



UCO BANK
Department of Information Technology
HO – II, 3 & 4 DD Block, Sector -1
Salt Lake, Kolkata – 700 064

RFP REF No. : DIT / RC /254 / 2011-12

Date: 23-05-2011

REQUEST FOR PROPOSAL (RFP)

For

Supply, Installation & Support of Printers, Encoders, Switches, Scanners
& Software on Rate Contract basis

The information provided by the bidders in response to this Request for Proposal (RFP) will become the property of UCO 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 upon them. The Bank also reserves its right to accept or reject any or all responses to this RFP without assigning any reason whatsoever.

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 service provider'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.

Information to the Bidders

Supply, Installation & Support of Printers, Encoders, Switches, Scanners & Software on Rate Contract basis

UCO Bank, Department of Information Technology, Head Office – 2, 3 & 4 DD Block, Sector – 1, Salt Lake City, Kolkata – 700064 inviting RFP on Supply, Installation & Support of Line Printers, Dot Matrix Printers, Inkjet/Deskjet Printers, Encoders, Switches, Scanners & Software on Rate Contract basis for a period of one year for its various branches & Offices all over the country.

Bidders who are meeting the eligibility criteria mentioned in the RFP and agreeing to the Terms & Conditions of the RFP should apply.

The details of the RFP submission and important Dates are as under:-

Date of issue of RFP	23-05-2011
Cost of RFP Document	Mentioned in the Annexure II (Bids without cost of RFP is liable for rejection)
Pre-Bid queries to be received by fax/E-mail/post on or before	30-05-2011 before 12:00 hours.
Date, Time & Venue of Pre-Bid Meeting	30-05-2011 15:00 hours UCO Bank, Department of Information Technology, 5 th Floor, Head Office – 2, 3 & 4 DD Block, Sector – 1, Salt Lake City, Kolkata – 700064
Last Date and Time for submission of RFP	23-06-2011 upto 15:00 hours at UCO Bank, Department of Information Technology, 5 th Floor, Head Office – 2, 3 & 4 DD Block, Sector – 1, Salt Lake City, Kolkata – 700064
Date, Time & Venue of Technical Bid Opening	23-06-2011, 15:30 hours Venue : UCO Bank, Department of Information Technology, Head Office – 2, 3 & 4 DD Block, Sector – 1, Salt Lake City, Kolkata – 700064
Contact Official / Details	Assistant General Manager(IT), UCO Bank, Department of Information Technology, 5 th Floor, HO–2, 3 & 4 DD Block, Sector 1, Salt Lake, Kolkata – 700064. Phone : (033) 4455 9520 / 9745 Fax : (033) 4455 9705, Email : hocbs.calcutta@ucobank.co.in

Note: In case the specified date of submission & opening of Bids is declared a holiday under NI Act in West Bengal, the bids will be received till the specified time on next working day and will be opened at 3.30p.m. on the same day. **For each group separate set of bids (Technical + Commercial) to be submitted along with necessary documents.**

UCO Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever.

Assistant General Manager (IT)

Instruction to the Bidders

1. Introduction:

UCO Bank (hereinafter referred to as 'the Bank') is one of the leading Public Sector Banks with around 2300 branches across the country. The Bank has implemented Core Banking Solution at all branches and is in the process of strengthening / automating all operations in the controlling offices / CBO. The Bank intends to purchase of *Line Printers, Dot Matrix Printers, Inkjet/Deskjet Printers, Encoders, Switches, Scanners & Software on Rate Contract basis.*

The item(s) which is / are mentioned in Annexure II along with the quantity to be procured through this Rate Contract will be for a period of one year. However, this requirement is indicative only and may vary depending upon the actual requirement.

2. Rate Contract:

The selected bidder(s) is/are required to keep the quoted price for the items which is / are mentioned in Annexure II are fixed and constant for a period of one year from the date of the contract. However, the selected bidder(s) must undertake to pass on the benefit of offers / promotions and subsequent reduction in the price and / or reduction in taxes, duties payable in this connection. The selected bidder(s) must execute a rate contract agreement with UCO Bank for this purpose. However, UCO Bank reserves the right to extend/reduce the period of rate contract at its sole discretion. Any offer falling short of the validity period is liable for rejection.

3. Eligibility Criteria

- 3.1 The bidder must be a Limited Company, registered in India under the companies Act 1956 (Proof required). Only for Group F Items, Partnership firms are also eligible provided other criteria are satisfied.
- 3.2 The bidder should be an OEM or their authorized representative. In case of authorized representative, a letter of authorization from original manufacturer must be furnished.
- 3.3 The bidder should be profit making company/firm and should have posted net profit for last three years. (Audited Balance Sheet for last three Financial Years to be submitted)
- 3.4 The bidder should have a minimum yearly turnover of Rs. 25 crores per year during last 3 years to apply for Group A and Rs. 2.5 crores per year during last 3 years to apply for Groups B,C,D,E,F,G & H.
- 3.5 The bidder should have executed orders from any Public Sector Bank for each group in last three years amounting to not less than Rs.50 Lacs to apply for Group A and Rs.5 lacs to apply for Group B,C,D,E,F,G & H (Documentary proof should be provided in support of experience like order copy / contract copy / certificate from customer clearly mentioning Groups & the quantity and the date).
- 3.6 The bidder should have all India presence with Offices / Support Centres at 35 centres where UCO Bank is having its Zonal Offices (List of Zonal offices is given in Annexure-VIII). In case not having own office at above 35 locations and wishes to provide support services through partner/franchisee to some of 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 purchase under this contract. Only for

Group F Item (Software), the bidders having presence in the metropolitan cities of Mumbai, Chennai, Delhi, Kolkata are eligible.

- 3.7 The bidder / partner / franchisee should have technical manpower to provide service at all locations for purchases under this Rate Contract. There should be at least 3 engineers available at the bidder's own office/ franchise Offices at each of the above 35 centres during the contract period. This criterion is waived for Group F Item.
- 3.8 OEM should have a valid ISO 9000 series Certification for quality of products and ISO 14000 series Certification for production environment (authorised representatives must submit the certificates of OEMs). This criterion is waived for Group F Item.
- 3.9 Any bidder, who is already debarred / blacklisted by the Bank for non-performance or any other reason, is not eligible to participate. An undertaking to this effect in the letterhead of the company to be submitted.

4. Cost of RFP

Eligible bidders are required to submit the Cost of RFP in the form of Demand Draft or Pay Order in favour of UCO BANK payable at KOLKATA for the amount mentioned in Annexure II at the time of submission of RFP. Bids without the Cost of RFP will not be considered for evaluation.

5. Earnest Money Deposit

The Bidder(s) must submit Earnest Money Deposit (EMD) for the amount mentioned in Annexure II, in the form of Pay Order or Demand Draft in favour of UCO Bank payable at Kolkata or in the form of Bank Guarantee (BG) valid for six months plus claim period for the amount mentioned in Annexure II. BG format is given in annexure VII. Any exemption claimed by the bidder must be supported with proper documentary evidences which is acceptable to the Bank.

