



ODISHA GRAMYA BANK
Information Technology Department
Head Office, Gandamunda, P.O. Khandagiri, Bhubaneswar - 751030

RFP Ref No. OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022. Amendment-1 Date: 16-08-2022

AMENDMENT 1: Request for proposal (RFP) for Supply, Installation and AMC of ATM CDs (Cash Dispensers) as a replacement of existing ATMs

All bidders are hereby informed that based on the discussion in the Pre-bid meeting held at Head Office of Odisha Gramya Bank on date 6th August 2022, the response to queries submitted by all bidders are in Table # 2 and necessary amendments to RFP are provided as below.

- a) Revised Bid Schedule and Address
- b) Procurement of additional cash dispensers
- c) Preference for make in India order 2017 with Annexure W
- d) Revised SLA for ATM CD Availability/Uptime
- e) Revised Commercial Format
- f) Table # 1 – Amendments
- g) Table #2 – Clarification on queries of bidders.

Section 1 - Bid Schedule and Address [Revised]

S. No	Description of Information/ Requirement	Information / Requirement
1.	Tender Reference Number	OGB/RFP/ITD/ATM/009/2022-23
2.	Date of Issue of RFP	27 th July 2022
3.	Last date for receipt of queries, if any.	3 rd August 2022, on or before 17:00 hours
4.	Pre Bid Meeting	6 th August 2022, 15:00 hours
5.	Bid Submission Mode.	Through e-procurement portal: https://odishabank.abcprocure.com/EPROC/
6.	Last Date and Time for submission of bids along with supporting documents through the above	30 th August 2022 on or before 17:00 hours
7.	Last date, time and place for submission of Original Bid Cost (DD), Bank Guarantee towards EMD, Integrity Pact and Power of Attorney.	30 th August 2022 on or before 17:00 hours at the Bank's Information Technology Department, Head Office, Bhubaneswar. (Should be submitted to the contact officials in person).
8.	Date, time and venue for opening the technical bid.	1 st September 2022 at 15:00 hours at the Bank's Information Technology Department, Bhubaneswar.
9.	Date, time and venue for opening the commercial bid	Will be intimated to technically short-listed bidders.
10.	Name of contact officials for submission of documents as stated in serial No.7 and for any enquiries.	B. K. Patra – General Manager S. S. Acharya – Sr. Manager IT J. K. Sahoo – Manager IT
11.	Address for Communication / Submission of Bids	The General Manager, Information Technology Dept., Odisha Gramya Bank, Head Office,



		AT- Gandamunda, P.O. – Khandagiri, Bhubaneswar – 751030.
12.	Contact officials for any clarification.	Mr. B. K. Patra – General Manager - 8169452301 Mr. S. S. Acharya – Sr. Manager IT - 9437285358 Mr. J. K. Sahoo – Manager IT - 9090735223
13.	Contact e-mail ID	email@odishabank.in , itd@odishabank.in , atm@odishabank.in
14.	Contact details of Independent External Monitor	Name: Vinayaka Rao Turaga email: tvrao56@gmail.com

Note:

1. Bids will be opened in the presence of the Bidders' representatives who choose to attend.
2. If last day of submission of bids is declared a holiday under NI Act by the Government or any restriction imposed by Government due to COVID-19 pandemic, subsequent to issuance of RFP the next working day will be deemed to be the last day for submission of the RFP. The Bid/s which is/are deposited after the said date and time shall not be considered.
3. Bids sent through post/courier or by hand will not be accepted/ evaluated. Bids should be submitted in the e-procurement portal of Odisha Gramya Bank. Original copy of Bid Cost DD, EMD Bank Guarantee, Power of Attorney and Integrity Pact must reach to Head Office of Odisha Gramya Bank (OGB) on or before last date and time of submission of Bids. **Any delay due to postal and or courier will not be considered towards relaxation in submission of physical copies of required documents.**

PROCUREMENT OF ADDITIONAL CASH DISPENSERS:

1. Bank reserves its right to procure additional cash dispensers over and above the quantity mentioned in this RFP from the awardee of the contract for supply to its various Offices located across the Country as per the additional terms and conditions stipulated below.
2. The total value of such additional cash dispenser procurement shall not exceed 25% of the value of the contract amount and Quantity.
3. The Bank may exercise this option for a period of 1 (one) year from the date of UAT Signoff at the price determined through this tender. Bank shall issue separate purchase orders/Letter of Intent in this regard based on the requirement arrived at, by the bank. The Purchase Order issued for additional cash dispensers shall be within a period of 1 year from the date of UAT signoff but the delivery & implementation period of such cash dispensers may be after 1-year period also.
4. The rates will be valid for a period of 1 (ONE) YEAR from the date of UAT Signoff, if not revised earlier.
5. The technical specification of such additional cash dispenser items should conform to the technical specifications provided in this RFP or higher configuration.
6. Bank will have periodic review of technology. In case any of the models becomes obsolete, then Bank will consider the alternate model in consultation with the OEM / Bidder. The Vendor will also provide the latest model available, if there is upward revision in the model offered, at no extra cost to Bank.
7. The successful bidder has to pass on the benefit of discount / reduction in prices/ Govt. duties, if any, to the Bank voluntarily during the contracted period of one year.
8. Bank, however, reserves its right to purchase the cash dispenser from any other vendor also during the said period.
9. Bank Guarantee (for Delivery, Implementation & performance) for additional cash dispensers will also be as per this RFP



PREFERENCE FOR MAKE IN INDIA ORDER 2017 (PPP-MII ORDER) & MSE (MICRO AND SMALL COMPANIES)

1. Bank shall provide purchase preference to participating bidders as per the provisions of following orders from the Government of India:
 - a. Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 from Ministry of Micro, Small and Medium Enterprises. Registration Certificate from NSIC/UAM for the specific services stipulated under this tender.
 - b. Public Procurement (Preference to Make in India) Order 2017 from Ministry of Commerce and Industry and subsequent amendments thereto.
2. Only Class I local supplier and Class II local supplier as defined in the PPP-MII 2017 (Revision vide Order No. P-45021/2/2017-PP (BEII) dated May 29, 2019, further revised on 4th June 2020 and further revised on September 2020 and subsequent amendments) shall only be eligible to bid in this tender.
3. Bidders are advised to read the clauses in consonance with Department of Industrial Policy and Promotion Letter No. P-45021/2/2017(BE-II) dated May 29, 2019, revised on 04-06-2020, further revised on 16-09-2020 and subsequent amendments. In case of any disparity or inconsistency, Govt. order shall take precedence over the tender clauses.
4. Certificate of local Content: The 'Class-I Local supplier' / 'Class-II Local supplier' shall 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, on their letter head with Registration Number with seal as per **Annexure W**.
5. The total order under this tender shall be split as per the following scenarios:
 1. **Scenario 1: L1 is Class I Local Supplier & MSE Bidder**
 - a) 100% order shall be placed to the L1 Bidder.
 2. **Scenario 2: L1 is Class I Local Supplier and Non MSE Bidder.**
 - a) If there exist no MSE Bidder in the L1+15% range, 100% of the order shall be placed to L1 bidder.
 - b) If there exists an MSE Bidder in the L1+15% range, 80% of the order shall be placed to L1 bidder and remaining 20% shall be placed with MSE Bidder subject to MSE Bidder matching the L1 price. If multiple MSE bidders exist in the L1+15% range, 20% order shall be split equally among such MSE Bidders subject to matching L1 price.
 3. **Scenario 3: L1 is MSE Bidder and non-Class I local Supplier:**
 - a) If there exists a Class I Local Supplier in the L1+20% range, 50 % of the order shall be placed with L1 bidders and remaining 50% of the order shall be placed to such Class I Local Supplier (next highest bid to L1) subject to matching the L1 price. If that Class I Local supplier couldn't match the L1 price, next highest class I supplier with in L1+20% range shall be invited to match the price and be awarded accordingly. If none of the class I local supplier couldn't match the L1 price, L1 bidders shall be awarded 100% of the order.
 - b) If there exists no Class I Local Supplier in the L1+ 20% range, 100% of the order shall be placed to L1 bidder.
 4. **Scenario 4: L1 is non class I Local Supplier and not a MSE Bidder**
 - a) If there exists a Class I local Supplier in the L1+20% range, 50% order shall be placed to the L1 Bidder and remaining 50% of the order shall be placed to such (next highest bid to L1) Class I Local Supplier subject to matching the L1 price. If that Class I Local supplier couldn't match the L1 price, next highest class I supplier with in L1+20% range shall be invited to match the price so on. If none of the class I local supplier couldn't match the L1 price, the next highest bidder shall be invited to match the L1 price and awarded accordingly.
 - b) If (a), is not applicable, and there exists an MSE bidder in L1+15% range, 80% order shall be placed to the L1 Bidder, 20% of the order shall be placed to such MSE Bidder subject to



matching the L1 price. If multiple MSE bidders exist in the L1+15% range, 20% order shall be split equally among such MSE Bidders subject to matching L1 price.

- c) If there exist a MSE bidder with in L1+15 % range and there exist a class 1 local supplier within L1+20% range, Class 1 local supplier shall be awarded 50% subject to matching L1 price. MSE bidders shall be awarded 20 % of the order. If multiple MSE bidders exist in the L1+15% range, 20% order shall be split equally among such MSE Bidders subject to matching L1 price. The remaining order shall be placed with L1 bidder. If none of the class I local supplier couldn't match the L1 price, their entitled share shall be given to L1 bidder. If none of the MSE couldn't match the L1 price, then their entitled share will be given to L1 bidder.
 - d) If (a), (b) and (c) are not applicable, then 100% order shall be placed to the L1 Bidder.
6. Bank Guarantee (for Delivery & performance) for separate purchase orders/LOI will also be as per the RFP.
 7. Scope and Responsibility of the bidders who received order through preference for local supplier and MSE, shall be as defined for L1 bidder in Scope of Work and other parts of this RFP.
 8. Bank Guarantee for Delivery and Performance shall be similar for all the bidders who received purchase orders/LOI as defined in the RFP.



ANNEXURE W- CERTIFICATION FOR LOCAL CONTENT

The General Manager
Odisha Gramya Bank
IT Department,
Gandamunda, Khandagiri,
Bhubaneswar – 751030.

Dear Sir,

Your RFP Ref No. OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022

Bidder Name:

1. This is to certify that proposed <Bill of material and Scope of Work > by _____(Bidder name) is having the local content of _____% as defined in the above mentioned RFP and amendment thereto.
2. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 – Revision vide Order No. P-45021/2/2017-PP (BEII) dated May 29, 2019, further revised on 4th June 2020 and further revised on September 2020.

Signature of Statutory Auditor/Cost Auditor

Registration Number:

Seal

Counter-signed:

Bidder Company Name



8.10 SLA for ATM CD Availability/Uptime: [Revised]

The CD/CRMs will be considered "down", when it cannot dispense cash. "Percentage Uptime" shall mean the aggregate of uptime of the particular CD during a quarter expressed as a percentage of total available time in a quarter.

$$\text{Uptime in \%} = \frac{(\text{Available Time in Hrs} - \text{Downtime in Hrs attributable to service provider}) \times 100}{(\text{Available Time in Hrs for a Quarter})}$$

Available Time

Available Time means the time for which Equipment is up and running. Available time excludes time taken to perform preventive maintenance services and/or perform First Line Maintenance; time for normal operational scheduled downtime; time when Equipment is not available due to events of Force Majeure, relocation, re-installation, power failure or infection by viruses, network failures, delays in Service Providers access to the Equipment for a reason not attributable to Service Provider.

Downtime in % = 100 – Uptime in %

The downtime will be calculated on CD/CRM basis and on the entire network for the purpose of implementing penal provisions. "Down Time" shall mean the interval between the times of reporting of failure to the time of completion of repair. Down Time will have the exclusions detailed above. Downtime percentage will be rounded up to second decimal places.

Type A: The Complaint which are critical in nature, which stops the ATM CD operation or compromises the security measures of ATM site.

Type B: The Complaint which doesn't stop the ATM operation, but may lead to stops of operation of ATM CD, if not attended within short period of time.

Type C: The complaint which is not ATM operation but affecting Brand image of the Bank.

Vendor will be liable to be penalized in case of downtime at following terms if the uptime is below 98.5% for each individual ATM site:

- a. For uptime 98.50% to 98.41% per quarter 1 % of the total quarterly invoice value.
- b. For uptime 98.40% to 98.31% per quarter 2 % of the total quarterly invoice value.
- c. For uptime 98.30% to 98.21% per quarter 3 % of the total quarterly invoice value, and so on....
- d. If the uptime is recorded below 98.0 % then 5% of the total invoice value payable after each quarter shall be deducted.

All calls logged up to 5 PM has to be attended on the same day and calls logged after 5 PM should be attended within a period as per the below MTTR Table.

The response and resolution time [MTTR]

Description of Services	TYPE-A	Type-B	TYPE -C
Telephonic / email support	24 * 7 Support	24 * 7 Support	10 AM to 5 PM
Service Window -12 Hour Cycle	9 AM to 9 PM (All Days)	9 AM to 9 PM (All Days)	Business Days
Response Time	2 Hours	4 Hours	12 Hours
Resolution Time	4 Hours	6 Hours	24 Hours

The downtime will be computed from the time of ticketing of the relative fault at the vendor's Management Center or reported to the Management Center by the Bank, whichever is earlier.



Note: Spare Replacement - Bidder need to maintain sufficient spare at local level, to avoid undue delay in replacement of spare. Bank may provide maximum of 8 hours in addition to above mentioned MTTR for the replacement of spare on case to case basis. Penalty will be imposed after the exhaust of given service window i.e. (8 hours + MTTR applicable).

Bidder shall ensure that the full configuration of the Equipment is available to Bank in proper working condition and ensure minimum uptime of 98.5%, and maximum downtime per instance for each CD/CRM should be less than MTTR time as mentioned above, counted by the Bank from the time the fault is reported failing which a penalty of ₹ 300/- (Rupees Three hundred only) per day will be deducted by the Bank for the period in excess of MTTR from the Annual Maintenance Charges payable or Performance guarantee bond. This per day penalty is separately applicable in addition to % downtime penalty, if any. The downtime will be computed from the time of ticketing of the relative fault at the vendor's Management Center or reported to the Management Center by the Bank, whichever is earlier.

Exclusions to Bidders liability for penalty

The following exclusions would be taken into account in computing penalty:

- A maximum of 3 hours for quarterly Preventive Maintenance activity.
- Actual Supervisory Time (which should be reasonable).
- Actual downtime on account of the Switch and network connectivity.
- Core Banking Solution host outages.
- Vandalism.
- Non-availability of access to the CD/CRM premise.
- If a CD/CRM is shut down or is unavailable to the public during cash loading, pre-determined specific periods as announced by the Bank & for reasons not attributable to the bidder, such time period of unavailability will be excluded from the denominator while calculating the downtime percentage.

Bidder, in all such cases, shall inform the Bank regarding the same.

Product Upgrades

At any time during term of the purchase order / performance of the RFP/Contract, should technological advances be introduced by the OEM/ Bidder for information technologies originally offered by the bidder in its bid and still to be delivered, the bidder shall be obliged to offer to OGB the latest version of the available technologies having equal or better performance or functionality without any extra charges.

During the RFP/Contract period, the Bidder shall offer to OGB all new versions, releases and updates of software, Firmware as well as related technical support within 45 days of their availability from the OEM free of cost, where ever applicable. Bidder need to have back to back subscription agreement with OEM to get updates on software, firmware or version update for OS and Tools.

All OS should be provided with software assurance (SA).



Section 10 - Format for Commercial Bid (Online mode only) [Revised]

Annexure O - Commercial Bid (To be filled in online mode only)

Commercial - Part 1

1. Name of Bidder:
2. Address of Corporate Office:

TABLE I - COST OF ATM CDS:

Description	Make & Model	Unit Price[A]	Qty.[B]	Total Price[C=A x B]
ATM/ CD – as per Technical Specification in Annexure – S			75	
Additional cassette			75	
Total Cost Table-I (Column C)				

TABLE II - COST FOR Helpdesk, EJ PULLING

Sl.	Item Description	Qty. [A]	Unit Cost/ Quarter [B]	Cost/Quarter [C=B x A]	Total Cost/Year [D=Cx4]	Total Cost- 5 years[Dx5=E]
1	Cost for ATM Management Solution (including Centralized Electronic Journal (EJ) pulling, Software & Content distribution at ATM premises etc. and others as per Annexure T). *	75				
2	Additional client license with integration cost for Hyosung make ATM CDs (currently being in use by Bank)	75				
3	Cost of support staff at Bank's premises	1				
Total Cost Table-II (Column E)						

TABLE III - COST FOR ANNUAL MAINTENANCE (This Includes AMC Cost of all the H/W and products and Software supplied and installed by the bidder)

Sl.	Description ,	AMC/quarter[A]	AMC/annum[B=Ax4]	Qty.[C]	Total Price [D=BxC]
1	AMC Charges for 2nd year				
2	AMC Charges for 3rd year				
3	AMC Charges for 4th year				
4	AMC Charges for 5th year				
Total Cost Table-III (Column D)					

TABLE IV - Buyback price of ATM CDs (to be replaced)

Description, Make & Model:	Unit Price[A]	Qty.[B]	Total Price[C=AxB]
ATM/CD – Diebold D429		75	

TABLE V - TOTAL COST OF OWNERSHIP

Sl.	TOTAL COST OF OWNERSHIP	Ref	Total Cost in Rs)
1	COST OF ATM CDS with additional cassettes	TOTAL COST TABLE I	
2	COST FOR HELPDESK//EJ PULLING	TOTAL COST TABLE II	
3	ANNUAL MAINTENANCE CONTRACT CHARGES	TOTAL COST TABLE III	
4	Buyback price of ATM CDs	TOTAL PRICE TABLE IV	



Sl.	TOTAL COST OF OWNERSHIP	Ref	Total Cost in Rs)
5	Total cost of project (TCO)		TABLE I +II +III - IV

NOTE:

- L1 will be determined based on the total price quoted by any of the technically shortlisted bidder, whose commercial bid is opened, under Table V Serial No.5 (Grand Total).
- The price quoted in table III over 4 years must be distributed so that the difference between each consecutive years should not be more than 10% than previous year price.
- Purchase price of the ATM CDs inclusive of the de-installation, de-grouting, pickup and transportation cost.
- Property of OGB should not be damaged during above process or bidder has to compensate any such damage as per terms and conditions of the RFP.
- 75 existing Diebold D429 ATM CDs will be sold AS-IS-WHERE-IS basis.
- The price mentioned in (D) will be considered as TCO for selection of L1 Bidder if and only if the price quoted in all line items are valid and numerical. In case of invalid value or quote in any field of Table# 1, the bid will be treated as invalid and may be rejected. In such case, Bank at its sole discretion may consider L2 bid for awarding contract.
- The price is exclusive of any applicable taxes and are in INR (₹).
- Bank has right to negotiate the price of components, parts, services quoted in Commercial Part – 2 to match the lowest price quoted by any of the bidders.
- Entering into AMC with the successful bidder shall be strictly as per terms and conditions defined in Clause 3, 8.9, 8.10, 8.11 & 8.12 of this RFP.
- Bank may place order for additional Currency Cassettes as per RBI recommendation on Cassette Swapping, as and when required throughout contract period, which will be delivered at respective site/branch/office within 3 weeks of placing such order or with ATM CD order whichever is earlier.

