terms and Conditions of the offer/contract

Terms and conditions for bidders who participate in the offer for quotes/bids are specified below. These terms and conditions will be binding on all the bidders. These terms and conditions will also form a part of the purchase order, to be issued to the successful bidder(s) on the outcome of the offer process.

1. Scope of the work

- Supply of Blank Plastic Cards as per designs/specifications approved by the Bank/VISA along with Visa Hologram.
- Printing, Embossing & Mag-stripe coding on the cards (Card Details such as Card number, Name (only in case of personalised cards), Issue date & expiry date, VISA Security Logo, Reverse Indenting, signature Panel on reverse, printing CVV Value, Tipping and encoding as per Bank's requirement and VISA standards for Debit card would be required.)
- Despatch of Cards to the branches/offices of the Bank through Bank's approved couriers/Indian Postal Services within 48 hours after getting necessary data of card holders from the Bank/Application Service Providers for preparation of cards irrespective of the number of cards. Generally the cards shall be despatched in lots of say 500/1000 cards per branch/office.
- Necessary data of card holders will be deleted immediately by the Service Provider from their system after the card personalization work is complete. Necessary Indemnity bond to be executed by the Service Provider covering this and other related points.
- Keeping proper records of despatch of cards including those received back undelivered with all precautions, safety, security and confidentiality.
- Providing list of the cards dispatched or received back undelivered on daily basis (Soft copies and hard copies).
- Waste material/stationery, defective cards, etc will be the property of the Bank and Service Provider will not dispose off or part with or destroy it in any manner.

- The Service Providers will co-ordinate with the approved couriers/Indian Postal Services for timely despatch of cards.

The requirement is for 10,00,000 VISA Debit Cards over a period of 12 months, for which a contract would have to be executed by the selected Bidder. The actual supply would, however, be phased over 4 quarters for which individual purchase orders would be issued indicating therein the required delivery schedule. The data for printing/ personalisation of cards shall be sent on daily basis. The first delivery of duly printed/personalised cards to start within **6** weeks from the date of Purchase Order. The Bank may provide multiple designs for the cards, which shall be got approved from VISA by sending them Sample cards by vendor before execution of order. The Bank may also empanel more than one vendor for supply of plastic cards.

2. Price

Price should be quoted in **Indian Rupees per card** inclusive of all taxes, duties, insurance, packing etc. for Blank Visa Debit Card with VISA logo as per Bank/VISA requirements and also inclusive of Printing/personalisation of such cards together with packing charges for being handed over to the Bank's approved courier in convenient lots for delivery to branches/offices of UCO Bank spread all over India.

Bidders may quote the prices separately for Blank VISA Debit Card and Printing/personalisation/packing of cards for the sole purpose of availing mobilisation advance, if any required, from Bank towards cost of Blank VISA Debit cards against Bank guarantee for the like amount and period. However, such bifurcation of prices would have no weightage for determining L1 Bidder, as the same shall be decided on the basis of **All inclusive price per card** as mentioned above.

The short listed bidder has to keep the finalized price valid for a period of twelve months from date of acceptance of the purchase order (effective date). There should not be any escalation due to fluctuation in foreign currency or change in duty structure or for any reason. However, impact of fall in prices, taxes, duties or any other external factors like downward movement of foreign exchange rates etc. would be passed on to the Bank suo moto.

3. No Negotiation

The Bidder should quote the lowest price at the time of making the offer in their own interest, as the Bank will not enter into any price negotiations.

4. Payment Terms

Payment shall be made by Bank at the all inclusive Price per card quoted by the vendor/finalised by Bank multiplied by number of cards delivered to branches/offices of UCO Bank. However, Courier charges shall be reimbursed on actual basis.

- Bills shall be raised on a monthly basis and payment shall be released accordingly by the Bank.
- In case the vendor desires any advance payment against cost of Blank VISA Debit Cards, the same may be considered against Bank Guarantee for the like amount and like period. If Bank decides to allow such advance against BG, the same shall be adjusted out of proceeds of bills to be submitted by vendor on monthly basis.