Non-submission of EMD will lead to rejection of the Offer. The EMD of unsuccessful bidders will be returned to them on completion of the procurement process. The successful bidder(s) are required to submit a Bank Guarantee (as specified hereunder in point no. 24) for 10% of the estimated order value amount valid till the contract period plus warranty period plus 15 days claim period within 15 days of signing the rate contract. The EMD of the successful bidder(s) shall be returned on submission of Bank guarantee in lieu thereof (**Annexure VII**). **No interest shall be paid on the EMD.** If any of the bidders, who have been technically qualified (Price Information), withdraws themselves from the Rate Contract process, their EMD will be forfeited.

6. Manufacturer's Authorization Form (MAF)

Bidders, other than the Original Equipment Manufacturers (OEM), must submit a letter of authority (Annexure – III) from their manufacturers that they have been authorized to quote on behalf of the manufacturer. MAF should specifically mention that the OEM shall provide back to back support for spare & skill to the bidder for subsequent transmission of the same to the Bank. This Clause is not applicable for Item Group – F – Software.

7. Alternative offers

No alternative offer for any of the equipments is acceptable. **Only one single solution (Make & Model) for each item should be offered** which is cost-effective and meets the Technical specifications.

8. Erasures or Alterations

There should be no unauthenticated hand-written material, corrections or alterations in the offer. The offers containing unauthenticated erasures or alterations will not be considered. Technical details must be completely filled up correctly about the product being offered without corrections/alterations. UCO Bank may treat offers not adhering to these guidelines as unacceptable.

9. Pre-Bid Meeting

A Pre-bid meeting shall be held on date, time & venue mentioned in the Information to the bidders sheet of this RFP. Bidders desirous of attending this meeting may do so (not more than 2 representatives per bidder). Details of queries, if any and names of the participants shall be forwarded in writing to UCO Bank latest by the time mentioned in this RFP. No change in date/time shall be entertained. No individual consultation shall be entertained. The clarifications of the Bank including the queries raised by the Bidders or any addendum/corrigendum would be uploaded in Bank's website at least seven days before the date of submission of the bids and this is binding on all the bidders and such clarifications will become part and parcel of the RFP. Banks at its own discretion may/may not answer any or part of the pre bid queries.

10. Two Bid System

UCO Bank would follow Two Bid System i.e. Technical Bid – containing Technical Information & Commercial Bid- containing Price Information. Technical phase would be completed first. Thereafter, Price Information (Commercial Bid) would be opened before the technically qualified bidders.

The Bidders are advised to examine all instructions, terms & conditions and technical specifications carefully and furnish the required information unambiguously. Any offer not submitted in the prescribed formats or incomplete in detail is liable for rejection. UCO Bank is not responsible for non-receipt of offers within the specified date and time due to any reason including postal delays/holidays.

11. Technical Bid

The Technical Information duly sealed and superscribed as '**Supply, Installation & Support of Printers, Encoders, Switches, Scanners & Software on Rate Contract basis' Group ____ Item _____ Technical Bid** (to be mentioned appropriate group & Items) shall be sealed in a separate envelope as per terms and conditions of this RFP. **No Price Information should be submitted with the Technical Bid** else the offer will be rejected outright.

The Request for Proposal (RFP) Technical Bid should be complete in all respect and must contain all information asked for, **except prices**. The Technical Information should include all components asked for in **Annexure V**. The offered specification should be specific, clear and it should not be ambiguous. The suggested format for submission of RFP is as follows:

- **Index**
- **Bid Form as per Annexure I**
- **Cost of RFP (In the form of Bank Draft, drawn in favour of UCO Bank, payable at Kolkata)**
- **EMD (In the form of BG or PO or DD drawn in favour of UCO Bank, payable at Kolkata)**

- **Manufacturer's Authorization Form (MAF) for the items quoted (if applicable) as per Annexure III**
- **Valid ISO 9001/2000 quality certification of OEM for each product offered**
- **Valid ISO 14001 certification of OEM for each product offered**
- **Warranty compliance statement as per the format in Annexure IV**
- **Uptime/Downtime Guarantee Compliance Statement**
- **Technical Information with Specifications as given in Annexure V complete with all the columns filled in. This table should not contain any price information.**
- **Technical Documentation (Product Brochures, leaflets, manuals etc.).**
- **Deviation Table as per Annexure VI**
- **Details of Service Centres/ Franchisee arrangements and qualified/competent support staff available at each centre as per Annexure VIII.**

12. Commercial Bid

The Commercial Information duly sealed and superscribed as ` **Supply, Installation & Support of Printers, Encoders, Switches, Scanners & Software on Rate Contract basis' Group ____ Item_____ Commercial Bid** (to be mentioned appropriate group & Items) shall be sealed in a separate envelope as per terms and conditions of this RFP.

The Request for Proposal (RFP) Commercial Bid should be complete in all respect and must contain all price information in the format given in Annexure IX. The price quoted in the commercial bid should be clear, legible in all respect. The price quoted should not lead to any ambiguity.

13. Submission of Bids

These two bids (Technical & Commercial) shall be placed in a outer envelope, properly sealed, which shall be and superscribed as ` **Supply, Installation & Support of Printers, Encoders, Switches, Scanners & Software on Rate Contract basis' Group ____ Item_____ RFP Ref No. _____ dated _____**. Separate bid (Technical + Commercial) for each group shall be dropped in the tender box mentioned in the Information to the bidders.

At any time, prior to deadline for submission of RFP, UCO Bank may modify any of the terms & conditions and technical specifications at its sole discretion and the same would be uploaded in Bank's website at least seven days before the date of submission of the bids and this is binding on all the bidders and such modifications will become part and parcel of the RFP. In case of any amendment, UCO Bank may extend the deadline for submission of RFP in order to provide a reasonable time to the prospective bidders.

14. Modification and Withdrawal of Offers

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 by the bidder subsequent to the closing date and time for submission of offers. In the event of withdrawal of the offer by successful bidders, the EMD will not be refunded by the Bank.

15. 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 the items which is / are mentioned in Annexure II are quoted 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 bidders.

16. Technical Evaluation

Technical evaluation would be done to examine whether offered items which is / are mentioned in Annexure II are matching with the specifications as asked for. Deviation from specifications stipulated may make the offer liable for rejection. However, UCO Bank, at its sole discretion, may waive any minor deviation in an offer and this shall be binding on all bidders.

All bidders, who meet all terms and conditions of the tender and technically qualify in the items specifications, will be declared as technically qualified. Only technically qualified bidder's commercial bids will be opened.

17. Clarification of Offers

For proper scrutiny, evaluation and comparison of offers, UCO Bank may, at its discretion, ask some or all bidders for clarification of their offer. The response to such clarifications should necessarily be in writing. If deemed necessary, the bidder is required to give presentation on the systems offered. However, UCO Bank will not entertain any communication/clarification/ representation from the bidders, unless called for, after the closing time and date of submission of the RFP.

18. Technical Inspection and Performance Evaluation

UCO Bank reserves its right to carry out a technical inspection and performance evaluation (bench marking) of the offered item(s).

19. Verification

UCO Bank reserves the right to verify any or all statements made by the bidder in the Bid document and to inspect the bidder's facilities, if necessary, to establish to its satisfaction about the bidder's capacity to perform the job.

20. Pre-shipment Inspection

UCO Bank, if deemed fit, will inspect any or all of the Computer items at bidder's manufacturing site before shipment to respective branches/office/locations of the Bank, to verify that the items shipped to UCO Bank are as per the technical specification specified in the Rate Contract.

