

Request for Proposal (RFP)
For
Appointment of Social Media Management
Agency



UCO BANK, Head Office-1
Corporate Communication Department
1st Floor, 10 BTM Sarani,
Kolkata-700 001

RFP Ref. No: UCO/CC/ 03/2025-26 Date: 19.09.2025

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CONTROL SHEET TABLE

Tender Reference	RFP Ref. No: UCO/CC/03/2025-26 Date: 19/09/2025
Cost of Tender documents	Rs.2,500/- (Rupees Two Thousand Five hundred Only)
Date of issue of RFP	19/09/2025
Date of commencement of sale of tender document	19/09/2025
Last date for submitting queries for the Pre-bid Meeting	25/09/2025 up to 1:00 PM
Pre-Bid meeting Schedule	25/09/2025 at 11.30 A.M. (Meeting would be done through Video-Conferencing)
Last Date and Time for receipts of tender bids	10/10/2025 at 04:00 PM
Opening of technical bids	10/10/2025 at 04:30 PM
Opening of Price Bid	Will be informed subsequently to technically Qualified bidders.
Address of Communication	Asst. General Manager, Corporate Communication Department UCO BANK ,Head Office-1 1st Floor,10 BTM Sarani, Kolkata-700 001
Earnest Money Deposit	Rs 35,000/-
Email address	social.media@ucobank.co.in
Bids to be submitted	Tender box placed at: UCO BANK, Head Office-1, Corporate Communication Department 1st Floor,10 BTM Sarani, Kolkata-700 001.

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 under the NI act, the bids will be received till the specified time on next working day and will be opened at 04:30 PM. UCO Bank is not responsible for non-receipt of responses to RFP within the specified date and time due to any reason including postal holidays or delays. 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.

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 3298+ Domestic branches, two overseas branches and 2522+ ATMs (including Biometric enabled ATMs) spread all over the country. All the branches of the Bank are CBS enabled through Finacle as a Core Banking Solution. Currently Bank provides many innovative technologies driven products and services through delivery channels like Internet Banking, SMS /Mobile Banking, Online Share Trading etc. to its customers.

2. Objective

Bank is planning to select Bank's Social Media Management Agency at the Corporate Level for enabling its Social Media activities and initiatives. Against the above backdrop UCO BANK invites Request for Proposal (RFP) from the prospective bidders having proven past experience, competence in the field of Social media management agency and Appointment as Bank's Social Media Management Agency at the Corporate Level for enabling its Social Media activities and initiatives.

3. Scope of Work

UCO Bank aims to engage a professional agency to handle its complete Social Media presence with the objective of enhancing brand visibility, customer engagement, and digital outreach.

The agency will be responsible for providing end-to-end social media services — from content creation and platform management to performance reporting and crisis communication — using advanced tools and skilled professionals.

The agency should take into consideration best practices the bank could adopt to utilize social media for effective customer engagement, to enhance revenue generation, constant improvement over existing processes / practice.

The Scope of Work includes Brand Management with below mentioned Action Points:

- Content Management
- ORM (Online Reputation Management)
- Reports
- Social Media/ Digital advertising
- Tools and their Usage

- Social Media Security
- Media Planning/Buying & Execution
- Compliance of CISO Policy.

1. Social media as a part of overall online brand – including social advertising+ SEM+SEO of Social Media Posts.

2. Finding the right levers to connect with within the organisation to fully leverage the power of social media.

3. The social media strategy (to be submitted at the beginning of year/ quarter) should clearly chart out the following details:

- **Customer Insights & Expectations**

- What currently exists in the social and digital channel landscape?
- How can the bank better engage existing customers and attract new ones?
- What could customers value and what could they live without?
- What might customers want that they don't already have?

- **Process Improvements & Efficiency**

- What investments are needed to reduce costs in the long run?
- How can channel innovation make us the bank of choice?
- How do we deliver exceptional service?

- **Digital Channel Optimization**

- How are existing digital footprints (apps, web, mobile app store, support, social media platforms etc.) being leveraged?
- Design and implement a strategy to induce migration to online channels.
- How can our channel mix be modified to make things more efficient and cost effective?

- **Risk, Compliance & Brand Safety**

- What is the customer engagement governance?
- What are the new information protection policies?
- How do we manage reputational risk?
- How do we be protected and protect our followers / customers from Social media threats like Social engineering, impersonation, phishing, hijacking, financial fraud, scams etc.?
- How does this impact our compliance?

Brand Management

- Updating Bank's latest information and other essential details on an ongoing basis.
- Developing branding collaterals - background image, skins, cover photo, profile photo, etc.

3. Develop campaign strategies based on the new and innovative features of the platforms.
4. Managing user feedback and inquiries on official brand channels
5. Identifying and removing / merging fake profiles / unofficial profiles / presence on social media channels relevant to UCO Bank
6. Managing the Online Reputation of the Bank
 - Developing a comprehensive online reputation management system that allows for tracking and gauging of Bank's influence across various platforms.
 - Creation of Command Centre within Banks' premise.
 - Keeping a close watch on relevant stakeholders and their projection of our brand, as well as the community that dwell within that channel and how they respond to our brand, as a part of feeds received from online monitoring of news/ information related to the brand and specific top keywords defined.
 - Strategy to make this online reputation positive.
 - Creation of a positive sentiment on social media platforms during the time of negative inflow on social media.
7. Conducting an in-depth study of the present official/ unofficial presence of the Bank on Social Media and relevant platforms across the web.
 - The mentions/ tweets/ blogs/ news/ forums, etc. on Social Media and relevant platforms across the web.
8. The sentiment about the Bank at present on Social Media and relevant platforms across the web Conversation and Sentiment Drivers.
 - How people feel about the Bank's brand and what words or qualities they associate with it.
 - Where conversations occur and their drivers, along with key trending topics.
 - Connecting with the positive sentiment drivers and listening and converting negative sentiment to positive.
 - Digital Space: Measuring the share of content that occurs outside social media platforms via online chat or e-mail, etc.
 - Social Listening including regional listening to measure the sentiment of the Bank.
9. Location, Time, and Impact of Conversations.
 - Channel/ Region affinity of brand conversations.
 - Reach and virility of conversations.
10. Competitive implications, as a part of listening module and social media analysis as per keywords defined for competitors of UCO Bank.
 - How people talk about our competitors (including sentiment analysis report of minimum 10 competitors from banking industry, BFSI, national, global, government, other business sectors) and excluding UCO Bank.

- Positioning in industry/ product area Topic.

11. Identification of trend: Emerging negative/ positive trends

12. Influence

- Identifying key advocates or detractors.
- Influencers to be tapped into for propagating the positive reputation of the Bank online.
- Building relationships through official social media channels for becoming a more trusted and positive brand.
- Differentiating the brand through emotional connections with the followers on Social Media.
- Nurturing loyal fans to become more essential and propagating the sentiment.
- Engaging with the influencers and strategy to use them at appropriate occasions.

13. Opportunities and Threats.

- Understand the trend among customer's conversation about what they want to see in our services/ products.
- Identify what features of our competition are winning over us.

14. To obtain the verification stamp for pages and handles of Bank as and when Bank decides to create a page/handle on any new or existing platform/digital channel.

15. Identify the top keyword's momentum in social networks.

16. Identify reputed awards for relevant categories and file for nominations on behalf of the Bank.

17. SWOT analysis of other competitors in Social Media perspective.

18. Creation and updation of Digital Library on regular basis.

19. Any other requirement given by the bank.

Content Management

1. Active postings (including Photo/ Creative, short videos, tutorials, animated videos, GIFs etc.), also Link-Embedded Photo Posting. Video types as under (not limited to):

- a. Animated Slide based Video with music and voiceover.
- b. Animated Character/ Figure based Video with music and voiceover Tutorial videos with voiceovers.
- c. Real Character/ Actor video with music and dialogue.

2. Posting Calls to Action.

3. Segmented Posting.

4. Questions in Posts.
5. Live Telecast of Events in Social media handles.
6. Social Plug-ins on Website Product / Service Pages.
7. Apply for Product/Service within Facebook/ Twitter /WhatsApp/ Telegram/ LinkedIn etc. Blogs, Video & RSS Feeds.
8. Innovative Content is to be designed to evince user interest. The content Bank to be shared every fortnight i.e. a fortnight before planned content release date.
9. Creation of workflow for content creation and approval between the Bank and the agency.
10. Posting the approved content with a mutually agreed frequency, currently being 2-3 times a day.
11. Campaigns to be designed as and when required. Campaign strategy, target group, rewards to be shared. Rewards and giveaways if any for the campaigns will be provided by UCO Bank or its partners.
12. Develop creative (images, GIFs, animated videos, etc.) with voice over in English/Hindi/Both for the official pages of the Bank and modify existing creative (Creative should be designed as and when desired by the Bank, with no restrictions on the number of creative). All images, pictures and other content used by the agency as part of their services shall be sourced from authorized channels/sources and shall not infringe upon any copyrights. The Agency shall bear sole responsibility for the authenticity and legality of the images, pictures and other matter in the content to be used by them in their Creatives/Post copies. Usage of AI should be with the prior approval of the Bank.
13. The agency will also be required to make adaptation of the creatives into different sizes/platforms as per the needs of various media platforms.
14. All the creatives may need to be translated into various vernacular language (As defined under Schedule 8 of the Indian Constitution) as and when required.
15. The content once provided to the bank will be a property of the bank and may be deployed at any other channel/platform/Medium (Digital & Other) as decided by the bank. Open files of all creative assets to be shared with the Bank.
16. The content once provided to the Bank will be a property of the Bank and may be deployed at any other channel/platform as decided by the Bank.
17. Open Files of the Posts to be shared with the Bank after the completion of week.
18. Any other requirement given by the Bank.

Online Reputation Management

1. Formulation of a Response Mechanism involving all stakeholders (viz. Agency and bank) which facilitates end-to-end tracking of the response. Creation of FAQs specific to brand, products and services for first level response (FLR).
2. Creation of response templates based on various scenarios across brand, products and services.
3. FLRs to be formulated and shared with the Bank on a fortnightly basis based on user queries/ feedback and any new info on products and services.

4. Standard Response Template to be updated by the Agency on a daily basis based on the responses submitted by the Bank and contact centre to the various queries. The SRT to be shared with the Bank on a weekly basis highlighting the updates.
5. Leverage AI tools and natural language models to assist in generating real-time responses for FAQs, transactional queries, and feedback comments.
6. Ensure AI-Generated replies are:
 - Based on pre-approved templates
 - Contextually appropriate
 - Reviewed and approved by human moderators when needed (especially for sensitive issues)
7. Continuously train the AI system using past queries and feedback to improve quality, accuracy, and brand tone over time.
8. Integrated system for response management and escalation may be developed with facility to prioritize posts.
9. 24X7 Monitoring and Response on the Bank's Official Social Media Channels.
10. Handling the negative / urgent / high priority comments immediately and appropriately.
11. First level of response should be managed by the Agency within 5 minutes of the post, provided FLR's are pre-defined and approved by UCO Bank.
12. Minimize negative impact on the Bank's brand on account of its official social media channels.
13. As per the requirement of the situation and need given by the bank, the Agency should be able to provide multi language support for response management. Further any response given in vernacular language should be translated and given in English Language in the report submitted to the bank.
14. The quality of response in FLR should be ensured by the agency to avoid any reputational loss to the Bank.
15. The agency should escalate the tickets at regular intervals within specified timeline as decided by the Bank.
16. Any other need-based requirement given by the bank.

Reports

1. Report Types

- i. Monthly reports to ANALYSE effectiveness of the Social Media strategy.
- ii. Daily report of activities on various official pages of the Bank.
- iii. Weekly Analysis Reports with suggestions to enhance the social media response and sentiment towards the Bank.
- iv. Campaign Level Report indicating the KPI's, goals and targets reached to be shared via Daily Automated Report/ Weekly/ Monthly/Quarterly Report/Annual Plan.
- v. Provide as and when required performance reports of paid media campaigns.
- vi. Provide monthly impact analysis and performance reports for all SEO/SEM efforts.
- vii. Any other report required by Bank

2. Industry Trends

- i. Collate / analyse social media chatters on brand/ product/ industry to identify new insights/ trends/ pain points on real time basis.
- ii. Provide quarterly reports regarding latest trends/ technologies in social media available at bank's disposal for increasing the engagement or suggest the bank to buy/ subscribe.

3. Social Media Campaign Performance

- i. Provide as and when required performance reports of social media campaigns.
- ii. Keep a complete track of all campaigns and submit post evaluation reports for each campaign.

4. Content Performance

- i. Provide weekly metrics of how many people viewed, shared, and liked your content.

5. Channel Performance

- i. Channel wise break down of SM chatter and online activities on daily basis.

6. Timing Impact

- i. Agency to analyse and submit a report on most effective times to post content and engage on weekly basis.

7. Geography Identification

- i. Geographical areas from where the engagement is coming on the page/ post on weekly basis.

8. District-Wise Follower Demographics

The agency must provide district-wise breakup of followers across all official social media handles of the Bank (wherever platform APIs allow access). This includes:

- Total followers/subscribers by district
- Monthly growth trends by district
- Gender, age group, and language preferences (wherever available)
- Comparative analysis of follower concentration by region/district.

9. Daily report on queries received and their response status with aging analysis.

10. Market Intelligence Reports (To be enabled within 7 days from signing the agreement, with necessary access controls and approvals from UCO Bank required for tool configuration and access)

i. Brand Audit (fortnightly)

- o Conversation and Sentiment Drivers
- o Location, Time, and Impact of Conversations
- o Influencers
- o Opportunities and Threats

ii. Competition Intelligence (fortnightly)

- o How people talk about our competitors
- o Positioning in industry/ product area/ topic

iii. Industry Intelligence (fortnightly)

iv. Social Media Update Reports (daily)

v. Performance Report (weekly)

10. Dashboards for top management and various Business Units on brand, product, service, competition, etc. Any complex applications to support or enable better experience for customers which needs to be purchased from third party platforms other than the agency's associate/ subsidiaries, will be paid on actuals, as per scope defined, subject to banks prior approval.

11. Weekly listening reports at specified time as decided by the Bank on various posts received on official brand channels of the Bank, the response posted by various levels in the Response Mechanism along with a time and aging analysis, including the pending resolution of previous posts.

12. Weekly report on the total mentions (positive, negative, neutral), type of posts received i.e. queries, complaints, etc., the responses sent and the TAT analysis.

13. Weekly report on end-to-end tracking of the responses and the gaining and response time analysis.

14. Biweekly market trend reports on the latest changes in policies/ technologies on Social Media platforms.

15. Performance Reports of each post/ campaign to be shared on a daily basis

16. Top Shared/ Liked content to be shared with the bank on a weekly basis.

17. Weekly language wise comment-response reports.

18. TAT report for response management on a daily basis (Bank User wise, Agency User wise, etc.)

19. Weekly sentiments analysis report (minimum 10 competitors including banking industry, BFSI, national, global, government, other business sectors)

20. Any other report/ presentation as and when required by the bank.

Social Media/Digital Advertising:

1. Develop an appropriate social/ digital advertising plan for promoting the Bank's Official Social Channels within a fixed TAT, as per the agreement which will be signed by the selected agency.
2. Develop and execute a targeted social media advertising program to reach out to target stakeholders, namely existing and potential customers as per the marketing trends on real time basis.
3. Develop and execute promotions campaigns through targeted keyword advertising in terms of featured videos and other ad options as per the marketing trends on real time basis.
 - i. Facebook Ads

- ii. YouTube Featured Ads, In-stream Ads, Display Ads, Trending Ads, etc.
 - iii. Influencer Marketing on Twitter, Instagram, etc.
 - iv. Lead generation Ads
 - v. Product promotion Ads
 - vi. Traffic Ads
 - vii. Promoted Tweets and Promoted Accounts Ads
 - viii. Ads for Quora (Image Ads, Traffic Ads, etc.)
 - ix. Social Bookmarking
 - x. Any other promotional methods offered by the platforms the bank already has presence on or the bank intends to have its presence.
4. Should the Bank decide to undertake advertising on other digital media, the agency should develop and implement strategies with approval from the Bank. The budget for the same would be as decided by the Bank. The agency will share their inputs based on KPIs and expected outcomes from the advertising campaign.
 5. Close monitoring/ tracking of Ads/ Campaigns/ Contests and Optimisation by plugging in different technologies required to amplify the performance, suggest alterations, etc.
 6. Making sure the campaign performance is tracked through proper channels at our end.
 7. Partner with Bloggers/ Influencers for creating buzz around the brand and to influence social signals.
 8. Any other requirements.
 9. Fee/commission for executing various ads/campaigns/contests would be a part of retainerhip. There will not be any extra fee/commission for this. However, cost of media buying/image purchase, etc. including Taxes/GST will be borne by UCO Bank subject to prior approval. Any purchase from the selected agency's group companies or subsidiaries will not be paid.

Tools and Their Usage:

1. The agency will provide tool(s) as per requirement at no extra cost. However, hardware to use the tools may be provided by UCO Bank at its office(s). The list of all tools that will be used for the optimization and execution of the campaigns must be shared and the agency should be comfortable to arrange for a walk through for the same if needed.
2. The tool should crawl the web including Social Media Platforms, Forums, Blogs, News, Communities, Websites, etc. to aggregate content / mentions related to the Bank's Products / Services, key competition.
3. The tool should be able to be used for social listening, sentiment analysis and posting & tracking responses.

4. Comparison / Review of existing Social Media tools vis a vis other Social Media tools available in the market on yearly basis.
5. The tool should have the following capabilities:
 - i. To aggregate content from various Social Media Sites and relevant platforms across the web.
 - ii. To run a sentiment analysis on the content.
 - iii. Real-time filtering and monitoring of posts.
 - iv. To generate reports on the sentiments at the brand and product level.
 - v. To track the response end to end.
 - vi. To identify the sentiment of the post.
 - vii. To classify and prioritize the mentions and respond them accordingly.
 - viii. Provide In-depth Dash-Board reports and Age-Wise analysis of the responses.
 - ix. Ability to integrate with bank's other channels like CRM, Email, Complaint Management System, Lead Management System, etc. to have an automated and integrated approach.
 - x. Ability to create and manage social media campaigns on various platforms.
 - xi. Ability to publish content/posts on Bank's Social platforms.
 - xii. Ability to see translation of the comment in vernacular languages other than English or Hindi.
 - xiii. Ability to provide multi-language responses and generate corresponding reports.
 - xiv. Ability to run campaigns and generate corresponding reports.
 - xv. Ability to use for in-house Command Centre.
 - xvi. Ability of the tool to be customized as per the requirements of the bank.
 - xvii. All the licensed APIs should be configured with the tool.
 - xviii. Backup of the data should be stored and made available to the Bank.
 - xix. 24X7 listening, monitoring and responding capability on social media space.
 - xx. Ability of monitoring fake profiles.
 - xxi. Tool should have capacity to integrate with Artificial Intelligence (AI).
 - xxii. The Tool should have pop-up facility/colour coding to highlight influencers/sensitive tagging/long pending tickets.
 - xxiii. The tool should have inbuilt capability to publish or edit content.