Prices shall be valid for twelve months. However, any downward recourse in the price of cards should be intimated to the bank.

5. Delivery/acceptance of cards

The delivery of cards will be spread over a period of twelve months, as per UCO Bank's requirement and accordingly printing and personalisation of cards shall also be done. UCO BANK may compress/extend this period at its discretion. Sample Cards, duly printed, shall be required to be got approved from VISA.

If the bidder fails to deliver within the stipulated time schedule or by the date extended by UCO BANK, it will be a breach of contract. In the event of UCO BANK agreeing to extend the date of delivery at the request of bidder, it is a condition precedent that the validity of bank guarantee shall be extended by further period as required by UCO BANK before the expiry of the original bank guarantee.

6. Cancellation of the contract & compensation

UCO BANK reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by UCO BANK under the following circumstances:-

- 1. The selected bidder commits a breach of any of the terms and conditions of the bid.*
- 2. The bidder goes into liquidation, voluntarily or otherwise.*
- 3. An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.*
- 4. The progress regarding execution of the order accepted, made by the selected bidder is found to be unsatisfactory.*
- 5. If deductions of account of liquidated damages exceeds more than 10%*

of the total contract price.

- 6. In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, UCO BANK reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected bidder.*
- 7. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, UCO BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which UCO BANK may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.*
- 8. UCO BANK reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking the bank guarantee under this contract.*

7. Liquidated Damages

Notwithstanding UCO Bank's right to cancel the order, liquidated damages at 1% (One percent) of the undelivered portion of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the value of the order value. UCO BANK reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by UCO BANK to the bidder. Liquidated damages will be calculated per week basis.

8. Contract performance Guarantee

The selected bidder shall furnish unconditional and irrevocable bank guarantee for 10% of the contract value, in favour of UCO BANK, from a scheduled commercial bank towards due performance of the contract in accordance with the specifications and conditions of the bid document.

The bidder shall submit the above guarantee within one week from the effective date (the date of acceptance of the order). The contract performance guarantee shall be kept valid till the release of payment against delivery. The guarantee should have additional claim period of three months after expiry of guarantee.

9. Authorized Signatory

The selected bidder shall indicate the authorized signatories who can discuss and correspond with UCO BANK, with regard to the obligations under the contract. The selected bidder shall submit at the time of signing the contract a certified copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the bidder to discuss, sign agreements/contracts with UCO BANK, raise invoice and accept

payments and also to correspond. The bidder shall provide proof of signature identification for the above purposes as required by UCO BANK.

10. Notices

Notice or other communications given or required to be given under the contract shall be in writing and shall be hand-delivered with acknowledgement thereof, or transmitted by pre-paid registered post or courier.

Any notice or other communications shall be deemed to have been validly given on date of delivery if hand delivered & if sent by registered post than on the expiration of seven days from the date of posting.

11. Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or UCO 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 of the contract, such as:

1. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics
2. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
3. Terrorist attack, public unrest in work area

Provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of such causes. The bidder or UCO 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. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survives termination of the contract.

12. Confidentiality

The bidder must undertake that they shall hold in trust any Information received by them, under the Contract/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 UCO BANK;
- To only make copies as specifically authorized by the prior written consent of UCO 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.*

Non-transferable offer:

This Request for Proposal (RFP) is not transferable. Only the party, who has purchased this document, is entitled to quote.

Period of Validity of Bid:

Bids shall remain valid for 60 (sixty) 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 60 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 may refuse the request without forfeiting the Bid Security. A Bidder granting the request will not be permitted to modify its bid. The decision of UCO BANK in this behalf will be final, conclusive and binding on the bidder.

Address of Communication:

Offers/bid should be addressed to the address given in Para 1.