21. 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 bidder, and or to listen to any representations.

22. Short-listing of Bidders

UCO Bank will create a short-list of technically qualifying bidders and their commercial bids will be opened. The commercial bids of technically unqualified bidder's bids will not be opened. After opening Commercial Offers of the short-listed Bidders, if there is a discrepancy between words and figures, the amount indicated in words will prevail. If there is a price difference in total price and the unit price calculated the unit price will prevail.

22 (a). Commercial Evaluation

The price of the items which is / are mentioned in Annexure II will be evaluated based on the unit price with five year warranty or unit price with three years warranty plus Annual Maintenance Cost for two years. i.e. Total cost of ownership for 5 years of individual items excluding taxes would be the basis for evaluating the lowest Bidder(s) for each group items. Evaluation will be done for each group items separately. Bidder should attach a separate sheet mentioning the present tax structure state wise along with the commercial bid.

22 (b). Award Criteria

After evaluation, the Bidder, whose commercial offer has been determined as the lowest will be named as 'L1' and the second lowest will be named as 'L2'. The 'L2' will be given a chance to match the price with 'L1'. In case L2 agreed and matches the L1 price, the 2 bidders selected will be awarded the contract. The orders will be distributed between them in the ratio of 70% and 30% (on total annual requirement basis).

In case, L2 bidder is not agreeing to match the L1 price the next lowest shall be given a chance to match the L1 price. This process will be continued till Bank gets the second bidder who agrees to match the prices of L1. In case, none of the other bidders is able to match the L1 price the whole quantity will be ordered to L1 only.

23. Signing of Contract

The successful bidder(s) shall be required to enter into a contract with UCO Bank, within 7 days of the award of the Bid or within such extended period as may be specified. The Empanelment of Bidders under the Rate Contract to be valid for a period of one year from the date of signing the rate contract, extendable/curtailed at the discretion of the Bank. Rates to be reviewed Quarterly or on announcement of change in duties by Government, whichever is earlier.

24. Performance Bank Guarantee / Security Deposit

The selected bidders shall furnish **Performance Bank Guarantee/Security Deposit** of 10% of the estimated order value in the form of Bank guarantee for a tenure equivalent to the contract period plus warranty period plus fifteen (15) days claim period, issued by a Commercial Bank. The Bank Guarantee should be deposited within 15 days from the date of award of contract. This Clause is not applicable for the item Group F – software.

25. Locations to be covered

The equipments being procured will be installed at the Bank's Head Office, Zonal Offices and Branches across the country and for a branch in Andaman Nicobar islands.

26. Delivery & Installation Period

The Bank would like to have the following time schedule for completion of the activities from the date of placement of Purchase orders.

i. Delivery	4 weeks (Bank at its own discretion may consider to extend the delivery time from 4 to 6 weeks for Andaman & Nicobar Island and for North Eastern states.)
ii. Installation and operationalisation	Within 1 week of delivery (In case installation is held up for site non-readiness, a certificate from the competent authority at respective site(s) is to be furnished for obtaining payment.)

Note: The Bank reserves the right to shift the equipments to other locations in case of exigencies. In such cases the bidder has to arrange shifting of the equipments and install the same at the new location.

27. Billing

The billing shall be done locally on the respective Zonal offices / Department of Information Technology, Head Office for which the hardware is being purchased and payment will be done by them. **Sales Tax/VAT will be paid extra by the respective Zonal offices / Head Office Department of Information Technology as per applicable rates of sales tax / VAT in the respective states. Octroi / Entry tax, if any, will be reimbursed as per actuals on production of original receipt.**

28. Payment Terms

90% of the order value along with VAT / Octroi and other applicable duties on actual basis will be paid on delivery, installation and acceptance of ordered items, after realising penalty charges for late delivery and / or late installation, if any. The claim for payment should contain proof of delivery, installation note & User Acceptance Report (User Acceptance Report is a document signed by a competent authority (Branch Incharge / Zonal Incharge / Deptt. Incharge or their authorised representatives) at the time of delivery at the delivery location mentioned in the purchase order.), original octroi, receipt, waybill etc. In case installation is held up by the Bank for site non-readiness, the payment may be released after 30 days from delivery on production of Site Non-Readiness (SNR) certificate from the competent authority at the delivery site.

10% of the order value (i.e. the residual amount) will be paid after completion of the Warranty period or on submission of Performance Bank Guarantee for equivalent amount and tenure. This Bank Guarantee is in addition to the 10% PBG as mentioned under point 24. For Group F - Software, the 10% of the order value will be paid after 6 months from the date of installation.

29. Completeness of the contract

The contract will be deemed as incomplete if any component of the item mentioned in Annexure -II or any documentation / media relating thereto is not delivered, or is delivered but not installed and /or not operational or not acceptable to the Indenter after acceptance testing / examination. In such an event, the supply and installation will be termed as incomplete and it will not be accepted and the warranty period will not commence. The Warranty period will commence only on acceptance (based on acceptance test) of equipment by the Indenter. End User Test will be conducted by the Bank's competent authority (Branch

Incharge / Zonal Incharge / Deptt. Incharge or their authorised representatives) at all the delivery locations after installation of the hardware.

30. Warranty

The bidder must provide on-site comprehensive warranty as mentioned in the technical specification (either 5 years warranty or 3 years warranty plus 2 years AMC support) for all hardware items to be supplied under this rate contract covering all parts (Including printer heads) & labour from the date of acceptance of the systems by UCO Bank at the respective locations i.e. on-site comprehensive warranty. For software supplies under this rate contract, warranty shall be as per OEM's warranty policy.

During the warranty/Maintenance period, the bidder will have to undertake comprehensive maintenance of the entire hardware, hardware components, systems software and accessories supplied by the bidder. This service is to be provided on all the working days of the Bank between 9 a.m. to 9 p.m. notwithstanding the fact whether on such days the selected bidder's office remains closed or not. A minimum uptime of 99% during the working hours per equipment has to be guaranteed on quarterly basis. The request for support shall have to be attended by the bidder even if the request is made over telephone/ SMS or by e-mail/fax by the respective sites, within 2 hours within City limits, within 6 hours in the Suburb (25 Km radius) and within 12 hours at all other places (Response time). All the hardware should be repaired within 24 hours (Resolution time). In case of bidder failing above standards, a standby arrangement should be provided till the machine is repaired. The Bidder shall be fully responsible for the manufacturer's warranty for all equipment, accessories, spare parts etc. against any defects arising from design, material, manufacturing, workmanship, or any act or omission of the manufacturer / Bidder or any defect that may develop under normal use of supplied equipment during the warranty period. Warranty /AMC shall not become void even if UCO Bank buys any other supplemental hardware from a third party and installs it with/in these machines. However, the warranty will not apply to such hardware installed. Besides the above, the bidder will have to enter into Service Level Agreement.

31. Penalty for downtime

As per Warranty terms (Clause 30), all the items mentioned in Annexure – II should be repaired within 24 hours. In case of bidder failing above standards, a standby arrangement should be provided till the machine is repaired (of equivalent or higher configuration). Downtime will be calculated from the time of break-down message (i.e. first call made or e-mail sent to service engineer / call center) till the system becomes functional or standby is provided. Public Holidays as declared at the respective centers are excluded for the above downtime calculation. The Bidder will provide onsite service of the equipment (except spares) once every 3 months during the warranty period.

