



UCO BANK

Department of Information Technology
H.O. – II, 3 & 4 DD Block, Sector – 1,
Salt Lake, Kolkata – 700064

REQUEST FOR PROPOSAL (RFP)
For
Site Development & Supply, Installation of Cash Dispensers

RFP REF No. : IT-1404/2010-11
Date : 30/09/2010

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.

This document is prepared by UCO Bank for its requirement of Site Development and Supply & Installation of Cash Dispensers. It should not be reused or copied or used either partially or fully in any form.

Bid Details – Control Sheet Table		
1.	Date of commencement of sale of Bidding Document	30-09-2010
2.	Last date and time for sale of Bidding Documents	01-11-2010 up to 4.00 PM.
3.	Queries, if any, to be communicated by the bidders	11 -10-2010 at 11.30 a.m.
4.	Last date, time & Venue for submission of Bid Documents	01-11-2010 4.00 PM at : UCO Bank Head Office – 2, Department of Information Technology(DIT), 5th Floor, 3 & 4 DD Block, Sector – I, Salt Lake, Kolkata 700 064. (Bid documents should be dropped in the Tender Box, kept at 5th Floor)
5.	Date and Time of Technical Bid & Commercial Bid Opening	a. Technical Bid - 01-11-2010 4.30 PM b. Date of Commercial Bid opening will be intimated to the bidder/s qualifying in Technical Bid.
6.	Place of opening of Bids	UCO Bank Head Office – 2, Department of Information Technology(DIT), "Conference Room", 5th Floor, 3 & 4 DD Block, Sector – I, Salt Lake, Kolkata 700 064.
7.	Address for communication	General Manager (IT) UCO Bank, Department of Information Technology (DIT), 3 & 4 DD Block, Sector – I, Salt Lake, Kolkata 700 064.
8.	Cost of RFP document	₹ 10,000/- in the form of Demand Draft/Banker's Cheque in favour of UCO Bank payable at Kolkata. The DD /Banker's Cheque should be submitted along with the Technical Bid.

Note: Bids will be opened in presence of the bidders' representatives (maximum two representatives per bidder) who choose to attend. In case the specified date of submission & opening of Bids is declared a holiday in West Bengal, the bids will be received till the specified time on next working day and will be opened at 4:30 p.m. on the next day.

1. INTRODUCTION

UCO Bank, a body corporate, established under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head Office at 10, B.T.M.Sarani, Kolkata-700001, India, hereinafter called "The Bank", is one of the leading public sector Bank in India having more than 2150 branches, spread all over the country. Bank has deployed Finacle (version 7.0.19) as a Core Banking Solution for all its Branches.

With the existing installation base of 520+ ATMs, the Bank is planning to expand its ATM network by installing 500 numbers of Cash Dispensers (CDs). Against the above backdrop UCO BANK invites Request for Proposal (RFP) from the prospective bidders having proven past experience and competence in the field of Site development and supply and installation of Cash Dispensers/ATMs.

2. ELIGIBILITY CRITERIA FOR THE BIDDER

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

- Bidder should be in existence in India for minimum of three years as on 31.03.2010
- The bidder submitting the offer should be having a turnover of minimum Rupees Twenty Crore & above per year during last three years i.e. 2007-2008, 2008-2009 and 2009-2010. Copies of the last three financial years' audited balance sheets should be submitted along with the offer.
- Bidder should have reported net profit for last 3 financial years (2007-08, 2008-09, 2009-10).
- Bidder should have executed order for at least 300 ATMs/CDs in India during last three years.
- Bidder should have expertise in ATM/CD site development and must have undertaken site development for any one schedule commercial bank in India.
- The bidder should have exclusive Cash Dispensers/ATMs support infrastructure to service all Cash Dispensers/ATMs locations of the UCO BANK and provide 24X7 support and should also be capable of expanding the support infrastructure in keeping with the requirements of UCO BANK.
- UCO BANK will be installing Cash Dispensers across the length and breadth of the country. Bidder is required to support such installations and will have to enter into Service Level Agreement (SLA) for uptime guarantee.

- The production unit / factory of the brand of Cash Dispensers being quoted should be ISO 9001:2000 certified. If the production units are outside India, it should meet equivalent international standards.
- The bidder should be the Original Equipment Manufacturer (OEM) or their authorized representative in India. An authorization letter from manufacturer to this effect should be furnished. This letter should specify that in case authorized representative is not able to perform obligations as per contract during contract period, the Original Equipment Manufacturer would provide the same.
- The CDs of proposed OEM should have a minimum installation base 300 in India.
- Bidder should have not been black listed at any time by the Central /any of the State Governments in India or any Financial Institutions in India. An undertaking to this effect must be submitted in their letter head.

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

3. BROAD SCOPE OF THE WORK

- 3.1. The selected Bidder will take total responsibility for supplying, installation of CDs (as per Technical specification in Annexure-III) and making them operational. The CDs have to be interfaced with Financial Transaction Switch (BASE 24 6x.x and scalable upto BASE 24 EPS). However the Bank reserves the right to change the switching interface at any point of time. In such cases it will be binding upon the selected Bidder to provide the required support to commission the CDs with new switching interface without any additional cost to the Bank.
- 3.2. It is the responsibility of the selected bidder to deploy the existing and new (if any) display screens in CDs as and when decided by the Bank.
- 3.3. Bank has outsourced the ATM/CD Managed services to an outside agency. The successful bidder should provide & install all the software and other utilities required for facilitating the ATM/CD Managed services (including but not limited to EJ Pulling and software installation/distribution) for the new CDs also, without any extra cost.
- 3.4. Bidder should undertake implementation of Biometric features (wherever applicable) as per the technical specification. The implementation includes the finger-print registration process at the CD and the customized transaction processing. The finger-print registration should have the capability to capture ten finger-prints (forwarded to the central server located at Chennai) whereas the authorization system should

have the capability of processing any combination of three finger-prints from the central server. Biometric CDs will recognize the Biometric card and accordingly display the screen/voice prompts. Biometric CD will accept normal PIN based Debit/ATM cards as well as Biometric cards.