Social Media Security

The agency will provide alerts of various threats/ dynamic risks as and when it appears on social sites, which may be detected real-time by use of tool/ software or any other technique and initiate appropriate actions to be protected from it. Below are some threats which are just illustrative but not exhaustive.

- Brand and executive impersonations
- Financial frauds, Profanity & Customer attacks
- Scams (Recruitment, Coupons, Lottery, Counterfeit, etc.)
- Piracy and trademark infringement
- Viruses
- Phishing and Social engineering

- Data leakage or posting inappropriate corporate data
- Targeted attacks
- Insider threat
- Social account hijacking
- Spamming

MEDIA PLANNING/ BUYING & EXECUTION:

The agency will also be responsible for recommending the most efficient and cost-effective platforms, media selection including platforms like Search, GDN, GSP, Native ad platform, Video promotions on OTTs, Connected TVs or any other channels, programmatic marketing, etc.

- NB: Fee/ commission for executing various ads/campaigns/contests would be a part of retainerhip. There will not be any extra fee/commission for this. However, cost of media buying/image purchase, etc. including Taxes/GST will be borne by UCO Bank. Any purchase from the selected agency's group companies or subsidiaries will not be paid.

COMPLIANCE OF CISO POLICY

The agency should comply with Bank's CISO policy in an ongoing basis in key concern areas relevant to the RFP. Some of the key areas are as under:

- i. Confidentiality, privacy and security for data and application gained as a result of having access to the Bank's internal system, software and other administration should be maintained.
- ii. Custodial responsibilities for data, software, hardware and other assets of the Bank being managed by or assigned to the selected agency.
- iii. Physical security of the facilities.
- iv. Physical and logical separation from other customers of the selected agency.
- v. Incident response and reporting procedures.
- vi. Password Policy of the Bank.
- vii. Data Encryption/ Protection requirement of the Bank.
- viii. Submission of Application Security/ Vulnerability Assessment/ Penetration Testing/ Audit Clearance Certificate of tools, to be provided after conducting an audit through a CERT-IN empaneled vendor at the end of every quarter/ year.

Security requirement of the Bank will be shared with the agency from time to time.

- Time shall be the essence for all projects which would be undertaken by the appointed agency. The agency shall therefore fully abide by various time limits as prescribed for different assignments and the performance of the agency shall be judged as per the adherence to such quality and time parameters as laid down for the respective work.

The agency will also be responsible to provide innovative ideas/ concepts which can be executed as per requirements of the bank.

4. Eligibility Criteria

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

SI NO	Criteria	Sub-Criteria	Max Marks	(Proof of Documents required/must be submitted)
1	Bidder should be a company registered under Companies Act 1956 and Companies Act 2013 since the last three years as on RFP submission date.	Registered under Companies Act 1956/2013 for at least 3 years	5	Certificate of incorporation & Commencement of Business (Whichever applicable) should be submitted.
2	The bidder should be a financially sound and profitable firm/company and they must have earned profit during any two of the last 3 financial years.	Positive Net Worth and Profitable in any 2 of last 3 FYs • Profit in 2 FYs – 3 • Profit in 3 FYs – 5	5	Audited Balance Sheets and Auditor's Certificate for the last three financial years to be submitted.
3	The bidder must have an average turnover of minimum Rs. 2 Crore during each of the last three financial years i.e., 2022- 23, 2023-2024 and 2024-25.	Average Turnover in last 3 FYs • ≥ ₹2 Cr – 3 • ≥ ₹5 Cr – 5	5	Audited Balance Sheets and Auditor's Certificate for the last three financial years to be submitted.
4	The bidder should have experience of working as Social Media Management agency for at least two BSE/NSE listed PSU/BFSI/Govt. Organizations and the details of the same should be provided.	Experience as SMM agency for BSE/NSE listed PSU/BFSI/Govt orgs • 2 clients – 5 • 3-4 clients – 8 • 5+ clients – 10	10	The bidder has to submit Purchase Order along with letter from client for satisfactory performance of solution and supporting documents for the same

5	The agency should have full-fledged office in India and shall allocate a dedicated team to execute social media campaigns across all platforms. The agency will be required to furnish the list of personnel who will be assigned to service the UCO Bank account along with a brief profile of their career experiences.	Dedicated team and office in India <ul style="list-style-type: none"> • Meets minimum Requirement – 3 • 40+ members, office infra – 5 	5	Necessary documents to be submitted.
6	The Bidder must be a Google Partner and Meta Marketing Partner	Google Partner, Facebook Marketing Partner <ul style="list-style-type: none"> • Both – 5 • Both + certified staff – 10 	10	A self-declaration in this regard to be submitted, along with any certificates or proof given by these organizations.
7	The service provider should have worked with other partners in social media and Media Strategy and Planning	Letters/testimonials from PSU/BFSI clients <ul style="list-style-type: none"> • 1 letter – 3 • 2 – 5 • 3+ – 10 	10	The bidder has to submit Purchase Order along with letter from client for satisfactory performance of solution and supporting documents for the same
8	Bidder must have executed minimum of two 50Lac + media campaigns for Advertisers from BSE / NSE listed PSU / BFSI / Govt organization in the last 1 year	For BSE/NSE listed PSU/BFSI/Govt in last 1 year <ul style="list-style-type: none"> • 2 campaigns – 1 • 3-4 – 3 • 5+ – 5 	5	Provide PO or any relevant documents
9	The bidder must have at least 2 Google Search certified professionals and 2 Meta Blueprint certified professionals in the team	Google Partner, Facebook Marketing Partner <ul style="list-style-type: none"> • Either one – 5 • Both + certified staff – 10 	10	Please produce the certificates in order to be eligible

10	<input type="checkbox"/> Availability of standard operating procedures (SOPs) for crisis communication. <input type="checkbox"/> Capability to detect, monitor, and respond to cyber threats on social media platforms. <input type="checkbox"/> Use of tools for detecting fake profiles, malicious mentions, or impersonation. <input type="checkbox"/> Past experience in handling crises for PSU/BFSI/Govt. clients.	Experience in ORM, security monitoring, phishing/social threat handling <ul style="list-style-type: none"> • Basic – 3 • Advanced (tools/proven record) – 7 • Certified/Structured SOP – 10 	10	<input type="checkbox"/> SOP Document for Crisis Management & Cyber Threat Escalation <input type="checkbox"/> Tools Used (dashboards, alert systems, AI-monitors) <input type="checkbox"/> Case Studies or Reports showing effective handling of past incidents <input type="checkbox"/> Declaration of 24x7 monitoring support or shift-based operations
11	<input type="checkbox"/> Agency's internal data handling and password management practices . <input type="checkbox"/> Familiarity with CISO/ISO 27001/CERT-IN guidelines for social platforms. <input type="checkbox"/> Use of secure file-sharing platforms , version control, and backup procedures. <input type="checkbox"/> Willingness and readiness to	Experience with InfoSec policies, CERT-IN audit, password/data protection <ul style="list-style-type: none"> • Basic – 5 • Strong record with certificates – 10 	10	<input type="checkbox"/> Declaration of compliance with Information Security & IT Policy <input type="checkbox"/> List of implemented security measures (e.g., 2FA, encrypted storage) <input type="checkbox"/> Audit certificates (ISO/CERT-IN/NASSCOM if available) <input type="checkbox"/> Previous experience in clearing IT audits from a Govt. or BFSI client

	undergo security audits by the Bank/third party.			
12	<input type="checkbox"/> Use of licensed ORM tools like Sprinklr, Konnect Insights, Brandwatch, Meltwater, Hootsuite, etc. <input type="checkbox"/> Availability of real-time dashboards for sentiment, keyword, and influencer tracking <input type="checkbox"/> Capability to track conversations across multiple platforms (Facebook, Twitter, Instagram, LinkedIn, YouTube, review sites, app stores, news portals) <input type="checkbox"/> Ability to auto-classify tickets , prioritize by sentiment or urgency <input type="checkbox"/> AI-based auto-reply generation system (with fallback to human validation) <input type="checkbox"/> Multilingual monitoring and	<input type="checkbox"/> Basic ORM tool with platform tracking: 4–5 marks <input type="checkbox"/> Dashboards + sentiment classification + AI reply flow: 6–8 marks <input type="checkbox"/> Full-featured AI-assisted ORM setup used for BFSI: 10 marks	10	<input type="checkbox"/> Access screenshot or demo link of the tool interface <input type="checkbox"/> List of platforms covered by the tool <input type="checkbox"/> Auto-tagging and escalation flowchart <input type="checkbox"/> AI-generated response demo (optional but appreciated) <input type="checkbox"/> Evidence of past usage with PSU/Govt/BFSI client

	response support			
13	API Integration Capability	<p>1. Ability to integrate Facebook/Instagram Lead Ads with Bank's CRM/lead system.</p> <p>2. Experience in integrating WhatsApp/Telegram chatbots or customer engagement tools.</p> <p>3. Secure integration with UCO Bank's website/mobile apps for lead capture and customer journeys.</p> <p>4. Adherence to IT security and compliance protocols (CISO guidelines, CERT-IN standards).</p>	5	<ul style="list-style-type: none"> • Case studies of past API integrations for PSU/BFSI clients. • Technical architecture/proposal for integration. • Self-declaration of compliance with Bank's IT/security norms.

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.

Note: All Certificates and Documents required as proof for eligibility and evaluation must be valid as on the date of RFP submission/publication (wherever applicable), except for point no. 1 in eligibility criteria.

For example: Purchase Order Date, Certified Professionals Certificate Date, etc.



PART – II

Invitation For Bids And Instructions To Bidders

1. Invitation For Bids

This Request for Proposal (RFP) is to invite proposals from eligible bidders desirous of taking up the project for RFP for Appointment of Social Media Management Agency. Sealed offers / Bids (Bid) prepared in accordance with this RFP should be submitted as per details given in the Bid Control sheet. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful bidder will be entirely at Bank's discretion.

2. Due Diligence

The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP and study the RFP document carefully. Bid shall be deemed to have been submitted after careful study and examination of this RFP with full understanding of its implications. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP. Failure to furnish all information required by this RFP or submission of a Bid not responsive to this RFP in each and every respect will be at the Bidder's own risk and may result in rejection of the Bid and for which UCO Bank shall not be held responsible.

3. 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 **Rs. 2,500/- (Rupees Two Thousand Five Hundred Only)** in the form of Demand Draft or Banker's Cheque in favour of UCO BANK, payable at Kolkata.

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 **Rs. 2,500/- (Rupees Two Thousand Five Hundred Only)** in the form of Demand Draft or Banker's Cheque in favor of UCO BANK, payable at Kolkata, or NEFT at the time of submission of the technical bid, failing which the bid of the concerned bidder will be rejected.

In case of bidders being an MSME under registration of any scheme of Ministry of MSME, they are exempted from the submission of Bid Security Declaration and the Tender Cost / Fee. A valid certificate in this regard issued by the Ministry of MSME has to be submitted.

The Bank details are as below:

Bank details for Tender Fee	Address for Obtaining printed copy of RFP
Account Number-18700210000755 Account Name- M/s H O DIT Branch- DD Block, Salt Lake branch IFSC- UCBA0001870 MICR-700028138	UCO Bank Head office-1 Corporate Communication Department , 1 st floor , 10 BTM Sarani, Kolkata – 700001 Ph. No.- 033- 4455 7315/7382

4. Bid Security Declaration

Bidder is required to submit along with its Bid a Bid Securing Declaration. The Bidder has to sign a Bid Securing Declaration accepting that the Bidder will be suspended for a period of 180 days from the time starting on Bid Submission Date for Bid participation in the tendering process of the Bank in future, if

- a) The bidder withdraws its Bid during the period of validity i.e. 180 days from the Bid due date; or
- b) The bidder is awarded the Contract and fails to sign the Contract; or
- c) The bidder fails to submit an unconditional and irrevocable performance security before the deadline defined in the request for bid documents; or
- d) 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; or
- e) The bidder fails to submit the requisite documents as per the tender specification; or
- f) The bidder violates any of the provisions of the terms and conditions of this tender specification.

The Bid Securing Declaration shall be submitted as per the format at **Annexure - IV**.

5. Rejection Of The Bid

The Bid is liable to be rejected if:

- i. The document doesn't bear signature of authorized person on each page signed and duly stamp.
- ii. It is received through E-mail.
- iii. It is received after expiry of the due date and time stipulated for bid submission.

- iv. 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 Request for proposal (RFP) are liable for rejection by the Bank.
- v. Bidder should comply with all the points mentioned in the RFP. Non-compliance of any point will lead to rejection of the bid.
- vi. Any form of canvassing/lobbying/influence/query regarding short listing, status etc. will be a disqualification.
- vii. 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 Request for proposal (RFP).
- viii. Non-submission of Pre Contract Integrity Pact as per format given in Annexure – XIV.

6. Pre-Bid Meeting

The queries for the Pre-bid Meeting should reach us in writing or by email on or before the date mentioned in the Bid Control Sheet by e-mail to social.media@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 bidder 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, not more than two, of the bidder will be allowed to attend the Pre-bid meeting. Pre-Bid queries raised by the bidder(s) are to be submitted in the format given in Annexure-XIII.

7. Modification And Withdrawal Of Bids

No bid can be modified by the bidder subsequent to the closing date and time for submission of bids. In the event of withdrawal of the bid by successful bidders, the Bid security declaration will be forfeited by the bidder.

8. Information Provided

The RFP document contains statements derived from information that is believed to be reliable at the date obtained but does not purport 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.

9. Clarification Of Offer

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.

10. Late Bids

Any bid received by the Bank after the deadline (Date and Time mentioned in Bid Details table / Pre Bid / subsequent addenda / corrigenda) for submission of bids will be rejected and / or returned unopened to the bidder.

11. 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.

12. 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.

13. 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.

14. MSME

As per recommendations of GOI, Bank has decided to waive off EMD and tender cost for NSIC registered MSME entrepreneurs.

- i. Exemption from submission of EMD and Tender Fee / Cost shall be given to bidders who are Micro, Small & Medium Enterprises (MSME) and registered under provisions of the Policy i.e. registration with District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME. Bids received without EMD and tender cost from bidders not having valid NSIC registered documents for exemption will not be considered.
- ii. To qualify for EMD & Tender Fee / Cost exemption, firms should necessarily enclose a valid copy of registration certificate which is valid on last date of submission of the tender documents. MSME firms who are in the process of obtaining registration will not be considered for EMD & Tender Fee / Cost exemption. (Traders are excluded who are engaged in trading activity without value addition / branding / packing. In such a case they will have to submit EMD and Tender Cost).
- iii. MSME bidder has to submit a self-declaration accepting that if they are awarded the contract and they fail to sign the contract or to submit a Performance Bank Guarantee before the deadline defined by the Bank, they will be suspended for a period of three years from being eligible to submit bids for contracts with the Bank.
- iv. Bids received without EMD for bidders not having valid NSIC registered documents for exemption will not be considered. Bids received without EMD for bidders not having valid registration documents for exemption will not be considered. However, Performance Bank Guarantee has to be submitted by the bidder under any circumstance.

15. 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.

16. No Legal Relationship

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

17. Cancellation Of Tender Process

- a. UCO Bank reserves the right to accept or reject in part or full any or all offers at its sole discretion at any stage without assigning any reason thereof and without any cost or compensation therefor. Any decision of UCO Bank in this regard shall be final, conclusive and binding upon the bidders.
- b. 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 prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Bank's action.

18. 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.

19. Non-Transferrable 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.

20. Address Of Communication

Offers / bid should be addressed to the address given in bid control sheet.

21. Period Of Bid Validity

Bids shall remain valid for 180 (One Hundred and 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.

22. No Commitment To Accept Lowest Or Any Bid

UCO Bank shall be under no obligation to accept the lowest or any other offer received in response to this RFP and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. UCO Bank reserves the right to make any changes in the terms and conditions of purchase. UCO Bank will not be obliged to meet and have discussions with any vendor, and or to listen to any representations.

23. Errors And Omissions

Each Recipient should notify Bank of any error, omission, or discrepancy found in this RFP document in the form of pre-bid queries within the time as given in control sheet.

24. Acceptance Of Terms

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

25. 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.

26. Notification

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

27. 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 initialled / authenticated by the person/(s) signing the Bid.

28. Clarifications on and Amendments to RFP document

Prospective bidders may seek clarification on the RFP document by letter/fax/e-mail till the date mentioned in the bid control sheet. 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.

29. Language Of Bids

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.

30. Authorized Signatory

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 person who is duly authorized by the Board of Directors / Competent Authority of the bidder or having Power of Attorney.

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 certified copy of the resolution of their Board certified by Company Secretary along with Power of Attorney duly stamped, 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.

31. Submission Of Offer - Three Bid System

UCO Bank will follow Three Bid System i.e. Separate Eligibility Bid – containing Eligibility Information, Tender Fee, Bid Security Declaration OR certificate from Ministry of MSME (wherever required) and Pre Contract Integrity Pact (**as per Annexure – XIV**), Technical Bid – containing Technical Information and Commercial Bid – containing Price Information along with the soft copies duly sealed and super-scribed as – **RFP for Appointment of Social Media Management Agency** (Eligibility Bid), – **RFP for Appointment of Social Media Management Agency** (Technical Bid) and – **RFP for Appointment of Social Media Management Agency** (Commercial Bid) should be put in a single sealed outer cover duly sealed and super-scribed as – **RFP for Appointment of Social Media Management Agency** as per the bid details given in the RFP.

Eligibility evaluation would be completed first followed by Technical & Functional evaluation. Thereafter, Price Information (Commercial Bid) of the eligible & technically qualified bidders will be opened and Final selection will not be based on L1 alone. The bidder achieving the highest Final Score (FS) as per QCBS methodology (70% Technical + 30% Commercial) will be selected. The bids (along with soft copy preferably in non-optical drives) shall be dropped/submitted at UCO Bank's address given in Bid Control Sheet Table, on or before the date specified therein.

