

**REQUEST FOR PROPOSAL (RFP) FOR
COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF
FLAP BARRIER SYSTEM FOR UCObANK HO-I & HO-II
LOCATED IN KOLKATA**



**UCO BANK, Head Office-I
Central Security Department
Ground Floor, 10 B T M Sarani, Kolkata-700 001**

RFP Ref. No: SEC/HO/1366/2024-25 Date: 27/02/2025

The information provided by the bidders in response to this Request for Proposal (RFP) will become the property of the Bank and will not be returned. The Bank reserves the right to amend, cancel, 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 and without any cost or compensation thereof.

This document is prepared by the Bank for its Request for Proposal (RFP) for Comprehensive annual maintenance contract of Flap barriers for UCO Bank HO-I & HO-II buildings located in Kolkata. It should not be reused or copied or used either partially or fully in any form.



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CONTROL SHEET TABLE

RFP Reference	SEC/HO/1366/2024-25 Date: 27/02/2025
Date of issue of RFP	27-02-2025
Date of Commencement of Sale of RFP Document	27-02-2025
Last Date and Time for receipts of Eligibility bid and financial bid through GeM Portal	21-03-2025 at 05.00 PM
Cost of Tender documents	Rs 1300.00 (Rupees One thousand three hundred only) (Non-Refundable) cost of tender document is to be submitted along with Eligibility Bid (Part -I of tender documents) in the from of Pay order/Demand draft in favour of UCO bank, Head Office, Kolkata.
Advertisement in Newspaper and Banks website	Tender will remain live on banks website & GeM portal till 21-03-2025
Date, Time for opening of Eligibility bid & Technical Bid	23-03-2025 at 1100 hrs (Through GeM) Central Security Department, UCO Bank, Head Office, 10 BTM Sarani (Ground Floor), Kolkata 700001
Date, Time for opening of Financial/Price bid	24-03-2025 at 1100 hrs (Through GEM)
Date and time & Place of Pre-Bid meeting	10-03-2025 at 1100 hrs at Central Security Department, UCO Bank, Head Office, 10 BTM Sarani (Ground Floor), Kolkata 700001
Validity of tenders	90 (Ninty)days from the date of opening
Address of Communication	UCO BANK, Head Office-I Central Security Department Ground Floor, 10 B T M Sarani, Kolkata-700 001
Email address	hosecurity.calcutta@ucobank.co.in
Contact Telephone/Fax Numbers	Tel: 033-44557382

GENERAL GUIDELINES OF THE RFP: -

1. Sealed tenders are invited through **GeM Portal** from reputed Companies /Firms for Comprehensive Annual Maintenance contract (CAMC) of Flap barriers for UCO Bank HO-I & HO-II buildings located in Kolkata. (Annexure-III) .Only those applicants who fulfill the Eligibility conditions of this notice will be considered for comprehensive annual maintenance contract (CAMC) of Flap barriers.
2. Sealed bids will be opened as per date and time in bid control sheet through **GeM portal**. The bids will be received till the specified date & time and will be opened at the time as mentioned in bid control sheet or subsequent addendum/corrigendum.