3.5. Respective Zonal Managers of the Bank will communicate to the selected Bidder, the area falling under their jurisdiction, where bank intends to install the proposed CDs. **The selected bidder should then identify atleast three sites for installation of CDs within the area chosen by the Bank. The selected bidder should conduct a feasibility study of each of the site.** The selected bidder should study other Bank's ATMs /CDs located in the aforesaid area like the average number of hits, existing market rate for CD/ATM premises, network feasibility etc and submit the report to the concerned Zonal Manager of the Bank. The feasibility will include the following:

- Premises should preferably be located on ground floor. There could be few exceptions like premises in Malls, Shopping Centre etc. where infrastructure facilities like lifts, escalators are available.
- The premises must be suitable from the security point of view and have all basic amenities such as adequate sanitary arrangements, water and electricity, natural light and ventilation.
- Availability of three-phase power connection with minimum power load of 10 KVA for supply to ATM/CD, UPS, AC, VSAT/ Communication equipment etc. which are to be installed in the ATM/CDs site.
- The premises structure should be strong enough to bear the weight of CD/ ATM and other networking equipments.
- Landlord must have a clear title to the property.
- Feasibility of leased lines.
- Approval for VSAT installation (if required), Bank Signage Boards etc.

Final Site selection would be decided by the Bank. Accordingly the selected bidder would be required to assist the bank in finalizing the rent of the premises and to execute the agreement between the Bank and the Landlord.

3.6. The bidder is required to develop the site and take up complete site preparation as per the specification detailed in Annexure-IV-A providing all necessary materials for the interior of the site. The site is to be developed as per Bank's brand colour and in line with the existing sites. The Cash Dispenser Machine should be accessible to wheel chair users and a ramp is to be build at the entrance of the site. The Bidder should indicate the total cost involved for developing a standard site of dimension of 10x10 (100sq. ft) as per the standard design of the Bank.

3.7. Selected bidder will be required to undertake the grouting of CDs. The CDs are to be grouted on a 6" thick concrete platform with reinforced concrete. Industrial Bolts have to be fixed into the concrete.

3.8. The following are the works to be undertaken by the selected bidder.

- Site Inspection for feasibility.
- Plan Layout and cost estimation for deviation if any
- Site preparation on Banks approval and go ahead instructions.
- Inspection of completed sites along with Bank's representative
- Installation of CD.
- Connectivity with Switch.
- User acceptance test.
- User training/ admin function training
- Signoff

4. TENDER DOCUMENT AND FEE

A complete set of tender document can be obtained from the following address during office hours on all working days on submission of a written application along with a non-refundable fee of ₹10,000/- (Rupees Ten Thousand Only) in the form of Demand Draft or Banker's Cheque in favour of UCO BANK, payable at Kolkata .

General Manager (IT)
UCO Bank, Head Office-2
3 & 4 DD Block, 5th Floor
Sector-I, Salt Lake
Kolkata – 700064
Phone no: 033-23587290
Fax no: 033-23595608
E-Mail: hodit.calcutta@ucobank.co.in

The tender document may also be downloaded from the bank's official website www.ucobank.com . The bidder downloading the tender document from the website is required to submit a non-refundable fee of ` 10,000/- (Rupees Ten Thousand Only) in the form of Demand Draft or Banker's Cheque in favour of UCO BANK, payable at Kolkata , at the time of submission of the technical bid, failing which the bid of the concerned bidder will be rejected.

4.1 EARNEST MONEY DEPOSIT

The Bidder(s) must submit Earnest Money Deposit in the form of Demand Draft/Pay Order in favour of UCO Bank payable at Kolkata / Bank Guarantee as per Annexure-V for an amount mentioned hereunder:

Particulars of Job to be undertaken	EMD
Site Development and Supply & Installation of Cash Dispensers	₹ 75.00 Lacs

Non-submission of Earnest Money Deposit will lead to outright rejection of the Offer. The EMD of unsuccessful bidders will be returned to them on completion of the procurement process. The EMD of successful bidder(s) will be returned on submission of Performance Bank Guarantee.

The Earnest Money Deposit may be forfeited under the following circumstances:

- a. If the bidder withdraws its bid during the period of bid validity (180 days from the date of opening of bid).
- b. If the 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.

4.2 PERFORMANCE GUARANTEE

The Bank will require the selected bidder to provide a Performance Bank Guarantee, within 7 days from the date of acceptance of the order or signing of the contract whichever is earlier, for a value equivalent to 10% of the project implementation cost. The Performance Guarantee should be valid for a period of 36 months. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project. In case the selected bidder fails to submit performance guarantee within the time stipulated, the bank at its discretion may cancel the order placed on the selected bidder without giving any notice. Bank shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or Bank incurs any loss due to selected bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

4.3 CLARIFICATIONS ON AND AMENDMENTS TO RFP DOCUMENT

Prospective bidders may seek clarification on the RFP document by letter/fax/e-mail till **11/10/2010** at the address mentioned in Document's bid details Table. Further, at least 7 days time prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s) sought from prospective bidders, modify the RFP contents by amendment. Clarification /Amendment, if any, will be notified on Bank's website www.ucobank.com

4.4 SUBMISSION OF OFFER –TWO BID SYSTEM

Separate Technical and Commercial Bids in duplicate (One Original and One Copy) duly sealed and superscribed "Quotation for Site Development and Supply & Installation of Cash Dispensers – Technical Bid" and "Quotation for Site Development and Supply & Installation of Cash Dispensers – Commercial Bid" shall be submitted as per bid details given in the RFP.

Sealed Separate Envelopes carrying Technical Bid and Commercial Bid should be put in a single sealed outer envelop and superscribed "Quotation for Site Development and Supply & Installation of Cash Dispensers". This single sealed outer envelop should be dropped/submitted at UCO Bank's address given in Bid Detail- Control Sheet Table, on or before 1st November, 2010 4.00 PM. Any Bid received by the Bank after deadline for submission of Bids prescribed, will be rejected and returned unopened to the System Integrator or Bidder.

All 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 in the exact format of technical specifications given in the RFP, **except prices**. The Technical Offer must not contain any price information. 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 upon the bidder.

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

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

Note:

- If the outer cover/envelop are not sealed & superscribed as required, the Bank will assume no responsibility for bid's misplacement or premature opening.
- If any inner cover/envelop of a bid is found to contain both technical & commercial bids then that bid will be rejected summarily.
- If any outer envelop is found to contain only the technical bid or commercial bid, it will be treated as incomplete and that bid will be liable for rejection.