Modification and Withdrawal of Offers/bid

The bidder may modify or withdraw its offer after its submission, provided that written notice of the modification or withdrawal is received by UCO BANK prior to the closing date and time prescribed for submission of offers. No offer can be modified or withdrawn by the bidder, subsequent to the closing date and time for submission of offers.

Preliminary Scrutiny:

UCO BANK will scrutinize the offers/bids to determine whether they are complete, whether any errors have been made in the offer/bid, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule.

UCO BANK may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer/bid. This shall be final, conclusive and binding on all bidders and UCO BANK reserves the right for such waivers.

Clarification of Offers/bids:

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/tenderer.

No Commitment to Accept Lowest or any Offer/bid:

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 on the bidder/tenderer.

Splitting of Order

- The Bank reserves its right for splitting the quantity between two vendors.
- The splitting of the order will be in 60:40 ratio, provided the L2 vendor agrees to match the prices quoted by L1 vendor and agrees for all the terms and conditions.
- In case L2 vendor is not willing to match L1 price, Bank will call L3, L4 vendors etc. in that order to step into the shoes of L2 vendor. In the event of L3, L4 etc. vendor not matching the L1 price the entire quantity will be awarded to L1.

Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder/tenderer.

Documentation:

The following information should be furnished along with the technical offer by means of printed technical brochures as per checklist provided.

Submission of Technical Details

It is mandatory to provide the technical details in the following format:

Sr. No	Description	Remarks (YES/NO)
1.	VISA Classic Card	
1.a	Colours on front – minimum six colours	
1.b	Colours on the Back -minimum four colours	
1.c	Signature Panel - printed conforming to the latest specifications of VISA	

1.d	Magnetic Strip- HICO 2750 Orested	
1.e	Hologram- VISA	

UCO BANK may not evaluate the offer/bid in case of non-adherence to the format or partial submission of technical details as per the format given in the RFP. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder/tenderer.

Format for Technical Offer/Technical Bid

The Technical offer/Technical bid must be made in an organized and structured manner in the following form:

1. Index
2. Covering letter
3. Technical Offer/Technical bid with Specifications
4. General Details of the bidder
5. Copy of Certificate/Authorisation for manufacturing VISA Debit Cards **OR** Manufacturer's Authorization letter (if applicable)
6. Track record of supplying of ATM/VISA Debit Card list of Banks/clients along with details of work executed
7. Bill of materials. This table should not contain any price information.
8. Letter for Authorised representative.
9. Letter for acceptance and compliance of all the Terms and Conditions of RFP.
10. Valid Bank Draft / Bank Guarantee as EMD.
11. Bidder's Financial Details (audited balance sheets etc.) and other supporting documents, as asked in the RFP.

All Claims made by the bidder will have to be backed by documentary evidence.

Format for Commercial Offer

The Commercial offer/Commercial tender must not contradict the technical offer/Technical bid in any way. The suggested format for submission of Commercial offer/Commercial bid is as follows:

1. Index
2. Covering letter
3. Price Schedule:

Price should be quoted in **Indian Rupees per card** inclusive of all taxes, duties, insurance, packing etc. for Blank Visa Debit Card with VISA logo as per Bank/VISA requirements and also inclusive of Printing/personalisation of such cards together with packing charges for being handed over to the

Bank's approved courier in convenient lots for delivery to branches/offices of UCO Bank spread all over India.

4. A statement that the bidder agrees to the Payment schedule given in the offer/bid.

Signing of the bid

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 the duly authorized officers and supported by internal corporate authorizations.

Costs of preparation & submission of bid

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.

Confidentiality of the bid document

The bidder, irrespective of his/her participation in the bidding process, shall treat the details of the documents as secret and confidential.