All envelopes must be super-scribed with the following information:

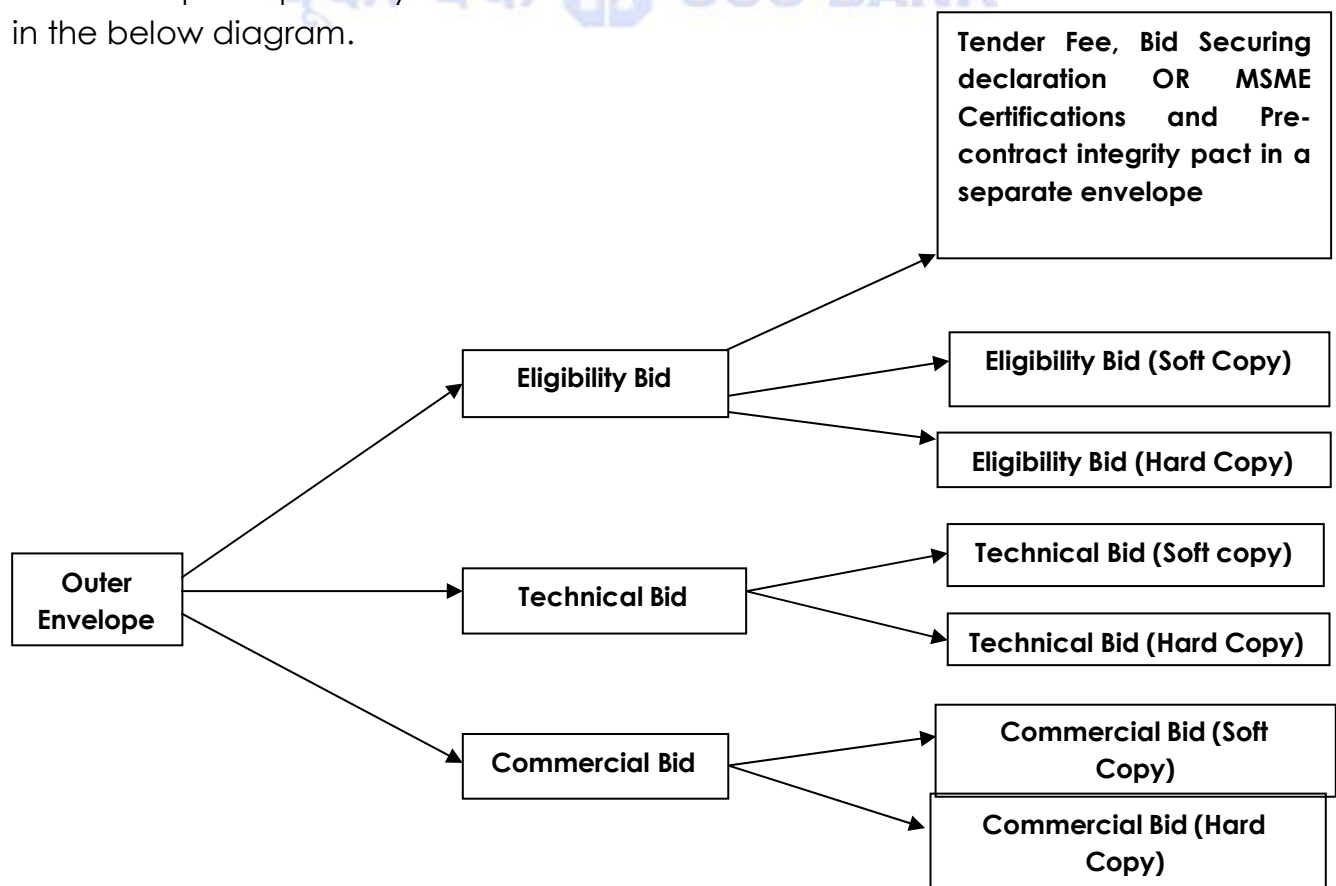
- Name of the Bidder

- Offer Reference
- Type of Offer (Eligibility or Technical or Commercial)

The Eligibility and Technical Offers should be complete in all respects and contain all information asked for, in the exact format of eligibility and technical specifications given in the RFP, except prices along with the Tender Fee, Earnest Money Deposit in the form of Bank Guarantee and the Pre Contract Integrity Pact on a non-judicial stamp paper of requisite value (**as per Annexure – XIV**). Tender Offer forwarding letter prescribed in **Annexure – I** should be submitted with the Eligibility / Technical Offer. The Eligibility and Technical offers must not contain any price information. UCO BANK, at its sole discretion, may not evaluate Eligibility or Technical Offer in case of non-submission or partial submission of eligibility or technical details. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidder. The Technical bid should have **documentary proof in support of Eligibility Criteria and Annexures**.

The entire RFP, Pre-bid responses along with all the Addenda and Corrigenda should be stamped & signed by the authorized signatory of the participating bidder and to be submitted to the Bank with all other documents as part of the Eligibility bid.

The envelopes separately should contain the documents in the order mentioned in the below diagram.



The Commercial Offer (Hard Copy) should contain all relevant price information as per **Annexure – XX**.

All pages and documents in individual bids should be numbered as page no. – (Current Page No.) of page no – (Total Page No.) and should contain tender reference no. and Bank 's Name.

Note:

- a. The Technical bid should be complete in all respects and contain all information asked for, except prices. The documentary proof in support of all Eligibility Criteria should be submitted along with Eligibility Bid.
- b. One Separate envelope containing Tender Fee, Bid Security Declaration and Pre-Contract Integrity Pact should invariably be placed in Eligibility Bid envelope.
- c. If commercial bid is not submitted in a separate sealed envelope duly marked as mentioned above, this will constitute grounds for declaring the bid non-responsive.
- d. Bidders to submit a **masked commercial Bid** i.e. by hiding price commercial bid as per Annexure – XIX with technical bid envelope to be submitted.
- e. If any inner cover / envelop of a bid is found to contain Eligibility/ Technical & Commercial Bids together then that bid will be rejected summarily.
- f. The Bank reserves the right to resort to re-tendering without providing any reason whatsoever. The Bank shall not incur any liability on account of such rejection.
- g. Canvassing of any kind or Bid submitted with false information will be a disqualification.
- h. The bidder is required to guarantee that rate fluctuations, changes in import duty and other taxes will not affect the Rupee value of the commercial bid over the price validity period.
- i. Prices quoted by the Bidder shall be in Indian Rupees, firm and not subject to any price escalation, if the order is placed within the price validity period.
- j. Further, subsequent to the orders being placed, the Bidder shall pass on to Bank all fiscal benefits arising out of reductions in Government levies /taxes.

- k.** The Bank reserves the right to modify any terms, conditions and specifications of this request for submission of offer and to obtain revised bids from the bidders with regard to such changes. The Bank reserves the right to accept or reject any bid.
- l.** Printed literature (for specific product and version numbers) describing configuration and functionality should be provided to the Bank for the products proposed to be supplied for the project. It should be noted that the product proposed will have to be supplied with all the software updates/fixes, if any, and associated documents. The bidder shall not quote for the products, whose End of sale/ End of Support/End of License has been declared by the OEM.
- m.** The Bank reserves the right to resort to re-tendering without providing any reason whatsoever. The Bank shall not incur any liability on account of such rejection.
- n.** Bids once submitted shall not be returned to the Bidder in future.
The selected bidder must adhere to the terms of this RFP document.

32. 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/IPC 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.

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 Proposals (RFP) till the conclusion of the contract i.e. final payment or the duration of warrantee/guarantee. Format of IP is attached as **Annexure – XIV** for strict compliance.

The following Independent External Monitors (IEMs) have been appointed by UCO Bank, who will review independently and objectively, whether and to what extent parties have complied with their obligation under the pact.



33. Preference to Make in India

The policy of the Govt. of India to encourage "Make in India" and promote manufacturing and production of goods and services in India, "Public Procurement (Preference to Make in India), Order 2017 and the revised order issued vide GOI, Ministry of Commerce and Industry, Department for Promotion of Industry and Internal trade, vide Order No. P-45021/2/2017-PP (BEI) dated 04.06.2020 will be applicable for this tender.

Purchase Preference: In procurement of all goods, services or works in respect of which Nodal Ministry/Department has communicated that there is sufficient local capacity and local competition, only "Class-I Local Supplier", as defined under the order, shall be eligible to bid irrespective of purchase value.

In procurements of goods or works which are divisible in nature, the "Class-I Local Supplier" shall get purchase preference over "Class-II Local Supplier" as well as "Non-Local Supplier", as per following procedure:

- Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract for full quantity will be awarded to L1.
- If L1 bid is not a 'Class-I local supplier', 50% of the order quantity in total shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price for remaining quantity and so on , and contract shall be awarded accordingly. In case some quantity is still left uncovered on Class-I local suppliers then such balance quantity may also be ordered on the L1 bidder.



In procurement of goods or works which are not divisible in nature and in procurement of services where the bid is evaluated on price alone, the 'Class-I local supplier' shall get Purchase Preference over 'Class-II Local Supplier' as well as 'Non Local Supplier' as per following procedure:

- Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class – I Local Supplier ', the contract will be awarded to L1.
- If L1 is not 'Class –I Local Supplier, the lowest bidder among the 'Class-I Local Supplier ', will be invited to match the L1 price subject to Class –I local suppliers quoted price falling with in the margin of purchase preference and the contract shall be awarded to such 'Class -I Local Supplier' subject to matching the L1 price.
- In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier ' with the next higher bid within the margin of Purchase Preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case of none of the 'Class-1 Local Supplier' within the margin of Purchase Preference matches the L1 price, the contract may be awarded to the L1 bidder.

- "Class-II local supplier" will not get purchase preference in any procurement, undertaken by procuring entities.

33.1 For the purpose of Preference to Make in India, Order 2017 (PPP-MII Order):

- "Local content" means the amount of value added in India which shall be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.
- **"Class-I Local supplier"** means a supplier or service provider whose product or service offered for procurement has local content equal to or more than 50%.
- **"Class-II local supplier"** means a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50%.
- **"Non-Local Supplier"** means a supplier or service provider, whose goods, services or works offered for procurement, has local content less than or equal to 20%.
- **"Margin of purchase preference"** means the maximum extent to which the price quoted by a local supplier may be above the L1 for the purpose of purchase preference. The margin of purchase preference shall be 20%.

33.2 VERIFICATION OF LOCAL CONTENT:

- a. The 'Class-I local supplier'/'Class-II Local Supplier' at the time of tender, bidding or solicitation shall be required to indicate percentage of local content and provide self –certification that the item offered meets the local content requirement for 'Class –I Local Supplier'/'Class –II Local Supplier', as the case may be. They shall also give details of the location(s) at which the local value addition is made.
- b. In case of procurement for a value in excess of Rs 10 Crores, the 'Class-I Local Supplier/ 'Class-II Local Supplier ' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.

The local supplier at the time of submission of bid shall be required to provide a certificate as per **Annexure-XXIII** from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content

The Bank shall follow all the guidelines/notifications for public procurement.

34. Restriction On Procurement Due to National Security

Any bidder from a country sharing a land border with India will be eligible to bid in this tender only if the bidder is registered with the Department for Promotion of Industry and Internal Trade (DPIIT). A copy of the valid Certificate to be attached with the Bid. Certificate as per the Annexure to be attached along with the Bid. Vide Ministry of Finance OM No. 6/18/2019-PPD dated 23rd July 2020.

Reference is made to Government of India order F. No. 7/86/2020/BOA-I dated 07.08.2020 on restrictions on procurements from bidders from a country or countries, on grounds of defence in India, or matters directly or indirectly, related thereto, including national security.

- i. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority.
- ii. "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.
- iii. "Bidder from a country which shares a land border with India" for the purpose of this Order means: -
 - a. An entity incorporated, established or registered in such a country; or
 - b. A subsidiary of an entity incorporated, established or registered in such a country; or
 - c. An entity substantially controlled through entities incorporated, established or registered in such a country; or

- d. An entity whose beneficial owner is situated in such a country; or
- e. An Indian (or other) agent of such an entity; or.
- f. A natural person who is a citizen of such a country; or
- g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

iv. The beneficial owner for the purpose of (iii) above will be as under:

In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

Explanation:

- a. "Controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent. of shares or capital or profits of the company;
- b. "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;
 - 1. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
 - 2. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;
 - 3. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
 - 4. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

- v. An Agent is a person employed to do any act for another, or to represent another in dealings with third person.

The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.

35. Other Terms and Conditions

- a. **Cost of preparation and submission of bid document:** 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.
- b. The Bank reserves the right to modify any terms, conditions and specifications of this request for submission of offer and to obtain revised bids from the bidders with regard to such changes. The Bank reserves its right to negotiate with any or all bidders. The Bank reserves the right to accept any bid in whole or in part.
- c. The Bank reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder. When the Bank makes any such rejection, the Bank will not be bound to give any reason and/or justification in this regard to the bidder. The Bank further reserves the right to reject any or all offers or cancel the whole tendering process due to change in its business requirement.
- d. **Response of the Bid:** The Bidder should comply all the terms and conditions of RFP.
- e. The bidder is solely responsible for any legal obligation related to licenses during contract period for the solution proposed and Bidder shall give indemnity to that effect.
- f. 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 upon the bidder.

PART – III

Bid Opening And Evaluation Criteria

1. Stages of Evaluation

There would be a stage evaluation process.

The Stages are:

1. Eligibility Evaluation
2. Technical & Functional Evaluation
3. Commercial Evaluation
4. Normalization of Bids
5. QCBS Methodology
6. Award of Contract

1.1 Eligibility Evaluation

1.1 The first stage will involve scrutiny of the documents submitted against the Eligibility Criteria specified in Part – I of this RFP.

1.2 The Bank will check whether:

- All required certificates and documents are submitted.
- The bidder satisfies the minimum eligibility conditions (experience, registrations, financial turnover, etc.).
- Documents are valid as on the date of RFP submission/publication.

1.3 Only those bidders who meet all eligibility criteria will be declared as eligible and will proceed to the next stage.

1.4 Bidders failing to meet eligibility conditions will be disqualified at this stage.

1.2 Technical & Functional Evaluation

2.1 In the second stage, the Technical Proposals of all eligible bidders will be evaluated.

2.2 The evaluation will cover:

- Past experience of handling PSU/BFSI/Government clients.
- Tools and platforms available for social media monitoring, ORM, analytics, and reporting.
- Certifications and partnerships (Google, Meta, etc.).
- Team strength, availability of certified professionals, crisis management expertise.
- Case studies of successful campaigns.
- Proposed content and social media strategy for UCO Bank.

2.3 Each parameter will be assigned marks as per the Bank's evaluation framework. The total marks will be normalized to 100.

2.4 Minimum qualifying marks: Bidders must score at least 70 marks out of 100 in technical evaluation to qualify for commercial evaluation.

2.5 Bidders who fail to achieve 70 marks will not be considered further.

2.6 The Bank may invite bidders to make presentations to support their proposals, which will form part of the technical evaluation.

1.3 Commercial Evaluation

3.1 In the third stage, the commercial bids of only technically qualified bidders will be opened.

3.2 The commercial bids will be evaluated on the Total Cost quoted by the bidders.

3.3 The Lowest Commercial Bid (L1) will be assigned a Commercial Score of 100.

3.4 The Commercial Score (C) of other bidders will be calculated using the following formula:

$$C=(L1/Lx) \times 100$$

Where:

L1 = Lowest evaluated commercial bid

Lx = Commercial bid of the bidder under evaluation

3.5 Commercial scores will be used in the QCBS methodology with 30% weightage.

1.4 Normalization of Bids

The Bank has discretion to go through a process of Eligibility evaluation followed by the technical evaluation and normalization of the bids to the extent possible to ensure that eligible bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion ask all the eligible bidders to re-submit the technical and commercial bids once again for scrutiny.

The resubmissions can be requested by the Bank in the following two manners:

- Incremental bid submission in part of the requested clarification by the Bank.
- Revised submissions of the entire bid in the whole.

The Bank can repeat this normalization process at every stage of bid submission or till the Bank is satisfied. The eligible bidder/s have to agree that they have no reservation or objection to the normalization process and all the technically short listed bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process. The shortlisted bidder/s, by submitting the response to this RFP, agrees to the process and conditions of the normalization process.

1.5 Quality and Cost Based Selection (QCBS) Methodology

5.1 The final selection will be done using the Quality and Cost Based Selection (QCBS) method, combining both Technical and Commercial scores.

5.2 Weightage Distribution:

- Technical Score (T) = 70%
- Commercial Score (C) = 30%

5.3 Final Score Formula (FS):

$$FS=(T\times0.70)+(C\times0.30)$$

5.4 The bidder achieving the highest Final Score (FS) will be declared as the Successful Bidder.

5.5 Tie-Breaking Rules:

If two or more bidders obtain the same Final Score, the bidder with the higher Technical Score will be selected.

If still tied, the Bank reserves the right to take the final decision through presentations/interactions.

1.6 Award of Contract

6.1 The contract will be awarded to the bidder achieving the highest Final Score (FS) as per QCBS methodology (70% Technical + 30% Commercial).

6.2 The Bank reserves the right to accept or reject any proposal without assigning any reason.

6.3 The decision of the Bank in this regard shall be final, conclusive, and binding on all bidders

SOCIAL MEDIA POLICY

a. No person of the bank or the contractors and third parties shall violate the social media policy of the Bank.

b. The following acts on the part of personnel of the bank or the contractors and third parties shall be construed as violation of social media policy:

- Non-adherence to the standards/guidelines in relation to social media policy issued by the Bank from time to time.
- Any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise, reputation loss on account of non-adherence of social media related systems and procedures."



Part – IV

1. Order Details

The purchase order will be placed by Bank Head Office in the name of selected bidder as per requirement. The payment will be made by Head Office and the Performance Bank Guarantee for order will be required to be submitted at Head office. Any decision of the Bank in this regard will be final & conclusive and binding upon the vendor.

2. Contract Period

The initial appointment shall be for a period of **2 (Two) years**, Unless and until, terminated earlier by the Bank for its own convenience by giving a **30 (Thirty) Days'** notice in writing to the vendor without assigning any reason(s) and without any cost(s) or compensation therefor.