Downtime percentage shall be calculated as under:

For any hardware item (Uptime should be on 12 X 26 X 3 basis for a quarter, i.e. minimum 12 hours per day and 26 days per month) :

Available Uptime in a Quarter (i.e., 12 X 26 X 3) - Downtime in a Quarter (in hours)
----- X 100

(12 X 78)

In case bidder fails to meet the above standards of maintenance, there will be a penalty of Rs.300/- per day per Line Printer and Rs.100/- per day per printer/scanner/ switch etc. These penalty charges will be deducted from the Performance guarantee offered as security deposit or from the EMD or from any Bill payable to the bidder.

Downtime is not counted for reason attributable to the Bank and Force Majeure. However, it is the responsibility / onus of the selected bidder to prove that the delay is attributed to the Bank and Force Majeure.

32. Repeated Failure

If, during the warranty period, any system as a whole or any subsystem has any failure on two or more occasions in a period of 3 months, it shall be replaced by equivalent new equipment by the Bidder at no cost to UCO Bank.

33. Liquidated Damages for delayed supply

If the bidder fails to deliver contracted product(s), install/activate, and operationalise all of the equipments or fails to complete the work or does not perform the service(s) within the time schedule stipulated in the Contract, the Bank, without prejudice to its other remedies under the Contract, deduct from the Contract price, as liquidated damages, a sum equivalent to 1 percent of the total consideration amount for each and every week of delay, subject to a maximum limit of 10 percent of the total contract price. Such penalty will be deducted by the Indenter/purchaser from the bills of the bidder. The Bank may also consider termination of the contract as per provisions of termination clause mentioned in the contract.

34. Order Cancellation (Termination)

UCO Bank and/or Indenter also reserve the right to cancel the order in the event of one or more of the following circumstances:

- Delay in delivery and installation beyond a period of 6 weeks from the date of purchase order.
- Serious discrepancy in hardware noticed during the pre-dispatch inspection, if any.
- Breach by the Bidder of any of the terms and conditions of the Bid.
- If the Bidder goes into liquidation voluntarily or otherwise.

In addition to the cancellation of purchase order, UCO Bank reserves the right to forfeit the Performance guarantee/Security submitted to UCO Bank by the Bidder and delisting the bidder.

35. Cancellation of Tender Process:

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.

36. Indemnity to Bank

The Bidder should furnish a photocopy of the Agreement with their Principals in respect of hardware and software products offered. Further, the bidder shall indemnify UCO Bank and keep indemnified against any loss or damage that the UCO Bank may sustain on account of any violation of patents, trademark etc., by the bidder in respect of the products supplied.

37. Guarantees

The equipment must conform to the highest quality and standard. In case of software, the Bidder should guarantee that the software supplied to UCO Bank is licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation. Consistency must be maintained for the entire lot of the equipment offered. All the required quantity of an item in schedule of requirement must be of the same brand and same model number. Part numbers also must be same for all pieces of an item. The Bidder should not substitute any internal components or subsystems of equipment by similar Desktop Computers from a different manufacturer. All the equipment and peripherals should be supplied with the relevant interface cables.

38. Publicity

Any publicity by the bidder in which the name of UCO Bank is to be used should be done only with the explicit written permission of UCO Bank.

39. Force Majeure

The bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, acts of UCO Bank in fires, floods and freight embargoes. If a Force Majeure situation arises, the Bidder shall promptly notify UCO Bank in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by UCO Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of one month, UCO Bank and the bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of UCO Bank shall be final and binding on the bidder.

40. Resolution of Disputes

UCO Bank and the bidder shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, UCO Bank and the Bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration.

41. Jurisdiction

The jurisdiction of the courts shall be Kolkata. Notwithstanding the above, the Bank shall have the right to initiate appropriate proceedings before any court of appropriate jurisdiction, should it find it expedient to do so.

42. Other Terms & Conditions

- i. If the service provided by the bidder is found unsatisfactory or if at any time during the period of contract it is found that the information provided for the contract or any claim is false or if irregularities shown by the bidder for applying for the contract, the

Bank shall reserve the right to cancel the contract and remove such bidders from empanelment / rate contract without giving any notice to the bidder.

- ii. The bidder, if earlier selected by the Bank for the rate contract for supply of any other equipment, should have satisfactory record in Delivery / Supply / Support of the related equipment. Bank shall have the right to reject the proposal of such bidders where past performance with the bank is not satisfactory.
- iii. In case of Authorized Representative there should be a back to back arrangement with the OEM for deliverables (spares & skill), supported by documentary evidence/s.
- iv. While deciding upon the selection of bidders, emphasis will be given on the ability and competence of applicants to do quality work within the specified time schedule. The decision of the Bank in selection of the bidders for rate contract will be final.
- v. The Bank reserves the right to accept / reject any or all offers submitted in response to this advertisement without assigning any reason whatsoever and Bank's decision will be final in this regard.
- vi. A bidder may be interested for supply of items under any group(s), must offer all items of that particular group(s), if any otherwise such offer for that group will summarily be rejected.

Bid Form

(Letter to the Bank on the bidder's letterhead)

The General Manager (IT)
UCO Bank
Department of Information Technology
Head Office II
3 & 4 DD Block, Sector -1
Salt Lake City
Kolkata -700064

Dear Sir,

Sub: Your RFP for Supply, Installation & Support of Printers, Encoders, Switches, Scanners & Software on Rate Contract basis.

RFP. Ref No. _____ dated _____

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the Bid, we hereby enclose our offer for the Supply, Installation & Support of (Item: _____) on Rate Contract basis as detailed in Annexure – V of your above referred Bid.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in your above referred letter and enclosures.

We also understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has right to reject the offer in full or in part without assigning any reasons whatsoever.

We enclose Demand Draft No. _____ for Rs. _____ (Rupees _____ only) favouring UCO Bank issued by _____ Branch payable at Kolkata, towards Cost of Tender Document.

We enclose BG / DD / PO No. _____ for Rs. _____ (Rupees _____ only) favouring UCO Bank issued by _____ Branch payable at Kolkata, towards Earnest Money Deposit.

Yours faithfully,

Authorised Signatory

(Name & Designation, seal of the firm)

Date:

Estimated list of Quantity, Cost of RFP, EMD Amount, Security Deposit of different Item Group

Requirement given below is indicative only and may vary depending upon the actual requirement.

Item Group	Particulars of the Items	Estimated Quantity	Cost of RFP (Rs.)	EMD Amount (Rs.)
A	Line Printers :		10000	1000000
	Line Printers (500 LPM)	670		
	Line Printers (1500 LPM)	10		
B	Dot Matrix Printers :		8000	400000
	24 Pin 80 Column Printers	1550		
	24 Pin 136 Column Printers	80		
C	Inkjet Printers :		600	30000
	Inkjet Printers A3	50		
	Inkjet Printers A4	150		
D	Laser Printers A4	1600	8000	400000
E	Encoders (Power)	25	1000	50000
F	Switch		2000	100000
	Switch - 24 Port Unmanaged	900		
G	Scanner - Flat Bed A4 Size	1000	2000	100000
H	Microsoft Office		2000	100000
	Standard Edition	800		
	Professional Edition			

Manufacturer's Authorisation Form (MAF)

No. _____ dated _____

The General Manager
UCO Bank
Department of Information Technology
Head Office II
3 & 4 DD Block, Sector -1
Salt Lake City
Kolkata -700064

Dear Sir,

**Subject : Supply, Installation & Support of (Item (s) _____) on Rate
Contract basis**

Ref No. :

We _____ who are established and reputable manufactures of _____ having factories at _____ and _____ do hereby authorise M/s _____ (Name and address of Vendor /Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for Bid offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the Bid and the contract for the equipment and services offered against this invitation for Bid offer by the above firm.