We certify that the items quoted above meet the Technical Specifications as per Annexure – S & T and prices quoted are all in compliance with the terms indicated in Scope of Work and terms of the RFP No _____ dated _____. We also confirm that we agree to all the terms and conditions mentioned in Annexure F & G of this RFP No _____ dated _____.

Authorized Signatory

Name and Designation

Office Seal

Place:

Date:



Commercial – Part 2

SI	Description of Item/Part/Spare/Component/Service	Specification	Unit Price in ₹
1	Access Electromagnetic Lock (AEL)		
2	Access Lock		
3	Access Lock Card Reader (ALCR)		
4	Access Lock Controller		
5	ATM Main Power Cable (AMPC)		
6	ATM MAIN POWER SUPPLY		
7	Bar Code Reader		
8	Barcode Reader (BR)		
9	Bezel Epp5		
10	Bunch Note Acceptor		
11	Burglar Alarm		
12	CCA 13 Port USB HUB		
13	CCA Power Manager		
14	CCTV Camera inbuilt		
15	Charges for Visit to ATM location by Technical Person per day.		
16	Chest		
17	Chest Door		
18	Chest Door Cutting Charges		
19	Chest Door handle		
20	Combination Lock with Key		
21	Cost of Biometric Upgradation (Hardware & Software)		
22	Cost of De-Grouting		
23	Cost of Grouting		
24	Currency Cassette (Complied as per RBI directive on Cassette Swapping)		
25	Currency Tray/Cassette adjustment for different denomination		
26	De-Grouting Cost		
27	DIP Smart Card Reader		
28	Dispenser PCB(Control)		
29	Dispenser Unit		
30	Divert/Reject Cassette		
31	Dome camera		
32	Double pick Module with Cassettes		
33	DVD Writer		
34	DVSS		
35	DVSS system with camera & Software integrated with Cd		
36	Electronic combination Lock		
37	Electronic combination Lock Cutting and Fixing, Charge		
38	Engineer Visit Charge		
39	Envelope Motorized dispenser		
40	EPP		
41	EPP or ATM key Board		
42	external DVSS		
43	External Monitor for CCTV		
44	Fascia Lock		



SI	Description of Item/Part/Spare/Component/Service	Specification	Unit Price in ₹
45	Fascia/Facia		
46	Finger Print Scanner		
47	Grouting Cost		
48	Hard Disk 1 TB 5600 rpm as per RFP		
49	SSD 500 GB		
50	Harness		
51	Harness Cable		
52	Harness Cable set-Lower		
53	Harness Cable set-Upper		
54	Hood door Lock and Keys		
55	Intercity: Shifting Cost of all the provided hardware and security system. This includes de-installation and re-installation cost.		
	Journal printer		
	Journal Printer Paper Cost for 1000m length.		
56	Keyboard with inbuilt Mouse/touchpad/track ball/joystick		
57	LCD/Led monitor(as per Vendor's specification)		
58	Lower Hood Fascia		
59	Main SMPS		
60	MAS Hamilton Lock with OTC mechanism		
61	Metal Function keypad(One Side) with button		
62	Monitor (15" or higher) with touch screen		
63	Monitor for the External Camera connected to DVSS		
64	Monitor Side Bezel		
65	Mother Board		
66	Mother board with Processer		
67	Operator Panel(OP)		
68	PC Core		
69	PC Core SMPS		
70	Picker Module		
71	Power Supply Unit		
72	Presenter		
73	Presenter CCA		
74	Presenter module		
	Printer Head- journal printer		
75	Printer Head- Receipt printer		
76	8 GB DDR4 RAM as per the RFP		
77	Receipt printer		
78	Receipt Printer Paper Cost for 1000m length.		
79	Recycler Solution		
80	S&G Lock with OTC mechanism		
81	Shifting Cost (Intracity) of all the provided hardware and security system. This includes de-installation and re-installation cost.		
82	Shutter assembly		
83	Stacker Module		
84	TCM CCA		
85	Touch Screen		



SI	Description of Item/Part/Spare/Component/Service	Specification	Unit Price in ₹
86	Upper Hood Fascia		
87	USB External camera with cable		
88	Vandal touch Screen		
89	Vault breaking charges		
90	Vault Lock Battery		

Amendment -1 Table 1

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Addendum/Corrigendum
1	Checklist	6		₹ 11,800/- (Rupees Eleven Thousand Eight Hundred only) including GST towards cost of Bid document in form of Demand Draft issued by any commercial bank in India. The scanned copy of the Demand Draft to be uploaded in e-Procurement portal and the original DD must reach at Head Office of OGB on or before last date of submission of bid along with other documents.	₹ 2,950.00 (Rupees Two Thousand Nine Hundred Fifty only) including GST towards cost of Bid document in form of Demand Draft issued by any commercial bank in India. The scanned copy of the Demand Draft to be uploaded in e-Procurement portal and the original DD must reach at Head Office of OGB on or before last date of submission of bid along with other documents.
2	Section 3 – Scope of Work 1. Broad Scope of Work:	12		New clause	One number of additional cash cassette along with ATM CD is included in TCO as per revised commercial format. Bank may place purchase order for additional cassette with the same rate contract throughout the contract period.
3	Section 3 – Scope of Work 1. Broad Scope of Work:	12	6	The bidder must provide a ATM Management Solution to facilitate Bank to monitor, get data reports and do basic configurations like setting up notification report, changing display screens etc. as per requirements mentioned in Annexure - T. Bank reserves the right to extend the ATM Management Solution for its other Hyosung make ATM CDs with mutually agreed terms and commercials.	The bidder must provide a ATM Management Solution to facilitate Bank to monitor, get data reports and do basic configurations like setting up notification report, changing display screens etc. as per requirements mentioned in Annexure - T. Bank reserves the right to extend the ATM Management Solution for its other Hyosung make ATM CDs with mutually agreed terms and commercials as per rate contract in updated Commercial format.
4	Section 3 – Scope of Work 1. Broad Scope of Work:	12		New clause	Bank will not be restricted to use paper roll from bidder, if the price is not reasonable and may use compatible paper roll from open market. This should not void applicable warranty/AMC.
5	Section 3 – Scope of Work 1. Broad Scope of Work:	12		Here in, “comprehensive” includes following items: 1. Journal paper 2. Customer slip paper 3. Batteries in digital lock of vault	Here in, “comprehensive” includes following items: 1. ATM CD 2. Customer slip paper 3. Batteries in digital lock of vault 4. External overhead dome camera



Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Addendum/Corrigendum
6	Broad scope of word	12	3	Delivery, insurance of deliverables till ATM site, installation in all respect as per Bank's requirements, EMV compliance, Green pin, card security, card management (limit, feature enable/disable etc.), testing and certification with FIS switch and NPCI shall be under scope of bidder.	Delivery, insurance of deliverables till ATM site, installation in all respect as per Bank's requirements, EMV compliance, Green pin, card security, card management (limit, feature enable/disable etc.), testing and certification with FIS switch and NPCI shall be under scope of bidder. Insurance should cover till delivery + 7 working days. Bank shall take responsibility after 7 days of delivery, if the dependency is from Bank side.
7		13	24	The bidder shall ensure proper Grouting of CDs as a part of installation activity.	The bidder shall ensure proper Grouting (four legged grouting with min 6 inch channel /clamp) of CDs as a part of installation activity.
8		13	27	Same precaution measure should also be taken in case of Electrical earthing. The bidder shall be responsible for any damage due to the issue with electrical earthing of the ATM site. Bidder has to ensure reporting of any improper earthing of each ATM site before 7 days of installation.	Bidder has to ensure reporting of any improper earthing of each ATM site before 7 days of installation. Bank will provide earthing upon such reporting by bidder. The electronics items provided by bidder should be self-protective to minor electrical surge or earthing voltage issues. Any damage due to minor deviation of earthing voltage should be repaired or replaced by bidder free of cost. Earthing has to be monitored during each service visit including preventive maintenance visit by bidder and to be reported to Bank duly failing which Bank will not entertain additional commercial for replacement of damaged equipment.
9	Section 3 – Scope of Work : 1. Broad Scope of Work:	13	13	Any delay in installation of CDs and other equipment for whatsoever reasons should not entail in expiry of insurance and the same should be continued to be extended up to the date of installation and acceptance of the CDs and other equipment by the Bank.	Any delay in installation of CDs and other equipment for whatsoever reasons excluding reasons attributed to the Bank , should not entail in expiry of insurance and the same should be continued to be extended up to the date of installation and acceptance of the CDs and other equipment by the Bank.



Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Addendum/Corrigendum
10	Section 3 – Scope of Work 1. Broad Scope of Work:	14	32. (c)	Mechanism to store the EJ log in CD machine for at least 2 years. Bidder should ensure EJ pulling agent functioning with 99.5% uptime and should pull the log to central server provided by Bank within 30 mins on real time.	Mechanism to store the EJ log in CD machine for at least 6 months and in Central Server for at least 2 years. For VM details please refer to Corrigendum Table 1 Point 1. Bidder should ensure EJ pulling agent functioning with 99.5% uptime and should pull 100% of EJ and footage to central server provided by Bank within 30 mins schedule. This shall not be applicable in case of network failure, ATM down or force majeure. However the solution to pull the pending EJ logs along with images immediately after restoration of CD from above failures without loss of any EJ and footage.
11		14	32. (e)	The bidder need to ensure that there is near ZERO loss of electronic journal data in any case including network error, OS crash or Hard-drive crash. In case of any crash of OS/Hard drive, the bidder need to recover data at its own cost.	The bidder need to ensure that there is 100 % of electronic journal data in any case including network error, which may be retrieved once network restored.
12		14	1. (37)	If any particular CD is becoming out of order for technical reasons for more than three times in a period of 4 weeks, the Bank may ask the bidder to replace the CD and bidder should replace the CD with another new CD (not refurbished/repared) at no additional cost to the Bank.	If any particular CD is becoming out of order for technical reasons for more than three times in a period of 4 weeks, the Bank may ask the bidder to replace the respective module and bidder should replace the module with another new module (not refurbished/repared) at no additional cost to the Bank.
13		14	1. (41)	There must be at least one inbuilt and another overhead camera capturing dispense of cash in CD machine, which should capture on real-time basis. Mechanism should be there to store video footage and still images with transaction details with time stamp for at least 1 year. CD shall be provided with enough memory space for the same.	There must be at least two inbuilt (one for face capturing and one at Cash Not / Cash Slot camera for capturing cash dispense) and another overhead dome camera integrated with ATM CD capturing activity of user in ATM lobby, which should capture on real-time basis. Mechanism should be there to store still images with transaction details along with time stamp for at least 6 months. The bidder should proactively recommend requirement of any additional storage space, if required, to Bank beforehand. The still footage should have all events of a transaction with time stamp and txn reference. All installation efforts for camera installation and orientation will be by bidder.



Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Addendum/Corrigendum
14	Section 3 – Scope of Work : 1. Broad Scope of Work	14	33	33. The cash dispenser must be having separate lock system than that of front cash cabinet and should be openable from back side separately.	The cash dispenser must be having separate lock system than that of front cash cabinet. It should be openable from back side in case of Rear Access Machine.
15	Section 3 – Scope of Work : 1. Broad Scope of Work	14	38	The bidder has to update/supply/install necessary changes in CDs, if any, issued by Govt./RBI/NPCI for regulatory/statutory compliance at no extra cost to the Bank.	The bidder has to update/supply/install necessary changes in CDs, if any, issued by Govt./RBI/NPCI for regulatory/statutory compliance at reasonable and mutually agreed cost adhering imposed timeline.
16	Broad scope of word	14	32. c	Mechanism to store the EJ log in CD machine for at least 2 years. Bidder should ensure EJ pulling agent functioning with 99.5% uptime and should pull the log to central server provided by Bank within 30 mins on real time.	Bidder has to inform bank for bandwidth requirement with valid estimated values in a Technical Proposal within 7 working days from the acceptance of PO.
17	Broad scope of word	14	32. d	Configuring IP address in CDs as per network requirement of Bank as and when required without any additional cost	Configuring IP address in CDs as per network requirement of Bank as and when required without any additional cost if executed jointly with PM activities. Also bidder should avail UI to change IP with custodian login.
18	Section 3 – Scope of Work : 1. Broad Scope of Work	14	30	Bank is in process of upgrading Finacle 7.0.18 to Finacle 10.2.25. All ATM CDs must be compatible with both and reintegrated as and when required without any additional cost to Bank.	Bank is in process of upgrading Finacle 7.0.18 to Finacle 10.2.25. All ATM CDs must be compatible with both and reintegrated as and when required without any additional cost to Bank. In case of further reintegration post upgradation to Finacle 10.2.25, it may be done as and when required with mutually agreed cost.
19	Section 3 – Scope of Work 3. Documentation:	15		New clause	The external overhead dome camera must be oriented properly to capture cash receiving position of customer. The installation report must include a sample copy of such image and duly signed by Branch Official acknowledging correctness of that camera orientation.
20	Section 3 – Scope of Work 4. Training:	15		The scope of the training shall cover all aspects of the operating of the CD. The same shall also be incorporated in the training manual/document.	The scope of the training shall cover all aspects of the operating of the CD. The same shall also be incorporated in the training video and manual/document.



Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Addendum/Corrigendum
21	Section 3 – Scope of Work 4. Training:	15		The Bidder shall provide the end user level training for a minimum of 2 and a maximum of 4 staffs identified by the Bank, at each ATM CD site, without any additional cost to the Bank.	The Bidder shall provide the end user level training for a minimum of 2 and a maximum of 4 staffs identified by the Bank, at each ATM CD site, without any additional cost to the Bank, preferably on the day of installation or the next working day.
22	Section 3 – Scope of Work : 6. SUPPORT ENGINEER	16		Bidder should provide one on-site Technical Support Engineer under pay-roll of bidder to attend issues related to ATM CDs, monitoring tools and to coordinate with field engineers.	Bidder should provide one on-site Technical Support Engineer under pay-roll of bidder or its partner's to attend issues related to ATM CDs, monitoring tools and to coordinate with field engineers.
23	Section 5 - Instruction to Bidders B. Preparation of Bid	20	5.6 Bid Cost and Exemptions	<p>The Bidders can submit the bid response at e-procurement portal of OGB along with non-refundable amount of ₹ 11,800.00 (Rupees Eleven Thousand Eight Hundred only) including GST in form of Demand Draft drawn in favor of “Odisha Gramya Bank” payable at Bhubaneswar</p> <p>The scanned copy of the Demand Draft to be uploaded in e-Procurement portal and the hard copy of the DD must reach at “Information Technology Department, 2nd Floor, Odisha Gramya Bank, Head Office, Gandamunda, Khandagiri, Bhubaneswar – 751030” before last date of submission of bid along with other documents.</p> <p>Exemption of Bid Cost will be allowed to bidder registered under MSME / NSIC / Udayog Aadhaar as Micro & Small Enterprises of service industry under category relevant to this RFP and on submission of photo copy of registration certification from relevant authority of Govt. of India. Bidder should upload scanned copy of required valid certificate in Bank’s e-Procurement portal and need not send any hardcopy.</p>	<p>The Bidders can submit the bid response at e-procurement portal of OGB along with non- refundable amount of ₹ 2,950.00 (Rupees Two Thousand Nine Hundred Fifty only) including GST in form of Demand Draft drawn in favor of “Odisha Gramya Bank” payable at Bhubaneswar</p> <p>The scanned copy of the Demand Draft to be uploaded in e-Procurement portal and the hard copy of the DD must reach at “Information Technology Department, 2nd Floor, Odisha Gramya Bank, Head Office, Gandamunda, Khandagiri, Bhubaneswar – 751030” before last date of submission of bid along with other documents.</p> <p>Exemption of Bid Cost has been withdrawn for MSEs as per Manual for Procurement updated in June 2022 and available in https://cvc.gov.in/?q=guidelines/tender-guidelines</p>



Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Addendum/Corrigendum
24	Section 5 - Instruction to Bidders B. Preparation of Bid	20	5.7 Earnest Money Deposit (EMD) and Exemptions	<p>The Bidder is required to deposit ₹ 2,00,000/- (Rupees Two Lakhs only) in the form of Bank Guarantee issued by a scheduled commercial bank valid for 6 months, with a claim period of 3 months after the expiry of validity of the Bank Guarantee as per the statutory provisions in this regard, as per format in Annexure B. No interest will be paid on the EMD. The scanned copy of the Bank Guarantee to be uploaded in e-Procurement portal and the hard copy of the BG must reach at "Information Technology Department, 2nd Floor, Odisha Gramya Bank, Head Office, Gandamunda, Khandagiri, Bhubaneswar – 751030" before last date of submission of bid along with other documents.</p> <p>Exemption of EMD will be allowed to bidder registered under MSME / NSIC / Udyog Aadhaar as Micro & Small Enterprises of service industry under category relevant to this RFP and on submission of photo copy of registration certification from relevant authority of Govt. of India. Bidder should upload scanned copy of required valid certificate in Bank's e-Procurement portal and need not send any hardcopy</p>	<p>The Bidder is required to deposit ₹ 2,00,000/- (Rupees Two Lakhs only) in the form of Bank Guarantee issued by a scheduled commercial bank valid for 6 months, with a claim period of 3 months after the expiry of validity of the Bank Guarantee as per the statutory provisions in this regard, as per format in Annexure B. No interest will be paid on the EMD. The scanned copy of the Bank Guarantee to be uploaded in e-Procurement portal and the hard copy of the BG must reach at "Information Technology Department, 2nd Floor, Odisha Gramya Bank, Head Office, Gandamunda, Khandagiri, Bhubaneswar – 751030" before last date of submission of bid along with other documents.</p> <p>Exemption of EMD has been withdrawn for MSEs as per Manual for Procurement updated in June 2022 and available in https://cvc.gov.in/?q=guidelines/tender-guidelines</p>
25	8.6 Performance Bank Guarantee	31	i	<p>The vendor shall, within 30 days of receipt of Purchase Order, submit a Performance Guarantee in the form of Bank Guarantee (PBG) equal to 10% of total value of the Purchase order (exclusive of taxes), valid for 5 years, with a claim period of 12 (Twelve) months from the date of expiry of the validity period of the Bank Guarantee (BG), as per statutory provisions in force. In case the successful bidder does not submit the PBG, OGB shall withhold an amount equal to 10% of the invoice value</p>	<p>The vendor shall, within 30 days of receipt of Purchase Order, submit a Performance Guarantee in the form of Bank Guarantee (PBG) equal to 3% of total value of the Purchase order (exclusive of taxes), valid for 5 years, with a claim period of 60 (Sixty) days from the date of expiry of the validity period of the Bank Guarantee (BG), as per statutory provisions in force. In case the successful bidder does not submit the PBG, OGB shall withhold an amount equal to 10% of the invoice value from the payments due to the bidder. Format for Performance Bank Guarantee provided in "Annexure B".</p>



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				from the payments due to the bidder. Format for Performance Bank Guarantee provided in "Annexure B".	
26	8.6 Performance Bank Guarantee	31	vi	Bank reserve its right to invoke the Bank Guarantee on the following grounds and as per terms and conditions stipulated in the Bank Guarantee:	Bank reserve its right to invoke the Bank Guarantee on the following grounds and as per terms and conditions stipulated in the Bank Guarantee with a cure period of 30 days:
27	8.8 Pre-dispatch inspection, Delivery & Delays (if any)	32	8.8.a	a) Bank reserves its right to ask the successful bidder to provide one full set of ATMS/ CDS (as per technical specification as provided in Annexure G of the RFP) for configuration & testing of the ATMS/ CDs at the Bank's Information Technology Department, Head Office, Bhubaneswar. Such systems should be provided within 7 (seven) business days from the date of request made by the Bank.	a) Bank reserves its right to ask the successful bidder to provide one full set of ATMS/ CDS (as per technical specification as provided in Annexure G of the RFP) for configuration & testing of the ATMS/ CDs at the Bank's Information Technology Department, Head Office, Bhubaneswar. Such systems should be provided within 14 (fourteen) business days from the date of request made by the Bank.
28	8.8 Pre-dispatch inspection, Delivery & Delays (if any)	32	8.8.c	c) The first lot of ATMS/ CDs (25 nos) should be delivered to various locations within 4 (Four) weeks from the date of acceptance of the Purchase Order (including pre-dispatch inspection process). Locations wherever the road permit is required and the total delivery period of the ATMS/ CDs at the specified location will be 5 (Five) weeks from the date of acceptance of the Purchase Order (Proof of document should be submitted along with the invoice). The address of location for delivery of ATMS/ CDs will be advised through Purchase Order. The bidder should take care of any permits (e.g. Road permit)/ Interstate /Intra-state transportation formalities during the transit of the Hardware. Bank will not be responsible for any delay in delivery due to such permits/formalities. UPS, AC, TIS Materials, Burglar	c) All 75 no of ATMS/ CDs should be delivered to various locations within 8 (Eight) weeks from the date of acceptance of the Purchase Order (including pre-dispatch inspection and Testing process). Locations wherever the road permit is required and the total delivery period of the ATMS/ CDs at the specified location will be 9 (Nine) weeks from the date of acceptance of the Purchase Order (Proof of document should be submitted along with the invoice). The address of location for delivery of ATMS/ CDs will be advised through Purchase Order. The bidder should take care of any permits (e.g. Road permit)/ Interstate /Intra-state transportation formalities during the transit of the Hardware. Bank will not be responsible for any delay in delivery due to such permits/formalities. External overhead dome camera and other materials as applicable should be delivered and installed within the same timeline prescribed for ATM CD as above.



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				alarm, Hooter and other materials as applicable should be delivered and installed within 4 (Four) weeks from the date of acceptance of purchase order.	
29	8.9 Project schedule (SLA for delivery, installation of new CDs and collection of old CDs)	33		All the delivery time will be calculated from the date of release of work order. The acceptance letter of the L1 bidder to which PO/WO is issued, should be submitted within 7 business days. In case L1 bidder fails to submit acceptance letter within due period, Bank reserves the right to reject the offer and issue PO/WO to L2 bidder or may extend for more 7 business days at its sole discretion on receipt of penalty of 0.5% of TCO.	All the delivery time will be calculated from the date of acceptance of work order. The acceptance letter of the L1 bidder to which PO/WO is issued, should be submitted within 7 business days. In case L1 bidder fails to submit acceptance letter within due period, Bank reserves the right to reject the offer and issue PO/WO to L2 bidder or may extend for more 7 business days at its sole discretion on receipt of penalty of 0.5% of TCO.
30	8.9 Project schedule (SLA for delivery, installation of new CDs and collection of old CDs)	33	3.c	Complete installation and Go-Live should be completed on the very same day or may be extended to next calendar day at max.	Complete installation and Go-Live should be completed on the very same day or may be extended to next calendar day at max excluding any force majeure.
31	8.9 Project schedule (SLA for delivery, installation of new CDs and collection of old CDs)	34		Any delay in completion of whole project (post 75 days since acceptance of PO) will attract 2% of the Total Annual Charges per week and Bank reserves right to cancel the order.	Any delay in completion of whole project (post 8 weeks or 9 weeks inclusive of road permit + 1 day since acceptance of PO, excluding force majeure) will attract 1% of the Total Annual Charges per week and Bank reserves right to cancel the order.
32	8.11 Payment Terms:	36		Payment will be released only after submission of Service Level Agreement (SLA) and Performance Guarantee as per Clause 8.9, 8.10 and 8.11 in this RFP.	Payment will be released only after submission of Service Level Agreement (SLA) and Performance Guarantee as per Clause 5.9, 8.6, 8.9, 8.10 and 8.11 in this RFP. Payments will be released after



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				Payments will be released after submission of correct invoice as per bank's requirement along with required documents. However, payment procedure will be followed as below:	submission of correct invoice as per bank's requirement along with required documents. However, payment procedure will be followed as below:
33	8.11 Payment Terms:	36		2. Support staff The payment against dedicated Support staff at head office shall be billed on quarterly basis and payment for the same will be released as quarterly arrear. o 100% of the invoice value on charges for Centralized Electronic Journal (EJ) pulling, Software & Content distribution at ATMS/ CDS, Helpdesk and Incident Management and consumables if any shall be payable on monthly basis on submission of respective reports duly signed from the IT Department of the bank . Penalty if any shall be deducted from the amount payable as per responsibility for fault free operation of this RFP. Service Provider should submit down call, SLA reports and other performance reports as required by Bank towards performance and incidents occurred during the previous quarter along with the invoice. Penalties for downtime, if any, shall be calculated for every month and recovered from payments to be made at the end of that quarter as defined in Clause 8.8, 8.9 and 8.10 of the RFP.	2. Support staff and AMC The payment against dedicated Support staff at head office and AMC will be billed on quarterly basis and payment for the same will be released as quarterly arrear. o 100% of the invoice value on charges for Centralized Electronic Journal (EJ) pulling, Software & Content distribution at ATMS/ CDS, AMC , Helpdesk and Incident Management and consumables if any shall be payable on quarterly basis on submission of respective reports duly signed from the IT Department of the bank. Penalty if any shall be deducted from the amount payable as per responsibility for fault free operation of this RFP. Service Provider should submit down call, SLA reports and other performance reports as required by Bank towards performance and incidents occurred during the previous quarter along with the invoice. Penalties for downtime, if any, shall be calculated for every month and recovered from payments to be made at the end of that quarter as defined in Clause 8.8, 8.9, 8.10 and 8.11 of the RFP.
34	Payment terms	36	8.11	Payment terms 60% of the Invoice value of the ATMS/ CDs shall be made on Delivery of the ATMS/ CDs stipulated in the RFP. Payment shall be released by Head Office, Bhubaneswar on submission of proof of document such as delivery challan duly counter signed by Bank official, Tax Invoice. Penalty if any shall be deducted from the amount payable as per clause 1.4 (d) of this RFP. Payment shall	Payment terms 80% of the Invoice value of the ATMS/ CDs shall be made on Delivery of the ATMS/ CDs stipulated in the RFP. Payment shall be released by Head Office, Bhubaneswar on submission of proof of document such as delivery challan duly counter signed by Bank official, Tax Invoice. Penalty if any shall be deducted from the amount payable as per clause 1.4 (d) of this RFP. Payment shall be released within 30



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				be released within 60 working days from the date of submission of required documents in full.	working days from the date of submission of required documents in full.
35	Payment terms	36	8.11	Payment Terms 40% of the invoice value of the ATMS/ CDs after successful installation, configuration and operationalization of the ATMS/ CDs as per Bank's requirement. Payment shall be released by on submission of proof of document such as installation cum warranty certificate along with ATMS/ CDs configuration report as per 1.5 (k) of the this RFP .Penalty if any shall be deducted from the amount payable as per clause 1.5 (g) of this RFP. Payment shall be released within 60 working days from the date of submission of required documents in full.	20% of the invoice value of the ATMS/ CDs after successful installation, configuration and operationalization of the ATMS/ CDs as per Bank's requirement. Payment shall be released by on submission of proof of document such as installation cum warranty certificate along with ATMS/ CDs configuration report as per 1.5 (k) of the this RFP .Penalty if any shall be deducted from the amount payable as per clause 1.5 (g) of this RFP. Payment shall be released within 20 working days from the date of submission of required documents in full.
36	Warrantee and AMC:	37		All Hardware/ATM CDs supplied by the bidder shall carry minimum 36 months on-site warranty covering total equipment from the date of Go Live post successful installation. The bidder shall provide 24 months onsite comprehensive AMC post the warranty period. Warranty and AMC terms & conditions shall cover the total equipment, including spare replacements along with OS, system software etc. procured from the bidder, 24/7 Comprehensive Onsite Maintenance support. Warranty and AMC terms shall also cover the task of configuring/re-configuring operating system, other hardware/software resources, Operating System Hardening, Loading of the other system software procured either from the bidder or any other vendor, Hard Disk Configuration, Performance tuning, Loading & configuring operating system updates,	All Hardware/ATM CDs supplied by the bidder shall carry minimum 12 months on-site warranty covering total equipment from the date of Go Live post successful installation. The bidder shall provide 48 months onsite comprehensive AMC post the warranty period. Start date will be the Go-Live date for each site and Last date will be 60 months from the date Go-Live of Last ATM CD offered in this project. Warranty and AMC terms & conditions shall cover the total equipment, including spare replacements along with OS, system software etc. procured from the bidder, 24/7 Comprehensive Onsite Maintenance support. Warranty and AMC terms shall also cover the task of configuring/re-configuring operating system, other hardware/software resources, Operating System Hardening, Loading of the other system software procured either from the bidder or any other vendor, Hard Disk Configuration, Performance tuning, Loading & configuring operating system updates, integrating with the other hardware procured by the bank



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				integrating with the other hardware procured by the bank and any other tasks related to Hardware & System Software Management.	and any other tasks related to Hardware & System Software Management.
37	Warrantee and AMC:	37	8.12	Warrantee and AMC:	<p>Addendum - Warranty period should commence upon the date of delivery. Warranty will not void in case of usage of compatible paper roll for customer roll print.</p> <p>Warranty excludes - -Any issues resulting from theft attempt. -Movement of Cash Dispenser by anyone other than Bidder, only if bidder has not violated any such movement request of Bank in given timeline. - Cash Dispenser breakdown due to an alteration to Cash Dispenser, not provided and/ or supplied by Bidder in writing to be compatible with Cash Recycler standard interfaces. - Cash Dispenser is tampered with or repaired by any person other than a person authorized by Bidder - Damage to or loss of currency cassettes not caused by Bidder - Damage caused by rodents or natural disasters - Data loss due to Virus or otherwise where antivirus and necessary OS security patches applied by bidder. - Service calls resulting from the Errors, or omissions of the Bank or the Bank's cash in transit provider - Service Calls due to external circumstances such as water, fire, riots, accidents or environmental conditions. - Force Majeure events.</p>



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38	8.12 Warrantee and AMC:	37	8.12	Bidder shall conduct preventive maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the Equipment and necessary repairing of the Equipment) at such intervals (minimum once in a bimonthly) as may be necessary from time to time to ensure that the equipment is in efficient running condition so as to ensure trouble free functioning.	Bidder shall conduct preventive maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the Equipment and necessary repairing of the Equipment) at such intervals (minimum once in a quarter) as may be necessary from time to time to ensure that the equipment is in efficient running condition so as to ensure trouble free functioning.
39	8.13 Confidentiality	38		The terms of this clause shall continue in full force and effect as perpetual from the date of disclosure of such Confidential Information.	The terms of this clause shall continue in full force and effect for 8 years from the date of disclosure of such Confidential Information.

40	Annexure - F	53			
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Table 1:

S.No.	Description	Submitted Yes/No	Page No. of Bid Document	Deviations, if any
1	Eligibility Criteria			
2	Power of Attorney from the Company to the Employee participating in the Bid			
3	Bid Security			
4	Manufacturer's Authorisation Form			
5	Letter of Authorisation to Bid			

Table 2:

S.No.	Description	Submitted Yes/No	Page No. of Bid Document	Deviations, if any
1	Performance Security			
2	Payment Terms			
3	Delivery Terms			
4	Liquidated damages			
5	Force majeure			
6	Indemnity			
7	Liability of the bidder			
8	Termination for default			
9	Negligence			
10	All other terms and conditions in RFP			

This should be Yes/No declaration only. Other columns will be removed accordingly.

Table 1:

S.No.	Description	Submitted Yes/No
1	Eligibility Criteria	
2	Power of Attorney from the Company to the Employee participating in the Bid	
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5	Letter of Authorisation to Bid	

Table 2:

S.No.	Description	Submitted Yes/No
1	Performance Security	
2	Payment Terms	
3	Delivery Terms	
4	Liquidated damages	
5	Force majeure	
6	Indemnity	
7	Liability of the bidder	
8	Termination for default	
9	Negligence	
10	All other terms and conditions in RFP	



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Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Addendum/Corrigendum																
41	Annexure - G Declaration for Acceptance of Scope of Work	54		<table border="1"> <thead> <tr> <th>S.No.</th> <th>Description</th> <th>Submitted Yes/No</th> <th>Page No. of Bid Document</th> <th>Deviations, if any</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Scope of Work and SLA</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	S.No.	Description	Submitted Yes/No	Page No. of Bid Document	Deviations, if any	1	Scope of Work and SLA				<p>This should be Yes/No declaration only. Other columns will be removed accordingly.</p> <table border="1"> <thead> <tr> <th>S.No.</th> <th>Description</th> <th>Submitted Yes/No</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Scope of Work and SLA</td> <td></td> </tr> </tbody> </table>	S.No.	Description	Submitted Yes/No	1	Scope of Work and SLA	
S.No.	Description	Submitted Yes/No	Page No. of Bid Document	Deviations, if any																	
1	Scope of Work and SLA																				
S.No.	Description	Submitted Yes/No																			
1	Scope of Work and SLA																				
42	Annexure I - Undertaking of authenticity for hardware and software	56		<p>With reference to the ATM Sites being supplied/quoted to you in response to the above RFP, we hereby undertake that all the component/parts/assembly/software used in the ATM site under the above like Processor, Mother Board, Memory, Hard disk, Monitor, SMPS, ACs, UPS, CCTV and other hardware etc. shall be original new components/parts/assembly/software only, from respective OEMs of the products and that no refurbished /duplicate / second hand components/parts/assembly/software are being used or shall be used.</p>	<p>With reference to the ATM Sites being supplied/quoted to you in response to the above RFP, we hereby undertake that all the component/parts/assembly/software used in the ATM site under the above like Processor, Mother Board, Memory, Hard disk, Monitor, SMPS and other hardware etc. shall be original new components/parts/assembly/software only, from respective OEMs of the products and that no refurbished /duplicate / second hand components/parts/assembly/software are being used or shall be used.</p>																
43	Annexure S – Technical Specification of ATM CDs	83	2	<p>11th generation Intel Core i3 processor or higher, any other equivalent with minimum clock speed 2.9 GHz with 3 MB cache or higher. Vendor to guarantee maintenance of the processor throughout the expected life of 7 years of the ATM.</p>	<p>6th generation Intel Core i3 processor or higher, any other equivalent with minimum clock speed 2.3 GHz with 3 MB cache or higher. Vendor to guarantee maintenance of the processor throughout the expected life of 5 years of the ATM.</p>																
44	Annexure S – Technical Specification of ATM CDs	83	5	<p>Internal SATA DVD Writer 16x or higher speed with controller Card.</p>	<p>This clause stands deleted.</p>																



Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Addendum/Corrigendum
45	Annexure S – Technical Specification of ATM CDs	83	8	<ul style="list-style-type: none"> The bidder should ensure that all necessary update, patch and upgrade will be installed on time with minimal downtime, there should be no disruptions of service and there should not be any performance related issues faced. 	<p>The bidder should ensure that critical security patch update and upgrade of OS and associated software will be installed on routine basis by Service Engineer and as directed by regulator or CERT-IN with minimal downtime.</p> <p>There should be minimum disruptions of service and there should not be any performance related issues faced.</p>
46	Annexure S – Technical Specification of ATM CDs	84	9	At least one serial port and one parallel port each.	This clause stands deleted.
47	Annexure S – Technical Specification of ATM CDs	86	14.2	Printer should print customer/journal slip in Odia, Hindi and English. Bidder needs to ensure that the printer driver/firmware support English and regional Indian type fonts/specification including Unicode (at least Hindi and Odia).	Printer should print customer/journal slip in Odia, Hindi and English. Bidder needs to ensure that the printer driver/firmware support English and regional Indian type fonts/specification with/without Unicode (at least Hindi and Odia) considering switch support for the same.
48	Annexure S – Technical Specification of ATM CDs	86	16	40 column or higher Thermal/Dot Matrix printer for trouble free journal printing and capable of auto paper loading. Form width 54 mm or higher.	This clause stands deleted.
49	Annexure S – Technical Specification of ATM CDs	86	18.1	The external body should be in steel and Currency Chest which is either UL (Underwriters Laboratory Inc. USA) 291 Level 1 or higher standards certified or the CEN 5 or higher certified (Valid Certificate issued in favour of the Bidder by these agencies to be provided by the Bidder as part of the Bid document) Resistance to Fire/Water/Temperature. Provision for external Alarm system.	The external body should be in steel and Currency Chest which is either UL (Underwriters Laboratory Inc. USA) 291 Level 1 or higher standards certified else the CEN 1 or higher certified (Valid Certificate issued in favour of the Bidder by these agencies to be provided by the Bidder as part of the Bid document) Resistance to Fire/Water/Temperature. Provision for external Alarm system.
50	Annexure S – Technical Specification of ATM CDs	87	19.1	Basic alarm sensors with dual combination lock to monitor the following and sending signals/ messages to Switch/ Management Centre. <ul style="list-style-type: none"> Chest door status Thermal status Vibration status Gyro/Tilt status (ATM 	Basic alarm sensors with dual combination lock to monitor the following and sending signals/ messages to Switch/ Management Centre. <ul style="list-style-type: none"> Chest door status Thermal status Vibration status (ATM should have alarm system with sensors capable of monitoring the



Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Addendum/Corrigendum
				should have alarm system with sensors capable of monitoring the above status and having capability to send signals/messages/ alerts in case of Chest Door Open status/thermal status/vibration/fire/hammering/tilting of CD machine).	above status and having capability to send signals/messages/ alerts in case of Chest Door Open status/thermal status/vibration/fire/hammering of CD machine).
51	Annexure S – Technical Specification of ATM CDs	88	24.12	ATM machine should come with a pre-installed GPS Tracking System to identify ATM location in case of theft etc. (Bidder to suggest its proposed working and roll out in its technical bid). No GPS Tracking	This clause stands deleted.
52	Annexure S – Technical Specification of ATM CDs	88	24.2	ATM should have dynamic windows password ATM Windows OS should be configured to work in a locked down / restricted mode (with non admin Rights).	ATM should have dynamic windows/ Linux password ATM Windows/ Linux OS should be configured to work in a locked down / restricted mode (with non admin rights).
53	Annexure S – Technical Specification of ATM CDs	88	24.3	The Windows admin password must be replaced with new one at an interval as defined (say every 2 Hrs).	The Windows/ Linux admin password must be replaced with new one at an interval as defined (say every 2 Hrs).
54	Annexure S – Technical Specification of ATM CDs	89	25	Separate Hard Disk for DVR recording (1TB) and above.	EJ log and images/footages must be stored in separate logical partition than the OS drive in which application is also to be present, so that in case of OS/application crash, EJ and image/footage data could be retrievable.
55	Annexure S – Technical Specification of ATM CDs	90	28	Environmental requirement/Operating temperature	Operating temperature : +10 to +40 Degree Celsius (with/without Air Conditioner) Relative Humidity : 20% to 80% (with/without Air Conditioner)



Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Addendum/Corrigendum
56	Annexure T – ATM Management Solution	93		New clause	<p>Bank requires a ATM Management Solution to manage all ATM CDs, monitor system status, configure without manual interventions.</p> <p>Bank will provide 1 VM Server at its Data Center and another VM in Disaster Recovery Centre with Windows Server 2022 Operating Systems. Bidder required to supply, install and maintain ATM Management Solution (including any Database as required by the Application) providing access through secure web interface to Bank Staff or Operator personnel by bidder deputed at HO.</p> <p>The bidder need to submit required resource specification i.e. sizing of processor, memory, storage, network interface bandwidth etc.</p> <p>The license of Software (application and Database, if any, should be entitled to Bank on Subscription model.</p> <p>Bidder may install Terminal Security Solution (TSS), Hard Disk Encryption (HDE) in the same VM server, if required.</p>
57	Annexure T – ATM Management Solution 1. Centralized data pulling	93	1. (iii)	The bidder to ensure that the success rate of EJ pulling is at least 95% on each end of transaction basis and 100% on T + 1 hour basis.	Bidder should ensure EJ pulling agent functioning with 99.5% uptime and should pull 100% of EJ and footage to central server provided by Bank within 30 mins schedule. This shall not be applicable in case of network failure, ATM down or force majeure. However the solution to pull the pending logs immediately after restoration of CD from above failures without loss of any EJ and footage.
58	Annexure T – ATM Management Solution 1. Centralized data pulling	93	1. (i)	The bidder has to provide the facility to retrieve the image/video captured by internal and linked external cameras for all the transactions in the ATM Sites to a centralized location server and should provide image/video viewing and downloading facility to the Bank	The bidder has to provide the facility to retrieve the image captured by internal and linked external cameras for all the transactions in the ATM Sites to a centralized location server and should provide image viewing and downloading facility to the Bank. Video is excluded and Bidder has to recommend required bandwidth for image capture.



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Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Addendum/Corrigendum
59	Annexure T – ATM Management Solution 1. Centralized data pulling	93	1. (vi)	Electronic Journal Pulling The EJ format must be consistent for all transaction (both success and failed) and should be easy to import to Microsoft Excel and any SQL RDBMS.	Electronic Journal Pulling The EJ format must be consistent for all transaction (both success and failed), should be pulled and stored at DC Server ATM Management Solution. It should be easy to downloadable and importable to Microsoft Excel and CSV format.
60	Annexure T – ATM Management Solution 1. Centralized data pulling	93	1. (ix)	Electronic Journal Pulling In case of malfunctioning of software/hardware, bidder shall make necessary arrangement to copy data on daily basis to a remote folder and provide the same as and when required. If the ATMS/ CDs disconnects or EJ Pulling software needs to be re-installed, bidder shall be responsible to rectify the issues within 8 Hours of raising the call and Bank will not be responsible for the same.	Electronic Journal Pulling In case of malfunctioning of software/hardware, bidder shall make necessary arrangement to copy data on daily basis to a remote folder and provide the same as and when required. If the ATMS/ CDs disconnects or EJ Pulling software needs to be re-installed, bidder shall be responsible to rectify the issues within 12 Hours of raising the call and Bank will not be responsible for the same.
61	Annexure T – ATM Management Solution 1. Centralized data pulling	93	1. (ii)	Image/Video pulling captured by internal and linked external cameras Images/Videos should be available at server preferably near real time but not delayed more than 6 hours.	Image pulling captured by internal and linked external cameras Images should be available at server preferably near real time but not delayed more than 6 hours.
62	Annexure T – ATM Management Solution 1. Centralized data pulling	93	1. (iii)	Image/Video pulling captured by internal and linked external cameras The ATM Management Solution must ensure pulling images/videos from ATM Sites and archival of the same at least for a period of 6 months or as decided by the Bank.	Image pulling captured by internal and linked external cameras The ATM Management Solution must ensure pulling images from ATM Sites and archival of the same at least for a period of 6 months or as decided by the Bank.



Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Addendum/Corrigendum
63	Annexure T – ATM Management Solution 1. Centralized data pulling	94	1. (ii)	<p>Event capture & Notification</p> <p>i) The bidder has to provide the facility to trigger different activities on specific events.</p> <p>ii) Some of Events may be as under</p> <p>(1) Low media warning for all consumable items e.g. notes/bills, printer paper roll etc.</p> <p>(2) Computer start, shut down, reboot, crash, major OS change e.g. upgrade, patch update etc.</p> <p>(3) Network link failure, link restore, packet drop</p> <p>(4) Threats like Fire, vibration, tilt etc.</p> <p>iii) Some of action may be as under</p> <p>(1) Notification over email, SMS and IVR call.</p> <p>(2) Video capture.</p> <p>(3) Ring alarm/siren.</p> <p>iv) Should maintain Audit Trail to track all activities</p>	<p>Event capture & Notification</p> <p>i) The bidder has to provide the facility to trigger different activities on specific events.</p> <p>ii) Some of Events may be as under</p> <p>(1) Low media warning for all consumable items e.g. notes/bills, printer paper roll etc.</p> <p>(2) System status (e.g. InService / OutOfService / Online / Offline etc.)</p> <p>(3) Network link failure, link restore, packet drop</p> <p>(4) Threats like Fire, vibration, tilt etc.</p> <p>(5) Hardware status of Cameras.</p> <p>(6) Hardware status of EPP, Card Reader and other devices.</p> <p>(7) InService / OutOfService / Online / Offline status.</p> <p>(8) Safe Door status.</p> <p>iii) Some of action may be as under</p> <p>(1) Notification over email, SMS and IVR call for below events.</p> <p>Hardware status and Supply status of cash dispenser.</p> <p>Hardware status and Supply status of RP and JP.</p> <p>Hardware status of Cameras.</p> <p>Hardware status of EPP, Card Reader and other devices.</p> <p>InService / OutOfService / Online / Offline status.</p> <p>Safe Door status.</p> <p>iv) Should maintain Audit Trail to track all activities</p>
64	Annexure T – ATM Management Solution 2. Monitoring System Health	94	2.C	<p>Monitoring System health</p> <p>All critical parameters and performance metrics of the ATM CDs should be monitored including (but not limited to) below.</p> <p>a. Processor utilization</p> <p>b. Processor Temp</p> <p>c. Network utilization</p>	<p>Monitoring System health</p> <p>(c) All critical parameters and performance metrics of the ATM CDs may be monitored optionally as below.</p> <p>a. Processor utilization</p> <p>b. Processor Temp</p> <p>c. Network utilization</p> <p>d. Disk/IO parameters</p>



Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Addendum/Corrigendum
				d. Disk/IO parameters e. Antivirus status f. List of hardware and software installed g. Bandwidth utilization	e. List of hardware and software installed f. Bandwidth utilization
65	Annexure V – Eligibility Criteria	98	2	The Bidder should have a minimum turnover of ₹ 50 Crores per annum in each of the last three financial years In India (not inclusive of the turnover of associate companies).	The Bidder should have a minimum turnover of ₹ 5 Crores per annum in each of the last three financial years In India (not inclusive of the turnover of associate companies).
66	Annexure V – Eligibility Criteria	98	2	Audited Financial statements for the financial year 2019-20, 2020-21 and 2021-22 AND CA Certificate indicating the sales Turnover for the previous financial years mentioned above.	Audited Financial statements for the financial year 2019-20, 2020-21 and audited/unaudited financial statements for the financial year 2021-22 along with CA Certificate indicating the sales Turnover for the previous financial years mentioned above.
67	Annexure V – Eligibility Criteria	99	4	ISO/TL Certificate: The Bidder should have required level of ISO 9001:2008, ISO 14001:2004 and ISO 27001 certification related to ATM Manufacturing & Services, Customer services and Security. Latest Valid ISO Certificate of the Manufacturing / Assembly / integration facilities should be submitted.	ISO/TL Certificate: The Bidder should have required level of ISO 9001:2008 and ISO 14001:2004 certification related to ATM Manufacturing & Services, Customer services and Security. Latest Valid ISO Certificate of the Manufacturing / Assembly / integration facilities should be submitted.
68	Annexure V – Eligibility Criteria	100	6	The bidder should have supplied and installed at least 400 Nos. of ATM/CDS each in at least two Public/Private sector Banks in India, in the last 3 financial years 2013-14, 2014-15 and 2015-16	The bidder should have supplied and installed at least 75 nos. of ATM/CDS under a single order individually at any two Public/Private sector Banks in India, in the last 3 financial years 2022-21, 2021-20 and 2020-19 other than Odisha Gramya Bank.
69	8.19 Extension of RFP/Contract	40	8.19	However even in case, the bidder is not interested to extend the Contract for a further period, bidder shall be essentially required to execute the work at least for next 6 months period on the same rates and terms & conditions of the RFP/Contract.	However even in case, the bidder is not interested to extend the Contract for a further period, bidder shall be essentially required to execute the work at least for next 1 month period on the same rates and terms & conditions of the RFP/Contract.



Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Addendum/Corrigendum
70	Section 12	85	13.5	ATM should have capability for upgradation at a future date for enabling transactions through Contact less cards or NFC cards which only needed to be waved close to the reader and enter PIN to operate, so that it act as deterrent against any kind of skimming here data from the card is copied and misused.	Capability to support NFC based transaction/ contactless transaction/QR based transaction if the same is introduced by the bank in future. Successful bidder should make in built provisions for necessary scanners/readers in the machine with dummy scanners/readers during manufacturing. Once Bank is ready and decides to enable the feature, the SB should immediately install latest model of NFC/QR scanner/reader available in market at the time. Bidder shall undertake to provide the latest NFC/QR reader/scanner when requested by the Bank at mutually agreed rates. Bank on its own can do independent market survey to inquire about the rates of the NFC/QR reader/scanner that is being provided. Successful bidder should ensure that the reader should be compliant with regulatory standards.



Table 2: Clarification on queries of bidders

Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
1	NCR		14	29. (c)	Mechanism to store the EJ log in CD machine for at least 2 years.	Typically EJs are pushed to a central server and retained there based on bank policy. ATM should not be used as a tool to store them for ever.	Amended: Please refer to Table 1, Point 10
2	NCR		14	29. (c)	Bidder should ensure EJ pulling agent functioning with 99.5% uptime and should pull the log to central server provided by Bank within 30 mins on real time.	Bank is requested to provide the exclusions for dependencies like ATM down, Network Issues, force majeure etc.	Amended: Please refer to Table 1, Point 10
3	NCR		14	29. (e)	The bidder need to ensure that there is near ZERO loss of electronic journal data in any case including network error, OS crash or Hard-drive crash. In case of any crash of OS/Hard drive, the bidder need to recover data at its own cost	Bank is requested to exclude the conditions such as HDD/Software crash and Network issues together. Data loss cannot be avoided	Amended: Please refer to Table 1, Point 11



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
4	NCR		14	29. (h)	A frontend portal access should be provided to Bank personnel to upload and configure such display screens, directly without further manual intervention.	Access to NCR EJ/SWD solution cannot be provided outside NCR network, If bank needs access, as an alternate option EJ server can be hosted in Bank premises and respective employees of bank to be trained for screen deployments. Bank is requested to clarify where the EJ servers can be installed (NCR premise or Bank Premise).	No Change. Clarification: The RFP demands for hosting of ATM Management Solution in Bank DC. Please refer to Table 1, Point 56
5	NCR	Centralized data pulling	93	1. (ii)	Should have EJ archival and retrieval facility along with built-in EJ viewer with search & print facility	Bank is requested to confirm, if EJ viewer means an decoder in SFTP or a separate web based solution on server. An additional server along with application licence would be required at bank premises to get the web based EJ viewer enabled for bank employees and it will be an additional cost.	No Change. Clarification: The RFP demands for hosting of ATM Management Solution in Bank DC. Please refer to Table 1, Point 56
6	NCR	Centralized data pulling	93	1. (iii)	The bidder to ensure that the success rate of EJ pulling is at least 95% on each end of transaction basis and 100% on T + 1 hour basis.	Bank is requested to allow exclusion for dependencies like ATM down, Network Issues, force majeure etc.	Amended: Please refer to Table 1, Point 57



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
7	NCR	Centralized data pulling	93	1. (viii)	Solution offered by the bidder, should be compatible & capable of working on third party software for EJ pulling services i.e. EJ Tranxit agent, IQSD, Radia, SDMS, InfoBase etc. and / or any other agent that the successful Bidder may deploy and in no way should hamper the functionality of the ATMs/CDs.	Bidder will have the EJ service on SDMS solution with the existing resources.	The clause of RFP remains unchanged
8	NCR	Image/Video pulling captured by internal and linked external cameras	93	1. (i)	The bidder has to provide the facility to retrieve the image/video captured by internal and linked external cameras for all the transactions in the ATM Sites to a centralized location server and should provide image/video viewing and downloading facility to the Bank	Pulling Images for all the transactions would not be possible, EJ team can pull the camera images on demand for a period of not more than 5 minutes for the required transactions. For access to Image viewing portal an additional server would need to be installed in bank premises. Bank is requested to clarify more on this requirement	Amended: Please refer to Table 1, Point 58



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
9	NCR		12	1. (6)	The bidder must provide a ATM Management Solution to facilitate Bank to monitor, get data reports and do basic configurations like setting up notification report, changing display screens etc. as per requirements mentioned in Annexure - T. Bank reserves the right to extend the ATM Management Solution for its other Hyosung make ATM CDs with mutually agreed terms and commercials.	Bank is requested to confirm if these CDs to be monitored at Service provider's data centre thorough switch feeds from bank's host to service provider's monitoring application.	Amended: Please refer to Table 1, Point 56
10	NCR		13	1. (26)	Bidder need to analyze the voltage sufficiency in the site for the hardware during preliminary site inspection and include in report submitted to bank recommending action required. Upon fulfilment of such requirement, the bidder should take care that ATM should not be down for any voltage fluctuation in the local area.	Bidder can inform bank on electrical conditions only at the time of installation, if not favourable, bank is requested to do the corrections and inform bidder for installation. Bank is requested to clarify if any other scope is included.	The clause of RFP remains unchanged