The bank reserves the right to extend/renew the Contract for a further period of **2 (Two) year** and on such terms and conditions, as would be mutually agreed between the parties. However, the Bank is not under any obligation to extend/renew the period of the contract.

The performance of the Vendor shall be reviewed every quarter. If the performance of the Vendor is found not in consonance with the terms of the Contract, Bank may terminate the contract at its sole discretion by giving a **90 (Ninety) days'** notice in writing inclusive of 30 days cure period to the vendor For the sake of clarity, the period of 90 (Ninety) days will begin from the date of receipt of termination/cancellation notice in accordance with clause **42** (part-V) of this RFP. Any other mode of communicating termination/cancellation of the agreement will be deemed to be invalid.

3. Schedule of Implementation

The selected bidder is expected to complete the entire period of assignment as mentioned in the scope of work. The selection bidder has to comply the following time lines for the completion of the job as per scope of the work.

Sl.No	Job Description	Timeline
1	Initiation of functional and technical requirement mentioned in the scope of work	Immediately after issuance of Purchase order
2	Delivery & installation/ go-live of tools .	Within 15 days from issuance of purchase order

4. Payment Terms

Bank will pay charges for the various services rendered by the agency, as detailed below:

- Payment of charges will be made in Indian Rupees on quarterly basis in arrears after receipt of the bill from the selected bidder subject to the verification of the service level reports with all necessary documents.

Note: Other than the specified line items, no other payment (like H/W, S/W, Third Party Utility, Tools, Licenses, Service or Support Charges, etc.) will be paid by the Bank.

- Charges shall be fixed for the entire contract period and there shall be no escalation due to fluctuation in taxes, foreign currency or changes in duty structure or for any other reasons. However, impact of fall in prices, taxes duties, services, inter-connect charges or any other external factors like downward movement of foreign exchange rate etc. would be passed on to the Bank sue moto.
- GST, Taxes and levies as applicable will be levied separately and the Bank shall pay the same. However, the payment to agency will be subject to statutory deduction of taxes or other levies, by whatever name called, at source. Bank shall not be liable to pay any other fees or charges, etc. apart from what has been stated above.
- If any of the items/activities as mentioned in the commercial bid are not taken up by the Bank during the course of this assignment, the Bank shall not pay the professional fees quoted by the vendor in the Commercial Bid against such activity/item.

5. Uptime Guarantee

Availability is calculated as accessibility to the proposed application to its customers. Availability should be for the end customer and the customer should be able to perform all transactions that are supported on the application. It is required that an uptime of minimum of 99.95 % is maintained by the successful bidder expected after taking into account the following exclusions (Classification of areas is as per Bank):

- A maximum of 5 (Five) hours for quarterly Preventive Maintenance
- Bank's interface Host outages.
- Force Majeure cases.

Successful Bidder, in all such cases, shall inform the Bank regarding the same. The paying authority has the discretion to decide regarding the exclusions which shall be final and binding on Bidder.

6. Penalty

If the selected agency fails to perform services as per the scope of work within stipulated time schedule, the Bank shall, without prejudice to its other remedies

under the contract, deduct from the contract price, as penalty, a sum equivalent to 1% of the Annual Retainership Fee for delay by a week or part thereof maximum up to 10% of Annual Retainership Fee.

Once the maximum is reached, Bank may consider termination of Contract pursuant to the conditions of contract

7. Liquidated Damage

Notwithstanding Bank's right to cancel the order, liquidated damages at **1% (one percent)** of the assigned particular project cost per week or part thereof, for delay in not adhering to the time schedule for commitment under each contract **subject to a maximum of 10% of the total cost of ownership**. Bank will have right to recover these amounts by any mode such as adjusting from any payments to be made to the Vendor or from the performance Bank Guarantee. Liquidated damages will be calculated per week basis. Dispatch details shall be shared by the vendor regularly after handing over the consignment to the concerned Courier Agency/Indian Postal services.

If the selected Bidder fails to provide any of the services after starting of operations, as per the terms of this RFP, the Bank shall be entitled to charge penalty/ liquidated damages @ 5% of the monthly bill, per week or part thereof.

The Bank reserves its right to recover these amounts by any mode including adjusting from any payments to be made by the Bank to the Bidder. Bank may invoke the Bank Guarantee for further delay in in delivery & migration.

8. Paying Authority

The payment will be made by **UCO Bank, Corporate Communication department. However, all the payments shall** be subject to the performance / delivery of the Services to the satisfaction of the Bank for this purpose.

However, Payment of the Bills would be released, on receipt of advice / confirmation for satisfactory delivery and commissioning, live running and service report etc. after deducting all penalties.

9. Performance Bank Guarantee

The selected Bidder shall, within a period of fifteen (15) days from the date of Letter of Intent (LOI)/**Purchase Order** (PO) have to furnish a Performance Bank Guarantee, format as per Annexure V issued by any scheduled commercial bank (other than UCO Bank) equivalent to **5%** of the project cost/**Total Cost of Ownership (TCO)** valid for a period of 27 months (24 months + a claim period of three (3) months) from the date of Letter of Intent (LOI)/**Purchase Order** (PO) for indemnifying any loss to the Bank.

The Performance Bank Guarantee shall act as a security deposit either in case the selected Bidder is unable to commence the project within the stipulated time or the commencement of the project is delayed inordinately beyond the acceptable levels, the Bank reserves the right to forfeit the same.

Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the selected Bidder is not able to fulfill any and/or all conditions specified in the document or is unable to complete the project within the stipulated time and such breach remains uncured within such period as mentioned in the Clauses of Termination/**Order Cancellation**. This is independent of the Liquidated Damages (LD) on delivery and installation.

The selected Bidder shall be responsible for extending the validity date and claim period of the Performance Bank Guarantee as and when it is due on the account of non-completion of the project and warranty period.

In case the Service Level Agreement/Contract is extended, the selected Bidder shall have to submit the Bank Guarantee equivalent to 5% of the project cost/Total Cost of Ownership (TOC) for the extended period along with a claim period of three (3) months.

10. Price Validity

The selected bidder will be required to keep the price valid for a period of 06(Six) months from the date of issuance of 1st Purchase Order. There shall be no increase in price for any reason whatsoever during the period of 6 months and Bank may place the additional Purchase Orders to the selected bidder for any or all of the services at the agreed unit rate for line items as mentioned in the commercial format i.e. Annexure – XX during the price validity period of 6 months.

11. Single Point Of Contact

The selected bidder shall appoint a single point of contact, with whom Bank will deal, for any activity pertaining to the requirements of this RFP.

12. Right To Alter Quantities

The Bank reserves the right to alter the number of hardware hardware/software/licenses specified in the tender in the event of changes in plans of the Bank. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder. The bank reserves the right to place order for additional hardware/software/licenses at the agreed price during the contract period with the same terms and conditions. Banks is not obligate to purchase all the quantity of the hardware/software/licenses as mentioned above. Bank reserves the right to alter the quantities at any time **not exceeding 10% of the total contract value** without prior notice to the selected bidder(s).

13. Preliminary Scrutiny

UCO Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether all the necessary information supported by documentary evidences are submitted as per prescribed method. Offers not meeting the prescribed guidelines and or with incorrect information or not supported by documentary evidence, wherever called for, would summarily be rejected. However, UCO Bank, at its sole discretion, may waive any minor non- conformity or any minor irregularity in an offer. UCO Bank reserves the right for such waivers and this shall be binding on all vendors.

14. Award Of Contract

The bidder who qualifies in the technical evaluation will qualify for commercial evaluation. The bidder whose bid has been determined to be responsive and who quotes the lowest price will be treated as L1 Bidder. Any decision of UCO Bank in this regard shall be final, conclusive and binding upon the bidder(s).

15. Taxes

- a. Bidder shall be solely liable for the payment of all taxes, duties, fines, penalties, etc., by whatever name called as may become due and payable under the local, state and/or central laws, rules and/or regulations as may be prevalent and as amended from time to time in relation to the services rendered pursuant to this agreement. The Bank

may in its discretion, but without being bound to do so, make payment of Taxes, duties as aforesaid and in the event of such payment, Bank shall be entitled to deduct the payment so made from the payment due to Bidder in respect of Bills.

- b. The Bank shall not be liable nor responsible for collection and / or payment of any such taxes, duties, fines, penalties etc., by whatever name called, that are due and payable by bidder, under the local, state and/ or central laws, rules and /or regulations as may be prevalent and as amended from time to time.
- c. Nothing contained herein shall prevent the Bank from deducting taxes deductible at source as required by any law/s or regulation/s. Bidder shall be responsible to report any non-receipt of certificate of taxes deducted at source within ninety (90) days of deduction of such taxes at source by the Bank to bidder. The Bank will not issue any duplicate certificate for deduction of taxes at source unless such request is made within ninety (90) days of the closure of the financial year.
- d. Bidder shall co-operate fully in the defense of any claim/s by any local, state or union authorities against The Bank with respect to any taxes and/or duties due and payable by bidder and /or individuals assigned by bidder under this agreement. Without limiting the generality of the foregoing bidder shall upon request by The Bank, give to The Bank all documents, evidences in a form satisfactory to The Bank to defend such claim/s. Any claims filed against The Bank, the cost to be borne by the selected bidder.
- e. The payments which is/are **inclusive of GST and other taxes, fees etc.** as per the Payment Schedule covered herein above shall be paid by Corporate Communication Department, UCO Bank, 10 BTM Sarani, Head Office-1 Kolkata-700001. However, Payment of the Bills would be released, on receipt of advice / confirmation for satisfactory delivery and commissioning, live running and service report etc. after deducting all penalties.

16. Confidentiality and Secrecy

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 of Bank.

The bidder/selected bidder must undertake that they shall hold in trust any Information received by them under the Contract/Service Level 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 BANK;
- To only make copies as specifically authorized by the prior written consent of 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.
- The selected service provider acknowledges and agrees that all tangible and intangible information obtained, developed or disclosed including all documents, data, papers, statements, any business/customer information, trade secrets and process of the UCO Bank relating to its business practices in connection with the performance of services under this Agreement or otherwise, is deemed by the UCO Bank and shall be considered to be confidential and proprietary information (“Confidential Information”), solely of the UCO Bank and shall not be used/disclosed to anybody in any manner except with the written consent of The UCO Bank.
- The selected service provider shall ensure that the same is not used or permitted to be used in any manner incompatible or inconsistent with that authorized by the UCO Bank. The Confidential Information will be safeguarded and the selected service provider will take all necessary action to protect it against misuse, loss, destruction, alterations or deletions thereof.
- **Conflict of interest:** The Vendor shall disclose to BANK in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Vendor or the Bidder’s team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

- **The successful Bidder is required to execute a Non-Disclosure Agreement to the bank as per bank's format before or at the time of execution of the Service Level Agreement.**

17. Compliance With Applicable Laws of India

The Vendor shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this Contract and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/officers/staff/ personnel/ representatives/ agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may Occurs or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising therefrom.

All the employees/operator deployed by the Vendor for the digitization activity must comply with government's rules and regulations like Minimum Wages Act, Provident Fund, Labour Law, ESIC facility standard, CVC / RBI guidelines.

This indemnification is only a remedy for the Bank. The Vendor is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities.

The Vendor confirms to Bank that it complies with all Central, State, Municipal laws and local laws and rules and regulations and shall undertake to observe, adhere to, abide by, comply with and notify Bank about compliance with all laws in force including Information Technology Act 2000 as amended from time to time or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligation's towards them and for all purposes of this Contract, and shall indemnify, keep indemnified, hold harmless, defend and protect Bank and its officers/ staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligation's arising therefrom.

The Vendor shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the

purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate Bank and its employees/officers/staff/personnel/representatives(agents from and against all claims or demands of liability and all consequences that may Occurs or arise for any default or failure on its part to conform or comply with the above and all other statutory obligation's arising there from and Bank will give notice of any such claim or demand of liability within reasonable time to the Vendor.

The Vendor shall also provide a certificate from Statutory Auditor or Cost Auditor of the Company or from practicing Cost Accountant giving the percentage local contents as defined in PPP order issued by GOI from time to time and applicable for the said procurement/project

18. Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or the Bank as the case maybe which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance, such as:

- Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics,
- Situations, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes,
- Terrorist attacks, public unrest in work area,

Provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Selected bidder or the 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.

19. Completeness Of The Project

The project will be deemed as incomplete if the desired objectives of the project as mentioned in Section "Scope of Work" of this document are not achieved.

20. Acceptance Testing

The Bank will carry out the acceptance tests as per Scope of work Part – IV supplied & implemented by the selected bidder as a part of the Project. The

Vendor shall assist the Bank in all acceptance tests to be carried out by the Bank. The provisioned items will be deemed accepted only on successful acceptance of those products and the vendor would need to provision insurance of those items till successful acceptance. The Bank at its discretion may modify, add or amend the acceptance tests which then will have to be included by the vendor. The Vendor shall arrange for the tests at the relevant sites in the presence of the officials of the Bank. The Vendor should ensure that the tests will involve trouble-free operation of the complete system apart from physical verification and testing and that there shall not be any additional charges payable by the Bank for carrying out this acceptance test.

21. Order Cancellation

The Bank reserves its right to cancel/terminate the Order/Agreement in the event of occurrence of one or more of the following circumstances, that are not occasioned due to reasons solely and directly attributable to the Bank alone:

a) The selected Bidder/Vendor commits a breach of any of the terms and conditions of the Letter of Intent/Purchase Order/Agreement;

b) The selected Bidder/Vendor violates the Laws, Rules, Regulations, Bye-Laws, Guidelines, and Notifications etc.,;

c) Serious discrepancy in the quality of service of selected Bidder/Vendor expected during the implementation, rollout and subsequent maintenance process;

d) The selected Bidder/Vendor goes into liquidation voluntarily or otherwise;

e) An attachment is levied or continues to be levied upon the selected Bidder/Vendor for a continuous period of 7 days upon the effects of the order;

f) The progress regarding execution of the order by the selected Bidder/Vendor is found to be unsatisfactory;

g) Non-compliance by the selected Bidder/Vendor of the scope of the job;

h) Repetitive failure of the deployed personnel of the selected Bidder/Vendor to perform the job to the satisfaction of the Bank;

i) The selected Bidder/Vendor fails to complete the assignment as per the timelines prescribed in the Work Order/ said Agreement/Contract and the extension, if any allowed.

j) On the events of data piracy/privacy/system failures/security failures by the selected Bidder/Vendor;

k) If deductions on account of liquidated damages exceed more than 10% of the total order price.

In case of cancellation/termination of Order/Agreement due to the above stated situations, the following consequences will entail:

i. In case the selected Bidder/Vendor fails to deliver the ordered hardware, software, services and FM resources as stipulated in the delivery schedule, UCO BANK reserves the right to procure these deliverables from alternate sources at the risk, cost and responsibility of the selected Bidder/Vendor with the capping of 125% of the original quoted cost for such deliverable.

ii. If the selected Bidder/Vendor does not perform satisfactorily or delays in execution of contract, UCO Bank reserves the right to get the balance order executed by another party of its choice, in this event the selected Bidder/Vendor is bound to make good with the capping of 125% of the original quoted cost for such deliverable, which UCO Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled.

iii. UCO Bank reserves the right to recover any dues payable by the selected Bidder/Vendor under the contract from any amount outstanding to the credit of the selected Bidder/Vendor, including the bills and /or invoking the Performance Bank Guarantee under this Agreement.

iv. In case of cancellation of order, any advance payments (except payment against ATS) made by the Bank to the selected Bidder/Vendor for implementation of project, would necessarily have to be returned to the Bank. If the selected Bidder/Vendor fails to return such payment within thirty (30) days, then the selected Bidder/Vendor have to return the amount to the Bank with interest @ 15% per annum, further the selected Bidder/Vendor would also be required to compensate the Bank for any direct loss suffered by the Bank due to the cancellation of the contract/purchase order and any additional expenditure to be incurred by the Bank to appoint any other Vendor. This is after repaying the original amount paid.

v. The selected Bidder/Vendor shall be liable under this section if the contract/purchase order has been cancelled in case the sum total of penalties and deliverables exceeds 10% of the TCO.

In case of order cancellation/termination, Bank will notify the selected Bidder/Vendor within Ninety (90) days' notice period inclusive of Thirty (30) days cure period before cancellation/termination of the Order/Agreement. However, it is clarified that the notice should specifically contain that the Ninety (90) days period for cancellation is inclusive of cure period of Thirty (30) days, if the selected Bidder/Vendor fails to cure within Thirty (30) days time the notice for cancellation will become absolute. For the sake of clarity, the period of 90 (Ninety) days will begin from the date of receipt of termination/cancellation notice in accordance with Clause no. **42** (in Part-V) of this Agreement. Any other mode of communicating the termination/cancellation of the Agreement will be deemed to be invalid.

The rights of the Bank enumerated above are in addition to the rights/remedies available to the Bank under the law(s) for the time being in force.

22. Indemnity

In consideration of the Bank having agreed to accept our offer in terms of Request for Proposal No. dated 19.09.2025, We the Vendor herein doth hereby agree and undertake that we shall indemnify and keep indemnified the Bank including its respective Directors, Officers and Employees, from and against any claims, demands, actions, proceedings, damages, recoveries, judgements, costs, charges liabilities, losses arising out of all kinds of accidents, destruction, deliberate or otherwise, violation of applicable laws, regulations, guidelines and/or environmental damages, if any, during the contract period or expenses of any nature and kind whatsoever and by whomsoever made in respect of the said Contract and any damage caused from and against all suits and other actions that maybe instituted or preferred against the Bank or which the Bank may have to bear, pay or suffer directly or indirectly due to omission or commission of any act on our part and/or on the part of our employees, representatives, agents and/or associates, sub-contractors in performance of the obligations enumerated under the said Request for Proposal and Service Level Agreement/Contract/Master Service Level Agreement dated _____;

We the Vendor further irrevocably and unconditionally agree and undertake to hold the Bank harmless, indemnify and keep the Bank indemnified from any of its following acts and deeds, irrespective of the value, genuineness or enforceability of the aforesaid Contract/Agreement or insolvency, bankruptcy, reorganisation, dissolution, liquidation or change in ownership of UCO Bank or us or any other circumstance whatsoever which might otherwise constitute a discharge of the Vendor:

- a)** material breach of any of the terms of the RFP/ SLA or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the service provider under these presents and/or Request for Proposal and Service Level Agreement/Contract/Master Service Level Agreement;
- b)** infringement of any intellectual property right, patents, trademarks, copyrights or breach of confidentiality obligations etc., including any claims of infringement of any third-party copyright, patents or other intellectual property and/or any third-party claims on the Bank for malfunctioning of the equipment, software or deliverables or usage of any license, or such other statutory infringement in respect of all components provided to fulfil the scope of work under these presents and/or Request for Proposal and Service Level Agreement/Contract/Master Service Level Agreement;
- c)** for any loss or damages caused to the Bank's premises or property, loss of reputation & loss of life etc., solely attributable due to the acts of the Vendor/Vendor's employees, representatives, agents and/or associates;
- d)** non-compliance of the Vendor with the applicable laws and/or statutory obligations, if any, in performing its duties as a service provider under the said Request for Proposal and Service Level Agreement/Contract/Master Service Level Agreement;
- e)** Negligence or gross misconduct attributable to the Vendor, its employees, representatives, agents and/or associates or any liabilities which pose significant risk;

We shall not enter into any settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to the rights, interest and reputation of the Bank (and/or its customers, users and service providers).