Yours faithfully,

Authorised Signatories
(Name & Designation)
Date :

for and on behalf of M/s _____
(Name of manufactures)

Note:

1. This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.
2. Such MAF for all items offered for which the bidder is not an OEM, should be attached.

Warranty Compliance Statement

Date :

The General Manager
UCO Bank
Department of Information Technology
Head Office II
3 & 4 DD Block, Sector -1
Salt Lake City
Kolkata -700064

Dear Sir,

Subject: *Supply, Installation & Support of Printers, Encoders, Switches, Scanners & Software on Rate Contract basis*

This bears reference to our quotation Ref.----- Dated -----.

1.We warrant that everything to be supplied by us shall be brand new, free from all defects and faults in material, workmanship and manufacture and shall be of the highest grade and quality and consistent with the established standards for materials specification, drawings or samples if any, and shall operate properly. We shall be fully responsible for its efficient operation.

2.For the preventive and corrective maintenance support offered to you, both during the warranty and post warranty period we shall ensure that the downtime shall be as prescribed in the point 30 of the RFP. In case we fail to meet the above standards of maintenance, there will be a penalty as specified in point 30 of the RFP. These penalty charges will be deducted from the Performance guarantee and or security Deposit at the rate prescribed in RFP.

3.Further, during the downtime, we shall provide at our cost, hardware and system software so as to keep the system working.

Yours faithfully

Signature
(Name & Designation)
Date :

S.No.	Parameter	Required Specification	Offered Specification	Compliance / Deviation
1	High Speed(Upper Case)	Minimum 500		
2	Data Processing(Upper Case)	Minimum 375		
3	NLQ/Gothic(Upper Case)	Minimum 189		
4	High Speed(Lower Case)	Minimum 428		
5	Data Processing(Lower Case)	Minimum 300		
6	NLQ/Gothic(Lower Case)	Minimum 144		
7	Data Processing(Hindi)	Minimum 155 (in Devanagari print)		
8	NLQ/Gothic(Hindi)	Minimum 75		
9	Character Pitch	10 pitches ranging from 5-20 cpi		
10	Line Pitch	4.5 to 10 or higher LPI		
11	Graphic Resolution	Minimum 180X144 dpi		
12	Graphics print speed	Min.40 inches per minute at 60X72 dpi		
13	Fonts	Draft, Data Processing, OCR A/B		
14	Acoustic Level	50 dBA		
15	Ribbon Sensor Monitor	Should display Ribbon Consumption		
16	Ribbon Life	Minimum 30 million characters		
17	Paper Handling	2 tractors		
18	Number of copies	Six(6) Part Forms		
19	Interfacing options	IEEE1284 Parallel & RS 232 Serial, Active Simultaneously		
20	Emulation Standard	Wep Printronix P Series, IBM Pro printer III XL, Epson FX		
21	MTBF	Minimum 10000 hour		
22	Display	LCD Display Characters		
23	Consumables	Ribbon Cartridge - refillable/spool		
24	Warranty	5 Years comprehensive onsite with printer heads		

Group –A : Item Line Printer1500

Annexure – V

S.No.	Parameter	Required Specification	Offered Specification	Compliance / Deviation
1	High Speed(Upper Case)	Minimum 1500		
2	Data Processing(Upper Case)	Minimum 1125		
3	NLQ/Gothic(Upper Case)	Minimum 600		
4	High Speed(Lower Case)	Minimum 1285		
5	Data Processing(Lower Case)	Minimum 900		
6	NLQ/Gothic(Lower Case)	Minimum 459		
7	Data Processing(Hindi)	Minimum 459		
8	NLQ/Gothic(Hindi)	Minimum 229		
9	Character Pitch	Ranging from 10 to 20 cpi		
10	Line Pitch	Minimum Min 6 Lpi		
11	Graphic Resolution	Minimum 144 X 180 dpi		
12	Graphics print speed	Min.125 inches per minute at 60X72 dpi		
13	Fonts	Draft, Data Processing, OCR A/B		
14	Acoustic Level	Minimum 52dBA		
15	Ribbon Sensor Monitor	Should display Ribbon Consumption		
16	Ribbon Life	Minimum 50 million characters		
17	Paper Handling	2 tractors		
18	Number of copies	Six(6) Part Forms		
19	Interfacing options	IEEE1284 Parallel & RS 232 Serial, Active Simultaneously		
20	Emulation Standard	Wep Printronix P Series, IBM Pro printer III XL, Epson FX		
21	Power Consumption	231 W (Printing)		
22	MTBF	Minimum 10000 hour		
23	Display	LCD Display Characters		
24	Consumables	Ribbon Cartridge - refillable/spool		
25	Warranty	5 Years comprehensive onsite with printer heads		

Group –B : DMP (80 Col)
Annexure – V

S.No.	Parameter	Required Specification	Offered Specification	Compliance / Deviation
1	No of Pin	24 PIN		
2	Speed	200 CPS AT 10 CPI DRAFT		
3	Mode	DRAFT / LQ		
4	Functions	AUTO LOAD/EJECTION, PAPER PARKING, ONLINE MICRO FEED, BUFFER CLEAR, FONT/PITCH LOCK		
5	Receiver Buffer	RECEIVER BUFFER 64 KB OR HIGHER		
6	Input Voltage	150 – 270 VOLT		
7	Interfaces	PARALLEL		
8	Page Length Setting in Inches	3.67, 4, 6, 7, 8, 11, 12 & 14		
9	Drivers	WIN 98 / WIN 2k / WIN XP / WINDOWS VISTA /WIN 7		
10	Print Head Life	PRINT HEAD LIFE –150 MILLION CHARACTER / DOTS PER PIN		
11	Ribbon Life	RIBBON LIFE 3 MILLION CHARACTER		
12	Tractor	STANDARD FRICTION/REAR PAPER FEED WITH OPTIONAL PUSH OR PULL TRACTOR		
13	Sheet	ORIGINAL PLUS 2 SHEETS (WITH CARBON)		
14	Compatibility	PRINTER SHOULD BE CONFIGURED IN FINACLE VERSION AS CUSTOMISED TO UCO BANK FOR DEMAND DRAFT, PAY ORDER & FIXED DEPOSIT RECEIPT PRINTING WITH PROPER ALLIGNMENT		
15	QUALITY CERTIFICATION	Production facility of OEM Vendor should be ISO 9001/2000 & 14000 Certified		
16	Warranty	3 Years warranty plus 2 years Maintenance support (comprehensive onsite with printer heads)		

Group –B : DMP (136 Col)