4.5 ERASURES OR ALTERATIONS:

The Bid should contain no alterations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections should be duly stamped and initialed / authenticated by the person/(s) signing the Bid. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidders risk and may result in rejection of the bid.

4.6 LANGUAGE OF BID:

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

5. EVALUATION AND COMPARISON OF BIDS

The Bank will open the technical bids, in presence of Bidder's representative(s) (maximum two representatives per bidder) who choose to attend, at the time and date mentioned in Bid document on the date and venue mentioned in page 2. The bidder's representatives who are present shall sign the register evidencing their presence / attendance. In the event of the specified date of bid opening being declared a holiday for Bank, the bids shall be opened at the specified time and place on next working day.

5.1 TECHNICAL EVALUATION

- a) The proposals will be evaluated in two stages. In the first stage, i.e. Technical Evaluation, the bidders will be shortlisted, based on the responses given by the bidders in response to RFP. In the second stage, the commercial bids would be evaluated.
- b) The Bank will evaluate the technical response to the RFP of bidder who are found eligible as per the eligibility criteria mentioned in the RFP. There will be no scoring involved in the eligibility evaluation of the bidders.
- c) During the period of evaluation, bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/fax/e-mail seeking explanation.
- d) UCO Bank reserves the right to modify /amend the evaluation process at any time during the bid process, without assigning any reason, whatsoever and without any requirement of intimating the bidders of any such change.
- e) Technical bid evaluation methodology that UCO Bank would adopt is given below:

The Product offered should meet all the technical and functional specifications. In addition to the above the bidder should also give an undertaking to complete the site preparation work as per the specifications

mentioned in Annexure-IV-A. Non-compliance to any of the technical and functional specification will attract rejection of the proposal.

5.2 COMMERCIAL EVALUATION

Commercial Bids of bidders, who qualified in the technical evaluation stage, will be considered for participation in commercial Bidding. After opening Commercial Offers of the short-listed Bidders, if any discrepancy is noticed between words and figures, the amount indicated in words shall prevail. Detailed Criteria for evaluation of Commercial Bid is furnished in Annexure IV-A, B & C.

Bank will finalize the L-1 vendor based on the TCO.(Annexure –IV-C)

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

Bank reserves the right to hold discussions with the selected bidder(s) to finalize the prices of optional items.

5.3 CLARIFICATION OF OFFERS

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.

5.4 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.

6. CONTRACT PERIOD

The contract period for Site Development and Supply & Installation of Cash Dispensers will be for a period of **Three Years** from the date of Agreement. The selected bidder need to execute a **Service Level Agreement (SLA)** with UCO Bank covering all terms and conditions of this RFP. SLA will cover performance and availability of the solution deployed for Site Development and Supply & Installation of Cash Dispensers. The performance of the selected bidder shall be reviewed every quarter and the Bank reserves the right to terminate the contract at its sole discretion by giving two month's notice without assigning any reasons. Any offer falling short of the contract validity period (Three Years from the date of Agreement) is liable for rejection.

7. SCHEDULE OF IMPLEMENTATION

- 7.1 Site Development and Supply & Installation of Cash Dispensers will be spread over a period of twenty four months, as per Bank's requirement, from the date of award of contract.
- 7.2 The selected bidder(s) would be responsible for timely applying/loading of all the software patches, loading of new screens (including anti-virus updates provided by Bank) in all the individual CDs during the Warranty and AMC period. This job has to be done as a part of Warranty and AMC support services, without any extra cost/visit charges.

8. ACCEPTANCE TESTS

The selected bidder in presence of the Bank authorized officials will conduct acceptance test at the site. The test will involve installation and commissioning and successful operation of the solution offered. No additional charges shall be payable by the Bank for carrying out these acceptance tests.

9. AUDIT BY THIRD PARTY

Bank at its discretion may appoint third party for auditing the activities of on site services and operations of entire services provided to the Bank.

10. UPTIME

The selected bidder (s) should ensure 99% uptime of individual CDs (to be calculated on monthly basis) during warranty period and post warranty maintenance contract period. Bidder(s) is expected to submit this report within a week after expiry of every calendar month. Downtime for any particular CD should not exceed more than 2 hours for a single incidence of failure.

11. PAYMENT TERMS

11.1 FOR CD HARDWARE:

- 70% of the value of the equipment will be paid after delivery, completion of successful installation of the CD and the same going live on UCO Bank's network. The payment will be made on receipt of the invoices along with duly certified installation report from the respective Branch Head.
- 20% of the value after 30 days from successful installation and CD going live in UCO Bank's network.
- In case any components of the CD is found to be defective/damaged, payment in respect of such CD will be withheld by UCO BANK till the defective component or the CD itself is replaced as per UCO Bank's directives. UCO Bank's decision as regards replacement of the defective part or the entire CD shall be final, conclusive and binding on the selected bidder.
- The balance 10% will be paid after successful installation of equipment for each purchase order against a performance Bank Guarantee (BG) for 10% of each purchase order valid for the warranty period.

11.2 FOR SITE DEVELOPMENT

- Advance 50% of Site Development Cost against Bank Guarantee for like amount for a period of six month.
- 40% of cost of Site Development on site acceptance by Bank. In case no advance is requested for by the selected bidder against site development, 90% of the Price would be payable upon site acceptance by the Bank.
- 10% of the price on successful commissioning of the site and CD.

12. PAYING AUTHORITY

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

13. ORDER CANCELLATION (TERMINATION)

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:-

- 13.1 The selected bidder commits a breach of any of the terms and conditions of the bid.
- 13.2 The bidder goes into liquidation, voluntarily or otherwise.
- 13.3 An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.
- 13.4 If the selected bidder fails to complete the assignment as per the time lines prescribed in the RFP and the extension if any allowed, it will be a breach of contract. The Bank reserves its right to cancel the order in the event of delay and forfeit the bid security as liquidated damages for the delay.
- 13.5 If deductions of account of liquidated damages exceeds more than 10% of the total contract price.
- 13.6 After 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.
- 13.7 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.

14. CONSEQUENCES OF TERMINATION

- 14.1 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 selected bidder 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 Selected bidder to takeover the obligations of the erstwhile Selected bidder in relation to the execution/continued execution of the scope of the Contract.
- 14.2 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 selected bidder 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.

- 14.3 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.
- 14.4 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.