All indemnities shall survive notwithstanding the expiry or termination of Service Level Agreement/Contract/Master Service Level Agreement and we shall continue to be liable under the indemnities.

Any notice, request or other communication to be given or made under this indemnity shall be in writing addressed to either Party at the address stated in the aforesaid Agreement/Contract.

We hereby declare that this Indemnity is in addition to the Liquidated Damages as provided in these presents.

23. 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. The Bidder shall not make or allow making a public announcement or media release about any aspect of the Contract unless The Bank first gives the Bidder its prior written consent.

24. Privacy And 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 safeguards 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.

25. Technological Advancements

The Selected bidder shall take reasonable and suitable action, taking into account economic circumstances, at mutually agreed increase / decrease in charges, and the Service Levels, to provide the Services to the Bank at a technological level that will enable the Bank to take advantage of technological advancement in the industry from time to time.

26. Guarantees

Selected bidder should guarantee that all the material as deemed suitable for the delivery and management for the RFP for Appointment of Social Media Management Agency. All hardware and software must be supplied with their original and complete printed documentation.

27. Exit Option And Contract Re-Negotiation

The Bank reserves the right to cancel the said Agreement/Contract in the event of happening one or more of the following conditions:

- Failure of the selected bidder/Vendor to accept the Letter of Intent/Purchase Order and/or failure to furnish the Performance Bank Guarantee within a period of fifteen (15) days of receipt of Letter of Intent/Purchase Order;
- Delay in commissioning the Project beyond the specified period;
- Delay in completion of the commissioning/implementation and acceptance tests/ checks beyond the specified periods;

Bank will notify the selected bidder/Vendor with Ninety (90) days notice inclusive of a cure period of thirty (30) days before cancellation/termination. However, it is clarified that the notice should specifically contain that the Ninety (90) days period for cancellation is inclusive of a cure period of thirty (30) days, if the Vendor fails to cure within thirty (30) days' time, then the notice for cancellation will become absolute. For the sake of clarity, the period of Ninety (90) days will begin from the date of receipt of termination/cancellation notice in accordance with Clause no. **42** (in Part-V) of this Agreement. Any other mode of communicating termination/cancellation of the Agreement will be deemed to be invalid.

In addition to the cancellation of Purchase Order/said Agreement/Contract, the Bank reserves the right to appropriate the damages through invocation of Performance Bank Guarantee furnished by the selected bidder/Vendor.

Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Vendor will be expected to continue the services. The Bank shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of six (6) to twelve (12) months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration.

The Bank and the Vendor shall together prepare the Reverse Transition Plan. However, the Bank shall have the sole decision to ascertain whether such Plan has been complied with.

Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Vendor to the Bank or its designate to ensure smooth handover and transitioning of Bank's deliverables, maintenance and facility management.

The reverse transition period may or may not be within the contract period. In case the reverse transition period falls within the contract period, all the terms & conditions, scope of work mentioned in the contract will hold good along with smooth handover and transitioning of Bank's deliverables to the Bank or its

designates/nominees and no extra payment shall be paid by the Bank for such reverse transition.

However, if the reverse transition mechanism to be adopted after the expiry of the contract period, the Bank and the Vendor shall together prepare the Reverse Transition Plan for smooth handover and transitioning of Bank's deliverables to the Bank or its designates/nominees including maintenance and facility management. Though in such case the Bank shall have the sole authority to ascertain whether such Plan has been complied with, but the payment for such reverse transition would be determined on pro rata basis or on mutual consent of the Parties.

28. Termination For Convenience

The Bank, by a written notice for a period of ninety (90) days (both in words and figures) sent to the selected Bidder/Vendor, may terminate the said Agreement/Contract, in whole or in part, at any time at its convenience. The notice of termination shall specify that the termination is for Bank's convenience, the extent to which the performance of work under the said Agreement/Contract is terminated and the date upon which such termination becomes effective.

29. Termination For Insolvency

The Bank may at any time terminate the Contract by giving written notice **(90 days' notice period)** to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

30. Termination For Default

The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the bidder, may terminate this Contract in whole or in part, if the bidder fails to perform any obligation(s) under the Contract.

In case of Termination for Default Bank will provide notice period of 90 days inclusion cure period of 30 days. However, it is clarified that the notice should specifically contain that the Ninety (90) days period for cancellation is inclusive of cure period of Thirty (30) days, if the Vendor fails to cure within thirty (30) days' time then the notice for cancellation will become absolute. For the sake of clarity the period of 90 (Ninety) days will begin from the date of receipt of termination/cancellation notice in accordance with clause 42 (Part-V) of the RFP. Any other mode of communicating termination/cancellation of the agreement will be deemed to be Invalid

31. Consequences Of Termination

In the event of termination of the Contract due to any cause whatsoever, (whether consequent to the stipulated term of the Contract or otherwise), UCO Bank shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution / continued execution of the scope of the Contract.

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 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.

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.

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.

32. Service Level Agreement

- a.** The bidder shall perform its obligations under the service level agreement entered into with the Bank.
- b.** 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.
- c.** 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 its right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty for non-performance.

- d. SLA violation will attract penalties as mentioned in the penalty clause.
- e. The selected bidder shall ensure uptime (to be calculated on monthly basis). The bank reserves the right to impose / waive any such penalty.
- f. The purchaser may without prejudice to its right to effect recovery by any other method, deduct the amount of penalty from any money belonging to the bidder in its hands (which includes the purchaser's right to claim such amount against bidder's Bank Guarantee) or which may become due to the Bidder. Any such recovery of penalty shall not in any way relieve the Bidder from any of its obligations to complete the works/services or from any other obligations and liabilities under the Contract.
- g. The selected bidder will also sign a Non-Disclosure Agreement and Service Level Agreement (SLA) with the Bank on a format prescribed by the Bank.**
- h. The selected bidder(s) shall be required to enter into a service level agreement (SLA) with UCO Bank, within 15 days of the award of the Bid through a Letter of Intent or within such extended period as may be specified.
- i. The SLA shall be based on the requirements of this RFP, the terms and conditions of purchase order, the letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the proper performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract.

33. Demonstration of the Product

UCO Bank reserves its right to carry out a demonstration of the product of the offered item(s). Bank may instruct eligible bidders to make technical

presentation at Bank's Head Office, Kolkata for the proposed solution / service. Bidders will have to make such presentation at their own cost.

34. Verification

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

35. Dispute Resolution Mechanism

- a. 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:
- i. 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.
 - ii. The matter will be referred for negotiation between Asst. General Manager of The 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.
- b. 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.
- c. 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.
- d. 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.

- e. 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.

36. Applicable Law And Jurisdiction Of Court

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

37. Limitation Of Liability

- i. For breach of any obligation mentioned in this document, subject to point no. (iii), in no event the Vendor shall be liable for damages to the Bank arising under or in connection with this Agreement for an amount exceeding the total project cost/contract value.
- ii. The selected Bidder/Vendor will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank's related information to the extent of the loss caused to the Bank.
- iii. The limitations set forth in point no. (i) shall not apply with respect to:
 - a) claims that are the subject of indemnification pursuant to violation of Intellectual Property Rights and Ownership.
 - b) damages occasioned by the gross negligence or willful misconduct of selected Bidder/Vendor.
 - c) damages occasioned by the selected Bidder/Vendor for breach of confidentiality obligations.
 - d) Regulatory or statutory penalty imposed by the Government or any Regulatory agency or non-compliance of statutory or regulatory guidelines applicable to the Project.
- iv) The selected Bidder/Vendor will not be liable for any loss of profits, revenue, contracts or anticipated savings or and consequential or indirect loss or damages however caused.

"Gross Negligence" means an indifference to, and/or a blatant violation of a legal duty with respect of the rights of others, being a conscious and voluntary disregard of the need to use reasonable care, which is likely to cause foreseeable grave injury or harm to persons, property, or both. Gross negligence involves conduct that is extreme, when compared with ordinary negligence. A mere failure to exercise reasonable care shall not be a gross negligence.

"Wilful Misconduct" means any act or failure to act with an intentional disregard of any provision of this RFP/Contract, which a party knew or should have known if it was acting as a reasonable person, which would result in injury, damage to life, personal safety, real property, harmful consequences to the other party, but shall not include any error of judgment or mistake made in good faith.

38. AMENDMENT(S) IN THE CONTRACT / SERVICE LEVEL AGREEMENT

There shall be no variation(s) in or modification(s) in the terms of the Contract/ Service Level Agreement save and except by a written mutual consent signed by both the Parties i.e. the Bank and Vendor. Bank shall have the discretion/liberty to give effect to any amendment, modification etc. in the Contract/Service Level Agreement, if so required by Bank, sequel to any amendment(s)/ modification(s) etc. in the applicable Laws/Statutes including but not limited to amendment(s)/ modification(s) etc. in the existing Guidelines/ Instructions issued/to be issued by any Regulatory Authority.

39. SEVERABILITY

If any provision of this Agreement is held to be illegal, invalid, or unenforceable under any Applicable Law, and if the rights or obligations of the Parties under this Contract/ Service Level Agreement will not be materially and adversely affected thereby (a) such provision will be fully severable; (b) this Contract/Service Level Agreement will be construed and enforced as if such illegal, invalid, or unenforceable provision had never been comprised a part hereof; and (c) the remaining provisions of this Contract/ Service Level Agreement will remain in full force and effect and will not be affected by the illegal, invalid, or unenforceable provision or by its severance here from.

40. BLACKLISTING

GROUND(S) FOR DISQUALIFICATION & BLACKLISTING

- (A)** Notwithstanding anything contained in this document, any Bidder/selected Vendor shall be disqualified when –
- i. any Bidder who have been black-listed or otherwise debarred by any Bank/Financial Institution/Central Government/State Government/any Central or State Undertaking or Corporation/Reserve Bank of India or any other Regulatory/Statutory Authority as on date of the publication of this Tender/Procurement;
 - ii. any bidder whose Contract/Agreement with any Bank/Financial Institution/Central Government/State Government/any Central or State Undertaking or Corporation/Reserve Bank of India or any other Regulatory/Statutory Authority has been terminated before the expiry of the Contract/Agreement for breach of any terms and conditions at any point of time during the last five years;

- iii. any Bidder whose Earnest Money Deposit and/or Security Deposit have been forfeited by any Bank / Financial Institution/Central Government/ State Government/any Central or State Undertaking or Corporation/ Reserve Bank of India or any other Regulatory/Statutory Authority, during the last five years, for breach of any terms and conditions.

(B) Further disqualification can be imposed by the Bank in accordance with the procedures established, which may include but not limited to the following grounds, either at the stage of Competitive Bidding or at the stage of implementation of the Contract:

Commission of any act of:

- i) submission of a bid, proposal or any other document that is known or should be known by the Bidder to be false, misleading or non- meritorious or to contain false information or concealment of information which will influence the outcome of the eligibility screening/selection process;
- ii) any documented unsolicited attempt by the Bidder to unduly influence the decision making process of the Bank while determining the eligibility screening/selection process in favour of the Bidder;
- iii) unauthorized use of one's name or using the name of another for purpose of bidding;
- iv) breach of the terms of a public contract by a wilful or material failure to perform in accordance with the terms thereof;
- v) withdrawal of a bid, or refusal to accept an award, or enter into contract with any Bank/Financial Institution/Central Government/State Government/ any Central or State Undertaking or Corporation/Reserve Bank of India or any other Regulatory Authority without any justifiable cause, after the Bidder had been adjudged as having submitted the lowest calculated Responsive Bid or highest rated Responsive Bid;
- vi) refusal or failure to furnish the required performance security within the prescribed time frame;
- vii) refusal to clarify or validate the Bid submitted, in writing, within a period of seven (7) calendar days from receipt of the request for clarification if sought by the Bank;

- viii)** that may tend to defeat the purpose of the competitive bidding, such as but not limited to; an eligible Bidder not purchasing the bid documents or not complying with the requirements during the evaluation of bid or habitually withdrawing from bidding or submitting letter of non-participation for at least three (3) times within a year, except for valid reasons;
- ix)** lack of integrity or honesty or fraud, bribery, collusion or conspiracy;
- x)** failure by the Bidder/Vendor, due to solely his fault or negligence, to mobilize and commence the work or perform within the specified time period, as specified in the Tender Document, including but not limited to the Request for Proposal/ Request for Quotation/ Agreement/Letter of Intention/Purchase Order etc.,;
- xi)** failure by the Bidder/Vendor to fully and faithfully comply with its contractual obligations without valid cause, or failure to comply with any written lawful instruction of the Bank or its representative(s) pursuant to the implementation of the Contract, which may include but not limited to the following:
- a.** Employment of competent technical personal, competent engineers and/or work supervisors;
 - b.** Provision of warning signs and barricades in accordance with approved plans and specifications and contract provisions;
 - c.** Stockpiling in proper places of all materials and removal from the project site of waste and excess materials, including broken pavement and excavated debris in accordance with approved plans and specifications and contract provisions;
 - d.** Deployment of committed equipment, facilities, support staff and manpower; and
 - e.** Renewal of effectively date of the performance security after its expiry during the tenure of the Contract.
- xii)** assignment and subcontracting the Contract or any part thereof or substitution of key personnel named in the proposal without prior written approval by the Bank;
- xiii)** for the procurement of goods, unsatisfactory progress in the delivery of the goods by the manufacturer, supplier or distributor arising from his fault or

negligence and/or unsatisfactory or inferior quality of goods, as may be provided in the contract;

- xiv)** for the procurement of consulting services, poor performance by the consultant of his services arising from his fault or negligence. The poor performance of the Consultant can include and may not be limited to defective design resulting in substantial corrective works in design and/or construction, failure to deliver critical outputs due to consultant's fault or negligence, specifying materials which are inappropriate, substandard, or way above acceptable standards, allowing defective workmanship or works by the contractor being supervised by the consultant etc.,
- xv)** for the procurement of infrastructure projects, poor performance by the contractor or unsatisfactory quality and/or progress of work arising from his fault or negligence as per the existing performance monitoring system of the Bank shall be applied, quality of materials and workmanship not complying with the approved specifications arising from the contractor's fault or negligence, wilful or deliberate abandonment or non-performance of the project or contract by the contractor resulting to substantial breach thereof without lawful and/or just cause.
- (C)** Any parameters described, *supra*, attributable to any Partner/Director shall be construed as disqualification for the Firm/Company, as the case may be.
- (D)** The Bank will have the discretion to disqualify the Bidder/Vendor and/or initiate the process for blacklisting the Bidder/Vendor and may also entail forfeiture of performance security furnished by the Bidder/Vendor. "

41. NON-DISCLOSURE

By virtue of Contract, as and when it is entered into between the Bank and the bidder, and its implementation thereof, the bidder may have access to the confidential information and data of the Bank and its customers. The bidder will enter into a Non-Disclosure Agreement to maintain the secrecy of Bank's data as per following:-

- a.** That the bidder will treat the confidential information as confidential and shall not disclose to any third party. The bidder will also agree that its employees, agents, sub-contractors shall maintain confidentiality of the confidential information.
- b.** That the bidder will agree that it shall neither use, nor reproduce for use in any way, any confidential information of the Bank without consent of the Bank. That the bidder will also agree to protect the confidential information of the Bank with at least the same standard of care and procedures used by

them to protect its own confidential Information of similar importance. Without limitation of the foregoing, the bidder shall use reasonable efforts to advise the Bank immediately in the event that the successful bidder learns or has reason to believe that any person who has had access to confidential information has violated or intends to violate the terms of the Contract to be entered into between the Bank and the bidder, and will reasonably cooperate in seeking injunctive relieve against any such person.

- c. That if the bidder hires another person to assist it in the performance of its obligations under the Contract, or assigns any portion of its rights or delegates any portion of its responsibilities or obligations under the Contract to another person, it shall cause its assignee or delegate to be bound to retain the confidentiality of the confidential information in the same manner as the Bidder is bound to maintain the confidentiality. This clause will remain valid even after the termination or expiry of this agreement.
- d. That the bidder will strictly maintain the secrecy of Bank's data.

42. 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.

Tender offer forwarding letter

RFP Ref No.: UCO/CC/03/2025-26 Date: 19.09.2025

**To,
The Asst. General Manager
Corporate Communication Department,
1st Floor, 10 BTM Sarani ,
Kolkata -700001**

Dear Sir,

Sub: RFP for Appointment of Social Media Management Agency

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 and RFP for Appointment of Social Media Management Agency, 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 RFP for Appointment of Social Media Management Agency as per the terms & conditions of your purchase orders.

In the event of our selection by the bank for undertaking RFP for Appointment of Social Media Management Agency, we will submit a Performance Guarantee for a sum equivalent to **5%** of the project cost for a period of 27 Months (24 months + 3 months of claim period) 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 Rs. 2,500/- (Rupees Two Thousand five Hundred Only) as Cost of RFP Document &
2. Bid Security Declaration is enclosed in the bid document.

Dated this day of 2025

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. Shareholding Pattern:
6. Major change in Management in last three years
7. Names of Banker /s

B. Financial Position of Bidder for the last three financial years

	2021-22	2022-23	2023-24
Net Worth			
Turnover			
Net Profit (Profit After Tax)			

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 :

Sl. No.	Name of Organization	Description	Social media services Providing	Period	
				From	To

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

Place:

Date:

AUTHORISED SIGNATORY

Name:

Designation:

(Letter to be submitted by the OSD on firm's official letter head)
Original Solution / Software Developer Authorisation form (OSDF)

To,

**The Asst. General Manager
Corporate Communication Department,
1st Floor, 10 BTM Sarani ,
Kolkata -700001**

Dear Sir,

Ref: RFP for Appointment of Social Media Management Agency

We (Name of the developer) who are established and reputable developer/solution provider of having factories / offices at, and do hereby authorize M/s.....(Name and address of Bidder) who is the bidder submitting its bid pursuant to the Request for Proposal issued by UCO Bank on behalf, to submit a Bid and negotiate and conclude a contract with you for supply of solution / software developed by us against the Request for Proposal received from your bank by the Bidder and we have duly authorized the Bidder for this purpose.