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
11	NCR		14	1. (37)	If any particular CD is becoming out of order for technical reasons for more than three times in a period of 4 weeks, the Bank may ask the bidder to replace the CD and bidder should replace the CD with another new CD (not refurbished/repared) at no additional cost to the Bank.	Bidder requests bank to change the clause from "replacing CD" to "replacing Module"	Amended: Please refer to Table 1, Point 12
12	NCR		14	1. (41)	There must be at least one inbuilt and another overhead camera capturing dispense of cash in CD machine, which should capture on real-time basis. Mechanism should be there to store video footage and still images with transaction details with time stamp for at least 1 year. CD shall be provided with enough memory space for the same.	Bidder requests bank to clarify the infrastructure support for installation of Overhead camera.	Amended: Please refer to Table 1, Point 13
13	NCR		15	1. (45)	All the ATM machines should have both screen touch and key input facility for transaction in working condition. User should be able to use any of the input method during a transaction.	Bank is requested to remove the clause as few models do not have FDKs and have only touch screens.	The clause of RFP remains unchanged



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
14	NCR		16	4	The Bidder shall provide the end user level training for a minimum of 2 and a maximum of 4 staffs identified by the Bank, at each ATM CD site, without any additional cost to the Bank.	Bidder agree tat during installation of CD a training will be provided. Bank is requested to confirm if the understanding of bidder is correct	Amended: Please refer to Table 1, Point 21
15	NCR		16	5	A dedicated ticketing tool/ web portal should be made available to facilitate support to all type of issues, queries, change requests etc. · Notification should be provided for all events through email and SMS. Bidder may utilize Email and SMS solution of Bank for delivery of notification. · Escalation Matrix in accordance to SLA should be provided.	an Integration is required between bank 'switch and bidder's Monitoring application. Also bank is requested to clarify if the MSP scope is included as the all issues of CD can be captured in managed services or CD hardware related issues are under scope of bidder.	Clarification: ATM Management Solution supplied by bidder may integrate with ATM Switch of Bank for facilitating the requirements specified in RFP.
16	NCR		16	8	Helpdesk and Incident Management	Bank is requested to defined the uptime SLA as it is not detailed. If bidder can assume only hardware uptime and not the Network/UPS/Power etc. related uptime	Amended: Please refer to [Revised]8.10 SLA for ATM CD Availability/Uptime:



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
17	NCR		34	8.10	<p>Vendor will be liable to be penalized in case of downtime at following terms if the uptime is below 99%:</p> <p>a. More than 0.1 % to 0 .2% downtime per month 1 % of the order value.</p> <p>b. More than 0.2 % to 0.3% downtime per month 2 % of the order value.</p> <p>c. More than 0.3 % to 0.4% downtime per month 3 % of the order value. And so on....</p> <p>d. If the uptime is recorded below 98 % then 10% of the invoice value payable after each quarter shall be deducted.</p>	<p>Bank is requested to reduce the penalty such penalty makes the business unviable. Bidder also requests to cap the penalty on each CD uptime SLA not met.</p>	<p>Amended: Please refer to [Revised]8.10 SLA for ATM CD Availability/Uptime:</p>



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
18	NCR		35	8.10	<p>Bidder shall ensure that the full configuration of the Equipment is available to Bank in proper working condition and ensure minimum uptime of 97.5%, and maximum downtime per instance for each CD/CRM should be less than four hours for metro/urban centers and six hours for other centers, counted by the Bank from the time the fault is reported failing which a penalty of Rs. 200/- (Rupees Two hundred only) per hour subject to a cap of Rs. 1000/- per day will be deducted by the Bank for the period in excess of 4/6 hours, from the Annual Maintenance Charges payable or Performance guarantee bond. The downtime will be computed from the time of ticketing of the relative fault at the vendor's Management Center or reported to the Management Center by the Bank, whichever is earlier.</p>	<p>Bank is requested to keep the maximum penalty cap for each instance and either keep per hour penalty or per day penalty. It will be difficult to calculate two parameters.</p>	<p>Amended: Please refer to [Revised]8.10 SLA for ATM CD Availability/Uptime:</p>



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
19	NCR		38	8.12	Bidder shall conduct preventive maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the Equipment and necessary repairing of the Equipment) at such intervals (minimum once in a bimonthly) as may be necessary from time to time to ensure that the equipment is in efficient running condition so as to ensure trouble free functioning.	Bidder requests bank to replace the requirement of "Bimonthly PM which makes 24 CE visits in an year" with "standard industry practice of 4 PM visits/year" These many visits are not required normally.	Amended: Please refer to Table 1, Point 38
20	NCR		91	33	Able to perform a self-test/ diagnostic test at the time of logout from the maintenance Module. Able to provide help in graphical mode to load consumables in the ATM, like printer stationery Able to provide RP/JP low messages to our Switch/ Management Centre.		The clause of RFP remains unchanged



Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
21	NCR	RFP	38	8.15	<p>8.15 Indemnity The bidder shall indemnify, protect and save OGB and hold OGB harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting from any act or omission or negligence or misconduct of the bidder and its employees and representatives, breach of the terms and conditions of the agreement or purchase order, false statement by the bidder, employment claims of employees of the bidder, third party claims arising due to infringement of intellectual property rights, death or personal injury attributable to acts or omission of bidder, violation of statutory and regulatory provisions including labour laws, laws related to information technology and intellectual property rights, breach of confidentiality obligations, breach of warranty. Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensation. Bidder shall indemnify OGB, provided OGB</p>	<p>indemnification provisions are very broad. 1. The provision should be neutral and applicable to both parties. 2. The indemnity should be towards only third party claims that are awarded by the competent court . 3. TPC should be damages in case of injury/death and damage + intentional disclosure of confidential information 4.The above indemnity is subject to prompt notice+sole control of defence+ cooperation and complying with court order 5. No indemnity for any claims before receiving claim notice 6. No indemnification if worked under the instruction of bank/or due to banks failure/ or bank act or omission/ or for products and services not belonging to NCR Request the Bank to include the NCR Standard Indemnity Provision. Please refer to the indemnity provision stated under the sheet: NCR Standard Indemnity.</p>	The clause of RFP remains unchanged



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
22	NCR	RFP	39	8.16	The Bidder's liability in case of claims against OGB resulting from wilful and gross misconduct, or gross negligence, fraud of the Bidder, its employees, contractors and subcontractors, from infringement of patents, trademarks, and copyrights or other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited	Liability is unlimited. Suggest below clause NEITHER PARTY WILL BE LIABLE TO THE OTHER FOR ANY AMOUNT GREATER THAN THE CUMULATIVE PURCHASE PRICE, FEES, AND CHARGES SET FORTH IN THE PRODUCT ORDER(S) AT ISSUE, OR IN THE CASE OF AN ORDER FOR ANNUITY SERVICES, ANY AMOUNT GREATER THAN THE TOTAL FEES CHARGED BY NCR DURING THE PRECEDING 12 MONTHS FOR THE SERVICES GIVING RISE TO THE LIABILITY	The clause of RFP remains unchanged
23	NCR	RFP	39	8.18	Exit option and contract re-negotiation	The clause on termination are very broad. Service team to comment on it.	The clause of RFP remains unchanged
24	NCR	RFP	41	8.21/8.22	Termination	The clause on termination are very broad. Service team to comment on it.	The clause of RFP remains unchanged
25	NCR	RFP	43	8.26	Resolution of dispute	Suggest provision of sole arbitrator to be removed. Venue to be either Mumbai or Delhi	The clause of RFP remains unchanged
26	NCR	RFP	44	8.28	Legal compliances	For audit related issue, Please check with Corporate info security office	The clause of RFP remains unchanged



Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs

Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
27	NCR	RFP	45	8.29	Intellectual property	All rights, title and interest of OGB in and to the trade names, trademark, service marks, logos, products, copy rights and other intellectual property rights shall remain the exclusive property of OGB and Bidder shall not be entitled to use the same without the express prior written consent of OGB	The clause of RFP remains unchanged
28	NCR	RFP	45	8.3	Applicable law and jurisdiction	Court of Mumbai or Delhi are preferred	The clause of RFP remains unchanged
29	NCR		13	24	The bidder shall ensure proper Grouting of CDs as a part of installation activity.	Bidder request Bank to provide specifications of grouting.	Amended: Please refer to Table 1, Point 7
30	NCR		13	26	Bidder need to analyze the voltage sufficiency in the site for the hardware during preliminary site inspection and include in report submitted to bank recommending action required. Upon fulfilment of such requirement, the bidder should take care that ATM should not be down for any voltage fluctuation in the local area.	Bidder request Bank to provide servo stabilizer on each site to avoid voltage fluctuations, as voltage fluctuation frequency can't be measured or forecasted, it can occur anytime.	Clarification: Servo stabilizer at each site is not feasible. Bidder has to use existing relay automatic stabilizer. Bank may provide Servo stabilizer as per request of Bidder on case to case basis with proper evidence of such requirement.



Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs

Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
31	NCR		13	27	Same precaution measure should also be taken in case of Electrical earthing. The bidder shall be responsible for any damage due to the issue with electrical earthing of the ATM site. Bidder has to ensure reporting of any improper earthing of each ATM site before 7 days of installation.	Bidder request Bank to provide dedicated earthing for CD and that has to monitored by Bank frequently to avoid any damages to CD.	Amended: Please refer to Table 1, Point 8
32	NCR	Section 12	82	2 processor	11th generation Intel Core i3 processor or higher, any other equivalent with minimum clock speed 2.9 GHz with 3 MB cache or higher. Vendor to guarantee maintenance of the processor throughout the expected life of 7 years of the ATM.	The cocnfiguration accros industry is 6th Generation i5 Processor, 2.3 GHz with 6MB Cache or higher, request bankto ammend accordingly	Amended: Please refer to Table 1, Point 43
33	NCR	Section 12	82	5 INTERNAL DVD WRITER (R/W)	Internal SATA DVD Writer 16x or higher speed with controller Card.	We don't have DVD writers these are absolete solution and we don't use this any more.We use secure USB drive / Pendrive / SSD to load the software and take responsibility within services contract with no additional cost to Bank.Request bank to remove this.	Amended: Please refer to Table 1, Point 44



Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs

Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
34	NCR	Section 12	82	7 Sensors	The CD must have necessary sensors to monitor Temperature Status, Vibration Status, Tilt status and Chest open status for sending Signal / Messages to Switch/Monitoring application.	We assume the requirement is for Safe , else this has to brought under a bigger scope of Esurveillance	Amended: Please refer to Table 1, Point 50
35	NCR	Section 12	83	8 Operating system	<ul style="list-style-type: none"> The bidder should ensure that all necessary update, patch and upgrade will be installed on time with minimal downtime, there should be no disruptions of service and there should not be any performance related issues faced. 	This purely dependent on the banks bandwidth. Generally, OEM's imbibe the critical patches on the software build and the system is updated when ever the machine is been serviced by Engineers	Amended: Please refer to Table 1, Point 45
36	NCR	Section 12	84	9 required ports and cards	At least one serial port and one parallel port each.	Serial / parallel ports are outdated technologies and the current motherboards do not come with them and none of the ATM modules require this kind of connection. Request the bank to remove this as a mandatory requirement.	Amended: Please refer to Table 1, Point 46
37	NCR	Section 12	84	12.1 customer Interface	15" LCD Display with Touch Screen and with 8 functional display keys (FDKs) with privacy filter and Trilingual (English, Hindi and Odia) Screen support.	We don't have FDK's as they are obsolete and we have touchscreen, Further more as per IBA regulation visually handicapped person would not have any use of FDK. Request bank to make this oprional.	The clause of RFP remains unchanged



Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs

Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
38	NCR	Section 12	85	12.5	Should be capable of supporting Multilingual (at least English, Hindi and Odia mandatorily) screen along with commonly available picture formats (MPEG, GIF, PCX, JPEG, BMP etc.) and video files(incl. MP4)	We are providing Hindi and English as per IBA guidelines other languageas are not available as of now. Request bank to remove Odia from the requirment.	The clause of RFP remains unchanged. Clarification: Odia support should be present with/without Unicode considering dependency on Switch of Bank.
39	NCR	Section 12	85	13.5	ATM should have capability for upgradation at a future date for enabling transactions through Contact less cards or NFC cards which only needed to be waved close to the reader and enter PIN to operate, so that it act as deterrent against any kind of skimming here data from the card is copied and misused.	Kindly clarify, if NFC is required or it should be available for upgradation in future	Amended: Please refer to Table 1, Point 70
40	NCR	Section 12	86	16	40 column or higher Thermal/Dot Matrix printer for trouble free journal printing and capable of auto paper loading. Form width 54 mm or higher.	We have moved away from Jouranl printer and most of the banks in the country are done with Journal printer and only EJ are present, please remove this requirment.	Amended: Please refer to Table 1, Point 48



Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
41	NCR	Section12	86	18.1	The external body should be in steel and Currency Chest which is either UL (Underwriters Laboratory Inc. USA) 291 Level 1 or higher standards certified or the CEN 5 or higher certified (Valid Certificate issued in favour of the Bidder by these agencies to be provided by the Bidder as part of the Bid document) Resistance to Fire/Water/Temperature. Provision for external Alarm system.	Our Safes are CEN1 certified so request you to kindly ammend the requirment accordingly	Amended: Please refer to Table 1, Point 49
42	NCR	Section12	87	19.1	Basic alarm sensors with dual combination lock to monitor the following and sending signals/ messages to Switch/ Management Centre. • Chest door status • Thermal status • Vibration status • Gyro/Tilt status (ATM should have alarm system with sensors capable of monitoring the above status and having capability to send signals/messages/ alerts in case of Chest Door Open status/thermal status/vibration/fire/hammering/tilting of CD machine).	Request you kindly clarify what is Gyro Tilt status	Amended: Please refer to Table 1, Point 50



Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs

Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
43	NCR	Section12	87	19.3	ATM should be pre-installed with white listing application solutions. All bidders must provide White listing solution with following features- 1)The solution must ensure that only "white listed" applications run on the ATM 2)The solution must prevent the execution of any non-white listed files on the machine. All CDs should be adequately hardened. No malware including viruses, worms & Trojans enter the machine and affect the CD and the network	Will the bank provide server and other infra for the TSS Solution, request bank to clarify the same.	Clarification: Bank will provide only 1 unit VM server with windows Server 2019 OS at its DC for ATM Management Solution. Bidder may use the same server for TSS as/if required.
44	NCR	Section12	88	24.12	ATM machine should come with a pre-installed GPS Tracking System to identify ATM location in case of theft etc. (Bidder to suggest its proposed working and roll out in its technical bid). No GPS Tracking	GPS is not a proprietary solution and we have not integrated this solution on ATM's as of now. Kindly clarify the use.	Amended: Please refer to Table 1, Point 51
45	NCR	Section12	88	24.14	ATM should have the provision to change the default BIOS password to Banks own Password.	We are OK, however the ownership and responsibility of the password lies with the custodian of the password and in the event the password is missed. We will need to replace the motherboard	Clarification : Provision should be there, however Bank may or may not exercise this feature. Bidder has to maintain till



Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs

Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
							such password change by Bank
46	NCR	Section12	89	25	Separate Hard Disk for DVR recording (1TB) and above.	We have been using the primary and secondary hard disk in the machines to accommodate DVR for all customer. Request bank to remove this requirement.	Amended: Please refer to Table 1, Point 54
47	NCR	Section12	90	28	Enironmental requirment/Operating temperature	A Lobby ATM typical recommended temperature is 10 to 40C and 20 to 80RH. Request Bank to make a note of this and make change in spec	Amended: Please refer to Table 1, Point 55
48	NCR	Section12	86	14.2	Printer should print customer/journal slip in Odia, Hindi and English. Bidder needs to ensure that the printer driver/firmware support English and regional Indian type fonts/specification including Unicode (at least Hindi and Odia).	Regional language printing can only be supported thru image based printing as the NDC/DDC protocol is limited to only ASCII standard and is not Unicode compliant. Request the bank to modify this requirement to reflect the same	Amended: Please refer to Table 1, Point 47
49	NCR	section10	72	Table II	commercial Part2	Request bank to remove cost of consumables from the TCO requirment.	Amended: Please refer to [Revised] Commercial



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
50	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	12	1. Broad Scope of Work	Here in, "comprehensive" includes following items: 1. Journal paper 2. Customer slip paper 3. Batteries in digital lock of vault	Request Bank to remove the Journal Paper Rolls from the scope of work	Amended: Please refer to Table 1, Point 5
51	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	13	Section 3 – Scope of Work : 1. Broad Scope of Work: Point No. 13	Any delay in installation of CDs and other equipment for whatsoever reasons should not entail in expiry of insurance and the same should be continued to be extended up to the date of installation and acceptance of the CDs and other equipment by the Bank.	The Bidder shall not be responsible in case of delay attributable to the Bank	Amended: Please refer to Table 1, Point 9
52	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	14	Section 3 – Scope of Work : 1. Broad Scope of Work: Point No. 33	33. The cash dispenser must be having separate lock system than that of front cash cabinet and should be openable from back side separately.	Request Bank to clarify on this point. This particular Locking System will be available for Rear Access Machines Only	Amended: Please refer to Table 1, Point 14



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53	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	14	Section 3 – Scope of Work : 1. Broad Scope of Work: Point No.38	The bidder has to update/supply/install necessary changes in CDs, if any, issued by Govt./RBI/NPCI for regulatory/statutory compliance at no extra cost to the Bank.	In case any additional expense is required to be incurred due to regulatory/ statutory compliance related changes then the Parties shall mutually decide costs.	Amended: Please refer to Table 1, Point 15
54	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	16	6. SUPPORT ENGINEER	Bidder should provide one on-site Technical Support Engineer under pay-roll of bidder to attend issues related to ATM CDs, monitoring tools and to coordinate with field engineers.	The resource to be provided can be a off-role or third-party contractor's employee. Therefore, request the Bank to remove word "pay-role" from this clause.	Amended: Please refer to Table 1, Point 22
55	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	21	5.9 Forfeiture of EMD : Clause (f)	Bidder fails to submit the Performance Bank Guarantee within stipulated period from the date of execution of the contract. In such instance, OGB at its discretion may cancel the order placed on the selected Bidder without giving any notice.	There should be minimum 30 days prior written notice by Bank in case with a view to provide Bidder rectify any delay or breach.	The clause of RFP remains unchanged