3. UCO Bank is not responsible for non-receipt of responses to tender within the specified date and time due to any reason including network issues. Any bid received after specified date and time of the receipt of bids prescribed as mentioned above, will not be accepted by the Bank. Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after the specified date & time for submission of bids. No bidder shall be allowed to withdraw the bid.
4. Application should be submitted in the GeM Portal as mentioned in the RFP **(Annexure-I)**. All the pages of RFP should be signed by vendor and submitted along with Part -I of envelop as a token of acceptance.
5. The vendor should meet the eligibility criteria as per details available at Part-I of this RFP and eligibility bid should be submitted in **Annexure-II** of this RFP.
6. The vendor should meet with technical specification, make model of the Flap barriers and details given in **Annexure-III** for CAMC.
7. Proposed agreement **(Annexure-VIII)** along with format of Indemnity **(Annexure-VI)**, Format of Integrity **(Annexure-VII)** to be signed with the vendor is also available with this RFP.
8. **EARNEST MONEY DEPOSIT:** - Each tender shall be accompanied by Earnest Money of **Rs 65,000/- (Rs. (Sixty five thousand only))** in the form of **Demand Draft** made in favour of **UCO Bank, payable at Kolkata** EMD shall be submitted along with the Technical Bid **PART-1** EMD is liable to be forfeited in the event of:
 - a. Revocation of the tender or increasing the rates after opening of the tender and before the expiry of the validity of tender.
 - b. Refusal of the vendor/Contractor to execute the agreement or not complying with the contractual terms & conditions after awarding of contract.
 - c. The EMD of unsuccessful bidders will be returned to them on completion of the procurement process without any interest thereon
9. **Tender Fee:** A **Demand Draft** of **Rs 1300/- (Thirteen hundred only)** towards the cost of Tender fee **made in favour of UCO BANK**, payable at **Kolkata** to be submitted along with the Technical Bid. (Part-I) .The original Demand draft of towards the cost of Tender fee should be attached along with other documents in Part -I, should be submitted through GeM portal.
10. Technical Bid without earnest money deposit (EMD) ,Tender fee shall be summarily rejected. Tender fee exemption is allowed to bidders having MSME certificate, certified and inspected by any State/Central Govt organization.
11. Financial/price bid should be submitted in **Annexure-IV**.
12. **The Bids should be submitted through GeM portal as "Tender for Comprehensive Annual Maintenance contract (CAMC) of Flap barriers" on or before 1700 hrs on 21.03.2025.**
13. **Two Bid System:** - **(A) Part -I – Eligibility & Technical bid should containing**
 - Earnest Money deposit (EMD) 65,000/-.
 - Tender document fee Rs1300.00,
 - Annexure –I, Particulars of Company/ Firm



- Annexure-II, Eligibility criteria point wise along with supporting documents (Part-I of RFP),
- Technical specification and vendors compliance in Annexure-III,
- Manufactures Authorization Format (MAF) in Annexure-IV.
- Agreement as per Annexure-VIII, Format of Indemnity (Annexure-VI), Format of Integrity (Annexure-VII, check list of documents -IX duly signed as a token of acceptance.
- All the pages of RFP should be signed by vendor and submitted along with Part -I as a token of acceptance.
- Other relevant documents.

Part-II of the containing: -

- Financial Bid Net rates (excluding GST) as per Annexure-IV.

14. Eligibility bid & Technical bid PART-1 shall be opened through GeM portal on 23-03-2025 at 11.00 hrs. Part II (Financial bid) will also be opened on 24-03-2025 through GeM portal at 11.00 hrs for qualified PART-1 vendors only.
15. Bidders needs to submit Integrity pact, Indemnity bond, EMD, Tender fee and above-mentioned documents in SI -13 in physical at Central Security Department, UCO Bank, Head Office, Ground Floor, 10 BTM Sarani, Kolkata – 700001.
16. All documents must be uploaded in GeM portal.
17. Technical bid without above mentioned documents will summarly be rejected.
18. The vendor must not have been blacklisted / barred/Or must not be under stop procurement for any product, Annual maintenance contract (AMC) from any PSU Bank/ Private Bank /NBFC/Co-operative Bank /PSU Enterprises/Government Department in last 5 years and nor shall its name be figured in IBA caution list. A written undertaking has to be given by the bidder in this regard.
19. For any other queries, vendors may contact office of the undersigned on working days between 11 A.M. to 4 P.M.
20. Bank reserves the right to reject any or all applications at any stage without assigning reason.
21. Acceptances to all terms and condition of the tender without any deviation to be given.
22. Any dispute arising in this matter will be subjected to the jurisdiction of courts at Kolkata, West Bengal State.

DGM & Chief Security Officer
Central Security Department
UCO Bank, Head Office
Ground Floor, 10 BTM Sarani
Kolkata – 700001.



PART-I

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 Banks in India having more than 3200+ Domestic Branches, two Overseas Offices one each at Singapore & Hong Kong Center.

2. OVERVIEW AND OBJECTIVE

UCO Bank, invites "Request for proposal (RFP) for Comprehensive annual maintenance contract of Flap barrier system for UCO Bank HO-I & located in Kolkata, West Bengal.(Annexure-IV)

The bidders (also herein referred to as vendor or bidder/bidders through this document) selected under the RFP document shall own the single point responsibility for fulfilling all obligations and providing all deliverables and services required for successful implementation of the project. Unless agreed to specifically by the Bank in writing for any changes in the document issued, the bidder responses should comply with the scope of work.

Please note, this is the objective of this RFP is to select eligible bidders/vendors who are interested in providing the proposed services and have suitable capacity and experience.