We hereby extend our guarantee/ warranty and ATS as per terms and conditions of the RFP Noand the contract for the solution / software and services offered for supply against this RFP No..... By the above-mentioned Bidder, and hereby undertake to perform the obligations as set out in the RFP No..... In respect of such solution / software and services. We undertake to provide back-to-back support for modifications / customization and skill to the bidder for subsequent transmission of the same to the Bank. We also undertake to provide support services during warranty as well as ATS period if the above bidder authorized by us fails to perform in terms of the RFP.

Yours Faithfully

Authorized Signatory

(Name:

Designation:

Phone No:

E_mail:)

(This letter should be on the letterhead of the Manufacturer duly signed by an authorized signatory)

FORMAT OF BID SECURING DECLARATION

(The Bidder shall fill in this Format in accordance with the instructions as indicated)

RFP for Appointment of Social Media Management Agency

To,
The Asst. General Manager
UCO Bank, Head Office-I
Corporate Communication Department,
1st Floor, 10 BTM Sarani,
Kolkata -700001

Sir,

I/We,..... (Authorized Signatory of the Bidder) submitted by the undersigned on behalf of the Bidder (M/s _____) either Sole or in Joint Venture, do hereby declare and accept the following:

(A) I/We understand according to your conditions, the bid must be supported by a Bid-Securing Declaration.

(B) I/We accept that M/s _____ will automatically be suspended from being eligible for bidding or submitting proposals in any contract with the Bank for the period of time starting on **Bid Submission Date** if I/We are in breach of our obligation(s) under the Bid conditions, enumerated as under:

- 1)** if I/We withdraw the Bid during the period of validity i.e. **180 Days** from the Bid due date; or
- 2)** if I/We is/are awarded the Contract and fail to sign the Contract; or
- 3)** if I/We fail to submit an unconditional and irrevocable performance security before the deadline defined in the request for bid documents; or
- 4)** if I/We make any statement or enclose 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; or

- 5) if I/We fail to submit the requisite documents as per the tender specification;
or
- 6) if I/We violate any of the provisions of the terms and conditions of this tender specification.

(C) We understand this Bid Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder or (ii)days after the expiration of our Bid.

Name of the Bidder*	
Name of the person duly authorized to sign the Bid on behalf of the Bidder**	
Designation of the person signing the Bid	
Signature of the person named above	
Official Seal	

Dated onthis day of(mention the month),.....(mention the year)
P.S.

(1) * In the case the Bid is submitted by an Entity (viz., Partnership Firm, LLP, Company, Joint Venture), specify the name of the Entity as the Bidder.

(2) ** The Person signing the Bid shall have the Power of Attorney given by the Bidder to execute the documents on behalf of the Bidder.

(3) In case of a Joint Venture, the Bid-Securing Declaration must be in the name of all Members/Partners to the Joint Venture that submits the Bid.

PROFORMA FOR PERFORMANCE BANK GUARANTEE
(To be stamped in accordance with the stamp act)

1. In consideration of UCO BANK, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertaking) Act, 1970, having its head office at 10 BIPLABI TRILOKYA MAHARAJ SARANI (BRABOURNE ROAD), Kolkata-700001 (hereinafter called "UCO BANK") having agreed to exempt **M/s** _____, a Company incorporated under the Companies Act, 1956 having its registered office at (Address of the selected bidder company) (hereinafter called "the said SELECTED BIDDER") from the demand, under the terms and conditions of UCO BANK's purchase order/ Letter of Intent bearing no.dated..... issued to the Selected bidder and an Agreement to be made between UCO Bank and the Selected bidder for a period of In pursuance of Request For Proposal no.....dated....., as modified, (hereinafter called "the said Agreement"), of security deposit for the due fulfillment by the said SELECTED BIDDER of the Terms and conditions contained in the said Agreement, on production of a Bank Guarantee for Rs.....(Rupees.....Only). We,..... [indicate the name of the bank ISSUING THE BANK GUARANTEE] (hereinafter referred to as "the Bank") at the request of [SELECTED BIDDER] do hereby undertake to pay to UCO BANK an amount not exceeding Rs.....against any loss or damage caused to or suffered or would be caused to or suffered by UCO BANK by reason of any breach by the said SELECTED BIDDER of any of the terms or conditions contained in the said Agreement.
2. We.....[indicate the name of the bank ISSUING THE BANK GUARANTEE] do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from UCO BANK stating that the amount claimed is due by way of loss or damage caused to or breach by the said SELECTED BIDDER of any of the terms or conditions contained in the said Agreement or by reason of the SELECTED BIDDER'S failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.....
3. We undertake to pay to UCO BANK any money so demanded notwithstanding any dispute or disputes raised by the SELECTED BIDDER in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present being absolute and unequivocal. The payment as

made by us under this bond shall be a valid discharge of our liability for payment there under and the SELECTED BIDDER for payment there under and the SELECTED BIDDER shall have no claim against us for making such payment.

4. We,[indicate the name of the Bank ISSUING THE GUARANTEE] further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of BANK under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till UCO BANK certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said SELECTED BIDDER and accordingly discharged this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before(Expiry of claim period), we shall be discharged from all liabilities under this guarantee thereafter.
5. We [indicate the name of Bank ISSUING THE GUARANTEE] further agree with UCO BANK that UCO BANK shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said SELECTED BIDDER from time or to postpone for any time, or from time to time any of the powers exercisable by UCO BANK against the said SELECTED BIDDER and to forebear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any variation, or extension being granted to the said SELECTED BIDDER or for any forbearance, act or omission on the part of UCO BANK of any indulgence by UCO BANK to the said SELECTED BIDDER or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
6. This guarantee will not be discharged due to the change in the constitution of the Bank or the SELECTED BIDDER.
7. We, [indicate the name of Bank ISSUING THE GUARANTEE] lastly undertake not to revoke this guarantee during its currency except with the previous consent of UCO BANK in writing.

Notwithstanding anything contained herein:

- a. Our liability under this Bank Guarantee shall not exceed Rs..... (Rupees... ..) Only.
- b. This Bank Guarantee shall be valid uptoand

c. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before (date of expiry of Guarantee including claim period).

8. Dated the day of for [indicate the name of Bank]

Yours' faithfully,

For and on behalf of

_____ Bank

Authorised Official

NOTE:

1. Selected bidder should ensure that the seal and CODE No. of the signatory is put by the bankers, before submission of the bank guarantee.
2. Bidder guarantee issued by banks located in India shall be on a Non-Judicial Stamp Paper of requisite value as applicable to the place of execution.



**UNDERTAKING FOR NON-BLACKLISTING / NON-DEBARMENT OF THE BIDDER
TO BE STAMPED AS A DECLARATION & DULY ATTESTED BY A NOTARY**

Sub: RFP for Appointment of Social Media Management Agency

- 1) I/We, Proprietor/Partner(s)/Director(s) of M/s..... hereby confirm that I/We have read and understood the eligibility criteria and fulfil the same.
- 2) I/We further confirm that all the information furnished by me/us, as per the requirement of the Bank, have been included in our bid.
- 3) I/We further hereby undertake and agree to abide by all terms and conditions and guidelines stipulated by the Bank. We understand that any deviation may result in disqualification of our bid.
- 4) *I/We further hereby declare that I/We have not been black-listed or otherwise debarred by any Bank/Financial Institution/Central Government/ State Government/any Central or State Undertaking or Corporation/ Reserve Bank of India or any other Regulatory Authority or any other Statutory Authority as on date of the publication of this Tender/Procurement.

(OR)

I/We further hereby declare that the Proprietorship Concern/Partnership Firm/Company/..... (if any other entity) namely M/s.....was blacklisted/debarred by.....(Name of the Authority who blacklisted/debarred) from taking part in their Tender/Procurement for a period ofyears w.e.f.to..... The period is subsisting/over on.....and now I/We is/are entitled to take part in Tender/Procurement.

- 5) I/We declare that no proceedings/inquiries/investigations have commenced/pending against me/us by any Statutory Authority/Regulatory Agency/Investigating Agency which may result in liquidation of company/ firm/proprietorship concern and/or may act as deterrent on the continuity of business and/or may hamper in providing the said services, as envisaged in this document.
- 6) I/We further hereby declare that no legal action is pending against me/us for any cause in any legal jurisdiction.

- 7) I/We undertake that adequate number of resources, if required by the Bank, will be deployed for the project to complete the assignment within the stipulated time.

***STRIKE OUT WHICH IS INAPPLICABLE**

(Deviation to the above if any, the Bidder must provide details of such action(s))

Signature (1) (2)

(duly authorized to sign)

Name:.....

Capacity in which as executed:.....

Name & registered address of the Bidder:.....

Seal of the Bidder to be affixed

यूको बैंक UCO BANK

Undertaking to abide by all by-laws / rules / regulations

(TO BE EXECUTED ON NON-JUDICIAL STAMP PAPER OF REQUISITE VALUE)

To,
The Asst. General Manager
UCO Bank, Head Office-I
Corporate Communication Department
1st Floor, 10 BTM Sarani,
Kolkata -700001

Sub: Declaration-Cum-Undertaking regarding compliance with all statutory requirements

In consideration of UCO Bank, a body corporate, constituted under Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 as amended from time to time having its Head Office at 10, Biplabi Trailokya Maharaj Sarani, Kolkata-700001 (hereinafter referred to as "Bank" which expression shall include its successors and assigns), we, M/s....., having its Registered Office at....., do hereby, having examined the RFP including all Annexure, confirm and agree to comply with all Laws, Rules, Regulations, By-Laws, Guidelines, Notifications etc.

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the RFP Ref. No: **UCO/CC/03/2025-26** Date: 19/09/2025 including all annexure, addendum, corrigendum and amendments, if any. We certify that the services offered shall be in conformity with the terms & conditions and Scope of Work stipulated in the annexures of the said RFP.

We do also hereby irrevocably and unconditionally agree and undertake to save and keep the Bank, including its respective directors, officers, and employees and keep them harmless from and against any claim, demand, losses, liabilities or expenses of any nature and kind whatsoever and any damage caused from and against all suits and other actions that may be instituted taken or preferred against the Bank by whomsoever and all losses, damages, costs, charges and expenses arising out of non-compliance with or non-adherence to any statutory/regulatory requirements and/or any other law for the time being in force.

We also confirm that payment to the engaged employees shall be made in consonance with the Minimum Wages Act in vogue and their duty hours will also be as per applicable labour laws of country.

Dated this _____ day of _____, 2025 .

Place: For M/s.[Seal and Signature(s) of the Authorized Signatory (s)]

Undertaking Letter on the selected bidder's letterhead for Central Minimum Wages Act & Labour Laws

To,
The Asst. General Manager
UCO Bank, Head Office-I
Corporate Communication Department,
1st Floor, 10 BTM Sarani,
Kolkata -700001

Sir,

Sub: RFP for Appointment of Social Media Management Agency

Further to our proposal dated in response to the Request for Proposal (Bank's tender No..... herein referred to as RFP) issued by Bank, we hereby covenant, warranty and confirm as follows:

In this regard we confirm that the employees engaged by our Company to carry out the services in your bank for the above said contract are paid minimum wages / salaries as stipulated in the Government (Central / State) Minimum Wages / Salaries act in force. All the employees/operator deployed by the selected bidder for the digitization activity must comply with government's rules and regulations like minimum wages act, Provident Fund and ESIC facility standard. We also indemnify the Bank against any action / losses / damages that arise due to action initiated by Commissioner of Labour for non-compliance to the above criteria.

We further authorize the Bank to deduct from the amount payable to the Company under the contract or any other contract of the Company with the Bank if a penalty is imposed by Labour Commissioner towards non-compliance to the "Minimum Wages / Salary stipulated by government in the Act by your company.

(Proof of compliance and labour license needs to be submitted along with the quotation)

Yours faithfully,

Authorized Signatory

Designation

Bidder's corporate name

Place:

Date:

Undertaking Letter on the vendor's letterhead for GST Law

To,

The Asst. General Manager

UCO Bank, Head Office-I

Corporate Communication Department,

1st Floor, 10 BTM Sarani,

Kolkata -700001

Dear Sir,

Sub: RFP for Appointment of Social Media Management Agency

Further to our proposal dated, in response to the Request for Proposal (Bank's tender No.....hereinafter referred to as "RFP") issued by Bank, we hereby covenant, warrant and confirm as follows:

We, the bidder M/s, hereby agree to comply with all applicable GST Laws including GST Acts, Rules, Regulations, Procedures, Circulars & Instructions thereunder applicable in India from time to time and to ensure that such compliance is done.

Yours faithfully,

For.....

Designation:

(Signature and seal of authorized person)

Bidder's corporate name:

Place:

Date:

Undertaking for Price Validity & Acceptance of all terms & conditions of RFP

To

The Asst. General Manager

UCO Bank, Head Office-I

Corporate Communication Department,

1st Floor, 10 BTM Sarani,

Kolkata -700001

Dear Sir,

Sub: RFP for Appointment of Social Media Management Agency

We understand that Bank is not bound to accept the lowest or any bid received and Bank may reject all or any bid. We shall keep the price valid for the entire contract period from the date of issuance of the first Work order.

If our bid is accepted, we are responsible for the due performance as per the scope of work and terms & conditions as per mentioned in RFP.

It is certified that the information furnished here in and as per the document submitted is true and accurate and nothing has been concealed or tampered with.

We have gone through all the conditions of bid and are liable to any punitive action for furnishing false information / documents.

Yours faithfully,

For.....

(Signature and seal of authorized person)

Place:

Date:

Undertaking for No Deviation

To
The Asst. General Manager
UCO Bank, Head Office-I
Corporate Communication Department,
1st Floor, 10 BTM Sarani,
Kolkata -700001

Dear Sir,

Sub: RFP for Appointment of Social Media Management Agency

Further to our proposal dated, in response to the Request for Proposal (Bank's tender No hereinafter referred to as “**RFP**”) issued by Bank, we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original tender documents if any, issued by the Bank. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

We undertake to execute Deed of Indemnity, Non-disclosure Agreement & provide Performance Bank Guarantee as per the annexure enclosed in the RFP, in case of emergence as a successful bidder.

Yours faithfully,

For.....

Designation:

(Signature and seal of authorized person)

Bidder's corporate name:

Place:

Date:

Certificate from Chartered Accountant (signed & stamped) showing company's financial position in last 3 years (annual turnover, Net profit / loss, Net-worth etc.)

	2022-23	2023-24	2024-25
Turnover			
Net Profit / Loss			
Net worth			



Format of Pre-Bid Queries to be submitted by the Bidder(s)

To be e-mailed in .doc format

Name of the Bidder:

Name of the Contact Person of the Bidder:

Contact Number of the Contact Person:

Email id of the Contact Person:

RFP Page No.	RFP Clause No.	Original RFP Clause	Query sought/ Suggestions of the Bidder



PRE CONTRACT INTEGRITY PACT

(To be stamped as per the Stamp Law of the Respective State)

1. Whereas UCO Bank having its registered office at UCO BANK, a body corporate constituted under The Banking companies (Acquisition & Transfer Act of 1970), as amended by The Banking Laws (Amendment) Act, 1985, having its Head Office at 10, Biplabi Trailokya Maharaj Sarani, Kolkata-700001 acting through its Department of IT, represented by Authorised Signatory hereinafter referred to as the Buyer and the first party, proposes to Appointment of Social Media Management Agency hereinafter referred to as Stores and / or Services. And **M/s**_____ **having its registered office at**_____ **represented by**_____ **Authorised signatory**, (which term, unless expressly indicated by the contract, shall be deemed to include its successors and its assignee), hereinafter referred to as the bidder/seller and the second party, is willing to offer/has offered the Stores and / or Services.

2. Whereas the Bidder/Seller is a private company/public company/ /partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a Public Sector Undertaking and registered under Companies Act 1956. Buyer and Bidder/Seller shall hereinafter be individually referred to as –Party or collectively as the –parties, as the context may require.

3. Preamble

Buyer has called for tenders under laid down organizational procedures intending to enter into contract /s for Appointment of Social Media Management Agency and the Bidder /Seller is one amongst several bidders /Proprietary Vendor /Customer Nominated Source/Licenser who has indicated a desire to bid/supply in such tendering process. The Buyer values and takes primary responsibility for values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder (s) and / or Seller(s).

In order to achieve these goals, the Buyer will appoint Independent External Monitor(s) (IEMs) in consultation with Central Vigilance Commission, who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

4. Commitments of the Buyer

4.1 The Buyer commits itself to take all measures necessary to prevent corruption and fraudulent practices and to observe the following principles: -

- (i) No employee of the Buyer, personally or through family members, will in connection with the tender, or the execution of a contract demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- (ii) The Buyer will during the tender process treat all Bidder(s) /Seller(s) with equity and reason. The Buyer will in particular, before and during the tender process, provide to all Bidder (s) /Seller(s) the same information and will not provide to any Bidders(s) /Seller(s) confidential /additional information through which the Bidder(s) / Seller(s) could obtain an advantage in relation to the process or the contract execution.
- (iii) The Buyer will exclude from the process all known prejudiced persons.

4.2 If the Buyer obtains information on the conduct of any of its employees which is a criminal offence under the Indian Legislation Prevention of Corruption Act 1988 as amended from time to time or if there be a substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer and in addition can initiate disciplinary action.

5 Commitments of the Bidder(s) /Seller(s):

5.1 The Bidder(s)/ Seller(s) commit itself to take necessary measures to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

- (i) The Bidder(s) /Seller(s) will not directly or through any other persons or firm, offer promise or give to any of the Buyer's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he / she is not legally entitled to, in order to obtain in exchange any advantage during the tendering or qualification process or during the execution of the contract.
- (ii) The Bidder(s) /Seller(s) will not enter with other Bidders / Sellers into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- (iii) The bidder(s) /Seller(s) will not commit any offence under the Indian legislation, Prevention of Corruption Act, 1988 as amended from time to time. Further, the Bidder(s) /Seller(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Buyer as part of the business relationship, regarding plans, technical proposals and business details, including information constrained or transmitted electronically.
- (iv) The Bidder(s) /Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s) / sub-contractor(s), if any, Further, the Bidder /Seller shall

be held responsible for any violation/breach of the provisions by its sub-supplier(s) /Sub-contractor(s).

