

Corrigendum: RFP Ref No. UCO/DIT/VSAT/1492/2010  
Due Date: 29/11/2010

Request for Proposal (RFP)  
For  
Supply, Installation, Integration and Maintenance of  
VSAT Network system

Date: 06.11.2010

Existing Clauses in RFP	Revised Clauses
<b><u>Eligibility Criteria of Part –II, Page No. 20</u></b>	<b><u>Eligibility Criteria of Part –II, Page No. 20</u></b>  <b><u>Addendum :- Point no. 1.8</u></b>  The OEM's routers, offered as part of the RFP, should have a minimum installation base of 1000 nos. in scheduled commercial Banks in India.
<b><u>Clause 6 of Part –I, Page No.13 Performance Bank Guarantee</u></b>  The successful bidder, within 30 days from the first purchase order will have to furnish a Performance Bank Guarantee issued by any scheduled commercial bank equal to 10% of the order value valid for 63 months from the date of first order. The bidder is required to submit the Performance Bank Guarantee to the Bank equal to 10% of the order value valid till the expiry of the First Performance Bank Guarantee for each successive purchase order. Upon furnishing the Performance Bank Guarantee and execution of agreement, the EMD of the successful bidder shall be returned to him.  The Performance Bank Guarantee shall act as a security deposit and either in case the Bidder is unable to start the project within the stipulated time or start of the project is delayed inordinately beyond the acceptable	<b><u>Clause 6 of Part –I, Page No.13 Performance Bank Guarantee</u></b>  The successful bidder, within 30 days from the date of purchase order will have to furnish a Performance Bank Guarantee issued by any scheduled commercial bank equal to 10% of the order value valid for 63 months from the date of purchase order. Upon furnishing the Performance Bank Guarantee and execution of agreement, the EMD of the successful bidder shall be returned.  The successful bidder is required to submit the Performance Bank Guarantee to the Bank equal to 10% of the order value valid for 63 months for each successive purchase order.  The Performance Bank Guarantee shall act as a security deposit and either in

<p>levels, the Bank reserves the right to forfeit the same.</p> <p>Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the Bidder is not able to fulfil 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.</p>	<p>case the Bidder is unable to start the project within the stipulated time or start of the project is delayed inordinately beyond the acceptable levels, the Bank reserves the right to forfeit the same.</p> <p>Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the Bidder is not able to fulfil 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.</p>
<p><b>Clause 8 of Part –II, Page No.26</b></p> <p>9.1 50% of the order value (excluding pool bandwidth and backhaul links charges) along with Sales Tax, Service Tax, Octroi, Waybill etc., if required, will be paid on delivery of the all equipment required for successful installation of VSAT connectivity at sites The claim for payment against delivery should contain proof of delivery signed by Bank’s authorized official.</p> <p>9.2 Remaining order value (excluding pool bandwidth and backhaul links charges) will be paid after submission of the acceptance certificate duly signed by Bank’s authorized official &amp; satisfactory service report from the Bank where the equipment have been installed after realizing penalty charges for late delivery &amp; installation, if any as per clause no 5.1 under part II.</p>	<p><b>Clause 8 of Part –II, Page No.26</b></p> <p>8.1 80% of the order value (excluding pool bandwidth and backhaul links charges) along with Sales Tax, Service Tax, Octroi, Waybill etc., if applicable, will be paid after delivery, and completion of successful installation of the all equipment required for VSAT connectivity at the site after submission of proof of delivery and the acceptance certificate duly signed by Bank’s authorized official &amp; satisfactory service report from the Bank where the systems have been installed after realizing penalty charges for late delivery &amp; installation, if any.</p> <p>8.2 The balance 20% will be paid after successful installation of equipments for each purchase order against a Bank Guarantee (BG) for 20% of each purchase order valid for the warranty period. This Bank Guarantee is in addition to the</p>