This RFP does not claim to cover all information that each Bidder may require. Each Bidder may conduct its own independent interpretation/ investigations and analysis of the information shared vide this RFP. The bidder can check the accuracy, reliability and completeness of the information in this RFP. The information contained in the RFP document is selective and is subject to subsequent updating, expansion, revision and amendment.

3. ELIGIBILITY CRITERIA OF VENDORS FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF FLAP BARRIER SYSTEM:

1. Vendor should have a Certificate of Registration with Registrar of Companies or Registrar of Firms or have a letter of proprietorship.
2. Vendor should provide the latest Income Tax Assessment Order, GST and PAN/ TAN Number.
3. The Vendor should be a profitable registered company of Supply, installation & annual maintenance contract of Flap barriers for at least last 03 years. Audited Balance sheet for last 3 years to be submitted.
4. The annual turnover of the company must not be less than Rs. 1 Crore in each financial year(FY) during last three financial years. Vendor should provide total annual turnover for last 3 years.



4. The annual turnover of the company must not be less than Rs. 1 Crore in each financial year(FY) during last three financial years. Vendor should provide total annual turnover for last 3 years.
5. Vendor should provide name and address of banker with solvency certificate not older than one year of value at least Rs 50 lacs.
6. Vendor should have local Office and service center in Kolkata preferably at Kolkata, West Bengal. Give Postal address & Mobile/landline contact number.
7. Vendor should be registered under the appropriate authority for Goods & service tax (GST). Latest document shall be attached.
8. Ability to commence services (Installation/ AMC) within 15 days from date of placement of order.
9. Vendor providing Comprehensive Annual Maintenance contract (CAMC) of Flap barrier system must have awarded and successfully executed minimum one contract for Supply, Installation and maintenance of Flap barrier system/similar type of work in Central/State Govt/ PSU banks/RBI/Reputed Private organization etc. as on 31-12-2024 of total value not less than Rs 10 Lacs during last three years. Authenticated / verified copy of the Purchase Order and Completion Certificate(s) should be submitted with the technical details. (Part-I). (Attach documents like previous purchase orders etc.
10. Copies of the work order/award letter along with certificates of successful completion of the similar job /services as a supporting document shall be attached with this tender)
11. Vendor should be registered with Shops & Establishment Act and provide latest Certificate for ESI Corporation. Due preference will be given if registered in West Bengal state. Latest document shall be attached.
12. Vendor should be registered with EPF Organization under EPF and Misc provision Act 1952, if applicable as per criteria of number of employees held. Latest document shall be attached.
13. Due weightage shall be given if service provider is IBA approved.

Note:-

Note :- Concerned documents must be attached.

The bidder must comply with all above-mentioned criteria. Non-compliance of any of the criteria will entail rejection of the offer summarily. Documentary Evidence for compliance to each of the eligibility criteria must be enclosed along with the bid together with references. Undertaking for subsequent submission of any of the required document will not be entertained under any circumstances. However, UCO Bank reserves the right to seek clarifications on the already submitted documents. Non-compliance of any of the criteria will entail rejection of the offer summarily. Any decision of UCO Bank in this regard shall be final, conclusive and binding upon the service provider.



PART-II

1. Broad Scope of Work & Schedule of Maintenance: -

The details of work to be executed under the contract shall include:

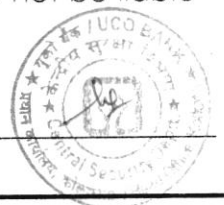
1. The selected bidder to ensure Comprehensive Annual Maintenance contract (CAMC) of Flap barrier system for UCO Bank HO-I & HO-II buildings located in Kolkata including servicing repair and complete maintenance of the Flap barrier system during the CAMC period.
2. The scope of work shall include, CAMC including testing and handing over of the equipment supplied as per Technical Specifications at the Bank's office buildings.
3. The vendor shall provide all necessary tools & tackles as part of servicing to his manpower for satisfactory completion of job.
4. Service engineer has to fine tune the adjustment for locking and unlocking the gate and movement control of the swing /flap barriers.
5. Service engineer has to make 12 monthly visits in a year for servicing and preventive maintenance.
6. During every monthly visit and while attending the Annual Maintenance contract (CAMC) period any breakdown/maintenance call made by UCO Bank as and when required, the vendor shall be able to depute his service engineer/representative within 24 hours at UCO Bank site to inspect the overall condition of the flap barrier system. The breakdown visit will be a part of maintenance contract and no separate charges will be paid to contractor for breakdown visit. Representative of the vendor shall attend to routine visit and other related activities during 9 AM to 6 PM on all working days. However, breakdown maintenance may be taken up beyond office hours.
7. Test and check the system for proper functioning and diagnose any defects noticed during testing as reported by the Central Security Department.
8. Check all components with other circuits and components.
9. Check that all switches are functioning.
10. Replace the defective parts, if any, and destroy the replaced part(s) in front of the bank official(s).
11. Test the complete Flap barrier system.
12. Obtain signature of the authorized official of the Central Security Department with seal and date on the service Certificate clearly specifying the work done and parts replaced.
13. Spares, components and wires (ISI Specifications) of reputed and recognized companies only should be used.
14. The representative(s) of the vendor will always produce their identity cards issued by the firm to the bank officials before commencing the work.
15. **AMC charges will be Rs..... per year for the flap barrier system and will be Comprehensive AMC and will be paid quarterly to vendor**