Annexure – V

S.No.	Parameter	Required Specification	Offered Specification	Compliance / Deviation
1	Reliability	RUGGED, HEAVY DUTY, MIN 10,000 POWER ON HOUR		
2	No of Pin	24 PIN		
3	Speed	250 CPS AT 10 CPI DRAFT or Higher.		
4	Mode	DRAFT / LQ		
5	Paper Handling	FAN FOLD, CUT SHEET		
6	Functions	AUTO LOAD/EJECTION, PAPER PARKING, ONLINE MICRO FEED, BUFFER CLEAR, FONT/PITCH LOCK		
7	Receiver Buffer	RECEIVER BUFFER 64 Kb or Higher		
8	Input Voltage	150 – 240 VOLT		
9	Page Length Setting in Inches	3.67, 4, 6, 7, 8, 11, 12 & 14		
10	Drivers	WINDOWS Vista, WINDOW 2000 , XP / win 7		
11	Interfaces	RS-232 C Serial, Parallel Port and USB (optional)		
12	Print Head Life	PRINT HEAD LIFE –200 MILLION CHARACTER/ 300 MILLION DOTS PER PIN		
13	Ribbon Life	RIBBON LIFE 3 MILLION CHARACTER (DRAFT MODE) OR HIGHER		
14	Tractor	STANDARD FRICTION/REAR PAPER FEED WITH PUSH OR PULL TRACTOR		
15	Sheet	ORIGINAL PLUS 4 COPIES (WITH CARBON).		
16	Warranty	3 Years warranty plus 2 years Maintenance support (comprehensive onsite with printer heads)		

Group – C : Inkjet Printers A3

Annexure – V

S.No.	Parameter	Required Specification	Offered Specification	Compliance / Deviation
1	Print Speed	Min 30 ppm (B& W) & Min 18 ppm (Color) in draft mode		
2	Media-Standard Sizes	A3, A4, Legal, Letter, Envelopes & Postcards		
3	Resolution	Min 600 x 600 dpi		
4	Interface/Networking/connectivity	Hi-Speed USB 2.0, NW Interface		
5	Memory	Min 32 MB		
6	Power Specification	220-240 VAC		
7	Operating System	Win XP, Win 2K, Windows Vista, windows 7		
8	Paper-Input	Minimum 100 pages		
9	Warranty	3 Years warranty plus 2 years Maintenance support (comprehensive onsite with printer heads)		

Inkjet Printers A4

S.No.	Parameter	Required Specification	Offered Specification	Compliance / Deviation
1	Print Speed	Min 18 PPM in draft mode		
2	Media-Standard Sizes	A4, Legal, Letter, Envelopes & Postcards		
3	Resolution	Min 600 x 600 dpi		
4	Interface/Networking/connectivity	Hi-Speed USB 2.0		
5	Memory	Min 24 MB		
6	Power Specification	220-240 VAC		
7	Operating System	Win XP, Win 2K, Windows Vista, windows 7		
8	Paper-Input	Minimum 100 pages		
9	Warranty	3 Years warranty plus 2 years Maintenance support (comprehensive onsite with printer heads)		

Group – D : Laser Printer (Type I)

S.No.	Parameter	Required Specification	Offered Specification	Compliance / Deviation
1	Print Technology	Laser		
2	Print Speed (First page-out)	Less Than 10 sec from Power Safe mode.		
3	Minimum Page per Min.(ppm) A4 Black	15 or more.		
4	Minimum Processor	150 MHz		
5	Minimum Memory (Expandable : Yes / No)	8 MB		
6	Minimum Print Resolution	Min. 600 dpi X 600dpi		
7	Duty cycle (monthly, A4)	Up to 5000 pages		
8	Media handling Paper input	Min 150 sheets Adjustable Tray + Manual Tray.		
9	Paper output	100 sheets		
10	Paper size	A4, A5 Legal, Envelope, postcard, Customized, Transparencies etc.		
11	Interface and connectivity	Full Speed USB / High Speed USB 2.0		
12	Duplex printing	Manual		
13	Operating System Compatibility	Windows 2000/XP/Vista/ windows 7		
14	Control Panel	Sufficient indicators for Print Go and Cancel.		
15	Printer Driver/Software	Drivers - Win XP, Win 2K, linux, Windows Vista and Windows 7		
16	WARRANTY	3 Years warranty plus 2 years Maintenance support (comprehensive onsite with printer heads)		

Group – D : Laser Printer (Type 2)

S.No.	Parameter	Required Specification	Offered Specification	Compliance / Deviation
1	Print Technology	Laser		
2	Print Speed (First page-out)	Less Than 10 sec from Power Safe mode.		
3	Minimum Page per Min.(ppm) A4 Black	25 or more.		
4	Minimum Processor	150 MHz		
5	Minimum Memory (Expandable : Yes / No)	8 MB or more		
6	Minimum Print Resolution	Min. 600 dpi X 600dpi		
7	Duty cycle (monthly, A4)	Up to 8000 pages		
8	Media handling Paper input	Min 150 sheets Adjustable Tray + Manual Tray.		
9	Paper output	100 sheets		
10	Paper size	A4, A5 Legal, Envelope, postcard, Customized, Transparencies etc.		
11	Interface and connectivity	Full Speed USB / High Speed USB 2.0		
12	Duplex printing	Automatic		
13	Operating System Compatibility	Windows 2000/XP/Vista/ windows 7, linux		
14	Control Panel	Sufficient indicators for Print Go and Cancel.		
15	Printer Driver/Software	Drivers - Win XP, Win 2K, linux, Windows Vista and Windows 7		
16	WARRANTY	3 Years warranty plus 2 years Maintenance support (comprehensive onsite with printer heads)		

Group –E : Encoders (Power)

Annexure – V

S.No.	Parameter	Required Specification	Offered Specification	Compliance / Deviation
1	Functional units included in the hardware module	Reader-Encoder-Endorser-Auto Feeder-Sorter		
2	Software provided together with the HW	Interfacing SW		
3	Operating System SW	DOS or WIN 98 or WIN XP or Win 7		
4	Fonts	E13B		
5	Document Feed	Power Encoder - Automatic through auto feeder		
6	Reading &Encoding Technology	MICR and/or OCR		
7	Reading Speed	>=1500 documents per hour(dph)		
8	Encoding Speed	> = 5000 dph		
9	Cheque Size	As per RBI/NPCI guidelines		
10	Rejection Rate	As per RBI/NPCI guidelines		
11	Cheque Transversing path	Linear or straight		
12	Back Endorsement facility	Minimum as per RBI/NPCI guidelines		
13	Sorter pockets	Minimum 2 + 1 pockets		
14	Sorter capacity	>=250 documents/pocket		
15	Report generated	As per RBI/NPCI guidelines		
16	WARRANTY SUPPORT	3 Years warranty plus 2 years Maintenance support (comprehensive onsite)		