15. LIQUIDATED DAMAGES

Notwithstanding UCO Bank's right to cancel the order, liquidated damages at 0.5% of the order value per site per week will be charged for every week's delay in the execution of the purchase order beyond the specified delivery/installation schedule subject to a maximum of 5% 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 on per site basis.

16. PENALTY

- The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.
- If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.
- Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of Bidder.
- The Bank shall implement all penalty clauses after giving due notice to the bidder.
- If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer

document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.

- SLA violation will attract penalties.

17. DISPUTE RESOLUTION MECHANISM

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

- The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- The matter will be referred for negotiation between General Manager (IT) of UCO BANK/Purchaser and the Authorised Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Kolkata and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

The arbitrators shall hold their sittings at Kolkata. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Kolkata alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

The Bidder shall not be entitled to suspend the Service/s or the completion of

the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

18. JURISDICTION

The jurisdiction of the courts shall be Kolkata.

19. NOTICES

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

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

20. 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.

21. 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 bidders.

22. 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. The bidder 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 Selected bidder its prior written consent.

23. 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:

- a. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics
- b. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
- c. 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.

24. 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.

25. CONFLICT OF INTEREST

The Selected bidder shall disclose to UCO BANK in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Selected bidder or the Bidder's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

26. NON-TRANSFERABLE OFFER

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

27. PERIOD OF VALIDITY OF BID

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

28. ADDRESS OF COMMUNICATION

Offers/bid should be addressed to the address given in page no: 2.

29. 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.

30. FORMAT FOR TECHNICAL OFFER/TECHNICAL BID

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

- Index
- Covering letter
- Technical Offer/Technical bid with Specifications(Annexure-III)
- Details of the bidder
- Manufacturer's Authorization Form (if applicable)
- Details of past installations
- Details of support centers

- Format of Power of Attorney for signing of bid (Not applicable for Limited companies)
- Deed of Indemnity
- Acceptance Certificate
- Technical Documentation (Product Brochures, leaflets, manuals etc.). An index of technical documentation submitted with the technical offer/technical bid must be enclosed.
- Software details.
- Valid Bank Draft/ Banker's Cheque/Bank Guarantee as EMD.
- Valid Bank Draft as Bid price if tender document is downloaded from Bank's website.
- Bidder's Financial Details (audited balance sheets etc.) and other supporting documents, as asked in the RFP.
- Technical offer/ Technical bid must include photocopies of relevant document/certificates for supporting claims and representations made by the bidder
- An undertaking to complete the site preparation work as per the specifications provided by the Bank
- Letter for acceptance and compliance of all the Terms and Conditions of RFP.

All Claims made by the bidder will have to be backed by documentary evidence. UCO BANK may request the Bidder to demonstrate all the technical functionalities and features (mentioned as 'compliant' in the bidder's technical bid) as per UCO Bank's discretion within 15 days of Technical Bid Opening. Bidders are requested to keep a model ready with all functionalities in this RFP on bidding date. Bidders who cannot show a feature or demonstrate functionality (mentioned as 'compliant' in the bidder's technical bid) will be disqualified.

31. 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:

- Index
- Covering letter
- The commercial offer should be quoted in Indian Rupees as per the format given in annexure –IVA, B & C.
- A statement that the bidder agrees to the Payment schedule given in the offer/bid.

32. 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.

33. 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.

34. 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.

35. WARRANTY

The offer must include comprehensive on-site warranty of 36 months on all the equipments, material used and workmanship from the date of development of site and successful installation and commissioning of the equipment and acceptance of the same by the Bank. The Selected bidder shall be fully responsible for the efficient operation of the CDs and other equipments.

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

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

36. ANNUAL MAINTENANCE CONTRACT

Should UCO BANK decide to do so, the selected bidder is expected to maintain the equipment supplied for at least 5 years after the expiry of warranty period. Comprehensive on-site maintenance charges, for the post warranty period, must be quoted in percentage terms on a yearly basis, (The rate not exceeding 8% per annum of the capital cost of equipments), in the Commercial Offer/bid. The selected bidder is expected to ensure same maintenance standards as during warranty period.

The selected bidder is also expected to make available the spare parts for

the systems for at least 5 years after the expiry of warranty. Thereafter, selected bidder will give at least twelve months notice prior to discontinuation of support services. If any of the peripherals, components etc. are not available or difficult to procure or if the procurement is likely to be delayed, the replacement shall be carried out with equipment of equivalent capacity or higher capacity at no additional charges to UCO BANK, during the currency of warranty period and AMC.

UCO BANK will pay AMC charges on quarterly basis subject to satisfactory services rendered, on receipt of Bank Guarantee for like amount and valid for 12 months from the date of completion of warranty period to be renewed every year.

37. SOFTWARE DRIVERS & MANUALS

The Cash dispensers will have to be supplied with the complete and legal documentation of hardware, all subsystems, operating systems, system software, software drivers and manuals as applicable. The bidder shall supply operation and maintenance manuals together with drawings of goods and equipments built. These shall be in such details as will enable UCO BANK to operate, maintain, adjust and repair all parts as stated above. The software version installed on the CDs provided by the selected bidder should be uniform across all CDs. The software should support all products & services currently offered by UCO BANK through its CDs/ATMs.

38. ACCEPTANCE BY UCO BANK

- UCO BANK may ask the bidder to arrange for demonstration of the features, quality and capabilities of the CD as per model committed in the bid and as agreed upon to be supplied and installed. UCO BANK will accept the model on successful completion of the demonstration as above. Unsatisfactory performance of the CD may result in UCO Bank's rejection of the entire offer.
- The bidder must submit pre-shipment quality inspection certificate along with the invoices to UCO BANK. However, UCO BANK reserves the right to conduct pre-shipment inspection by its own employee or approved third party. The bidder has to offer the items for inspection in such a manner that it does not affect the delivery schedule. Factory inspection of the CDs to be supplied to UCO BANK will be carried out at bidder's factory/site/center. There shall not be any additional charges for such inspection. However, UCO BANK will have the discretion to recover the costs related to travel and stay of its staff/consultants from the bidder if the CDs offered for inspection are not as per UCO Bank's order or the bidder does not comply with the test and inspection procedure.
- Should any inspected CD fail to confirm to the specifications, UCO BANK may reject the same and the bidder shall either replace the rejected CD or make all alterations necessary to meet specification

requirements free of costs to UCO BANK

- UCO Bank's right to inspect, test and where necessary reject the CD after its arrival at the destination shall in no way be limited or waived by reason of the same being previously inspected, tested and passed by UCO BANK or its representative.