- (v) Foreign bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principals or associates.
- (vi) 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/IPC Act.
- (vii) Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary.

5.2 The Bidder(s) /Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s) / sub-contractor(s), if any, Further, the Bidder /Seller shall be held responsible for any violation /breach of the provisions by its sub-supplier(s) /sub-contractor(s).

5.3 The Bidder(s) /Seller(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

5.4 Agents / Agency Commission

The Bidder /Seller confirms and declares to the Buyer that the bidder/Seller is the original manufacturer/authorized distributor / stockiest of original manufacturer or Govt. Sponsored /Designated Export Agencies (applicable in case of countries where domestic laws do not permit direct export by OEMS of the stores and /or Services referred to in this tender / Offer / contract / Purchase Order and has not engaged any individual or firm, whether Indian or Foreign whatsoever, to intercede, facilitate or in any way to recommend to Buyer or any of its functionaries, whether officially or unofficially, to the award of the tender / contract / Purchase order to the Seller/Bidder; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Seller / Bidder agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in anyway incorrect or if at a later stage it is discovered by the Buyer that the Seller incorrect or if at a later stage it is discovered by the Buyer that the Seller/Bidder has engaged any such individual /firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract /Purchase order, the Seller /Bidder will be liable to refund that amount to the Buyer. The Seller will also be debarred from participating in any RFP / Tender for new projects / program with Buyer for a minimum period of five years. The Buyer will also have a right to consider cancellation of the Contract / Purchase order either wholly or in part, without any entitlement of compensation to the Seller /Bidder who shall in such event be liable to refund agents / agency commission payments to the buyer made by the Seller /Bidder along with interest at the rate of 2% per annum above LIBOR (London Inter Bank Offer Rate) (for foreign vendors) and Base Rate of SBI (State Bank of India) plus 2% (for Indian vendors).

The Buyer will also have the right to recover any such amount from any contracts / Purchase order concluded earlier or later with Buyer.

6. Previous Transgression

6.1 The Bidder /Seller declares that no previous transgressions have occurred in the last three years from the date of signing of this Integrity Pact with any other company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprise in India that could justify Bidder's /Seller's exclusion from the tender process.

6.2 If the Bidder /Seller makes incorrect statement on this subject, Bidder /Seller can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason without any liability whatsoever on the Buyer.

7. Company Code of Conduct

Bidders /Sellers are also advised to have a company code of conduct (clearly rejecting the use of bribes and other unethical behaviour) and a compliance program for the implementation of the code of conduct throughout the company.

8. Sanctions for Violation

8.1 If the Bidder(s) /Seller(s), before award or during execution has committed a transgression through a violation of Clause 5, above or in any other form such as to put his reliability or credibility in question, the Buyer is entitled to disqualify the Bidder(s) /Seller (s) from the tender process or take action as per the procedure mentioned herein below:

- (i) To disqualify the Bidder /Seller with the tender process and exclusion from future contracts.
- (ii) To debar the Bidder /Seller from entering into any bid from Buyer for a period of two years.
- (iii) To immediately cancel the contract, if already signed /awarded without any liability on the Buyer to compensate the Bidder /Seller for damages, if any. Subject to Clause 5, any lawful payment due to the Bidder/Seller for supplies effected till date of termination would be made in normal course.
- (iv) To encash Advance Bank Guarantees / Performance Bonds / Warranty Bonds, etc. which may have been furnished by the Bidder /Seller to the extent of the undelivered Stores and / or Services.

8.2 If the Buyer obtains Knowledge of conduct of Bidder /Seller or of an employee or representative or an associate of Bidder /Seller which constitutes corruption, or if the Buyer has substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer.

9. Compensation for Damages

- 9.1** If the Buyer has disqualified the Bidder(s) /Seller(s) from the tender process prior to the award according to Clause 8, the Buyer is entitled to demand and recover the damages equivalent to Earnest Money Deposit in case of open tendering.
- 9.2** If the Buyer has terminated the contract according to Clause 8, or if the Buyer is entitled to terminate the contract according to Clause 8, the Buyer shall be entitled to encash the advance Bank guarantee and performance bond / warranty bond, if furnished by the Bidder / Seller, in order to recover the payments, already made by the Buyer for undelivered Stores and / or Services.

10. Independent External Monitor(s)

- 10.1** The Buyer has appointed independent External Monitors for this Integrity Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors are given in RFP).
- 10.2** As soon as the integrity Pact is signed, the Buyer shall provide a copy thereof, along with a brief background of the case to the independent External Monitors.
- 10.3** The Bidder(s) / Seller(s) if they deem it necessary, May furnish any information as relevant to their bid to the Independent External Monitors.
- 10.4** If any complaint with regard to violation of the IP is received by the buyer in a procurement case, the buyer shall refer the complaint to the Independent External Monitors for their comments / enquiry.
- 10.5** If the Independent External Monitors need to peruse the records of the buyer in connection with the complaint sent to them by the buyer, the buyer shall make arrangement for such perusal of records by the independent External Monitors.
- 10.6** The report of enquiry, if any, made by the Independent External Monitors shall be submitted to MD & CEO, UCO Bank, Head Office at 10, Biplabi Trailokya Maharaj Sarani , Kolkata-700001 within 2 weeks, for a final and appropriate decision in the matter keeping in view the provision of this Integrity Pact.
- 10.7** The word "Monitor" would include both singular and plural.

11. Law and Place of Jurisdiction

This Integrity Pact is subject to Indian Laws, and exclusive Jurisdiction of Courts at Kolkata, India.

12. Other Legal Actions

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provision of the extant law in force relating to any civil or criminal proceedings.

13. Integrity Pact Duration.

- 13.1** This Integrity Pact begins when both parties have legally signed it. It expires of order / finalization of contract.
- 13.2** If any claim is made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by MD & CEO, UCO Bank .
- 13.3** Should one or several provisions of this Integrity Pact turn out to be invalid, the reminder of this Integrity Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

14 Other Provisions

- 14.1 Changes and supplements need to be made in writing. Side agreements have not been made.
- 14.2 The Bidders (s)/ Sellers (s) signing this IP shall not initiate any Legal action or approach any court of law during the examination of any allegations/complaint by IEM and until the IEM delivers its report.
- 14.3 In view of nature of this Integrity Pact, this Integrity Pact shall not be terminated by any party and will subsist throughout its stated period.
- 14.4 Nothing contained in this Integrity Pact shall be deemed to assure the bidder / Seller of any success or otherwise in the tendering process.
15. This Integrity Pact is signed with UCO Bank exclusively and hence shall not be treated as precedence for signing of IP with MoD or any other Organization.
16. In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.
17. The Parties here by sign this Integrity Pact.

BUYER

Signature:

Authorized Signatory

Department of IT

Place:

Date:

Witness:

(Name & Address)

BIDDER /SELLER

Signature:

Authorized Signatory (*)

Witness:

(Name & Address)

NON-DISCLOSURE AGREEMENT

(Confirmation of format should be enclosed with technical bid. Agreement to be executed on non-judicial stamp paper of requisite value by the selected bidder only,)

This Non-Disclosure Agreement is entered into on this day of.....2025

BETWEEN

UCO Bank, a body corporate, constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 as amended from time to time having its Head Office at No.10, BTM Sarani, Kolkata-700001 hereinafter referred to as **"the Bank"** (which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its assigns, administrators and successors) **of the FIRST PART/ DISCLOSING PARTY**

AND

.....(Which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its assigns, administrator and successors) of the **SECOND PART/ RECEIVING PARTY**

(Each of Bank and the vendor is sometimes referred to herein as a **"Party"** and together as the **"Parties"**).

WHEREAS the Vendor/Receiving Party is inter alia engaged for Appointment of Social Media Management Agency as per the terms and conditions specified in the RFP Ref. **No: UCO/CC/03/205-26 Date: 19.09.2025** The Vendor/Receiving Party would be the single point of contact for this project.

WHEREAS Bank/Disclosing Party is inter alia engaged in the business of Banking; and

WHEREAS the Parties presently desire to discuss and/or consult with each other's business for the purposes of entering into Agreements for Appointment of Social Media Management Agency

WHEREAS the Parties recognize that each other's business involves specialized and proprietary knowledge, information, methods, processes, techniques and skills peculiar to their security and growth and that any disclosure of such methods, processes, skills, financial data, or other confidential and proprietary information would substantially injure a Party's business, impair a Party's investments and goodwill, and jeopardize a Party's relationship with a Party's clients and customers; and

WHEREAS in the course of consultation with respect to the potential business venture, the Parties anticipate disclosing to each other certain information of a novel, proprietary, or confidential nature, and desire that such information be subject to all of the terms and conditions set forth herein below;

NOW THEREFORE the Parties hereto, in consideration of the promises and other good and valuable consideration, agree such information shall be treated as follows:

1. Confidential Information. “**Confidential Information**” shall mean and include any information which relates to the financial and/or business operations of each Party, including but not limited to, specifications, drawings, sketches, models, samples, reports, forecasts, current or historical data, computer programs or documentation and all other technical, financial or business data, information related to each Party's customers, products, processes, financial condition, employees, intellectual property, manufacturing techniques, experimental work, trade secrets.

2. Use of Confidential Information. The Vendor/Receiving Party agrees not to use the Bank/Disclosing Party's confidential Information for any purpose other than for the specific consultation regarding the potential business venture. Any other use of such Confidential Information by the Receiving Party shall be made only upon the prior written consent from an authorized representative of the Disclosing Party which wishes to disclose such information or pursuant to subsequent agreement between the Parties hereto.

3. Restrictions. Subject to the provisions of paragraph 4 below, the Party receiving Confidential Information (the “**Receiving Party**”) shall, for contract period of Three (3) years from the date of the last disclosure of Confidential Information made under this Agreement (except for personal customer data which shall remain confidential forever), use the same care and discretion to limit disclosure of such Confidential Information as it uses with similar confidential information of its own and shall not disclose, lecture upon, publish, copy, modify, divulge either directly or indirectly, use (except as permitted above under clause (2) or otherwise transfer the Confidential Information to any other person or entity, including taking reasonable degree of care and steps to:

(a) Restrict disclosure of Confidential Information solely to its concerned employees, agents, advisors, consultants, contractors and /or subcontractors with a need to know and not disclose such proprietary information to any other parties; and

(b) Advise all receiving Party's employees with access to the Confidential Information of the obligation to protect Confidential Information provided hereunder and obtain from agents, advisors, contractors and/or consultants an agreement to be so bound.

(c) Use the Confidential Information provided hereunder only for purposes directly related to the potential business venture.

4. Exclusions. The obligations imposed upon Receiving Party herein shall not apply to information, technical data or know how, whether or not designated as confidential, that:

- (a) is already known to the Receiving Party at the time of the disclosure without an obligation of confidentiality;
- (b) is or becomes publicly known through no unauthorized act of the Receiving Party;
- (c) is rightfully received from a third Party without restriction and without breach of this Agreement;
- (d) is independently developed by the Receiving Party without use of the other Party's Confidential Information and is so documented;
- (e) is disclosed without similar restrictions to a third party by the Party owning the Confidential Information;
- (f) is approved for release by written authorization of the Disclosing Party; or
- (g) is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however, that the Receiving Party shall first have given notice to the Disclosing Party and made a reasonable effort to obtain a protective order requiring that the Confidential Information and/or documents so disclosed be used only for the purposes for which the order was issued.

5. Return of Confidential Information. All Confidential Information and copies and extracts of it shall be promptly returned by the Receiving Party to the Disclosing Party at any time within thirty (30) days of receipt of a written request by the Disclosing Party for the return of such Confidential Information.

6. Ownership of Information. The Receiving Party agrees that all Confidential Information shall remain the exclusive property of the Disclosing Party and its affiliates, successors and assigns.

7. No License Granted. Nothing contained in this Agreement shall be construed as granting or conferring any rights by license or otherwise in any Confidential Information disclosed to the Receiving Party or to any information, discovery or improvement made, conceived, or acquired before or after the date of this Agreement. No disclosure of any Confidential Information hereunder shall be construed by the Receiving Party to be a public disclosure of such Confidential Information for any purpose whatsoever.

8. Breach. In the event the Receiving Party discloses, disseminates or releases any Confidential Information received from the Disclosing Party, except as provided above, such disclosure, dissemination or release will be deemed a material breach of this Agreement and the Disclosing Party shall have the right to demand prompt return of all Confidential Information previously provided to the Receiving Party and in such

case, the Receiving party shall be bound to return all information within 30 days from the date of such demand. The provisions of this paragraph are in addition to any other legal right or remedies, the Disclosing Party may have under the Law for the time being in force.

9. Arbitration and Equitable Relief.

(a) Arbitration. The Parties shall endeavor to settle any dispute/difference arising out of or relating to this Agreement through consultation and negotiation. In the event no settlement can be reached through such negotiation and consultation, the Parties agree that such disputes shall be referred to and finally resolved by arbitration under the provisions of the Arbitration and Conciliation Act, 1996 and the rules made thereunder from time to time. The arbitration shall be held at city of Head Office of member Bank. The language used in the arbitral proceedings shall be English. The arbitration proceeding shall be conducted by a panel of three arbitrators, each party shall appoint his own arbitrator and the two appointed arbitrators shall appoint the third arbitrator who shall act as presiding Arbitrator.

(b) Equitable Remedies. The Parties agree that in event of breach of any of the covenants contained in this Agreement due to negligence/fault/lack of the Receiving Party, the Disclosing party shall have, in addition to any other remedy, the right:

- i) To obtain an injunction from a court of competent jurisdiction restraining such breach or threatened breach; and
- ii) To specific performance of any such provisions of this Agreement. The Parties further agree that no bond or other shall be required in obtaining such equitable relief and the Parties hereby consent to the issuance of such injunction and to the ordering of specific performance.

(c) Legal Expenses: If any action and proceeding is brought for the enforcement of this Agreement, or because of an alleged or actual dispute, breach, default, or misrepresentation in connection with any of the provisions of this Agreement, each Party will bear its own expenses, including the attorney's fees and other costs incurred in such action.

(d) Indemnification: The Receiving Party shall indemnify the Bank and hold the Bank harmless against any loss caused to it as a result of the non-performance or improper performance of this Agreement by the Receiving Party, or its servants or agents to perform any aspect of its obligations forming part of the subject matter of this Agreement.

10. Term. This Agreement may be terminated by either Party giving sixty (60) days' prior written notice to the other Party; provided, however, the obligations to protect the Confidential Information in accordance with this Agreement shall survive for a period of three (3) years from the date of the last disclosure of Confidential Information made

under this Agreement (except for personal customer data which shall remain confidential forever).

11. No Formal Business Obligations. This Agreement shall not constitute create, give effect to or otherwise imply a joint venture, pooling arrangement, partnership, or formal business organization of any kind, nor shall it constitute, create, give effect to, or otherwise imply an obligation or commitment on the part of either Party to submit a proposal or to perform a contract with the other Party or to refrain from entering into an agreement or negotiation with any other Party. Nothing herein shall be construed as providing for the sharing of profits or loss arising out of the efforts of either or both Parties. Neither Party will be liable for any of the costs associated with the other's efforts in connection with this Agreement. If the Parties hereto decide to enter into any licensing arrangement regarding any Confidential Information or present or future patent claims disclosed hereunder, it shall only be done on the basis of a separate written agreement between them.

12. General Provisions.

(a) Governing Law. This Agreement shall be governed by and construed in accordance with the laws of India.

(b) Severability. If one or more of the provisions in this Agreement is deemed void by law, then the remaining provisions shall remain valid and continue in full force and effect.

(c) Successors and Assigns. This Agreement will be binding upon the successors and/or assigns of the Parties, provided however that neither Party shall assign its rights or duties under this Agreement without the prior written consent of the other Party.

(d) Headings. All headings used herein are intended for reference purposes only and shall not affect the interpretation or validity of this Agreement.

(e) Entire Agreement. This Agreement constitutes the entire agreement and understanding of the Parties with respect to the subject matter of this Agreement. Any amendments or modifications of this Agreement shall be in writing and executed by a duly authorized representative of the Parties.

(f) Jurisdiction of Court: All disputes under this Non-Disclosure Agreement are subject to the jurisdiction of Courts at Kolkata (with the exclusion of all other courts)

(g) Two original sets of Non-Disclosure Agreement are executed and retained by either parties, Bank and _____(the selected vendor)

The Parties, by the signature of their authorized representatives appearing below, acknowledge that they have read and understood each and every term of this Agreement and agree to be bound by its terms and conditions.

For and on behalf of

.....

Signature: _____

Name: _____

Designation: _____

Date: _____

for and on behalf of

.....

(The selected bidder)

Signature: _____

Name: _____

Designation: _____

Date: _____



TECHNICAL SPECIFICATION

Sl. No	Items	Specifications/Details
1.Details of Public Cloud/Data Centre		
a.	Location	
b.	Hosted (by whom)	
2.Support		
a.	Location	
b.	No. of Resources	
c.	No. of Clients	
3.Technology Platform & Tool used		
a.	MIS Reports	
b.	Content/Creatives	
c.	Monitoring Conversation/Listening	
d.	Response Management	
e.	Video Creation	
f.	Listening Tools	
g.	Other (if any)	
4. Type of Tie-up with Social Media Platforms		
	Social Media channels/Platforms	Type of Tie-up with Details
i.		
ii.		
iii.		
iv.		
..		

Yours faithfully,

For.....

(Signature and seal of authorized person)

Place:

Date:

Technical Bill of Material

Sl. No.	Description	Unit	Specification	Qty.	Additional Information
1					
2					
3					
4					
5					
6					

Yours faithfully,

For.....