Group –F : Switch

Annexure – V

S.No.	Parameter	Required Specification	Offered Specification	Compliance / Deviation
1.	Ports	24 Ports		
2.	Auto MIDX (Support IEEE 802.3 Nway Auto Negotiation)	Auto MIDX (Support IEEE 802.3 Nway Auto Negotiation)		
3.	Plug n Play	Enabled		
4.	1U Form Factor	1U Form Factor		
5.	Minimum 768KB Packet Buffer Size (256 KB Per 8 Ports)	Minimum 768KB Packet Buffer Size (256 KB Per 8 Ports)		
6.	RAM for Data Buffer	160 Kilo Bytes		
7.	Dynamic Allocation of RAM Buffer	Dynamic Allocation of RAM Buffer		
8.	Switching Capacity not less than 4.8 Gbps	Switching Capacity not less than 4.8 Gbps		
9.	Routing Table Size , 4096 or more	8 K or more		
10.	IEEE 802.3X Flow Control	IEEE 802.3X Flow Control		
11.	Forwarding Rate/Port packet Filtering	For 10 MBPS not less than 10000 pps For 100 MBPS not less than 100000 pps		
12.	100-240 VAC @ 60 Hz	100-240 VAC @ 60 Hz		
13.	50 Watts or Less Power Consumption	25 Watts or Less Power Consumption		
14.	Quality Certification	FCC Class A, RoHS		
15.	5 Years comprehensive onsite warranty	5 Years comprehensive onsite warranty		

Group –G : Scanner (Type I)

S.No.	Parameter	Required Specification	Offered Specification	Compliance / Deviation
1	Scanner type	Flat Bed		
2	Maximum Scan Size	A4 Size (A4, 216 x 297 mm)		
3	Scan Technology	Charge Couple Device (CCD)		
4	Optical resolution	1200x1200dpi		
5	Preview Mode Speed	Less than 20 Sec.		
6	Power Consumption	20 Watts Max		
7	Interface	USB 2.0 Hi-Speed		
8	Warranty	5 Years comprehensive onsite warranty		

Group –G : Scanner (Type II)

S.No.	Parameter	Required Specification	Offered Specification	Compliance / Deviation
1	Scanner type	Flat Bed		
2	Maximum Scan Size	A4 Size (A4, 216 x 297 mm)		
3	Scan Technology	Charge Couple Device (CCD)		
4	Optical resolution	2400x4800dpi		
5	Preview Mode Speed	Less than 20 Sec.		
6	Power Consumption	20 Watts Max		
7	Interface	USB 2.0 Hi-Speed		
8	Warranty	5 Years comprehensive onsite warranty		

Deviations from Technical Specifications of the ITEM : _____

Group of Item	Particulars of the Item	Technical Specification in the Bid document	Deviation offered	Reasons and effect of deviation on operational efficiency in the system

Deviation from Terms and Conditions of the Bid:

SI No.	Bid Document Clause	Deviation offered	Reasons for deviation

Note:

- i. Above information in detail should be furnished along with documentary evidence separately for deviation in technical specification of the Desktop Computer offered.
- ii. The information should also be furnished in case of deviations from any of the terms and conditions of the Bid document.
- iii. If any deviations from the technical specifications are warranted, reasons for such variations should be specified.
- iv. If there is no deviation, a NIL statement should be submitted

Signature
(Name & Designation)
Date :

Bank Guarantee Earnest Money Deposit (Format)
(Relevant Details to be filled)

The General Manager
UCO Bank
Department of Information Technology
Head Office II
3 & 4 DD Block, Sector -1
Salt Lake City
Kolkata -700064

Dear Sir,

*Supply, Installation & Support of Printers, Encoders, Switches, Scanners & Software
on Rate Contract basis*

Ref No.

WHEREAS

The UCO Bank, having its Head Office at 10 B.T.M Sarani, Kolkata - 700001(hereinafter called the 'Bank') has invited Bids for the Supply, Installation & Support of Line Printers, Dot Matrix Printers, Inkjet/Deskjet Printers, Encoders, Switches, Scanners & Software on Rate Contract basis on the terms and conditions mentioned in the Bid document.

1. It is one of the terms of invitation of Bids that the Bidder shall furnish a Bank Guarantee as Earnest Money Deposit(XXXXXXXXXXXXXXXXXX).
2. M/s _____, (hereinafter called as Vendor), who are our constituents intend to submit their Bid for the said work and have requested us to furnish guarantee to the 'Bank' in respect of the said sum XXXXXXXXXXXXXXXX.

NOW THIS GUARANTEE WITNESSETH

1. We _____ (Bank) do hereby agree with and undertake to the UCO Bank, their Successors, Assigns that in the event of the UCO Bank coming to the conclusion that the Vendor have not performed their obligations under the said conditions of the Bid or have committed a breach thereof, which conclusion shall be binding on us as well as the said Vendor, we shall on demand by the UCO Bank, pay without demur to the UCO Bank, XXXXXXXXXXXXX or any lower amount that may be demanded by the UCO Bank. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Vendor under the said Conditions, provided, however, that our liability against such sum shall not exceed the XXXXXXXXXXXXXXXX.
2. We also agree to undertake to and confirm that the sum not exceeding XXXXXXXXXXXXXXXX as aforesaid shall be paid by us without any demur or protest, merely on demand from the UCO Bank on receipt of a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence and the notice from the UCO Bank shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the Bank within a period of one week from the date of receipt of the notice as aforesaid.
3. We confirm that our obligation to the UCO Bank under this guarantee shall be independent of the agreement or agreements or other understandings between UCO Bank and the Vendor. This guarantee shall not be revoked by us without prior consent in writing of the UCO Bank.

We hereby further agree that –

- a) Any forbearance or commission on the part of the UCO Bank in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Bid and/or hereunder or granting of any time or showing of any indulgence by the UCO Bank to the Vendor or any other matters in connection therewith shall not discharge us in any way our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Vendors of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding XXXXXXXXXXXX.
- b) Our liability under these presents shall not exceed **the sum of Rs. XXXXXXXXXXXX.**
- c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in Biding for the said work or their obligations thereunder or by dissolution or change in the constitution of our said constituents.
- d) This guarantee shall remain in force upto XXXXXXXXXX provided that if so desired by the UCO Bank, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- e) Our liability under this presents will terminate unless these presents are renewed as provided hereinabove on the ----- xxxx or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the UCO Bank alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within six months from that date or any extended period, all the rights of the UCO Bank against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

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).

Details of Zone wise Service Centre/Franchisee arrangement & Qualified/Competent Support Staff available for support to UCO Bank

S.No.	UCO Zonal Offices	Support Centre		Support Engineers Available at each Centre				
		Owned (Furnish address)	Franchisee (furnish Name & attach documentary evidence of each)	No.	Name	Qualification	Experience (Years)	Mobile No.
1	Ahmedabad			1				
				2				
				3				
				4				
				5				
2	Ajmer			1				
				2				
				3				
				4				
				5				
3	Bangalore			1				
				2				
				3				
				4				
				5				
4	Bareilly			1				
				2				
				3				
				4				
				5				
5	Begusarai			1				
				2				
				3				
				4				
				5				
6	Bhagalpur			1				
				2				
				3				
				4				
				5				
7	Bhopal			1				
				2				
				3				
				4				
				5				

8	Bhubaneswar			1 2 3 4 5				
9	Burdwan			1 2 3 4 5				
10	Chandigarh			1 2 3 4 5				
11	Chennai			1 2 3 4 5				
12	Cuttack			1 2 3 4 5				
13	Dharamsala			1 2 3 4 5				
14	Guwahati			1 2 3 4 5				
15	Howrah			1 2 3 4 5				