PART-III

1. TERMS AND CONDITIONS

- 1) Vendor should have local representative Office at Kolkata area for CAMC services. The vendor is to give complete address. Telephone number along with technical personnel available with them for this work.
- 2) Vendor will have to submit a certificate from the manufacturer that the spare parts for the supplied product will be available for after sales service.
- 3) **The vendor may be asked to give Bank guarantee i.e.10% of the cost of work (performance guarantee). However, this amount may vary depending upon the total cost of the work.**
- 4) The vendor has to submit his acceptance of the work order within 07 days from the date of receipt of information from the Bank. In case the vendor fails to undertake the work, the earnest money deposited by them will be forfeited and acceptance of their tender will be withdrawn.
- 5) The rates quoted by the vendor should be inclusive of all charges for scaffolding, lift , any other tools and plants, railway/road freight, labour conditions and fluctuations in the rates, excise duty, sales tax, octroi and any other taxes or expenditure for carrying out the employment
- 6) The vendor shall remove all malba etc. wash and clean the floors at their own cost and hand over the site in proper manner on completion of the work.
- 7) The vendor shall attend to all defects, If the vendor fails to attend the defects, Bank will rectify those defects and the expenditure incurred on this account will be recovered from the security deposit/pending dues to them.
- 8) The vendor shall make adequate arrangements for watch & ward of his materials and shall ensure safety, breakage, and any theft of materials fixed or unfixed by them.
- 9) The work executed should be got approved by the Bank and the vendor shall rectify any bad workmanship pointed out at any stage and remove from site all the rejected materials immediately.
- 10) The vendor shall be responsible for application of labour laws, compensation for injury and accident to person, employed by them for CAMC.
- 11) The vendor shall ensure that no damage is caused to Bank's property/or any decorative structure/fittings, while carrying out the work. The renderer will have to rectify / make good such damage at their cost.
- 12) The vendor shall ensure that the workmen employed by them for execution of the work are suitably covered against workmen's Compensation Act, ESI and other legislative enactments applicable for such works and the Bank shall not be liable for payment of any compensation etc. in this regard.



- 13) The work shall be carried out as per Bank's instruction and the work which creates noise/disturbances are to be carried out during non-office hours and no extra payment shall be made on this account.
- 14) In case, there is delay in completion of the work or removable of the defects in time, Bank shall be free to engage another agency to get the job done at vendors risk and cost.
- 15) Statutory deductions like income tax and other applicable taxes shall be deducted at source from each payment of the vendor.
- 16) The Bank has the right to alter the nature of work and to add or omit any item of work to get the same carried out departmentally or otherwise and such alterations shall be carried out without prejudice to the vendor.
- 17) The Bank has the right to terminate the contract, if the vendor abandons the work or fails to commence and complete the work in time, or fails to abide by the contract conditions.
- 18) Final payment shall be made after successful completion of the work and after adjustment of deductions mentioned hereinabove and deduction of TDS etc.
- 19) **The vendor shall** : Maintain up-to-date records as per Shops & Establishment Act and will discharge all obligations under various Labour Laws viz. EPF Act, ESI Act, Gratuity, Bonus Act, Workmen's Compensation Act, Contract Labour (Regulation & Abolition) Act etc. or under any other State/Union Legislation in respect of workman/technician engaged by the vendor.
- 20) Take full responsibility of all acts of commission and/or omissions by their men or any injury or mishap caused during the course rendering the service and will meet all liabilities arising out of such situations.
- 21) Be absolutely responsible for the payment of salary, all other statutory obligations for vendors employee or their dependents, on account of salary, wages, bonus, arrears, employment/termination benefit compensation or other claim whatsoever under Workmen's Compensation Act or any other law and the Bank will have no connection in relation to such matters.
- 22) In case of any mishap /injury sustained by the vendors employee of whatsoever nature (minor/major/fatal including death during the course of their duty) the responsibility of granting compensation, if any, on that count will be that of the vendor and not of the Bank.
- 23) **The vendors Indemnity and Assurance :-** The vendor should comply with all legal requirements and obtain such licenses, approvals and consents, if any prescribed/required under any law/ rules/regulations, and keep them valid.
- 24) The Bank will not be liable to pay any remuneration or compensation to the vendor or any of the personnel (including its owner(s), director(s), partner(s), employee(s) and any representative(s) engaged by the vendor in relation to the service except the total cost of the alarm system as per agreement and later AMC charges as per agreement.
- 25) The vendor to indemnify against all losses, liability or obligation arising out of its conduct or that of any of the personnel including its owner(s), director(s),