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56	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	31	8.6	Performance Bank Guarantee	The Guarantee can be given with rights of protest or demur. Further, the guarantee can be invoked only upon a proven breach by the Vendor. Further, Vendor should be entitled for cure period for which the Bank shall provide written notice of minimum 30 days before invoking PBG.	Amended: Please refer to Table 1, Point 24
57	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	32	8.8.a	a) Bank reserves its right to ask the successful bidder to provide one full set of ATMS/ CDS (as per technical specification as provided in Annexure G of the RFP) for configuration & testing of the ATMS/ CDs at the Bank's Information Technology Department, Head Office, Bhubaneswar. Such systems should be provided within 7 (seven) business days from the date of request made by the Bank.	We request Bank to Modify this clause as Bank reserves its right to ask the successful bidder to provide one full set of ATMS/ CDS (as per technical specification as provided in Annexure G of the RFP) for configuration & testing of the ATMS/ CDs at the Bank's Information Technology Department, Head Office, Bhubaneswar. Such systems should be provided within 14 (seven) business days from the date of request made by the Bank.	Amended: Please refer to Table 1, Point 27



Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
58	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	32	8.8.c	c) The first lot of ATMS/ CDs (25 nos) should be delivered to various locations within 4 (Four) weeks from the date of acceptance of the Purchase Order (including pre-dispatch inspection process). Locations wherever the road permit is required and the total delivery period of the ATMS/ CDs at the specified location will be 5 (Five) weeks from the date of acceptance of the Purchase Order (Proof of document should be submitted along with the invoice). The address of location for delivery of ATMS/ CDs will be advised through Purchase Order. The bidder should take care of any permits (e.g. Road permit)/ Interstate /Intra-state transportation formalities during the transit of the Hardware. Bank will not be responsible for any delay in delivery due to such permits/formalities. UPS, AC, TIS Materials, Burglar alarm, Hooter and other materials as applicable should be delivered and installed within 4 (Four) weeks from the date of acceptance of purchase order.	We request Bank to Modify this clause as The first lot of ATMS/ CDs (25 nos) should be delivered to various locations within 12 (Twelve) weeks from the date of acceptance of the Purchase Order (including pre-dispatch inspection process). Locations wherever the road permit is required and the total delivery period of the ATMS/ CDs at the specified location will be 10(Ten) weeks from the date of acceptance of the Purchase Order (Proof of document should be submitted along with the invoice). The address of location for delivery of ATMS/ CDs will be advised through Purchase Order. The bidder should take care of any permits (e.g. Road permit)/ Interstate /Intra-state transportation formalities during the transit of the Hardware. Bank will not be responsible for any delay in delivery due to such permits/formalities. UPS, AC, TIS Materials, Burglar alarm, Hooter and other materials as applicable should be delivered and installed within 12 (Twelve) weeks from	Amended: Please refer to Table 1, Point 28



Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs

Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
						the date of acceptance of purchase order.	



Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs

Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
59	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	32	8.8.e	penalty	Before levying penalty or invoking Bank guarantee, Bank should provide 30 days written notice with a view to enable Vendor cure the defect / delay, if any. Further, the Bidder shall be accountable for penalty only if the reason for delay is directly attributable to the Bidder and not otherwise.	Amended: Please refer to Table 1, Point 26
60	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	33	3.d	3. Delivery and Installation of new ATM CDs d. For the first lot i.e. at least 25 ATM sites, selected by Bank should be delivered and Go-Live must be completed within 30 calendar days of acceptance of PO.	Request Bank to Provide us the time till 45 Calendar days of acceptance of PO	Amended: Please refer to Table 1, Point 28
61	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	33	3.e	e. For the second lot i.e. remaining 50 ATM CDs should be delivered, installed and Go-Live must be completed within next 45 calendar days.	Request Bank to Provide us the time till 60 Calendar days of acceptance of PO	Amended: Please refer to Table 1, Point 28



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
62	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	33	3.c	Complete installation and Go-Live should be completed on the very same day or may be extended to next calendar day at max.	force majeure should be excluded.	Amended: Please refer to Table 1, Point 30
63	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	34	3.e	Any delay in completion of whole project (post 75 days since acceptance of PO) will attract 2% of the Total Annual Charges per week and Bank reserves right to cancel the order.	We Request Bank to Modify this clause as Any delay in completion of whole project (post 90 days since acceptance of PO) will attract 1% of the Total Annual Charges per week and Bank reserves right to cancel the order.	Amended: Please refer to Table 1, Point 31
64	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	34	8.10	SLA for ATM CD Availability/Uptime: d.d. If the uptime is recorded below 98 % then 10% of the invoice value payable after each quarter shall be deducted	Request Bank to modify this clause as SLA for ATM CD Availability/Uptime: d.d. If the uptime is recorded below 98 % then 5% of the invoice value payable after each quarter shall be deducted	Amended: Please refer to [Revised]8.10 SLA for ATM CD Availability/Uptime:



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
65	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	36	8.11	payment terms	below needs to be added: In case of delay in payment made by the Bank, Bidder should be entitled to charge interest @ 18% p.a from the date of outstanding till the amount actually released by the Bank. Further, the bidder shall also be entitled to suspend / terminate the services in case Bank fails to make payment on time and Bank agrees that such suspension shall not be termed as breach of the Agreement. Further, the bank should not be allowed to withhold the whole payment.	The clause of RFP remains unchanged



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66	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	36	8.12	Warrantee and AMC:	<p>Warranty period should commence upon the date of delivery and not from the date of acceptance. Below exclusions to warranty shall be considered:</p> <ul style="list-style-type: none"> -Any issues resulting from theft attempt, negligence, misuse, or abuse, including the failure to operate and care for Cash Recycler in accordance with the manufacturer's power, environmental, and other specifications. -Movement of Cash Recycler by anyone other than Bidder. - Cash Recycler breakdown due to an alteration to Cash Recycler or use of an attachment not provided and/ or supplied by Bidder in writing to be compatible with Cash Recycler standard interfaces. - Cash Recycler is opened, tampered with or repaired by any person other than a person authorized by Bidder - Damage to or loss of currency cassettes not caused by Bidder - Damage caused by rodents or natural disasters - Data loss due to Virus or 	Amended: Please refer to Table 1, Point 37



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
						<p>otherwise</p> <ul style="list-style-type: none">- Service calls resulting from the Errors, or omissions of the Bank or the Bank's cash in transit provider- Service Calls due to external circumstances such as water, fire, riots, accidents or environmental conditions including but not limited to improper power supply.- Any miss-dispensation from the ATM or BNA, the liability for the same shall not be of the Bidder.- Any improper handling by the Customer/ third party.- Force Majeure events.	



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
67	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	36	8.11	<p>Payment terms 60% of the Invoice value of the ATMS/ CDs shall be made on Delivery of the ATMS/ CDs stipulated in the RFP. Payment shall be released by Head Office, Bhubaneswar on submission of proof of document such as delivery challan duly counter signed by Bank official, Tax Invoice. Penalty if any shall be deducted from the amount payable as per clause 1.4 (d) of this RFP. Payment shall be released within 60 working days from the date of submission of required documents in full.</p>	<p>Request Bank to Modify this clause as 80% of the Invoice value of the ATMS/ CDs shall be made on Delivery of the ATMS/ CDs stipulated in the RFP. Payment shall be released by Head Office, Bhubaneswar on submission of proof of document such as delivery challan duly counter signed by Bank official, Tax Invoice. Penalty if any shall be deducted from the amount payable as per clause 1.4 (d) of this RFP. Payment shall be released within 30 working days from the date of submission of required documents in full.</p>	<p>Amended: Please refer to Table 1, Point 34</p>



Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
68	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	36	8.11	<p>Payment Terms 40% of the invoice value of the ATMS/ CDs after successful installation, configuration and operationalization of the ATMS/ CDs as per Bank's requirement. Payment shall be released by on submission of proof of document such as installation cum warranty certificate along with ATMS/ CDs configuration report as per 1.5 (k) of the this RFP .Penalty if any shall be deducted from the amount payable as per clause 1.5 (g) of this RFP. Payment shall be released within 60 working days from the date of submission of required documents in full.</p>	<p>Request Bank to modify this clause as 15% of the invoice value of the ATMS/ CDs after successful installation, configuration and operationalization of the ATMS/ CDs as per Bank's requirement. Payment shall be released by on submission of proof of document such as installation cum warranty certificate along with ATMS/ CDs configuration report as per 1.5 (k) of the this RFP .Penalty if any shall be deducted from the amount payable as per clause 1.5 (g) of this RFP. Payment shall be released within 20 working days from the date of submission of required documents in full.</p>	Amended: Please refer to Table 1, Point 35



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69	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	36	8.11	<p>Payment Terms</p> <p>In case installation of ATMS/ CDs is delayed due to Bank and the delay is more than 30 days, then 20 % of the invoice value of the ATMS/ CDs shall be paid on submission of Site is not Ready (SNR) certificate duly signed by bank officials from respective Branch / Regional Office / Other office locations and on submission of bank guarantee for 20 % of the Invoice value for a period of 3 months with a claim period of 45 Days.</p>	<p>We Request Bank to Modify this clause as</p> <p>In case installation of ATMS/ CDs is delayed due to Bank and the delay is more than 30 days, then 5 % of the invoice value of the ATMS/ CDs shall be paid on submission of Site is not Ready (SNR) certificate duly signed by bank officials from respective Branch / Regional Office / Other office locations and on submission of bank guarantee for 5 % of the Invoice value for a period of 3 months with a claim period of 45 Days.</p>	The clause of RFP remains unchanged
70	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	38		<p>The terms of this clause shall continue in full force and effect as perpetual from the date of disclosure of such Confidential Information.</p>	<p>this cant be perpetual.</p>	<p>Amended: Please refer to Table 1, Point 39</p>



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71	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	38	8.15	Indemnity	The Bidder should only be liable for direct damages losses which are suffered by the Bank and which are proven by the adjudicating authority and not otherwise. Also, indirect losses should be excluded. Also below clause to be added: Bidder shall not be responsible under indemnity provisions in this Agreement to the extent that loss is attributable to the negligence or breach of this Agreement and breach of applicable Laws by the Bank or its employees or for any services that is availed by bank outside the scope of this Agreement .	The clause of RFP remains unchanged
72	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	39	8.16	Bidder's Liability:- The Bidder's aggregate liability in connection with obligations undertaken under the purchase order, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort, indemnity or otherwise), shall be at actual and limited to the value of the contract/purchase order.	Limitation of Liability:-There is an unlimited liability. We suggest to cap the liability. Further, Bidder should only be liable for actual and proven losses incurred by the Bank and not otherwise.	The clause of RFP remains unchanged



Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
73	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	40	8.19	However even in case, the bidder is not interested to extend the Contract for a further period, bidder shall be essentially required to execute the work at least for next 6 months period on the same rates and terms & conditions of the RFP/Contract.	this cant be acceptable. Bidder can provide services maximum upto one month from termination.	Amended: Please refer to Table 1, Point 69
74	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	40	8.2	Order Cancellation: In case of order cancellation, any payments made by OGB to the Bidder for the particular service would necessarily have to be returned to OGB with interest @ 10% per annum from the date of each such payment. Further the Bidder would also be required to compensate OGB for any direct loss incurred by OGB due to the cancellation of the Purchase Order and any additional expenditure to be incurred by OGB to appoint any other Bidder.	In case of cancellation by whatever reasons, Bidder should be entitled for non-cancellable costs i.e. the cost already incurred by the Bidder for the project. Also, If there is additional cost, it should be mutually discussed.	The clause of RFP remains unchanged



Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs

Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
75	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	41	8.21	Termination of Contract	both parties should be entitled to terminate the contract with prior written notice to other Party and Bidder shall also be entitled to terminate the contract in case Bank defaults the payment terms as agreed .	The clause of RFP remains unchanged
76	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	42	8.24	Force Majeure	The Force Majeure definition should also include, notifications issued by governmental or semi-governmental bodies from time to time or any other acts of Government, Pandemic and Lock-down etc.	The clause of RFP remains unchanged
77	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	43	8.25	Corrupt and Fraudulent Practices	The fraudulent practice or corrupted practice shall be proven by the Bank.	The clause of RFP remains unchanged



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
78	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	43	8.26	Such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. Where the value of the RFP/Contract is above Rs.1.00 Crore, the arbitral tribunal shall consist of 3 arbitrators, one each to be appointed by OGB and the Bidder.	Suggest to keep appointment of Sole Arbitrator by both Parties mutually, as panel of three arbitrators would be very expensive.	The clause of RFP remains unchanged
79	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	44	8.27	Compliance with Applicable Laws of India	Compliance of Laws shall be restricted to the services rendered to the Bank under this Project and with such laws which are applicable for the Services and not otherwise. Additionally, Bidder should be entitled to charge the Bank with a reasonable costs incurred by the Bidder in order to comply with the regulatory requirements required in the future.	The clause of RFP remains unchanged
80	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	58	Annexure K	Pre Contract Integrity Pact	The fraudulent practice or corrupted practice shall be proven by the Bank.	The clause of RFP remains unchanged



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
81	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	77	Annexure P	PROFORMA FOR PERFORMANCE BANK GUARANTEE	The Guarantee can be given with rights of protest or demur. Further, the guarantee can be invoked only upon a proven breach by the Bidder. Further, Bidder should be entitled for cure period of minimum 30 days.	Amended: Please refer to Table 1, Point 26
82	CMS	Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs	79	Annexure Q	NON-DISCLOSURE AGREEMENT	Draft to be mutually agreed before execution.	The clause of RFP remains unchanged
83	CMS	Processor	83	2	11th generation Intel Core i3 processor or higher, any other equivalent with minimum clock speed 2.9 GHz with 3 MB cache or higher. Vendor to guarantee maintenance of the processor throughout the expected life of 7 years of the ATM.	Requesting bank to change the processor to Intel core i3 - 6th Generation processor with 2.7 Ghz and 3 MB cache as it is sufficient for trouble free ATM functionality.	Amended: Please refer to Table 1, Point 43
84	CMS	INTERNAL DVD WRITER (R/W)	83	5	Internal SATA DVD Writer 16x or higher speed with controller Card.	Requesting bank to make DVD writer as optional as it is not mandatory item for all brands.	Amended: Please refer to Table 1, Point 44



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
85	CMS	Additional Security features:	24.7	88	ATM should have Unique Key per Terminal (UKPT) for both the keys. (UKPT, a key management scheme where each ATM needs to have a unique key for encrypting data, needs to be implemented on all ATMs.)	Requesting bank to provide more details on this.	The clause of RFP remains unchanged
86	CMS	Additional Security features:	24.12	88	ATM machine should come with a pre-installed GPS Tracking System to identify ATM location in case of theft etc. (Bidder to suggest its proposed working and roll out in its technical bid).	Requesting bank to remove this clause as ATM machines will be grouted to the floor.	Amended: Please refer to Table 1, Point 51
87	CMS	DIGITAL VIDEO SURVEILLANCE SYSTEM	25.04	89	Separate Hard Disk for DVR recording (1TB) and above.	As per Clause 4 - Storage, Machine to be supplied with 2 X 1 TB HDD. Requesting bank to clarify whether the requirement mentioned in clause 25.04 for 1 TB HDD is over and above the clause 4 or inclusive.	Amended: Please refer to Table 1, Point 54
88	CMS	DIGITAL VIDEO SURVEILLANCE SYSTEM	25.19	89	The system shall have at least one camera installed inside the CD and must be capable of integrating minimum four (4) external cameras. Make and model of the DVSS system should be clearly mentioned in the bid offer document.	Requesting bank to change the external camera integration capability from 4 to 1. As per clause 25.08, camera images must be stored for 12 months at a rate of 400 transaction per day. HDD requested by bank is 1 TB and it will have space constraint issues if 4 cameras are connected.	Amended: Please refer to Table 1, Point 13



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
89	CMS	DIGITAL VIDEO SURVEILLANCE SYSTEM	25.19	89	The system shall have at least one camera installed Inside the CD and must be capable of integrating minimum four (4) external cameras. Make and model of the DVSS system should be clearly mentioned in the bid offer document.	Requesting bank to change the external camera integration capability from 4 to 1. As per clause 25.08, camera images must be stored for 12 months at a rate of 400 transaction per day. HDD requested by bank is 1 TB and it will have space constraint issues if 4 cameras are connected.	Amended: Please refer to Table 1, Point 13
90	CMS	Shutter	30	90	Top locking provision of the shutter should be there so that shutter can't be closed by unauthorized person.	Requesting bank to provide more details on this.	Clarification: The cosmetic door in front of vault should not cover the surrounding of the cash dispenser or the design shall have necessary measures to protect the cash dispenser from blockage. For this Bidder shall provide unique lock key with provision to put an additional lock on cosmetic door.