39. MAKE MODELS & PART NUMBERS OF THE EQUIPMENT

It is mandatory to provide make, model and part numbers of all equipments and their sub components as asked in the technical specification. The offer may not be evaluated and/or will be liable for rejection in case of non-submission or partial submission of make, model and part numbers of the items offered. Please note that substituting this information by just brand name is not enough. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder

40. SITE DEVELOPMENT

It will be the responsibility of the selected bidder(s) to prepare & develop the Site. The selected bidder(s) is required to develop the site as per the specifications given in annexure-IV-A providing all required materials for the interior of the site. The selected bidder(s) should take up complete Site Development as per **Bank's site standardization manual.**

41. OWNERSHIP AND RETENTION OF DOCUMENTS

- UCO BANK shall own the documents, prepared by or for the selected bidder 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 Selected bidder shall deliver to UCO BANK all documents provided by or originating from UCO BANK and all documents produced by or from or for the Selected bidder in the course of performing the Service(s), unless otherwise directed in writing by UCO BANK at no additional cost.
- The bidder shall not, without the prior written consent of UCO BANK store, copy, distribute or retain any such Documents.
- The bidder shall preserve all documents provided by or originating from UCO BANK and all documents produced by or from or for the bidder in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of UCO BANK in this regard.

43. FUNCTIONALITY REQUIRED

- ✓ Withdrawals – From all account types
- ✓ Fast Cash up to 6 Fast Cash Amounts
- ✓ Balance Inquiry – For all account types

- ✓ Mini-Statement Inquiry – For all account types
- ✓ Transfer – To & From all account types
- ✓ PIN Change - No Account Type
- ✓ Statement request – For all account types
- ✓ Cheque Book Request – For all account types
- ✓ Transfer of funds from one account to another should be supported
- ✓ Utility Bill Payment facility- using a fund transfer route
- ✓ Railway Ticketing
- ✓ Facility to top-up mobile phones
- ✓ Coupon Dispense
- ✓ Up to 4 Product Request (**Log Only Transaction**)

(Tender offer forwarding letter)

Tender Reference No.: _____

Date: XX . XX . 2010

The General Manager (IT)
UCO Bank,
Department of Information Technology (DIT),
Head Office II, 5th Floor 3 & 4 DD Block,
Sector -1, Salt Lake City, Kolkata -700064

Dear Sir,

Sub: Your RFP for “ Site Development and Supply & Installation of Cash Dispensers” Ref No. RFP No. Dated.

With reference to the above RFP, having examined and understood the instructions including all annexures, terms and conditions forming part of the Bid, we hereby enclose our offer for **Site Development and Supply & Installation of Cash Dispensers** as mentioned in the RFP document forming Technical as well as Commercial Bids being parts of the above referred Bid.

In the event of acceptance of our Technical as well as Commercial Bids by the bank we undertake to commence Site Development and Supply & Installation of Cash Dispensers as per the terms & conditions of your purchase orders.

In the event of our selection by the bank for undertaking Site Development and Supply & Installation of Cash Dispensers, we will submit a Performance Guarantee for a sum equivalent to `XXX lacs for a period of Three years effective from the month of execution of Service Level Agreement in favour of UCO Bank.

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

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

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

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

1. DD No. dated for `XXX/- (Rupees XXX only) as Cost of RFP Document &
2. DD No. dated for `XXX/- (Rupees XXX only) as EMD.

Or

Bank Guarantee of `XXX/- (Rupees XXX only) issued by XXX Bank, as EMD

Above/Both DD/s is/are issued in favour of UCO Bank by.....
Bank,..... Branch payable at Kolkata.

Dated this ___ day of _____ 2010

Signature: _____

(In the Capacity of) _____

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

General Details of the Bidder

A. PROFILE OF BIDDER

1. NAME OF BIDDER:

2. Location

Regd. Office:

Controlling Office:

3. CONSTITUTION

4. DATE OF INCORPORATION & DATE OF COMMENCEMENT OF BUSINESS:

5. MAJOR CHANGE IN MANAGEMENT IN LAST THREE YEARS

6. NAMES OF BANKER / S

B. FINANCIAL POSITION OF BIDDER FOR THE LAST THREE FINANCIAL YEARS

	2007-08	2008-09	2009-10
Paid up capital			
Tangible Net Worth (excluding revaluation reserve)			
Total Outside Liabilities/Tangible Net Worth			
Net Sales of the Company as a whole.			
Out of the above Net Sales, Net Sales from services			
Gross Profit			
Net Profit (Profit After Tax)			
<i>Summary of Financial Position and working results</i>			
Growth in Operations (%)			
Growth in profitability (%)			

N.B. Enclose copies of Audited Balance Sheets along with enclosures

C. Proposed Service details in brief

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

Details of Experience in Site Development and Supply & Installation of Cash Dispensers/ATMs

(i)

PSU		
Name of Bank	Period	
	From	To

(ii)

Non-PSU		
Name of Bank	Period	
	From	To

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

Place.

Date.

AUTHORISED SIGNATORY

Name:

Designation.

Technical Offer/Technical bid with Specifications

S.N.	Feature	Compliance (Y/N)
1.	Description of Cash Dispenser	
1.1	Lobby Model with front replenishment and support for Biometric Solution	
1.1.1	Model No	
1.1.2	Manufactured by	
1.2	Is the model quoted the latest available internationally?	
2	Protocol	
2.1	CD must support the TCP/IP protocol	
2.2	CD should support DDC, NDC, any other standard compatible drivers required for communication with the switch.	
3.	Physical, Mechanical & General Specifications	
3.1	Cash Dispenser offered must be certified UL291 Level 1 chest with combination lock and key.	
3.2	Certificate for conformance to any of the international standards should be attached along with the offer.	
3.3	CD must have the following Alarms -Duress Status, Temperature and burglary	
3.4	In-built SMPS to work on 230 V 50 Hz power supply	
3.5	Support input voltage of 230 V AC/50 HZ with +/- 5% variation	
4.	Dispenser	
4.1	Friction / Vacuum pickup /Robotic arm based technology	
4.2	Multimedia Dispensing capability (Cash, coupons, stamps, vouchers etc.)	
4.3	Capability to dispense used and mixed currency notes	
4.4	Capability to Dispense 40 notes or more.	
4.5	Four High double Pick Module with 4 cassettes configuration and should be capable of working even with 2 cassettes. All the four cassettes should be able to dispense cash and configured	