THE VENDOR DOTH HEREBY UNDERTAKE TO:

Depute technicians to pay monthly statutory visits (12 visits per year) and also to attend to all break down calls as and when required within the time limit mentioned herein to each of the offices where Flap barrier system installed for maintenance of Flap barrier system and

- 1) The statutory visits shall be made within at least 25 days but not more than 35 days gap between the two consecutive visits. Any visit beyond this period will not be counted.
- 2) Depute technicians to repair faults arising due to and because of faulty, incorrect or incomplete maintenance work and also arising out of any other technical faults. No separate charges will be paid for such visits.
- 3) The technician shall carry adequate and suitable tools, equipments, spares and other required materials for maintenance work.
- 4) The vendor shall ensure that Flap barrier system are in perfect working conditions all through.
- 5) The fault repair calls will be attended immediately, but not later than 24 hours and 48 Hours for remote area offices of intimation.
- 6) Vendor shall maintain a complaint register at his office and each complaint will be given a serial number for easy management.
- 7) The vendor shall prepare a servicing memo in quadruplicate and will get the same signed by the Bank official /Authorized official on satisfactory completion of the work. One copy of the same will be handed over to the branch immediately.
- 8) The vendor shall submit the following reports of all the sites to Central Security Department within 10 days of the end of each quarter.
 - I) Overall maintenance and defects status report of all sites for the quarter.
 - II) Extract of the complaint register for the quarter.
 - III) One copy of the servicing memo(s) duly signed by the bank official /Authorized Official with rubber stamp of the offices.

The vendor and his technicians shall keep all information and dates' as to the installation and functioning of the Flap barrier system installed in the offices as secrets and they shall not pass on it to any others. In case of any loss or damage caused to the Bank due to the poor service or inaction or violation of any terms hereunder by the vendor or his deputed technicians for the above purpose, the vendor shall be liable to the Bank to the extent of loss caused to the Bank.

THE BANK DOTH HEREBY UNDERTAKE TO:

- 1) Instruct all offices where Flap barrier system is installed to allow the vendor to undertake maintenance work and extend all possible co-operation to the technician of the vendor.
- 2) To monitor, control and supervise the quality of services being provided by the vendor within a reasonable period.
- 3) To ensure payment of quarterly visits during the AMC period.
- 4) To receive and scrutinize the reports submitted by the vendor.





5) To make available to the vendor all details of timings, weekly offs, holidays etc. of the branches. Any changes made in between will also be informed.

2. Contract Period:

The initial tenure of the Contract will be for a period of 04 years effective from the date of Service Level Agreement, unless terminated earlier by the Bank by serving thirty (30) days' prior notice in writing to the selected bidder at its own convenience without assigning any reason and without any cost or compensation therefor. However, after the completion of initial period of 04 years, the contract may be extended/renewed for further period on same terms and conditions as would be decided by the Bank. SLA will be executed to amend the contract period.

The performance of the selected bidder shall be reviewed every year and the Bank reserves the right to terminate the contract at its sole discretion by giving 30 days' notice without assigning any reasons and without any cost or compensation therefor. Any offer falling short of the contract validity period is liable for rejection. Further the bank reserves right to terminate the contract at any point of time due to non-satisfactory service by giving 30 days' notice period.