<p>9.3 Pool bandwidth, Annual Technical Support (ATS), Maintenance charges, if any, will be paid quarterly in arrears after realizing the penalty charges, if applicable.</p> <p>9.4 Backhaul links taken from two different Service Providers by the bidder in the Name of the Bank will be paid by the Bank after realizing penalty charges, if any, for not maintaining 99.5% uptime of Backhaul link for all the days (24 hours) calculated on monthly basis. The penalty charges will be informed to the Bank before the due date by the bidder as per the agreement between bidder, ISP and the Bank. Monthly Bandwidth utilization and uptime report will be submitted along with invoice.</p>	<p>Performance Bank Guarantee mentioned in 6 of Part – 1 of RFP.</p> <p>8.3 Pool bandwidth charges will be paid quarterly in arrears after realizing the penalty charges, if applicable.</p> <p>8.4 Backhaul links taken from two different Service Providers by the bidder in the Name of the Bank will be paid by the Bank to the Backhaul Bandwidth Service provider after realizing penalty charges, if any, for not maintaining 99.5% uptime of Backhaul link for all the days (24 hours) calculated on monthly basis, as per the agreement between bidder, ISP and the Bank. Monthly Bandwidth utilization and uptime report will be submitted along with invoice.</p>
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**Clause 10 of Part –II, Page No.27**

**Uptime Requirement and Penalty Charges**

The Bank expects 99.5 or above uptime per site to be calculated on monthly basis. However, any deviation from the same shall invite penalty as under:

During banking hours  
(8.00 AM to 8.00 PM)

Monthly Uptime per VSAT in %	Penalty Charge per VSAT In ₹
>= 99.5	0
>=99 to <99.5	2000
>= 98 to <99	3000
>=97 to <98	4000


**Clause 10 of Part –II, Page No.27**

**Uptime Requirement and Penalty Charges**

The Bank expects 99.5% or above uptime for all the day (24 hours) per site to be calculated on monthly basis for the equipments supplied and installed by the bidder at the site. However, any deviation from the same shall invite penalty as under:

On First Instance in a Month

Monthly Uptime per site in %	Penalty Charge per site In ₹
>= 99.5	0
>=99 to <99.5	500
>= 98 to <99	1000
>=97 to <98	1500

<97	10000	>=96 to <97	2000																
During non banking hours (8.00 PM to 8.00 AM)		>=95 to <96	2500																
<table border="1" data-bbox="289 380 747 701"> <thead> <tr> <th>Monthly Uptime per VSAT in %</th> <th>Penalty Charge per VSAT In ₹</th> </tr> </thead> <tbody> <tr> <td>&gt;= 99</td> <td>0</td> </tr> <tr> <td>&gt;=98 to &lt;99</td> <td>2000</td> </tr> <tr> <td>&gt;= 97 to &lt;98</td> <td>3000</td> </tr> <tr> <td>&gt;=96 to &lt;97</td> <td>4000</td> </tr> <tr> <td>&lt;96</td> <td>5000</td> </tr> </tbody> </table>		Monthly Uptime per VSAT in %	Penalty Charge per VSAT In ₹	>= 99	0	>=98 to <99	2000	>= 97 to <98	3000	>=96 to <97	4000	<96	5000	>=90 to <95	5000				
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Maximum cap on penalty on above shall be Rs. 10,000/- per VSAT per month. In addition to above Bank may invoke the Performance Bank Guarantee (PBG) and may cancel the order.		On Second Instance in the same Month																	
यूको बैंक 		<table border="1" data-bbox="841 401 1105 562"> <thead> <tr> <th>Monthly Uptime per site in %</th> <th>Penalty Charge per site In ₹</th> </tr> </thead> <tbody> <tr> <td>&gt;= 99.5</td> <td>0</td> </tr> <tr> <td>&gt;=99 to &lt;99.5</td> <td>1000</td> </tr> <tr> <td>&gt;= 98 to &lt;99</td> <td>1500</td> </tr> <tr> <td>&gt;=97 to &lt;98</td> <td>2000</td> </tr> <tr> <td>&gt;=96 to &lt;97</td> <td>2500</td> </tr> <tr> <td>&gt;=95 to &lt;96</td> <td>3000</td> </tr> <tr> <td>&gt;=90 to &lt;95</td> <td>5500</td> </tr> </tbody> </table>	Monthly Uptime per site in %	Penalty Charge per site In ₹	>= 99.5	0	>=99 to <99.5	1000	>= 98 to <99	1500	>=97 to <98	2000	>=96 to <97	2500	>=95 to <96	3000	>=90 to <95	5500	
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		In case, the uptime is less than 90 % and the no. of instances are more than three times in a month, the Bank reserves the right to invoke the Performance Bank Guarantee (PBG) and may cancel the order.																	
<b>Annexure – D, Page No.34</b> <b>Sl. No. 8</b>		<b>Annexure – D, Page No.34</b> <b>Sl. No. 8</b>																	
Can delivery of VSAT equipment be made within 4 weeks from the date of purchase order and install the system within 3 days after delivery?		Can delivery and installation of items as per submitted Bill of Materials be made within 4 weeks from the date of purchase order?																	