	accordingly at the time of installation	
4.6	Minimum 4 programmable secured cassettes with lock and key	
4.7	Secure Divert cassette bin with lock and key.	
4.8	Capability of retracting notes that are not collected and left behind by the customer	
4.9	Minimum capacity of cassette should be 2500 notes.	
4.10	Currency bin tamper indication	
4.11	Dispensed notes to be presented to the customer in one bunch. Presenter module required.	
4.12	All cassettes to be capable of holding and dispensing ₹50, ₹100, ₹500, ₹1000 denomination notes	
4.13	Indication of proper insertion of cassettes	
5.	Card Reader	
5.1	Hybrid DIP Card reader capable of reading magnetic stripe card and smart card	
5.2	Reading capability for track 1 & 2 i. e. EMV Level 1 and 2 compliance version 4.0 or later.; Write capability on Smart Card.	
5.3	Conformance to VISA card EMV's latest specification; mention the version readiness for both the levels, Level 1 (for Card reader Hardware) & Level 2 (for Application Software)	
5.4	Conformance to MASTER card EMV's latest specification; mention the version readiness for both the levels, Level 1 (for Card reader Hardware) & Level 2 (for Application Software)	
5.5	Capable to read HICO Cards	
5.6	Bar Code reader compatibility	
6.	Terminal Processor	
6.1	Intel Pentium IV or above processor with at least 2 GHz speed or above.	
6.2	Microsoft Windows XP or higher operating system capable of multi-tasking real time operations	
6.3	Minimum 2 GB RAM or higher with capability to upgrade	
6.4	Minimum 160 GB X 2 HDD or above (one for CD and another for DVSS images) with capability to upgrade	

6.5	Two serial and 2 or more USB ports	
6.6	1 MBVRAM Memory	
6.7	Triple DES with encryption and validation software-capable of Remote Key Management	
6.8	Support AES(Advanced Encryption Standard) in future without any additional hardware changes	
6.9	101 keys Keyboard integrated with Mouse operations (no separate mouse)	
6.10	ON Board Ethernet Card 100 Mbps with RJ45 PORT	
6.11	DVD writer with latest specification & with controller card	
6.12	The model must support remote downloading of screens and remote loading of security keys	
6.13	MPEG full motion video with voice guidance support to play both MPEG and wave / sound file	
7.	Customer display Unit	
7.1	SVGA compliant (1024 X 768) 15" color LCD Display with touch screen having 8 or more operational or functional display keys	
7.2	Rugged, spill proof metallic keyboard with keys (Latest EPP version compliant) Must be Triple DES Enabled for MasterCard and VISA Standards Keypad must be ADA compliant.	
7.3	Capable of Voice guidance to customers in multiple languages including English, Hindi etc.	
7.4	Internal fixed stereo Speakers Required	
8.	EPP PIN PAD	
8.1	The PIN PAD must be enabled with EMV Version 5.0 or above. (Mention version offered to bank)	
8.2	Must be Triple DES Compliant for MasterCard and VISA standards	
8.3	Conformance to VISA EPP9 Standards	
8.4	Conformance to MASTER card EPP Standards	
8.5	Braille Numeric Keypad with 16 keys	
8.6	The PIN Pad must also meet Visa requirements on Tamper Resistant Security Module which enables automatic destruction of Secret keys in case of attempt to interface with the encryption system	

9.	Printers	
9.1	Minimum Top-Of-Form 40-column thermal printer/Dot matrix printer for printing various information pertaining to transaction executed by customer (Customer Receipt).	
9.2	Minimum 40 column Dot Matrix Printer/Thermal Printer to print audit trail as per Bank's requirement.	
9.3	Electronic journal to be also written on CD hard disk	
9.4	Capability of Consumer printer to print banks product logo as well as bilingual CD receipt.	
10.	Software & Connectivity	
10.1	Should be capable of being connected to branch data base/Bank's centralized data base	
10.2	Should support TCP/ IP Protocol	
10.3	The model must support downloading of screens	
10.4	WOSA/XFS(CEN/XFS) layer with all device drivers	
10.5	The software should be capable of performing multifarious functions listed above and elsewhere in this document	
10.6	Capability to support MPEG full motion video	
10.7	The software should have the utility for converting files containing transaction details into ASCII format	
10.8	Should be capable of being connected to Financial Transaction Switch (BASE 24 6x.x and scalable up to BASE 24 EPS).	
10.9	Software for Electronic Journal pulling supplied by Bank /Third Party should be supported and installation has to be done by the selected bidder without any additional cost to the Bank.	
10.10	Software should be capable of implementing/customizing for finger-print registration and Biometric authorization application as required by the Bank.	
11.	General requirements	
11.1	Capability to function round the clock.	
11.2	The proposed Cash Dispenser must be configured & must be compatible for accepted standards of both MasterCard & VISA.	
11.3	CD should be provided with Anti-virus solution. Updating the Anti-Virus software will be the responsibility of the selected bidder also the bidder will be responsible for OS hardening, installation of service pack, and patch files.	

12.	Colour Branding	
12.1	Colour Branding as per Banks requirement.	
13.	Remote Status indicator (CD should have remote status indicators for -:)	
13.1	Low paper	
13.2	Low currency	
13.3	Divert bin Full	
13.4	CD out of service	
13.5	Paper jam in printers	
13.6	Printer fatal	
13.7	Currency Jam	
13.8	DVS system down indicators	
14.	CD SURVEILLANCE	
14.1	DVR (Digital Video Recorder) provided must be able to capture image of the customer when the customer enters the CD room and also when the customer does a transaction at the CD.	
14.2	The solution must be integrated with the CD and must have two channels DVR	
14.3	The solution should be able to store the images in a digital format. The solution must be able to capture the transaction information - such as the date & time -along with the images and same should be stored. The image stored should be in high compression JPEG format and must be stored for minimum 180 days with an average of 300 transactions per day.	
14.4	The solution must provide an interface to browse, search and archive the stored images at the CD and/or remote accessibility.	
14.5	Support to add additional 2nd external camera for site surveillance.	
14.6	Functionality to upload images manually to a central server	
14.7	The solution must be configurable and should work underspecified light conditions	
14.8	Solution must have a search facility to locate an image/event by date & time, card number, transaction reference number and/or CD ID	
14.9	The delivery of images to be handed over to the link branch on quarterly basis on DVD at the time of preventive maintenance will	