The selected bidder is required to enter into a Service Level Agreement (SLA), the format whereof is to be supplied by the Bank.

3. Bid Submission & Stages of Evaluation:-

- I. The responses to this RFP must be complete and comprehensive with explicit documentary evidence in support of all the eligibility criteria mentioned herein above. The intended applicants are required to submit their full bio-data as per the Format in **Annexure II** along with the required documents. If necessary, Bank may ask for clarification and/or further information from the bidders.
- II. 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.
- III. If deemed necessary, the Bank may seek clarifications on any aspect of RFP from the applicant. If a response is requested, it must be provided within 02 days. However, that would not entitle the applicant to change or cause any change in the substances of their RFP document already submitted. Bank may also make enquiries to establish the past performance of the applicants in respect of similar work. All information submitted in the application or obtained subsequently will be treated as confidential.
- IV. Nothing contained in this RFP shall impair the Bank's Right to issue Open Tender on the proposed Service.
- V. Bidder has to qualify in all the eligibility criteria mentioned in RFP document.

4. Indemnity to Bank:-

The successful bidder shall indemnify UCO Bank and/or its directors, officials, employees etc. and keep indemnified against any loss or damage that the Bank may sustain on account of any violation of intellectual property rights, acts of commission or omission, negligence, claim on account of death/disability of its personnel on duty, claim by third party for any injury/damage to property/person of third party, compensation to its present or ex-employees by order of any court/Authority or Tribunal etc. The successful bidder(s) has to sign an Indemnity Bond as per Bank's Format on Non-judicial Stamp Paper of appropriate value with UCO Bank, Head Office, Kolkata (**Annexure-VI**).

5. Integrity :-

a) The Bank and the bidder (s) and/or or its representative undertakes to take all measures to prevent corrupt practices, frauds and to comply with the CVC guideline scrupulously and refrain from committing any offence which constitute corruption under the BNS/PC Act.

b) The Bank and the bidder (s) and/or or its representative undertake to refrain from any demand/ offer/ promise, pass on or accept any material or immaterial benefit or share any confidential/ additional information to obtain advantage pertaining to the process of tender including any undisclosed agreement or understanding.

c) Participating bidder has to submit Pre-Contract Integrity Pact as per Bank's format (**Annexure-VII**) on Non-judicial Stamp Paper of appropriate value with UCO Bank, Head Office, Kolkata.

1. Non-Disclosure/ Confidentiality Agreement: All participating vendors 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.

2. Notwithstanding this, disclosure of any information received by the successful bidder in course of business to parties not involved in the supply of contracted services will be treated as breach of trust and could invite legal action. This will also mean termination of the contract and disqualification of the said bidder.

6. Non Assignment: Neither the subject matter of the contract nor any right arising out of the contract shall be transferred, sub-contracted, assigned or delegated to any third party by the successful bidder/Vendor without prior written consent of the Bank.

7. **Performance Bank Guarantee: Bank Guarantee from a Nationalized Bank other than UCO Bank, in favour of UCO Bank i.e. 10% of the cost of work covering CAMC period of 04 years valid for a period of four year plus claim period of 3 months (valid for the period of contract) as performance guarantee to be submitted by successful vendor(s) which may be forfeited in case of default in the terms and conditions of CAMC by the vendor.**



The Bank Guarantee will be deposited with UCO Bank, Head Office, Central Security Department, Kolkata on or before the date of issue of Letter of CAMC contract from the Bank. The format of Bank Guarantee is enclosed as **(Annexure-IX)**

8. Liquidated Damage:-

Time is essence of the contract. In case of failure to complete the CAMC work, with in the stipulated period of time by fault of the successful vendor/OEMs liquidated damage @1% of the accepted contract sum for delay of each week or part thereof shall be recovered from successful vendors. The total of liquidated damage shall be subject to a maximum of 10% of the accepted contract value, accrual which entitles us to rescind the contract.