<b><u>Clause 5 of Part –I, Page No.13</u></b> <b><u>Rejection of the Bid</u></b> Bidder should comply with all the points mentioned in the Scope of work in the clause no. 1 under part-III. Noncompliance of any point will lead to rejection of the bid.	<b><u>Clause 5 of Part –I, Page No.13</u></b> <b><u>Rejection of the Bid</u></b> Bidder should comply with all the points mentioned in the Scope of work in the clause no. 1 under part-II. Noncompliance of any point will lead to rejection of the bid.
<b><u>Annexure – A, Page No.29</u></b>	<b><u>Annexure – A</u></b> (Revised Annexure - A is attached)
<b><u>Annexure – B, Page No.30</u></b>	<b><u>Annexure – B</u></b> (Revised Annexure - B is attached)
<b><u>Annexure – F, Page No.36</u></b>	<b><u>Annexure – F</u></b> (Revised Annexure - F is attached)

## **Annexure-A**

### **Technical Specifications**

#### **VSAT Equipment**

Sl. No.	Description	Requirements	Make & Model No.	Compliance (Yes/No)
1	VSAT	Specify name		
2	Antenna Diameter	1.2 mtr.		
3	Frequency band	Ku Band (12 to 18 GHz)		
4	Equipped with necessary accessories and cables			

#### **Pool Bandwidth**

Sl.No	Description	Requirements	Compliance
1	Pool bandwidth per VSAT for branch as Single Link	17 Kbps per branch	
2	Pool bandwidth per VSAT for branch as Backup Link	5 % of Total no. of VSATs used as Backup	
2	Pool bandwidth per VSAT for off-site ATM	3 Kbps per ATM or less Based on requirement and utilisation of pool bandwidth	

### Backhaul Links

Sl.No	Description	Requirements	Compliance
1	Hub Centre to Bangalore Data Centre	Service providers must be different. Specify the name of ISP & bandwidth	
2	Hub Centre to Kolkata Data Centre		

### Branch Router

Sl. No.	Description	Requirements	Make & Model No.	Compliance (Yes/No)
1	Router	one Serial port (For connecting Leased line upto 2 Mbps) and Two Ethernet port (Must support fast Ethernet speed i.e. 100 Mbps)		
2	<b>Optional Item:</b> Router	Minimum 2 Ethernet ports		

**Bill of Material****Annexure-B****Selection of L1 Bidder or Successful Bidder**

The L1 (lowest one) bidder will be assessed based on L1 price in Table-A (Total price of Table-A) and L1 price in Table-B (Total price of Table-B). The L1 bidder should be L1 in each table i.e. Table- A and Table - B. The Bank reserve the right to select the L1 bidder for Table-A and Table -B, separately.