	be the responsibility of the selected bidder. The proof of delivery must be provided to the Bank on quarterly basis.	
15.	Environmental Capabilities	
15.1	Should operate in a range of temperature from -10 degree Centigrade to 50 degree Centigrade	
15.2	Should be capable of operating in range of relative humidity conditions from 10%to 100%	
16.	Biometric kit for the above CDs(Optional)	
16.1	CD configuration as above along with scanner and Thumb/finger print scanning software. CDs should have functionality required for illiterate persons. Trilingual screen support and capable of voice guidance	
16.2	<p>The CD will be connected to the switch. The switch will identify whether transaction is PIN based or Biometric. In case of Biometric transaction, the switch will send transaction to Biometric server for authentication and once authenticated, the switch will route the transaction to branch or core banking application and then to CD. The bidder should provide necessary hardware and software on CD.</p> <ul style="list-style-type: none"> - Scanning of fingure (registration module) - Converting the Biometric information to ANSI string before sending it to switch - To display all Biometric related screen in audio visual animated format in languages including local language. - To support all the transaction on default account as done for fast cash transaction. - Certification regarding working of Biometric CDs with offline mode with Base 24 switch. 	
17.	Visual Impaired Kit for the above CDs	
17.1	CDs installed should be talking CDs for persons with visual impairment	
17.2	CDs installed should have Braille keypads for persons with visual impairment	
18.	Grouting	
18.1	The CDs are to be grouted on a 6" thick concrete platform with reinforced concrete. Industrial Bolts have to be fixed into the concrete.	
19.	Access Lock	
19.1	Access Lock (insert type) for the entrance of the lobby with electronically controlled door opening mechanism using ATM card for access to the CD.	

19.2	Such CD access lock should be with programming panel to enter/delete IINs in the Access Lock database	
19.3	The warranty for the Access locks should also be 3 years from the date of installation	

Place.

Date.

AUTHORISED SIGNATORY

Name:

Designation.

Commercial Bid

Detail Break-Up of Cost For Site Development

SECTION - I

INTERIOR WORK

S.N.	Description	Unit	Quantity	Rate	Amount
1	Vitrified Ceramic tiles 600x600 mm	Sqft	162		
2	Gypsum Board false ceiling	Sqft	129		
3	Coil coated aluminium false ceiling system ("Trac"- 84 - C of M/s Interarch Building Products Ltd.)	Sqft	32		
4	150 mm powder coated aluminium vent.	Sqft	3		
5	Rubber Wood cornice, 65 mm x 65 mm, Mat finish.	Mtr.	25		
6	Wall paneling with seasoned Malayasian Sal wood framework finished with 1.5 mm thick laminate sheet of approved shade and quality over double layer 4 mm thick phenol formaldehyde bonded plyboard of approved quality	Sqft	215		
7	Supplying and erecting opaque partition double layer 4 mm thick phenol formaldehyde bonded plyboard of approved quality.				
7.1	Opaque partition with one side laminate and enamel paint finish on other side	Sqft	65		
8	Dismantling carefully	Cu.ft.	35		
9	Half Brickwork laying H.B wire netting at every third layer as directed.	Sqft	54		
10	Stripping of worn out plaster	Sqft	108		
11	Removal of existing paint rendering the same with cement sand mortar to receive plaster of paris punning.	Sqft	269		

12	Reinforced cement concrete work	Cu.ft	18		
13	Providing and laying cement concrete 1:3:6.	Cu.ft	18		
14	Providing and laying cement plaster 1: 5 (1 cement: 5 sand).	Sqft	108		
15	Providing and laying 18 mm thick mirror polished granite slab	Sqft	108		
16	Supplying and fixing in position well seasoned gamarwood scantling to door frame	Cu.ft.	4		
17	19mm thick phenol formaldehyde bonded plyboard of approved quality for Shelf	Sqft	22		
18	37 mm thick solid core hot pressed	Sqft	22		
19	Twin Style door				
19.1	Openable portion.	Sqft	24		
19.2	Fixed portion	Sqft	28		
20	Railing Shutter (Flat type)	Sqft	57		
	Painting on existing Rolling Shutter				
21	Providing and laying 18 mm thick mirror polished granite slab	Sqft	194		
22	Providing and laying 18 mm thick mirror polished granite slab to treads, risers	Sqft	32		
23	Writing ledge	Each	1		
24	Poster frames	Each	1		
25	Cheque drop box	Each	1		
26	Wall mounted rack for leaflets	Each	1		
27	Waste paper box	Each	1		
28	Signage box of 7'0" x 2'5" x 0'6"	Each	1		
29	Signage box of 2'2" x 2'2" x 0'6"	Each	1		
A	Total Cost of Interior work having 100 sq.ft. area (Total of Sl. No. 1 to Sl. No. 29)				

SECTION – II
ELECTRICAL WORK

SN	Description	Unit	Quantity	Rate	Amount
1	Supplying and Installing MCB Distribution box				
1.1	Lighting distribution box (LDB)	Each	1		
1.2	UPS Distribution Board (UPSDB)	Each	1		
2	Industrial Type Metal Clad Socket DB (ISDB). The DB Consisting of the following				
2.1	1no 32A, 3-pin industrial socket with matching plug.	Each	1		
2.2	1 no. 25A 3-pin industrial type socket with matching plug.	Each	1		
3	Air conditioner Timer Switch Board	Set	1		
4	A C Powerpoint wiring....MSConduit	Each	2		
5	Sub main Wiring				
5.1	With 2nos10sqmm =1 NO 6SQMM PVC insulated FRLS copper wire.	Mtr	50		
5.2	With 2nos6sqmm =1 NO 4SQMM PVC insulated FRLS copper wire.	Mtr	50		
6	Wiring for CD/VSAT Power Socket Outlet Board	Each	4		
7	Point Wiring for light &6A Socket				
7.1	Light points(all types)	Each	8		
7.2	CD Board /Logo board/ Glow sign Board point 2 nos5 Pin 6A modular type socket with switch point In separate board at skirting level	Each	3		
7.3	Partition /Furniture or on wall with suitable size mounting box front plate etc.	Each	2		
7.4	5 pin 6A modular type socket with switch on light switch board.	Each	1		
8	Supply and Fixing of Timer Switch for Controlling outside Light	Each	1		
9	RJ 45 Data socket	Each	2		
10	Supply and Laying CAT_VLAN Cable	20 meter	2		