9. Rejection of The RFP Response:-

The Bid is liable to be rejected if:

- a. The document doesn't bear signature of authorized person on each page signed and duly stamp.
- b. It is received through E-mail.
- c. It is received after expiry of the due date and time stipulated, or such extended time as stipulated by the Bank, for bid submission.
- d. Incomplete Bids, including non-submission or non-furnishing of requisite documents /Conditional Bids/deviation of terms & conditions or scope of work/incorrect information in bid/Bids not conforming to the terms and conditions stipulated in this Expression of Interest (RFP) are liable for rejection by the Bank.
- e. Bidder should comply with all the points mentioned in the RFP. Non- compliance of any point will lead to rejection of the bid.
- f. Any form of canvassing/lobbying/influence/query regarding short listing, status etc. will be a disqualification.
- g. The bidder submits Incomplete Bids, including non-submission or non-furnishing of requisite documents/Conditional Bids/Bids not conforming to the terms and conditions stipulated in this Expression of Interest (RFP).
- h. Non-submission of Integrity Pact as per format given in **Annexure –VII**

10. Pre bid meeting: -

For the purpose of clarifications of doubts of the bidders on issues related to the RFP, Bank intends to schedule a pre bid meeting on the date & time as indicated in the RFP (Bid Control Sheet). The queries for the Pre-bid meeting should be reached by email on or



before the date mentioned above on e-mail: hosecurity.calcutta@ucobank.co.in. It may be noted that no query from any bidder shall be entertained or received after the above-mentioned date. Queries raised by the prospective bidders and the Bank's response will be hosted at Bank's web site. No individual correspondence will be accepted in this regard. Only authorized representatives of bidder will be allowed to attend the Pre-bid meeting. Any deficiencies should also be raised in the pre-bid queries. Pre-bid meeting will be held at Central Security department ,UCO Bank ,Head Office, Kolkata as per date & time indicated in the RFP (Bid Control Sheet).

11. Modification And Withdrawal Of Bids:-

- a) Bids once submitted will be treated, as final and no modifications would be permitted. No correspondence in this regard will be entertained.
- b) No bidder/sub-contractor shall be allowed to withdraw the bid after the deadline for submission of bids.
- c) The bidder/sub-contractor will not be allowed to withdraw from or seek amendments to the bid commitments. The bid earnest money in such eventuality shall be forfeited and all interests/claims of such bidder shall be deemed as foreclosed.

12. Information Provided:-

The RFP document contains statements derived from information that is believed to be reliable at the date obtained but does not support to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank in relation to the provision of services. Neither Bank nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied as to the accuracy or completeness of any information or statement given or made in this RFP document.

13. For Respondent Only:-

The RFP document is intended solely for the information to the party to whom it is issued ("the Recipient" or "the Respondent") and no other person or organization.

14. Confidentiality:-

The RFP document is confidential and is not to be reproduced, transmitted or made available by the Recipient to any other party. The RFP document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient to Bank. Bank may update or revise the RFP document or any part of it. The Recipient acknowledges that any such revised or amended document is received subject to the same terms and conditions as this original and subject to the same confidentiality undertaking.



The Recipient will not disclose or discuss the contents of the RFP document with any officer, employee, consultant, director, agent or other person associated or affiliated in any way with Bank or any of its customers, suppliers or agents without the prior written consent on Bank.

15. Disclaimer:-

Subject to any law to the contrary, and to the maximum extent permitted by law, Bank and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information, including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of Bank or any of its officers, employees, contractors, agents, or advisers.

16. Costs Borne By Respondents:-

All costs and expenses incurred by Recipients / Respondents in any way associated with the development, preparation, and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by Bank, will be borne entirely and exclusively by the Recipient/Respondent.

17. No Legal Relationship:-

No binding legal relationship will exist between any of the Recipients/ Respondents and Bank until execution of a contractual agreement.

18. Errors And Omissions:-

Each Recipient should notify Bank of any error, omission, or discrepancy found in this RFP document.

19. Acceptance of Terms:-

A Recipient will, by responding to Bank RFP, be deemed to have accepted the terms as stated in the RFP.

20. RFP Response:-

If the response to this RFP does not include the information required or is incomplete or submission is through Fax mode or through e-mail, the response to the RFP is liable to be rejected.



All submissions will become the property of Bank. Recipients shall be deemed to license, and grant all rights to, Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or Banking documents.

21. Notification:-

Bank will notify the Respondents in writing as soon as possible about the outcome of RFP evaluation process, including whether the Respondents' RFP response has been accepted or rejected. Bank is not obliged to provide any reasons for any such acceptance or rejection.

22. Language of Bids:-

The bid, correspondence and supporting documents should be submitted in English.