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
91	CMS	Annexure V – Eligibility Criteria	100	6	The bidder should have supplied and installed at least 400 Nos. of ATM/CDS each in at least two Public/Private sector Banks in India, in the last 3 financial years 2013-14, 2014-15 and 2015-16	Last three financial year must be 2021-22,2020-2021,2019-2020	Amended: Please refer to Table 1, Point 68
92	Vortex	1. Broad Scope of Work:	13	27	Same precaution measure should also be taken in case of Electrical earthing. The bidder shall be responsible for any damage due to the issue with electrical earthing of the ATM site. Bidder has to ensure reporting of any improper earthing of each ATM site before 7 days of installation.	We would request Bank to modify the clause as - Same precaution measure should also be taken in case of Electrical earthing. The bidder shall be responsible for any damage due to the issue with electrical earthing of the ATM site. Bidder has to ensure reporting of any improper earthing of each ATM site at the time of installation.	Amended: Please refer to Table 1, Point 8
93	Vortex	1. Broad Scope of Work:	14	38	The bidder has to update/supply/install necessary changes in CDs, if any, issued by Govt./RBI/NPCI for regulatory/statutory compliance at no extra cost to the Bank	We would request Bank to modify the clause as - The bidder has to update/supply/install necessary changes in CDs, if any, issued by Govt./RBI/NPCI for regulatory/statutory compliance at Mutually agreed cost to the Bank	Amended: Please refer to Table 1, Point 15



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
94	Vortex	8.10 SLA for ATM CD Availability/Uptime:	34	8.10 (d)	If the uptime is recorded below 98 % then 10% of the invoice value payable after each quarter shall be deducted	We would request Bank to modify the clause as - If the uptime is recorded below 98 % then 5% of the invoice value payable after each quarter shall be deducted	Amended: Please refer to [Revised]8.10 SLA for ATM CD Availability/Uptime:
95	Vortex	8.10 SLA for ATM CD Availability/Uptime:	35	8.10	Spare Replacement - Bidder need to maintain sufficient spare at local level, to avoid undue delay in replacement of spare. Bank may provide maximum of 8 hours in addition to above mentioned MTTR for the replacement of spare. Penalty will be imposed after the exhaust of given service window i.e. (8 hours + MTTR applicable).	We would request Bank to modify the clause as - Spare Replacement - Bidder need to maintain sufficient spare at local level, to avoid undue delay in replacement of spare. Bank may provide maximum of 8 working hours in addition to above mentioned MTTR for the replacement of spare. Penalty will be imposed after the exhaust of given service window i.e. (8 Workinghours + MTTR applicable).	The clause of RFP remains unchanged



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
96	Vortex	Penalty for Downtime	35	8.10	Bidder shall ensure that the full configuration of the Equipment is available to Bank in proper working condition and ensure minimum uptime of 97.5%, and maximum downtime per instance for each CD/CRM should be less than four hours for metro/urban centers and six hours for other centers, counted by the Bank from the time the fault is reported failing which a penalty of Rs. 200/- (Rupees Two hundred only) per hour subject to a cap of Rs. 1000/- per day will be deducted by the Bank for the period in excess of 4/6 hours, from the Annual Maintenance Charges payable or Performance guarantee bond. The downtime will be computed from the time of ticketing of the relative fault at the vendor's Management Center or reported to the Management Center by the Bank, whichever is earlier.	We would request Bank to modify the clause as - Bidder shall ensure that the full configuration of the Equipment is available to Bank in proper working condition and ensure minimum uptime of 97.5%, and maximum downtime per instance for each CD/CRM should be less than four hours for metro/urban centers and six hours for other centers, counted by the Bank from the time the fault is reported failing which a penalty of Rs. 100/- (Rupees Onehundred only) per hour subject to a cap of 5% of AMC will be deducted by the Bank for the period in excess of 4/6 hours, from the Annual Maintenance Charges payable or Performance guarantee bond. The downtime will be computed from the time of ticketing of the relative fault at the vendor's Management Center or reported to the Management Center by the Bank, whichever is earlier.	Amended: Please refer to [Revised]8.10 SLA for ATM CD Availability/Uptime:



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
97	Vortex	8.12 Warrantee and AMC	37	8.12	During the warranty/ AMC period selected bidder shall visit the branches on his own, once bimonthly for preventive maintenance support	We would request Bank to modify the clause as - During the warranty/ AMC period selected bidder shall visit the branches on his own, once Quartely for preventive maintenance support	Amended: Please refer to Table 1, Point 38
98	Vortex	8.8 Pre-dispatch inspection, Delivery & Delays (if any)	32	(E)	Delivery for the above purpose is deemed to be complete only when all the items specified in the Purchase Order are completely delivered and date of delivery is the date on which the last item is delivered. If this delivery schedule is not maintained, a penalty of one half percent (0.5%) of (CD cost) (location wise) for each week or part thereof of the delay subject to a maximum penalty not exceeding five percent (5%) of the ATMS/ CDs cost as applicable (location wise) will be levied from the expiry of due date i.e. from 4 weeks (of acceptance of Purchase Order) (where road permit is not involved) / 5 weeks.	We would request Bank to modify the clause as - Delivery for the above purpose is deemed to be complete only when all the items specified in the Purchase Order are completely delivered and date of delivery is the date on which the last item is delivered. If this delivery schedule is not maintained, a penalty of one half percent (0.5%) of (CD cost) (location wise) for each week or part thereof of the delay subject to a maximum penalty not exceeding five percent (5%) of the ATMS/ CDs cost as applicable (location wise) will be levied from the expiry of due date i.e. from 8 weeks (of acceptance of Purchase Order) (where road permit is not involved) / 9 weeks.	Amended: Please refer to Table 1, Point 28



Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
99	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	32	(c)	<p>Pre-dispatch inspection, Delivery & Delays (if any) The first lot of ATMS/ CDs (25 nos) should be delivered to various locations within 4 (Four) weeks from the date of acceptance of the Purchase Order (including pre-dispatch inspection process). Locations wherever the road permit is required and the total delivery period of the ATMS/ CDs at the specified location will be 5 (Five) weeks from the date of acceptance of the Purchase Order (Proof of document should be submitted along with the invoice). The address of location for delivery of ATMS/ CDs will be advised through Purchase Order. The bidder should take care of any permits (e.g. Road permit)/ Interstate /Intra-state transportation formalities during the transit of the Hardware. Bank will not be responsible for any delay in delivery due to such permits/formalities. UPS, AC, TIS Materials, Burglar alarm, Hooter and other materials as applicable should be delivered and installed within 4 (Four) weeks from the date of acceptance of purchase order.</p>	<p>We would request Bank to modify the clause as - Pre-dispatch inspection, Delivery & Delays (if any) The first lot of ATMS/ CDs (25 nos) should be delivered to various locations within 8 (Eight) weeks from the date of acceptance of the Purchase Order (including pre-dispatch inspection process). Locations wherever the road permit is required and the total delivery period of the ATMS/ CDs at the specified location will be 9 (Nine) weeks from the date of acceptance of the Purchase Order (Proof of document should be submitted along with the invoice). The address of location for delivery of ATMS/ CDs will be advised through Purchase Order. The bidder should take care of any permits (e.g. Road permit)/ Interstate /Intra-state transportation formalities during the transit of the Hardware. Bank will not be responsible for any delay in delivery due to such permits/formalities. UPS, AC, TIS Materials, Burglar alarm, Hooter and other materials as applicable</p>	Amended: Please refer to Table 1, Point 28



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
						<p>should be delivered and installed within 8 (Eight) weeks from the date of acceptance of purchase order.</p> <p>Justification: Timeline requested considering 2 weeks for Testing, 2 weeks for Post Delivery Inspection and 4 weeks of shipment delivery from the date of Site address and delivery order.</p>	



Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
100	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	83	2	11th generation Intel Core i3 processor or higher, any other equivalent with minimum clock speed 2.9 GHz with 3 MB cache or higher. Vendor to guarantee maintenance of the processor throughout the expected life of 7 years of the ATM.	<p>Requesting Bank to Modify the Clause as below: 7th generation Intel Core i3 processor or higher, any other equivalent with minimum clock speed 2.9 GHz with 3 MB cache or higher. Vendor to guarantee maintenance of the processor throughout the expected life of 7 years of the ATM.</p> <p>Justification: 7th & 11th gen Intel Core i3 processors are nearly identical and major difference is CPU clock speed which will improve the CPU utilization during multi-tasking & Graphical purpose like gaming, etc.,</p> <p>For an ATM application, only limited software packages are loaded, and most of the downloads happen through switch whenever needed in the transaction. Even during the peak load, i.e., when the ATM is transacting, (OEM Native or MVS) CPU utilisation reaches only 30%.</p>	Amended: Please refer to Table 1, Point 43



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
101	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	83	5	Internal SATA DVD Writer 16x or higher speed with controller Card.	Requesting Bank to Modify the clause as Optional. Justification: Backup or Package installation can be done through flash drive after authentication which have faster performance compare to DVD writer and this older technology compare to flash driver. DVD have limited storage space where as we can use flash drive have more storage compare to DVD. DVD have shorter life span of media.	Amended: Please refer to Table 1, Point 44



Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
102	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	85	13.5	<ul style="list-style-type: none"> • ATM should have capability for upgradation at a future date for enabling transactions through Contact less cards or NFC cards which only needed to be waved close to the reader and enter PIN to operate, so that it act as deterrent against any kind of skimming here data from the card is copied and misused. • ATM should also have capability to integrate QR code scanner ready for future requirements of scanning QR code from mobile phones by simply attaching a reader. 	<p>Requesting Bank to Modify the Clause as below:</p> <ul style="list-style-type: none"> • ATM should have capability for upgradation at a future date for enabling transactions through Contact less cards or NFC cards which only needed to be waved close to the reader and enter PIN to operate, so that it act as deterrent against any kind of skimming here data from the card is copied and misused. • ATM should also have capability to integrate QR code scanner ready for future requirements of scanning QR code from mobile phones by simply attaching a reader. • Contactless cards or NFC readers and QR code scanners can be implemented based on mutually agreed costs with the bank 	Amended: Please refer to Table 1, Point 70



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
103	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	88	24.2	ATM should have dynamic windows password ATM Windows OS should be configured to work in a locked down / restricted mode (with non admin Rights).	Requesting Bank to Modify the Clause as below: ATM should have dynamic windows/ Linux password ATM Windows/ Linux OS should be configured to work in a locked down / restricted mode (with non admin rights).	Amended: Please refer to Table 1, Point 52
104	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	88	24.3	The Windows admin password must be replaced with new one at an interval as defined (say every 2 Hrs).	Requesting Bank to Modify the Clause as below: The Windows/ Linux admin password must be replaced with new one at an interval as defined (say every 2 Hrs).	Amended: Please refer to Table 1, Point 53



Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
105	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	88	24.12	ATM machine should come with a pre-installed GPS Tracking System to identify ATM location in case of theft etc. (Bidder to suggest its proposed working and roll out in its technical bid).	<p>Requesting Bank to Modify the clause as Optional.</p> <p>Justification: We have TVS solution and will be connected to Bank's hooter alarm system which will be triggered alarm when the machine is removed/disconnected from Hooter connection which will protect from theft attempts. GPS system have challenges for effective tracking. It will consume the power and battery will drain max of 8 to 12 hours only. Machines can't be tracked effectively if placed solid walls or structures since GPS does not penetrate solid walls or structures.</p>	Amended: Please refer to Table 1, Point 51



Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
106	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	89	25.19	The system shall have at least one camera installed Inside the CD and must be capable of integrating minimum four (4) external cameras. Make and model of the DVSS system should be clearly mentioned in the bid offer Document	<p>We would Request Bank to modify the clause as below: The system shall have at least one camera installed Inside the CD and must be capable of integrating minimum four (4) external cameras with Storage space addition and Data availability will be 6 months and mutually agreed to the cost with Bank. Make and model of the DVSS system should be clearly mentioned in the bid offer Document</p> <p>Justification: Additional 4 external Camera will required more storage space, i.e., 4times higher storage space required hence we have requested to modify the clause as above for additional 4 external camera with referring to the clause mentioned in the RFP “Page No.14, Point No.41 in Broad Scope of Work”.</p>	Amended: Please refer to Table 1, Point 13



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
107	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	99	4	ISO/TL Certificate: The Bidder should have required level of ISO 9001:2008, ISO 14001:2004 and ISO 27001 certification related to ATM Manufacturing & Services, Customer services and Security. Latest Valid ISO Certificate of the Manufacturing / Assembly / integration facilities should be submitted.	<p>PADSS Certified ATM</p> <p>Requesting Bank to modify the clause as below: ISO/TL Certificate: The Bidder should have required level of ISO 9001:2008 and ISO 14001:2004 certification related to ATM Manufacturing & Services, Customer services and Security. Latest Valid ISO Certificate of the Manufacturing / Assembly / integration facilities should be submitted.</p> <p>Justification: For ATMs applicable PADSS alone which have a clause not to store any user-related information. ISO27001 & PCI DSS is not applicable for ATMs since there is no user-related information.</p>	Amended: Please refer to Table 1, Point 67
108	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	14	33	The cash dispenser must be having separate lock system than that of front cash cabinet and should be openable from back side separately	Requesting Bank to confirm , this clause is referring to lock & Key for service door over Safe and Separate lock system for safe door open from front side of the ATM. If not , Requesting bank to clarify in detail	Amended: Please refer to Table 1, Point 14



Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
109	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	88	19.6	Implement security measures such as BIOS password, disabling USB ports, disabling auto-run facility, applying the latest patches of operating system and other software, terminal security solution, time-based admin access, Etc.	<p>Requesting Bank to confirm the below details: As a RBI mandatory Terminal Security Solution (TSS), Hard Disk Encryption(HDE) feature will be included in this clause.</p> <p>For HDE, Bank will be provided the server hardware for server application of HDE authentication</p>	Amended: Please refer to Table 1, Point 56
110	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	93	1. (vi)	Electronic Journal Pulling The EJ format must be consistent for all transaction (both success and failed) and should be easy to import to Microsoft Excel and any SQL RDBMS.	We would request Bank to clarify that whether EJ to be stored in RDBMS or in the file storage.	Amended: Please refer to Table 1, Point 59



Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
111	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	93	1. (ix)	Electronic Journal Pulling In case of malfunctioning of software/hardware, bidder shall make necessary arrangement to copy data on daily basis to a remote folder and provide the same as and when required. If the ATMS/ CDs disconnects or EJ Pulling software needs to be re-installed, bidder shall be responsible to rectify the issues within 8 Hours of raising the call and Bank will not be responsible for the same.	We would request Bank to modify the clause as - In case of malfunctioning of software/hardware, bidder shall make necessary arrangement to copy data on daily basis to a remote folder and provide the same as and when required. If the ATMS/ CDs disconnects or EJ Pulling software needs to be re-installed, bidder shall be responsible to rectify the issues within 24 Hours of raising the call and Bank will not be responsible for the same.	Amended: Please refer to Table 1, Point 60
112	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	93	1. (ii)	Image/Video pulling captured by internal and linked external cameras Images/Videos should be available at server preferably near real time but not delayed more than 6 hours.	We would request bank to clarify that whether it is mandatory to pull the images / videos on a real time basis as it will consume lot of bandwidth.	Amended: Please refer to Table 1, Point 61
113	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	93	1. (iii)	Image/Video pulling captured by internal and linked external cameras The ATM Management Solution must ensure pulling images/videos from ATM Sites and archival of the same at least for a period of 6 months or as decided by the Bank.	We would request bank to clarify that whether it is mandatory for archival of the images /videos as it will consume lot of bandwidth.	Amended: Please refer to Table 1, Point 62



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
114	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	94	1. (ii)	Event capture & Notification (2) Computer start, shut down, reboot, crash, major OS change e.g. upgrade, patch update etc. (3) Network link failure, link restore, packet drop	We would request Bank to remove the clause as it is outside the scope of ATM Monitoring Solution.	Amended: Please refer to Table 1, Point 63
115	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	94	1. (iii)	Event capture & Notification (1) Notification over email, SMS and IVR call. (2) Video capture. (3) Ring alarm/siren.	We would request Bank to remove the clause as - Event capture & Notification (1) Notification over email, SMS and IVR call. (2) Video capture. (3) Ring alarm/siren. Justification: Video capture and Ring alarm/siren are outside the scope of ATM Monitoring solution.	Amended: Please refer to Table 1, Point 63



Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
116	Vortex	Annexure T 2. Monitoring System Health	94	2.C	<p>Monitoring System health All critical parameters and performance metrics of the ATM CDs should be monitored including (but not limited to) below.</p> <ul style="list-style-type: none"> a. Processor utilization b. Processor Temp c. Network utilization d. Disk/IO parameters e. Antivirus status f. List of hardware and software installed g. Bandwidth utilization 	We would request bank to remove the clause as these are outside the scope of ATM Monitoring solution.	Amended: Please refer to Table 1, Point 64
117	Vortex	Annexure T 2. Monitoring System Health	94	2.e	<p>Monitoring System health Bank may provide standard online switch feed for monitoring the health status of ATM Sites deployed by the Bank. Bidder should develop web based application or any other interface for monitoring ATM Sites without any additional cost to the bank and also share the monitoring tool with the Bank. This is purely under Bank's discretion to avail such facility.</p>	We would request bank to modify the clause as - Bank may provide standard online switch feed for monitoring the health status of ATM Sites deployed by the Bank. Bidder should develop web based application or any other interface for monitoring ATM Sites with mutually agreed cost to the bank and also share the monitoring tool with the Bank. This is purely under Bank's discretion to avail such facility.	The clause of RFP remains unchanged



Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
118	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	27	7.4	Commercial bids of only the technically qualified short-listed bidders will be opened for selection of L1 bidder.	We would request Bank to go for reverse auction as this will help the Bank for better price discovery.	The clause of RFP remains unchanged
119	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	53	Annexure - F Table 2	S.No. Description Submitted Yes/No Page No. of Bid Document Deviations, if any 1 Performance Security 2 Payment Terms 3 Delivery Terms 4 Liquidated damages 5 Force majeure 6 Indemnity 7 Liability of the bidder 8 Termination for default 9 Negligence 10 All other terms and conditions in RFP	We would request Bank to clarify what are documents required to be submitted against the Item Description mentioned in Table2.	Amended: Please refer to Table 1, Point 40
120	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	54	Annexure - G Declaration for Acceptance of Scope of Work	S.No. Description Submitted Yes/No Page No. of Bid Document Deviations, if any 1 Scope of Work and SLA	We would request Bank to clarify what are documents required to be submitted against the Acceptance of Scope of Work	Amended: Please refer to Table 1, Point 41



Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs

Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
121	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	56	Annexure I - Undertaking of authenticity for hardware and software	With reference to the ATM Sites being supplied/quoted to you in response to the above RFP, we hereby undertake that all the component/parts/assembly/software used in the ATM site under the above like Processor, Mother Board, Memory, Hard disk, Monitor, SMPS, ACs, UPS, CCTV and other hardware etc. shall be original new components/parts/assembly/software only, from respective OEMs of the products and that no refurbished /duplicate / second hand components/parts/assembly/software are being used or shall be used.	We would request Bank to remove ACs, UPS, CCTV as these are out of scope of the RFP.	Amended: Please refer to Table 1, Point 42
122	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	98	2	The Bidder should have a minimum turnover of ₹ 50 Crores per annum in each of the last three financial years In India (not inclusive of the turnover of associate companies).	We would request Bank to modify the clause as - The Bidder should have a Average turnover of ₹ 30 Crores per annum in each of the last three financial years In India (not inclusive of the turnover of associate companies).	Amended: Please refer to Table 1, Point 65



Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs

Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
123	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	98	2	Audited Financial statements for the financial year 2019-20, 2020-21 and 2021-22 AND CA Certificate indicating the sales Turnover for the previous financial years mentioned above.	We would request Bank to modify the clause as - Audited Financial statements for the financial year 2019-20, 2020-21 and Unaudited 2021-22 AND CA Certificate indicating the sales Turnover for the previous financial years mentioned above.	Amended: Please refer to Table 1, Point 66



Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
124	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	100	6	The bidder should have supplied and installed at least 400 Nos. of ATM/CDS each in at least two Public/Private sector Banks in India, in the last 3 financial years 2013-14, 2014-15 and 2015-16 other than Odisha Gramya Bank. Satisfactory Certificate from the client from each bank as per format provided in Annexure H along with documentary proof should be submitted along with the technical bid.	<p>We would request the Bank to clarify if our following understanding is correct</p> <p>1. The bidder should have supplied and installed at least 400 Nos. of ATM/CDS in total in at least two Public/Private sector Banks in India, in the last 3 financial years 2018-19, 2019-20 and 2020-21 other than Odisha Gramya Bank.</p> <p>2. The bidder should have supplied and installed at least 400 Nos. of ATM/CDS in total in the last 3 financial years 2018-19, 2019-20 and 2020-21 in India other than Odisha Gramya Bank.</p> <p>3. Satisfactory Certificate from the client from each bank as per format provided in Annexure H along with documentary proof should be submitted along with the technical bid.</p>	Amended: Please refer to Table 1, Point 68



Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
125	Vortex	OGB/RFP/ITD/ATM/009/2022-23 dated 27th July 2022	100	6	The bidder should have supplied and installed at least 400 Nos. of ATM/CDS each in at least two Public/Private sector Banks in India, in the last 3 financial years 2013-14, 2014-15 and 2015-16 other than Odisha Gramya Bank. Satisfactory Certificate from the client from each bank as per format provided in Annexure H along with documentary proof should be submitted along with the technical bid.	<p>If the above understanding is not correct, then we would request the Bank to modify the clause as follows:</p> <p>1. The bidder should have supplied and installed at least 400 Nos. of ATM/CDS in total in at least two Public/Private sector Banks/RBI approved White Lable Operators in India, in the last 3 financial years 2018-19, 2019-20 and 2020-21 other than Odisha Gramya Bank.</p> <p>2. The bidder should have supplied and installed at least 400 Nos. of ATM/CDS in each of the last 3 financial years 2018-19, 2019-20 and 2020-21 in India other than Odisha Gramya Bank.</p> <p>3. Satisfactory Certificate from the client from each bank as per format provided in Annexure H along with documentary proof should be submitted along with the technical bid.</p>	Amended: Please refer to Table 1, Point 68



Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs

Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
126	Perto	Broad scope of word	12	1	Here in, "comprehensive" includes following items:1. Journal paper 2. Customer slip paper	Please confirm bank will going to use Journal Printer or not . If Yes then how many transaction with slip paper bank is expecting per day? We recommend that, as bank use EJ pulling application , so Journal printer not required.	Amended: Please refer to Table 1, Point 5
127	Perto	Broad scope of word	12	3	Delivery, insurance of deliverables till ATM site, installation in all respect as per Bank's requirements, EMV compliance, Green pin, card security, card management (limit, feature enable/disable etc.), testing and certification with FIS switch and NPCI shall be under scope of bidder.	How many days after delivery the vendor shall consider under insurance? What will happened if the delay is from bank side ? Bank shall take responsibility after 7 days of delivery, if the dependency is from Bank side.	Amended: Please refer to Table 1, Point 6



Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs

Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
128	Perto	Broad scope of word	12	6	The bidder must provide a ATM Management Solution to facilitate Bank to monitor, get data reports and do basic configurations like setting up notification report, changing display screens etc. as per requirements mentioned in Annexure - T. Bank reserves the right to extend the ATM Management Solution for its other Hyosung make ATM CDs with mutually agreed terms and commercials.	If bank like to implement these facilities, Bank shall provide us Server based on Windows Server 10 with SQL Server data base. Hardware/software/licenses for the same will provide by bank	Amended: Please refer to Table 1, Point 56
129	Perto	Broad scope of word	30	14	Bank is in process of upgrading Finacle 7.0.18 to Finacle 10.2.25. All ATM CDs must be compatible with both and reintegrated as and when required without any additional cost to Bank.	This is an second certification process and Bank shall support the cost under mutual agreement.	Amended: Please refer to Table 1, Point 18
130	Perto	Broad scope of word	32 c	14	Mechanism to store the EJ log in CD machine for at least 2 years. Bidder should ensure EJ pulling agent functioning with 99.5% uptime and should pull the log to central server provided by Bank within 30 mins on real time.	The Speed and success to pull the EJ depends of the quality of the link what is under Bank responsibility, please delete this item	Amended: Please refer to Table 1, Point 58



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
131	Perto	Broad scope of word	32 d	14	Configuring IP address in CDs as per network requirement of Bank as and when required without any additional cost	Please consider: Configuring IP address in CDs as per network requirement of Bank as and when required without any additional cost if executed jointly with PM activities	Amended: Please refer to Table 1, Point 17
132	Perto	Broad scope of word	32 e	14	The bidder need to ensure that there is near ZERO loss of electronic journal data in any case including network error, OS crash or Hard-drive crash. In case of any crash of OS/Hard drive, the bidder need to recover data at its own cost	Bidder can pull the E-Journal and once it is delivered to Bank. then it will be banks responsibility to do backup for this data available for 2 years, please confirm our understand is correct.	Amended: Please refer to Table 1, Point 11
133	Perto	Broad scope of word	32 g	14	The bidder to deploy the display screens in CDs as and when the bank makes any modifications in CDs without any additional cost in the tenure of the contract including the AMC period. The display screens will be provided by the Bank.	The modification on flow of ATM activities are under Switch responsibility and not from OEM side. Please delete this item.	No change. Clarification : It should be provided in ATM Management Solution for selected non-transactional screens and any screen not breaking flow of transactions as a replacement



Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs

Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
134	Perto	Broad scope of word	32 h	14	A frontend portal access should be provided to Bank personnel to upload and configure such display screens, directly without further manual intervention.	This can be done if the Bank provides the items: a) Server based on Windows Server 10 with SQL Server data base. b) Coordinate these activities with Switch team	Amended: Please refer to Table 1, Point 56
135	Perto	Broad scope of word	33	14	The cash dispenser must be having separate lock system than that of front cash cabinet and should be openable from back side separately.	Please clarify, the ATM/CD are from front access, how bank is expecting to open from Back side separately? So please delete this item.	Amended: Please refer to Table 1, Point 14
136	Perto	Broad scope of word	38	14	The bidder has to update/supply/install necessary changes in CDs, if any, issued by Govt./RBI/NPCI for regulatory/statutory compliance at no extra cost to the Bank.	Please consider: Any New Govt./RBI/NPCI for regulatory/statutory after ATM/CD delivery the bank and OEM will get under mutual cost agreement base in case-by-case.	Amended: Please refer to Table 1, Point 15



Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
137	Perto	8.8 Pre-dispatch inspection, Delivery & Delays (if any)	C	32	The first lot of ATMS/ CDs (25 no's) should be delivered to various locations within 4 (Four) weeks from the date of acceptance of the Purchase Order (including pre-dispatch inspection process). Locations wherever the road permit is required and the total delivery period of the ATMS/ CDs at the specified location will be 5 (Five) weeks from the date of acceptance of the Purchase Order (Proof of document should be submitted along with the invoice). The address of location for delivery of ATMS/ CDs will be advised through Purchase Order. The bidder should take care of any permits (e.g. Road permit)/ Inter- state /Intra-state transportation formalities during the transit of the Hardware. Bank will not be responsible for any delay in delivery due to such permits/formalities. UPS, AC, TIS Materials, Burglar alarm, Hooter and other materials as applicable should be delivered and installed within 4 (Four) weeks from the date of acceptance of purchase order.	Please clarify what bank is expecting in terms of: a)" TIS Materials" b) "Burglar alarm Hooter" c) "other materials as applicable"	Amended: Please refer to Table 1, Point 28



Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs

Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
138	Perto	Performance Bank Guarantee	8.6	31	i) "The vendor shall, within 30 days of receipt of Purchase Order, submit a Performance Guarantee in the form of Bank Guarantee (PBG) equal to 10% of total value of the Purchase order"	We are consider "Odisha Gramin Bank" under Indian Public Bank, please confirm. If bidder is correct, the Government guide lines limited the FBG until 3%. Please consider Indian Government guide lines on this item.	Amended: Please refer to Table 1, Point 25
139	Perto	8.9 Project schedule (SLA for delivery, installation of new CDs and collection of old CDs)	8.9	33	All the delivery time will be calculated from the date of release of work order. The acceptance letter of the L1 bidder to which PO/WO is issued, should be submitted within 7 business days. In case L1 bidder fails to submit acceptance letter within due period, Bank reserves the right to reject the offer and issue PO/WO to L2 bidder or may extend for more 7 business days at its sole discretion on receipt of penalty of 0.5% of TCO.	Please include a UAT period on Bank time expectation. Also, will be Bank responsibility to manager FIS to complete the UAT before send dispatch orders/requests.	Amended: Please refer to Table 1, Point 29
140	Perto	3. Delivery and Installation of new ATM CDs	d	33	For the first lot i.e. at least 25 ATM sites, selected by Bank should be delivered and Go-Live must be completed within 30 calendar days of acceptance of PO.	Bidder agree but Bank still not have any bank should consider Site/TO/Server Electricity/ or any other infrastructure dependency on bank side	Amended: Please refer to Table 1, Point 28



Request for proposal (RFP) for Supply, Installation and AMC of ATM CD (Cash Dispenser) as a replacement of existing ATMs

Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
141	Perto	3. Delivery and Installation of new ATM CDs	e	33	For the second lot i.e. remaining 50 ATM CDs should be delivered, installed and Go-Live must be completed within next 45 calendar days.	bank should consider Site/TO/Server Electricity/ or any other infrastructure dependency on bank side	Amended: Please refer to Table 1, Point 28



Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
142	Perto	3. Delivery and Installation of new ATM CDs	e	34	<p>Delivery for the above purpose is deemed to be complete only when all the items specified in the Purchase Order are completely delivered, installed and in working condition (except any reason / cause of delay is due to Bank). If this delivery schedule is not maintained, a penalty of one half percent (0.5%) of (CD cost) (location wise) for each week or part thereof of the delay subject to a maximum penalty not exceeding five percent (5 %) of the ATMS/ CDs cost as applicable (location wise) will be levied from the expiry of due date i.e. from 4 weeks (of acceptance of Purchase Order) (where road permit is not involved) / 5 weeks. Any delay in completion of whole project (post 75 days since acceptance of PO) will attract 2% of the Total Annual Charges per week and Bank reserves right to cancel the order.</p>	<p>Bidder agree but Bank still not have any Site/TO/Server Electricity/ or any other infrastructure dependency. In case of Bank dependency on site, Bank shall not hold payments.</p>	<p>Amended: Please refer to Table 1, Point 31</p>



Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
143	Perto	SLA for ATM CD Availability/Uptime/ Penalties:	8.1	34/35	Vendor will be liable to be penalized in case of downtime at following terms if the uptime is below 99%: a. More than 0.1 % to 0 .2% downtime per month 1 % of the order value. b. More than 0.2 % to 0.3% downtime per month 2 % of the order value. c. More than 0.3 % to 0.4% downtime per month 3 % of the order value. And so on.... d. If the uptime is recorded below 98 % then 10% of the invoice value payable after each quarter shall be deducted.	Please consider the market Uptime time penalties, as below Uptime bucket Penalty 100% to 98 % Nil <98% to 95% 3% of monthly AMC of particular CD <95% to 80% 5% of monthly AMC of particular CD <80 to 75% 10% of monthly AMC of particular CD Below 75% 15% of monthly AMC of particular CD Capping of Penalties Over all penalty charged under this agreement in a financial year should not exceed 5% of total AMC billing for the per Year.	Amended: Please refer to [Revised]8.10 SLA for ATM CD Availability/Uptime:



Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
144	Perto	SLA for ATM CD Availability/Uptime/ Penalties:	8.1	34/35	<p>"8.10 SLA for ATM CD Availability/Uptime:</p> <p>The CD/CRMs will be considered "down" when it cannot dispense cash. "Percentage Downtime" shall mean the aggregate of downtime of the particular CD during a quarter expressed as a percentage of total available time in a quarter (actual number of days to be taken into account X 24 hours).</p> <p>For example, if the aggregate downtime of a CD works out to 18 hours during a quarter, then the percentage downtime shall be calculated as follows:</p> $(18 * 100) / (\text{No of days in quarter} * 24) = \% \text{ of down time.}$ <p>The downtime will be calculated on CD/CRM basis and on the entire network for the purpose of implementing penal provisions. "Down Time" shall mean the interval between the times of reporting of failure to the time of completion of repair. Down Time will have the exclusions detailed above.</p> <p>All calls logged up to 5 PM has to be attended on the same day and calls logged after 5 PM should be attended within a</p>	<p>Please consider uptime calculation according market practices:</p> <p>UP TIME & AVAILABILITY</p> <p>-Uptime: Service provider to maintain uptime of 98.5% for each individual equipment.</p> $\frac{(\text{Available Time} - \text{Downtime Attributable To Service Provider}) \times 100}{\text{UPTIME} = \text{-----}}$ <p>-----</p> <p>(Available Time) - Available Time</p> <p>Available Time means the time for which Equipment is up and running. Available time excludes time taken to perform preventive maintenance services and/or perform First Line Maintenance; time for normal operational scheduled downtime; time when Equipment is not available due to events of Force Majeure, relocation, re-installation, power failure or infection by viruses, network failures, delays in Service Providers access to the</p>	<p>Amended: Please refer to [Revised]8.10 SLA for ATM CD Availability/Uptime:</p>



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
					<p>period as per clause 8.1 and the below MTTR Table.</p> <p>Type A: The Complaint which are critical in nature, which stops the ATM CD operation or compromises the security measures of ATM site.</p> <p>Type B: The Complaint which doesn't stop the ATM operation, but may lead to stops of operation of ATM CD, if not attended within short period of time.</p> <p>Type C: The complaint which is not ATM operation but affecting Brand image of the Bank.</p> <p>....."</p>	<p>Equipment for a reason not attributable to Service Provider and any other non-Equipment related failures as listed below:</p> <ul style="list-style-type: none"> • Consumer Printer and Journal Printer being out of forms; • Paper jams in the Consumer and Journal Printer caused by use of inferior quality of paper rolls and/or ribbons; • Currency jams due to 'unusable' notes (dusty, soiled, old, torn etc.) or jam caused due to improper cash loading; • Scratch marks on the magnetic strip of an end CUSTOMER's Card as a result of which the CDM is not able to read the Card; • Improper usage by the custodians; • Engineer travel time; • UPS related problems; • Network related problems; • Non- Availability of Keys which give access to the inside of CDM; • Damage caused to CDM due to mishandling, improper electrical power, earthling, etc.; • Problems caused by power cuts and improper switching OFF/ON of CDM after the restoration of power; 	



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
						<ul style="list-style-type: none">• Any vandalism/mishandling case causing non-functioning of CDM machine;• Any force measure or pandemic situation;• CRA Schedule time;• Extra service such as FLM, Vandalism, upgrading or similar activities.	



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
145	Perto		44	8.27	Compliance With applicable Laws of India	According Government guide line, public sector procurement shall following the e" Makje in India" policy. Please mention on this RFP.	Amended: Please refer to [New] Preference for make in India order 2017
146	Perto		8.21	41	For Amalgamation / Merger of bank: Bank with written notice of 3 months to Bidder, may terminate the contract in whole or in part at any time for its convenience giving three months prior notice. The notice of termination may specify that the termination is for convenience the extent to which Bidder's performance under the contract is terminated and the date upon which such termination become effective. OGB will release any payment applicable till date of termination for services taken, but will not release any payment request raised by vendor for termination for amalgamation or merger of bank as per instruction of GOI.	For Amalgamation / Merger of bank: Bank with written notice of 3 months to Bidder, may terminate the contract in whole or in part at any time for its convenience giving three months prior notice. The notice of termination may specify that the termination is for convenience the extent to which Bidder's performance under the contract is terminated and the date upon which such termination become effective. OGB will release any payment applicable till date of termination for services taken.	The clause of RFP remains unchanged



Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
147	Perto		8.22	42	OGB shall make such prorated payment for services rendered by the Bidder and accepted by OGB at the sole discretion of OGB in the event of termination, provided that the Bidder is in compliance with its obligations till such date. However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be admissible. There shall be no termination compensation payable to the Bidder.	OGB shall make such prorated payment for services rendered by the Bidder and accepted by OGB in the event of termination, provided that the Bidder is in compliance with its obligations till such date. However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be admissible. There shall be no termination compensation payable to the Bidder.	The clause of RFP remains unchanged
148	Perto	Annexure -S	14.2	86	Printer should print customer/journal slip in Odia, Hindi and English. Bidder needs to ensure that the printer driver/firmware support English and regional Indian type fonts/specification including Unicode (at least Hindi and Odia).	Bank shall consider that BANK SWITCH support this facility also.	Amended: Please refer to Table 1, Point 47



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Sr. No.	Bidder	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
149	Perto	Annexure -S	24.12	88	ATM machine should come with a pre-installed GPS Tracking System to identify ATM location in case of theft etc. (Bidder to suggest its proposed working and roll out in its technical bid).	AS GPS require additional antenna and Ethernet connection or bank will provide the SIM Card and connection cost for this feature? Please delete this item	Amended: Please refer to Table 1, Point 51
150	Perto	Annexure -S	31	90	(v) No additional charges shall be paid for Cassette Swap testing. All ATMs should be compliant to RBI Guideline for Cassette swap.	Extra cassettes are not included as Bank configuration or specification.	Amended: Please refer to [Revised] Commercial
151	Perto	Annexure -S	e	94	Antivirus Status	AS ATM/CD has White List software according RBI and Anti-virus will be in conflict with WLS. Please delete the Anti-virus request.	Amended: Please refer to Table 1, Point 64