**Table- A: - VSAT equipment & Services with 5 years warranty period**

Sl. No	VSAT equipments and VSAT Bandwidth	Make / Model/ Part No./ Version	Qty	Unit Price (in ₹ )	Taxes * (in ₹)	Total Price including Taxes (in ₹)
1	VSAT Equipments		Per VSAT	(With Five years Warranty)		
2	Pool Bandwidth		Per Kbps per annum			(Total price per annum including Taxes for 5 Years) i.e. (per kbps +tax)*5
3	One time implementation charges per VSAT, if any					
Total - A						

**Note: -The Bank reserves the right to review the Bandwidth based on utilisation of VSATs after end of the year. The cost of the bandwidth of the successful bidder should not exceed the quoted price for the contract period.**

**Table –B :- Router and Services with 5 years warranty period**

Sl. No	Router	Make / Model/ Part No./ Version	Qty	Unit Price With Five year warranty (in ₹ )	Taxes * (in ₹)	Total Price including taxes (in ₹)
1	Router with one Serial WAN Port and Two Fast Ethernet Port		Per Router			
2	One time implementation charges per router, if any					
<b>Total - B</b>						

**Table – C: - Optional Item:-**

Two lowest service providers will be selected and the successful bidder should provide & maintain leased line for Backhaul connectivity from those service providers.

Sl. No.	Description	Unit Price (in ₹ ) (Annual charges)	Taxes * (in ₹)	Total charges in 5 years including taxes (in ₹)
1.	Backhaul link charges – 2 no. of Leased Line with 2 Mbps bandwidth each from Two Different Service Providers			
2	Router with Minimum 2 Ethernet ports			

**\*Sales tax/VAT/Service tax etc., if applicable, should be quoted in respective columns.**

**Annexure -F**

**SECURITY BID**

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

**WHEREAS** UCO BANK a body corporate constituted under The Banking companies (Acquisition & Transfer of Undertakings Act of 1970), having its Head Office at 10, B.T.M. Sarani, KOLKATA – 700 001, (hereinafter called “**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) has released a Request For Proposal (RFP) dated.....for Implementation of VSAT Network System as mentioned in RFP document.

AND

**WHEREAS** ..... (Herein after called the **Bidder**) has responded to the request for proposal given by **UCO BANK** and has submitted a proposal for the Implementation of VSAT Network System vide its. .... Response Document dated .....

**AND WHEREAS UCO BANK** has agreed to accept from the **Bidder** the said proposal relating to implementation of VSAT Network and evaluate the same for the purpose of determining the suitability of the same for implementation.

**AND WHEREAS** the **Bidder** has requested .....Bank having its head office at.....(herein after called the **Guaranteeing Bank**) to irrevocably guarantee an amount of ₹ 1 Lac (One Lac only) to **UCO BANK** as required to be submitted by the ‘**Bidder**’ as a condition for participation in the RFP evaluation process.

**AND WHEREAS**.....the **Guaranteeing Bank** has agreed to irrevocably guarantee an amount of ₹ 1 Lac (One Lac only) to **UCO BANK** as Bid Security as required to be submitted by the ‘**Bidder**’ as a condition for participation in the RFP evaluation process

**NOW THIS DEED OF GUARANTEE WITNESSETH AS UNDER:**

**Whereas** the ‘ **Bidder**’ has submitted a proposal in response to the RFP released by **UCO BANK**, we, \_\_\_\_\_Bank (the **Guaranteeing Bank**) having our head office at \_\_\_\_\_ hereby irrevocably guarantee an amount of ₹ 1 Lac (One Lac only) to **UCO BANK** 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:

If the **Bidder** withdraws his proposal during the period of the proposal validity; or

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 & Conditions mentioned in the RFP.

We, the **Guaranteeing Bank**, undertake to pay immediately on demand to **UCO BANK** the said amount of ₹ 1 Lac (One Lac only) 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 ₹ 1 Lac (One Lac only).
2. This Bank guarantee will be valid up to 30/05/2011; and

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