Evaluation Criteria

The vendor evaluation and selection would be done based on a comprehensive Techno-Commercial Evaluation. For the purpose of evaluating prospective vendors, following factors would be considered: -

- Reputation of the Bidder for ability/capability to execute such orders with quality and reliability
- Technical Solution Excellence regarding availability of facilities for supplying/printing/personalization of VISA Debit Cards etc. including VISA Certifications.
- Conformity to technical specifications as enumerated above and Bidder meeting the eligibility criteria as specified in RFP
- Acceptance of Terms and Conditions of RFP
- Commercial Offer/Commercial bid.

No Negotiation

UCO 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 the techno-commercial evaluation, till the selected bidder is notified.

Short-listing of Bidders

UCO BANK will prepare a short-list of technically qualified bidders and the commercial offers/bids of only these bidders will be opened at the time of opening of Commercial offer/commercial bid.

Selection Process

UCO BANK shall evaluate both technical and commercial Bid. The bidder who fulfills all criteria in respect of technical bid and with the lowest quote will be considered as the L1 bidder. UCO BANK at its sole discretion *may request* the L2 bidder (bidder with the next lowest quote) to match the price of L1. In case L2 agrees to match the price of L1, UCO BANK may at its sole discretion, split the order in ratio of 60% in favour of the original L1 bidder and 40% in favour of L2 bidder who has matched the price of L1. Notwithstanding the above, UCO BANK shall have the right not to accept the lowest tender.

Right to Alter Quantities

UCO BANK reserves the right to issue Purchase Order in phases or to alter the quantities specified in the offer. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder.

Ownership and Retention of Documents

- UCO BANK shall own the documents, prepared by or for the Vendor arising out of or in connection with the Contract.
- Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by UCO BANK, the Vendor shall deliver to UCO BANK all documents provided by or originating from UCO BANK/ Purchaser and all documents produced by or from or for the Vendor in the course of performing the Service(s), unless otherwise directed in writing by UCO BANK at no additional cost.
- The Vendor shall not, without the prior written consent of UCO BANK/ Purchaser store, copy, distribute or retain any such Documents.
- The Vendor shall preserve all documents provided by or originating from UCO BANK/ Purchaser and all documents produced by or from or for the Vendor in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of UCO BANK/Purchaser in this regard.

Termination

- UCO BANK may, terminate the Contract by giving the Vendor a prior and written notice indicating its intention to terminate the Contract under the following circumstances:
 1. Where it comes to UCO Bank's attention that the Vendor is in a position of actual conflict of interest with the interests of UCO BANK, in relation to any of terms of the bid or the Contract.

2. Where the Vendor's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the Vendor, any failure by the Vendor to pay any of its dues to its creditors, the institution of any winding up proceedings against the Vendor or the happening of any such events that are adverse to the financial viability of the Vendor.
3. In the event of the happening of any events of the above nature, UCO BANK shall reserve the right to take any steps as are necessary, to ensure the effective transition of the Service(s) to the next successor Bidder, and to ensure business continuity.
4. **Termination for Insolvency:** UCO BANK/ Purchaser may at any time terminate the Contract by giving written notice to the Vendor, without compensation to the Vendor, if the Vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to UCO BANK.
5. **Termination for Default:** UCO BANK, without prejudice to any other right or remedy for breach of Contract, by a written notice of default sent to the Vendor, may terminate the Contract in whole or in part.

Consequences of Termination

- a) In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], UCO BANK shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to takeover the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the Contract.
- b) In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by UCO BANK, the Vendor herein shall be obliged to provide all such assistance to the next successor Bidder or any other person as may be required and as UCO BANK may specify including training, where the successor(s) is a representative/personnel of UCO BANK to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.
- c) Nothing herein shall restrict the right of UCO BANK to invoke the Performance Bank Guarantee and other guarantees, securities furnished,

enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to UCO BANK under law or otherwise.

- d) The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.
- f) Termination survives the Contract.
- g) Conflict of interest: The Vendor shall disclose to UCO 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.
- h) Publicity: The Vendor shall not make or allow to make a public announcement or media release about any aspect of the Contract unless UCO BANK first gives the Vendor its prior written consent.