(Signature and seal of authorized person)

Place:

Date:



Masked Commercial Bid**(To be submitted with technical Bid)****Table 1**

Sl. No.	Activity	Details	Rate (Rs.) per Month (A)	GST % (B)	Total Cost excluding Tax per Annum (C)= (A*12)
1.	Brand Management on Social Media	<ul style="list-style-type: none"> ➤ Setting up/ managing Bank's existing or upcoming social media channels. ➤ Defining social media policies and guidelines to be part of Brand Management on social media. ➤ Acquiring/ verifying UCO Bank Social Media Channels. ➤ Increasing positive brand sentiment, merging/acquiring other channels/ pages with Bank's channels/ pages, defining brand signature for social media communication. ➤ Managing crisis and issues which pose reputational risk, ➤ identifying and engaging influencers, social listening, creation of reports. Peer comparison, providing high-level dashboards as MIS on brand. ➤ Social Media channels include- Facebook, Instagram, Twitter, Koo, LinkedIn, You Tube etc. 	XXXX	XXXX	XXXX

2.	Content Creation	<ul style="list-style-type: none"> ➤ Developing social media content and Creative (Static/GIF in Hindi, English and regional language as well). ➤ Defining social media content strategy, developing content as per themes ad key pillars, ensuring approved content is shared; achieve high user engagement across social channels. (For at least 1000 posts per annum across each channel individually of which 25%-30% may be GIF.) 	XXXX	XXXX	XXXX
3	Animated Slide based Video with music and voiceover	Videos of 20 seconds (Cost for 48)	XXXX	XXXX	XXXX
4		Videos of 60 seconds (Cost for 24)	XXXX	XXXX	XXXX
5		Videos of 2 minutes or more (Cost for 24)	XXXX	XXXX	XXXX
6	Response Management	Developing response management framework, creating first level responses, adhering to response TAT as defined by the Bank, monitoring conversations, feedback received.	XXXX	XXXX	XXXX
7	MIS	MIS reports on a daily, weekly, fortnightly and monthly basis with sentiment analysis specific to product, service, corporate, takedown of malicious, defamatory content which are harmful for the image of the Bank etc.	XXXX	XXXX	XXXX
8	Any other cost	Usage of Technology platforms, tools, solution resources etc. to meet the requirements defined in the RFP document.	XXXX	XXXX	XXXX
9	Total Cost (in figures)		XXXX	XXXX	XXXX
10	Total Cost (in words)		XXXX	XXXX	XXXX

Table-2

Sl. No.	Activity	Details	Rate (Rs.) per event	GST %	Indicative number of events per year	Total Cost
			A	B	C	D= (A*C)
1	Social Media Campaigns:	Cost per campaign as per details mentioned below: Campaigns to engage end users and key stakeholders based on UCO Bank brand strategy, product promotions, product soft launches, new initiatives, etc.	XXXX	XXXX	24	XXXX
2	Social Advertising:	Specific media plan development: to target end consumers and key stakeholders as per individual social media channel to ensure- <ul style="list-style-type: none"> • Content reach • Grow the community • Drive traffic to web/mobile destination • Brand visibility 	XXXX	XXXX	24	XXXX
3	Service Support cost:	This comprises of Cost Bidder to provide onsite support on important events like Financial Results, Annual General Meeting, Foundation Day or any other milestone day for driving it on social media (real time wherever possible).	XXXX	XXXX	8	XXXX

4	Training Cost	Includes on-site training to staff members at Bank's premises for one week before roll-out of the solution.	XXXX	XXXX	1	XXXX
5	Animated Character/ Figure based Video with music and voiceover	Videos of 20 seconds	XXXX	XXXX	XXXX	XXXX
6		Videos of 60 seconds	XXXX	XXXX	XXXX	XXXX
7		Videos of 2 minutes or more	XXXX	XXXX	XXXX	XXXX
8	Real Character/ Actor video with music and dialogue	Videos of 20 seconds	XXXX	XXXX	XXXX	XXXX
9		Videos of 60 seconds	XXXX	XXXX	XXXX	XXXX
10		Videos of 2 minutes or more	XXXX	XXXX	XXXX	XXXX
11	API Integration & Custom Tech Support	Cost for integrating social media platforms with UCO Bank's CRM, website, WhatsApp banking, lead dashboard, etc.	XXXX	XXXX	XXXX	XXXX
12	Total Cost (In figures)		XXXX	XXXX	XXXX	XXXX
13	Total Cost (in words)		XXXX	XXXX	XXXX	XXXX

* The quantity referred above is arbitrary. Actual quantity of services to be rendered may be more or less.



(Amount in Rs.)

Table-3

Sl. No.	Item Description	Total Cost#
1	Total of TABLE -1 (Weightage 80%)	XXXX
2	Total of TABLE -2(Weightage 20%)	XXXX
3	Total cost of Ownership (Sl#1 + Sl#2) in figures	XXXX
4	Total Cost of Ownership (Sl # 3) in words	XXXX

- We hereby confirm that quotes mentioned in this commercial bid is strictly as per the format in RFP.
- We also confirm that the above mentioned rates are accurate. In case of any anomalies in the calculation for arriving at TCO, the Bank will have the right to rectify the same as mentioned in the commercial evaluation process clause no. 2.3 and it will be binding upon our company.
- We have ensured that the price information is filled in the Commercial Offer at appropriate column without any typographical or arithmetic errors. All fields have been filled in correctly.

- We have not added or modified any clauses / statements / recordings / declarations in the commercial offer, which is conditional and / or qualified or subjected to suggestions, which contain any deviation in terms & conditions or any specification.
- We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.

Company Seal

Authorized Signatory

Date

Name & Designation:

Note:

- In case of discrepancy between figures and words, the amount in words shall prevail.
- Present Rate of tax, if applicable, should be quoted in respective columns. The Bank will pay the applicable taxes for the above mentioned tax type ruling at the time of actual delivery of service/implementation and resultant billing. However, no other tax type will be paid. The Octroi / Entry Tax will be paid extra, wherever applicable on submission of actual tax receipt.
- Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.
- Please note that any commercial offer which is conditional and / or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.
- All prices should be quoted in **Indian Rupees (INR)** only.
- The TCO (Total Cost of Ownership) will be exclusive of GST. However the GST and other applicable taxes will be paid as per actuals at the time of resultant billing.
- **Bank will not communicate with OEM / OSD for any queries.**
- The quantity mentioned above is only indicative and may change at the time of issuance of Purchase Order.

Optional Line Items

S.No.	Activity	Details	Rate (Rs.) per Month	Amount (Rs.) per Annum
	Social Advertising KPIs:	Facebook: 10000 page likes per month Engagement percentage of 5-7% Instagram: Followers per month. Engagement percentage of 4-5 % Twitter: 2000 followers per month. Engagement percentage of 5-6 % YouTube: 500 Subscribers per month. 1000 views per month (subject to video content provided by the Bank) LinkedIn: 500 followers per month. The above does not include organic growth activities which the bank may conduct. Agency can recommend suitable suggestions support and enhance community growth.	XXXX	XXXX
	Digital Advertisement	Cost per click Cost for lead Branding (committed conversion ratio – atleast 5%)	XXXX	XXXX

Company Seal
Date
Name & Designation:

Authorized Signatory

Commercial BidTable 1

Sl. No.	Activity	Details	Rate (Rs.) per Month (A)	GST % (B)	Total Cost excluding Tax per Annum (C)= (A*12)
1.	Brand Management on Social Media	<ul style="list-style-type: none"> ➤ Setting up/ managing Bank's existing or upcoming social media channels. ➤ Defining social media policies and guidelines to be part of Brand Management on social media. ➤ Acquiring/ verifying UCO Bank Social Media Channels. ➤ Increasing positive brand sentiment, merging/acquiring other channels/ pages with Bank's channels/ pages, defining brand signature for social media communication. ➤ Managing crisis and issues which pose reputational risk, ➤ identifying and engaging influencers, social listening, creation of reports. Peer comparison, providing high-level dashboards as MIS on brand. ➤ Social Media channels include- Facebook, Instagram, Twitter, Koo, LinkedIn, You Tube etc. 			

2.	Content Creation	<ul style="list-style-type: none"> ➤ Developing social media content and Creative (Static/GIF in Hindi, English and regional language as well). ➤ Defining social media content strategy, developing content as per themes and key pillars, ensuring approved content is shared; achieve high user engagement across social channels. (For at least 1000 posts per annum across each channel individually of which 25%-30% may be GIF.) 			
3.	Animated Slide based Video with music and voiceover	Videos of 20 seconds (Cost for 48)			
4.		Videos of 60 seconds (Cost for 24)			
5.		Videos of 2 minutes or more (Cost for 24)			
6.	Response Management	Developing response management framework, creating first level responses, adhering to response TAT as defined by the Bank, monitoring conversations, feedback received.			
7.	MIS	MIS reports on a daily, weekly, fortnightly and monthly basis with sentiment analysis specific to product, service, corporate, takedown of malicious, defamatory content which are harmful for the image of the Bank, Districtwise Followers Data etc.			
8.	Any other cost	Usage of Technology platforms, tools, solution resources etc. to meet the			

		requirements defined in the RFP document.			
9.	Total Cost (In figures)				
10.	Total Cost (in words)				

Table-2

Sl. No.	Activity	Details	Rate (Rs.) per event	GST %	Indicative number of events per year	Total Cost
			A	B	C	D=(A*C)
1.	Social Media Campaigns:	Cost per campaign as per details mentioned below: Campaigns to engage end users and key stakeholders based on UCO Bank brand strategy, product promotions, product soft launches, new initiatives, etc.			24	
2.	Social Advertising:	Specific media plan development: to target end consumers and key stakeholders as per individual social media channel to ensure- <ul style="list-style-type: none"> • Content reach • Grow the community • Drive traffic to web/mobile destination • Brand visibility 			24	
3.	Service Support cost:	This comprises of Cost Bidder to provide onsite support on important events like Financial Results, Annual General Meeting, Foundation Day or			8	

		any other milestone day for driving it on social media (real time wherever possible).				
4.	Training Cost	Includes on-site training to staff members at Bank's premises for one week before roll-out of the solution.			1	
5.	Animated Character/ Figure based Video with music and voiceover	Videos of 20 seconds				
6.		Videos of 60 seconds				
7.		Videos of 2 minutes or more				
8.	Real Character/ Actor video with music and dialogue	Videos of 20 seconds				
9.		Videos of 60 seconds				
10.		Videos of 2 minutes or more				
11.	API Integration & Custom Tech Support	Cost for integrating social media platforms with UCO Bank's CRM, website, WhatsApp banking, lead dashboard, etc.				
12.	Total Cost (In figures)					
13.	Total Cost (in words)					

* The quantity referred above is arbitrary. Actual quantity of services to be rendered may be more or less.

Table-3

(Amount in Rs.)

Sl. No.	Item Description	Total Cost#
1	Total of TABLE -1 (Weightage 80%)	
2	Total of TABLE -2 (Weightage 20%)	
3	Total cost of Ownership (SI#1 + SI#2) in figures	
4	Total Cost of Ownership (SI # 3) in words	

- We hereby confirm that quotes mentioned in this commercial bid is strictly as per the format in RFP.
- We also confirm that the above mentioned rates are accurate. In case of any

anomalies in the calculation for arriving at TCO, the Bank will have the right to rectify the same as mentioned in the commercial evaluation process clause no. 2.3 and it will be binding upon our company.

- We have ensured that the price information is filled in the Commercial Offer at appropriate column without any typographical or arithmetic errors. All fields have been filled in correctly.
- We have not added or modified any clauses / statements / recordings / declarations in the commercial offer, which is conditional and / or qualified or subjected to suggestions, which contain any deviation in terms & conditions or any specification.
- We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.

Company Seal

Authorized Signatory

Date

Name & Designation:

Note:

- In case of discrepancy between figures and words, the amount in words shall prevail.
- Present Rate of tax, if applicable, should be quoted in respective columns. The Bank will pay the applicable taxes for the above mentioned tax type ruling at the time of actual delivery of service/implementation and resultant billing. However, no other tax type will be paid. The Octroi / Entry Tax will be paid extra, wherever applicable on submission of actual tax receipt.
- Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.
- Please note that any commercial offer which is conditional and / or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.
- All prices should be quoted in **Indian Rupees (INR)** only.
- The TCO (Total Cost of Ownership) will be exclusive of GST. However the GST and other applicable taxes will be paid as per actuals at the time of resultant billing.
- **Bank will not communicate with OEM / OSD for any queries.**

The quantity mentioned above is only indicative and may change at the time of issuance of Purchase Order.

Optional Line Items

S.No.	Activity	Details	Rate (Rs.) per Month	Amount (Rs.) per Annum
	Social Advertising KPIs:	<p>Facebook: 10000 page likes per month Engagement percentage of 5-7%</p> <p>Instagram: 5000 Followers per month. Engagement percentage of 4-5 %</p> <p>Twitter: 2000 followers per month. Engagement percentage of 5-6 %</p> <p>YouTube: 500 Subscribers per month. 1000 views per month (subject to video content provided by the Bank)</p> <p>LinkedIn: 500 followers per month.</p> <p>The above does not include organic growth activities which the bank may conduct. Agency can recommend suitable suggestions support and enhance community growth.</p>		
	Digital Advertisement	<p>Cost per click</p> <p>Cost for lead</p> <p>Branding (committed conversion ratio – atleast 5%)</p>		

Company Seal

Date

Name & Designation:

Authorized Signatory

COMPLIANCE CHART**Compliance chart for submitting Sub: RFP for Appointment of Social Media Management Agency**

Sl. No.	Particulars	Compliance Status (Yes / No)	Page No. Of the bid document submitted
1.	Are Technical & Commercial bid submitted under separate sealed envelopes?		
2	Is the Technical bid made in conformity with technical bid template as per Annexure XVII?		
3.	Is the Commercial bid made in conformity with Commercial template as Annexure XX?		
4.	Are the Technical & Commercial Bids organized properly?		
5.	Are all the pages numbered properly and signed and stamped.		
6	Is Bid Security Declaration submitted?		
7	Duly signed Annexures I to XXIV are enclosed		
8.	Is the softcopies of the response of Technical, Functional and Commercial RFP submitted in separate?		
9.	Are document in support of all eligibility criteria submitted?		
10.	Are your solution complied with all Scope of work.		
11.	Is Original Solution / Software Developer Authorization form (OSDF) submitted		
12.	Audited Balance Sheet and Profit & Loss Account documents for the last 3 years		
13.	Power of Attorney/Authority letter issued by the competent authority for signing the Bid document on behalf of the company.		

For.....

(Signature and seal of authorized person)

Place: Date:

Performa of letter to be given by all the Bidder participating in the UCO Bank RFP for Appointment of Social Media Management Agency

To

The Asst General Manager

UCO Bank, Head Office-I

Corporate Communication Department,

1st Floor, 10 BTM Sarani,

Kolkata -700001

Sir,

Sub : RFP for Appointment of Social Media Management Agency

Further to our proposal dated, in response to the Request for Proposal (Bank's tender No. here in after referred to as "**RFP**") issued by UCO Bank, we hereby covenant, warrant and confirm as follows:

The soft-copies of the proposal submitted by us in response to the RFP and the related addendums and other documents including the changes made to the original tender documents issued by the Bank, conform to and are identical with the hard-copies of aforesaid proposal required to be submitted by us, in all respects.

The bid submitted herein shall be valid for a period of 180 days from the date of RFP response submission process closes.

Yours faithfully,

Authorized Signatory

Designation

Bidder's corporate name

(TO BE PROVIDED ON Rs.100/- STAMP PAPER)

Self-Certificate for Local Content

Date: __/__/____

I.....S/o, D/o, W/o.....resident of.....do hereby solemnly affirm and declare as under:

- 1) That I will agree to abide by the terms and conditions mentioned in the tender specification issued vide ref. no.....dated.....
- 2) That the information furnished hereinafter is correct to the best of my knowledge and belief and that I undertake to produce the relevant records before to any authority nominated by UCO Bank for the purpose of assessing the Local Content.
- 3) That the Local Content for all inputs which constitute the Goods (mention the procurement) has been verified by me and that I am responsible for the correctness and accuracy of the claims made therein.
- 4) That in the event of the Local Content mentioned herein is found to be incorrect and not meeting the prescribed norms of Local Content, based on the assessment of an authority so nominated by UCO Bank and that I will be liable as under Clause 9(f) of Public Procurement (Preference to Make in India) Order 2017, as amended.
- 5) That I agree to maintain all the information regarding my claim for Local Content in our records and that I shall make the requisite information available to UCO Bank as and when required.
- 6) That *I (name of Manufacturer) do hereby confirm in respect of quoted item(s) that the Local Content is equal to or more than 50% and come under 'Class-I Local Supplier' Category. As being 'Class-I Local Supplier', I am eligible for Purchase Preference under 'Make in India' Policy vide Government of India Order no. P-45021/2/2017-PP (B.E.-II) dated 15.06.2017 (subsequently revised vide Orders dated 28.05.2018, 29.05.2019 and 04.06.2020)

OR

That *I (name of Manufacturer) do hereby confirm in respect of quoted item(s) that Local Content is more than 20% but less than 50% and come under 'Class-II Local Supplier' Category.

7) That I submit as under:

Name & Details of the Local Supplier (Regd. Office, Manufacturing Unit, Location, Nature of legal entity)	
Date on which this Certificate was issued	
Product for which the Certificate is issued	
Procuring Agency to whom the Certificate is furnished	
Percentage of Local Content claimed	
Name & details of the unit of the Manufacturer	
Sale Price of the Product	
Ex-Factory Price of the Product	
Freight, Insurance and handling	
Total bill of Material	
List & Total cost value of inputs used manufacture of the proposed Goods	
List & Total cost value of inputs which are locally sourced (Attach Certificates of Local Content from Local Suppliers, if the input is not in-house)	
List and cost of inputs which are imported (directly or indirectly)	
Any other information	

8) That the details of the location(s) at which the local value addition made is/are as under:

Sl. No.	Product Details	Name of Place

For & on behalf of

Signature of the Authorised Signatory of the Bidder (insert name, designation & contact number)

Official Seal of the Bidder

Date:

*** Strike out whichever is not applicable**

Restriction on Procurement due to National Security

This Certificate should be submitted on the letterhead of the bidder duly signed by an authorized signatory

To,

The Asst. General Manager

UCO Bank, Head Office-I

Corporate Communication Department,

1st Floor, 10 BTM Sarani,

Kolkata - 700001

Dear Sir,

Sub: RFP for Appointment of Social Media Management Agency

1. "I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I hereby certify that this bidder is not from such a country and is eligible to be considered."
2. "I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; / certify that this bidder is not from such a country or, if from such a country, have been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. (Where applicable, evidence of valid registration by the Competent Authority shall be attached.)"

Yours Faithfully,

Authorized Signatory,

Name:

Designation:

Vendors Corporate Name:

Address:

Email:

Contact No.