16	Hyderabad			1 2 3 4 5				
17	Indore			1 2 3 4 5				
18	Jaipur			1 2 3 4 5				
19	Jalandhar			1 2 3 4 5				
20	Jodhpur			1 2 3 4 5				
21	Jorhat			1 2 3 4 5				
22	Kolkata			1 2 3 4 5				
23	Lucknow			1 2 3 4 5				

24	Mumbai			1 2 3 4 5				
25	Nagpur			1 2 3 4 5				
26	N.Delh			1 2 3 4 5				
27	Patna			1 2 3 4 5				
28	Raipur			1 2 3 4 5				
29	Ranchi			1 2 3 4 5				
30	Salt Lake			1 2 3 4 5				
31	Sambalpur			1 2 3 4 5				

32	Shimla			1 2 3 4 5				
33	Suri			1 2 3 4 5				
34	Trivandrum			1 2 3 4 5				
35	Varanasi			1 2 3 4 5				

RFP for *Supply, Installation & Support of Printers, Encoders, Switches, Scanners & Software on Rate Contract basis*

RFP Ref. No. _____ dated _____

Commercial Bid

Group A – Item – Line Printers – 5 Years Comprehensive On-site Warranty

Sl. No.	Particulars of the Items	Make	Model	Unit Price
1	Line Printer – (500 LPM)			
2	Line Printer –(1500 LPM)			

Note :

1. Prices to be quoted exclusive of all taxes.
2. Unit price (exclusive of all taxes) will be considered for the purpose of comparison.
3. Each Items price will be compared to find out the lowest bidder
4. Applicable taxes to be mentioned in both percentage & amount

We hereby agree to abide by all the terms and conditions mentioned in the Bank’s RFP dated _____.

Company Seal

Authorised Signatory

Date

Name:
Designation

RFP for Supply, Installation & Support of Printers, Encoders, Switches, Scanners & Software on Rate Contract basis

RFP Ref. No. _____ dated _____

Commercial Bid

Group B – Item – Dot Matrix Printers – 3 Years Comprehensive On-site Warranty plus two year Maintenance

Sl. No.	Particulars of the Items	Make	Model	Unit Price with 3 years warranty	AMC cost per year after warranty	Unit price plus two year warranty cost
1	24 Pin 80 Column Printers					
2	24 Pin 136 Column Printers					

Note :

1. Prices to be quoted exclusive of all taxes.
2. Unit price (exclusive of all taxes) will be considered for the purpose of comparison.
3. Each Items price will be compared to find out the lowest bidder
4. Applicable taxes to be mentioned in both percentage & amount

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated _____.

Company Seal

Authorised Signatory

Date

Name:

Designation

RFP for Supply, Installation & Support of Printers, Encoders, Switches, Scanners & Software on Rate Contract basis

RFP Ref. No. _____ dated _____

Commercial Bid

Group C – Item – Inkjet Printers – 3 Years Comprehensive On-site Warranty plus two year Maintenance

Sl. No.	Particulars of the Items	Make	Model	Unit Price with 3 years warranty	AMC cost per year after warranty	Unit price plus two year warranty cost
1	Inkjet Printer A3					
2	Inkjet Printer A4					

Note :

1. Prices to be quoted exclusive of all taxes.
2. Unit price (exclusive of all taxes) will be considered for the purpose of comparison.
3. Each Items price will be compared to find out the lowest bidder
4. Applicable taxes to be mentioned in both percentage & amount

We hereby agree to abide by all the terms and conditions mentioned in the Bank’s RFP dated _____.

Company Seal

Authorised Signatory

Date

Name:

Designation

RFP for Supply, Installation & Support of Printers, Encoders, Switches, Scanners & Software on Rate Contract basis

RFP Ref. No. _____ dated _____

Commercial Bid

Group D – Item –Laser jet Printers – 3 Years Comprehensive On-site Warranty plus two year Maintenance

Sl. No.	Particulars of the Items	Make	Model	Unit Price with 3 years warranty	AMC cost per year after warranty	Unit price plus two years warranty cost
1	Laser Jet Printer (Type I)					
1	Laser Jet Printer (Type II)					

Note :

1. Prices to be quoted exclusive of all taxes.
2. Unit price (exclusive of all taxes) will be considered for the purpose of comparison.
3. Each Items price will be compared to find out the lowest bidder
4. Applicable taxes to be mentioned in both percentage & amount

We hereby agree to abide by all the terms and conditions mentioned in the Bank’s RFP dated _____.

Company Seal

Authorised Signatory

Date

Name:

Designation

RFP for Supply, Installation & Support of Printers, Encoders, Switches, Scanners & Software on Rate Contract basis

RFP Ref. No. _____ dated _____

Commercial Bid

Group E – Item - Encoder – 3 Years Comprehensive On-site Warranty plus two year Maintenance

Sl. No.	Particulars of the Items	Make	Model	Unit Price with 3 years warranty	AMC cost per year after warranty	Unit price plus two years warranty cost
1	Power Encoder					

Note :

1. Prices to be quoted exclusive of all taxes.
2. Unit price (exclusive of all taxes) will be considered for the purpose of comparison.
3. Each Items price will be compared to find out the lowest bidder
4. Applicable taxes to be mentioned in both percentage & amount

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated _____.

Company Seal

Authorised Signatory

Date

Name:
Designation

RFP for Supply, Installation & Support of Printers, Encoders, Switches, Scanners & Software on Rate Contract basis

RFP Ref. No. _____ dated _____

Commercial Bid

Group F – Item – Switch 5 Years Comprehensive On-site Warranty

Sl. No.	Particulars of the Items	Make	Model	Unit Price
1	Switch - 24 Port Unmanaged			

Note :

1. Prices to be quoted exclusive of all taxes.
2. Unit price (exclusive of all taxes) will be considered for the purpose of comparison.
3. Each Items price will be compared to find out the lowest bidder
4. Applicable taxes to be mentioned in both percentage & amount

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Company Seal

Authorised Signatory

Date

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Designation

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RFP Ref. No. _____ dated _____

Commercial Bid

Group G – Item – Scanner 5 Years Comprehensive On-site Warranty

Sl. No.	Particulars of the Items	Make	Model	Unit Price
1	Scanner - Flat Bed A4 (Type I)			
2	Scanner - Flat Bed A4 (Type II)			

Note :

1. Prices to be quoted exclusive of all taxes.
2. Unit price (exclusive of all taxes) will be considered for the purpose of comparison.
3. Each Items price will be compared to find out the lowest bidder
4. Applicable taxes to be mentioned in both percentage & amount

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated _____.

Company Seal

Authorised Signatory

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Designation

RFP for Supply, Installation & Support of Printers, Encoders, Switches, Scanners & Software on Rate Contract basis

RFP Ref. No. _____ dated _____

Commercial Bid

Group H – Item – Microsoft Office

Sl. No.	Particulars of the Items	Unit Price
1	Standard Edition	
2	Professional Edition	

Note :

1. Prices to be quoted exclusive of all taxes.
2. Unit price (exclusive of all taxes) will be considered for the purpose of comparison.
3. Each Items price will be compared to find out the lowest bidder
4. Applicable taxes to be mentioned in both percentage & amount
5. License may be supplied in any form (soft form or in paper form).
6. Bank may require one or two media only. Media cost, if any, may be mentioned separately.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated _____.

Company Seal

Authorised Signatory

Date

Name:

Designation