23. Cancellation of RFP Process:-

BANK reserves the right to accept or reject in part or full any or all offers without assigning any reason thereof and without any cost or compensation thereof. Any decision of the Bank in this regard shall be final, conclusive and binding upon the respondent (s). The Bank reserves the right to accept or reject any Bid in part or in full, and to cancel the Bidding process and reject all Bids at any time during the tender process or prior to contract award, without thereby incurring any liability to the affected respondent or respondents or any obligation to inform the affected respondent or respondents of the grounds for Bank's action. During the evaluation process at any stage if it is found that the respondent does not meet the eligibility criteria or has submitted false /incorrect information the response will be rejected summarily by The Bank.

24. Authorized Signatory:-

The selected bidder shall indicate the authorized signatories who can discuss, sign negotiate, correspond and any other required formalities with the bank, with regard to the obligations. The selected bidder shall submit:

- a) For Companies: A certified copy of the resolution of their Board, authenticated by Company Secretary, authorizing an official or officials of the company to discuss, sign with the Bank, raise invoice and accept payments and also to correspond. The bidder shall furnish proof of signature identification for above purposes as required by the Bank.



- b) For LLP/Partnership/ Proprietorship firm: An authorization letter signed by Designated Partner of LLP/ Partnership firm/ Managing partner or any Active partner, where there is no managing partner, in case of Partnership firm/ Proprietor of the proprietor firm, authorizing an official or officials of the firm to discuss, sign with the Bank, raise invoice and accept payments and also to correspond.

25. Publicity:-

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

26. Privacy & Security Safeguards:-

The Selected bidder shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the selected bidder under this contract or existing at any Bank location. The Selected bidder shall develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank data and sensitive application software. The Selected bidder shall also ensure that all subcontractors who are involved in providing such security safe guards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the selected bidder under this contract or existing at any Bank location.

27. Corrupt and Fraudulent Practices:-

As per Central Vigilance Commission (CVC) directives, it is required that Bidders/ Suppliers/Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

"Corrupt Practice" means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.



The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

28. Compliance:-

The products & services offered to the Bank must comply with all laws, regulations & Govt. guidelines of India. It also not violates any of the provisions of the Banking act in anyway or any other legal provisions relating to such products or services in India.

29. Applicable Law & Jurisdiction Of Court:-

The Contract with the selected bidder shall be governed in accordance with the Laws of India for the time being in enforce and will be subject to the exclusive jurisdiction of Courts at Kolkata (with the exclusion of all other Courts).

30. Adoption of Integrity Pact:-

UCO Bank has adopted practice of Integrity Pact (IP) as per CVC guidelines. The Integrity Pact essentially envisages an agreement between the prospective vendors/ bidders/sellers, who commit themselves to Integrity Pact (IP) with the Bank, would be considered competent to participate in the bidding process. In other words, entering into this pact would be the preliminary qualification. In case of bids for the purchase of Goods, Services, and Consultancy etc. not accompanied with signed IP by the bidders along with the technical bid, the offers shall be summarily rejected. The essential ingredients of the Pact include:

- i. Promise on the part of the principal not to seek or accept any benefit, which is not legally available.
- ii. Principal to treat all bidders with equity and reason
- iii. Promise on the part of bidders not to offer any benefit to the employees of the Principal not available legally.
- iv. Bidders not to enter into any undisclosed agreement or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contract etc.
- v. Bidders not to pass any information provided by the Principal as part of business relationship to others and not to commit any offence under PC/BNS Act.
- vi. Foreign bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principals or associates.
- vii. Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.
- viii. For Joint Ventures (JV) entities, Integrity Pact should be signed by all partners.
- ix. In case of foreign contractor, details of their Indian counterpart should be submitted to Bank by the vendor.



Integrity Pact, in respect of a particular contract, shall be operative from the date IP is signed by both the parties till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings. IP shall cover all phases of contract i.e. from the stage of Notice Inviting Tenders (NIT)/ request for proposal (RFP) till the conclusion of the contract i.e. final payment or the duration of warrantee/ guarantee. Format of IP is attached as Annexure – IV for strict compliance.

All pages of Integrity Pact (IP) must be signed and stamped Integrity Pact (IP) should be deposited with Central Security Department undertaken procurement at the address mentioned along with RFP document.

31. Issue of Corrigendum: -

At any time prior to the last date of receipt of bids, Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by a Corrigendum. Any such corrigendum shall be deemed to be incorporated into this RFP.