11	Earthing				
11.1	300 X 300 X 3 mm copper plate earthing stations with earthing resistance less than 2 OHM including watering PVC/GI Pipe with funnel, excavation in soft murrum and back filling, salt and cold feeling linlayers, 10"X10" masonry chamber with sand plaster, RCC or cast iron led, earthing connectivity to be in 10SWG copper wire in PVC conduit from bottom of the pit to the existing ground level, complete.	Each	1		
12	Supplying and Fixing of following fittings recessed in false ceiling				
12.1	3 x PL- L 36 W PL spotlight fitting	Each	1		
12.2	2xPL-C18WPL spot light fittings	Each	4		
12.3	2x' TLD 36 W fluorescent light fittings	Each	1		
12.4	1 x12V50Whalogen spotlight fittings	Each	2		
13	Supplying and fixing following boards at position as per instruction of consultant /bank.				
13.1	CD signboard as per Banks standard design size and colour.	Each			
13.2	Logo signboard as per banks standard design size and colour.	Each			
13.3	Glow sign board as per banks standard design size and colour	Each			
14	Supply, Installation. Testing and commissioning of 2KVA 1 Phase approved make UPS like Numeric ,APC,Electronics and Controls, Epoch, APLAB, Az Electronics complete with SMF Battery for 4 hours backup with full load and other accessories				
15	Supply, Installation, testing and commissioning of 1.5 ton approved make split type AC like Voltas/Blue Star/Hitachi/Carrier with Remote control Unit and all other accessories The work includes cutting of holes, mending good all damages to original finish, painting etc as required.	Each	2		

16	Supply and fixing of 4.5 kg Fire Extinguisher Unit of approved make (Minimax) with mounting arrangement on wall, pipes and all accessories, the extinguisher to be filled up properly with gas				
B	TOTAL Cost of Electrical Work				
	Access Lock				
1	Access Lock (insert type) for the entrance of the lobby with electronically controlled door opening mechanism using ATM card for access to the CD.	Each	1		
2	Such access lock should be with programming panel to enter/delete IINs in the Access Lock database	Each	1		
3	The warranty for the Access locks should also be 3 years from the date of installation	Each	1		
C	Total Cost of access Lock	Each	1		
D	Charges for site identification and selection subject to acceptance by the Bank	Each	1		
E	Total Cost of Site Development Work (A+B+C+D)				

Place.

Date.

AUTHORISED SIGNATORY

Name:

Designation.

Annexure-IV-B

BILL OF MATERIAL AND PRICE SCHEDULE

Sr. No.	Description	Unit Price (X)	VAT/ Sales Tax (Y)	Service Tax (Z)	Total Price T= (X+Y+Z)
1	Cash Dispensers with front loading (with 3 years warranty)				
2	One Digital Video Surveillance Systems (3 years warranty) with carpentry, electrical work and other installation activities				
3	AMC for CDs for 5 years (cost per year x 5 year)				
4	AMC for One Digital Video Surveillance Systems for 5 years (cost per year x 5)				
5	Sub Total (SL NO:1 to 4)				
	OPTIONAL ITEM				
6	Cost of upgradeability to Biometric –To support Biometric transaction through ATM as per the technical specification (sl no:16 of annexure-III)				
7	Currency Cassette – Secure with lock & key				
8	Dispenser Unit				
9	Touch Screen 15" Monitor				
10	PC Core mother board				
11	CDPSU (SMPS)				
12	Divert /Reject Cassette				
13	Receipt Printer				
14	Receipt Printer Head				
15	Journal Printer				
16	Journal Printer Head				
17	Presenter				
18	CRT Monitor				
19	Access Lock Card Reader				
20	Access Lock controller				
21	Access Electromagnetic Lock				
22	Visit Charges of Engineer per visit				
23	Chest Door cutting Charges				
24	Shifting of ATM within same premises with de-installation and				

	re-installation				
25	Shifting of ATM within same City with de-installation and re-installation				
26	Shifting of ATM from one City to other City with de-installation and re-installation				
27	Sub Total (SL NO:6 to 26)				
28	Grand Total (Sl. No. 5 + Sl. No. 27)				

Place.

Date.

AUTHORISED SIGNATORY

Name:

Designation.

TOTAL COST OF OWNERSHIP

SI no	Description	Cost
1	Total cost for 500 Cash Dispensers = (Total cost as mentioned in SI No: 28 of Annexure –IV-B) x 500	
2	Total cost of site development work for 500 locations = (Total cost for unit site development works as mentioned in point-E of Annexure –IV-A) x 500	
3	Total Cost of ownership (SI No:1+SI No:2)	

Place.

AUTHORISED SIGNATORY

Date.

Name:

Designation.

Note:

1. VAT/Sales tax, Service Tax, if applicable, should be quoted in respective columns. The Bank will pay the sales tax/VAT/Service tax ruling at the time of actual delivery of service/implementation and resultant billing.
2. Bidders to strictly quote in the format and for periods as mentioned above.
3. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.
4. The rates as mentioned under “OPTIONAL ITEMS” will be applicable for the bank’s existing CDs also.

Format for Bank Guarantee

To

UCO BANK,
Department of Information Technology,
5th Floor, 3 & 4 DD Block,
Sector-I, Salt Lake, Kolkata - 700064

Dear Sirs,

In response to your invitation to respond to your RFP for Site Development and Supply & Installation of Cash Dispensers, M/s _____ having their registered office at _____ (hereinafter called the 'Bidder') wish to respond to the said Request for Proposal (RFP) and submit the proposal for Site Development and Supply & Installation of Cash Dispensers and to provide related services as listed in the RFP document.

Whereas the 'Bidder' has submitted the proposal in response to RFP, we, the _____ Bank having our head office _____ hereby irrevocably guarantee an amount of ₹75 Lacs (Rupees Seventy Five Lacs only) as bid security as required to be submitted by the 'Bidder' as a condition for participation in the said process of RFP.

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

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

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

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed ₹75 Lacs (Rupees Seventy Five lacs only).
2. This Bank guarantee will be valid upto _____; and
3. We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before _____.

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