



Odisha Gramya Bank

H.O-At- Gandamunda, P.O.: Khandagiri, BBSR -30

RFP No. : OGB/ITD/ATM/CRM/002/2019

Corrigendum No: 1

(i) . The pre bid queries raised by various bidders and the corresponding response or clarification from the Bank.

Sr No	Clause no and page no	RFP Term	Banks revised amendment
1	Pg 10, clause vi.	The bidder shall undertake shifting of Hardware/ Equipment in case of the requirements as per mutually agreed terms	Cost of shifting line item is there in the Annexure-P
2	Pg 11, clause xii	There must be at least one inbuilt camera in CD/CRM machine which should capture on real-time basis. Mechanism should be there to store video footage and still images for at least 2 year. Vendor should make provision for enough memory space for the same.	There must be at least one inbuilt camera in CD/CRM machine which should capture on real-time basis. Mechanism should be there to store video footage and still images for at least 6 month. Vendor should make provision for enough memory space for the same.
3	Pg 11, clause xiii	Vault locks of the CD/CRM machines should require two separate passwords to get unlocked. Bidder should ensure replacement of vault lock battery before it gets exhausted. Bank shouldn't face any obstacle in operation due to breakdown of vault lock for any technical reason.	Vault locks of the CD/CRM machines should require two separate passwords to get unlocked. Bidder should ensure replacement of vault lock battery before it gets exhausted (once in 6 month) . Bank shouldn't face any obstacle in operation due to breakdown of vault lock for any technical reason.
4	Pg 11, clause xxi	Bidder should install and maintain the earthing properly without any additional cost. For earthing bidder should submit the monthly maintenance report at Head office, OGB after due acknowledgement from the concerned Branch. Bidder should factor the cost for monthly maintainance activity.	Bidder should install and maintain the earthing properly without any additional cost. For earthing bidder should submit the Quarterly maintenance report at Head office, OGB after due acknowledgement from the concerned Branch. Bidder should factor the cost for monthly maintainance activity.
5	Pg 12, clause 12	EVM certification of both ATM/CRM should be there.	Bank is having FIS switch 7.5 version.No change in the clause

6	page 13, 1.6.a	Successful bidder should setup one content management server at our DC. Clients (e.g. EJ Tranxit agent, IQSD, Radia, SDMS, InfoBase etc and / or any other agent) may be installed in the ATMs for the content management, EJ pulling and CCTV footage pulling. All the hardware, software, license and Network cost should be factored.	Successful bidder should setup one content management server at our DC. Clients (e.g. EJ Tranxit agent, IQSD, Radia, SDMS, InfoBase etc and / or any other agent) may be installed in the ATMs for the content management, EJ pulling and CCTV footage pulling. All the hardware, software, license and Network cost should be factored. Else, Bidder may use it's existing setup for the above purpose at its location and share the setup with bank. Bidder should factor the cost of network establishment and switch feed integration cost .For the same Bidder need to sign one tripartite agreement with switch, Bank and the bidder.
7	page 13, point j	Bidder should arrange for the switch feed for monitoring the health status of ATM Sites deployed by the Bank. For the same, bidder may negotiate with Banks' switch team at their level. 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.	Bidder may use it's existing setup / platform at its location. Bidder should factor the cost of network establishment and switch feed integration cost . Bidder may use existing setup or shared platform for the monitoring purpose. Weekly uptime and paper out report should be shared.
8	pg 13, clause m	Mechanism to store the EJ log for at least 5 years.	Mechanism and sufficient memory space to store the EJ log for at least 2 years.
9	pg 13, clause o	Successful bidder to provide the facility to extract the electronic journals, CCTV footage for all the transactions or activity in the ATM Sites to a centralized location server and should provide EJ viewing facility to the Bank. The bidders need to procure server for the same as required. The same should be added to the commercial which will be considered for the L1 selection. The bidder should have connectivity with our switch vendor through. In case connectivity with IFS is not available then bidder should establish connectivity with Switch vendor of Bank. Bidder should mandatorily quote the price for establishing the connectivity between switch Vendor of the Bank and the DC of the bidder.	Successful bidder to provide the facility to extract the electronic journals, CCTV footage for all the transactions or activity in the ATM Sites to a centralized location server (may be existing setup of bidder on shared mode) and should provide EJ viewing facility to the Bank. The bidders need to procure server for the same as required. The same should be added to the commercial which will be considered for the L1 selection. The bidder should have connectivity with our switch vendor through. In case connectivity with FIS is not available then bidder should establish connectivity with Switch vendor of Bank. Bidder should mandatorily quote the price for establishing the connectivity between switch Vendor of the Bank and the DC of the bidder.

10	pg 15, clause viii	During the warranty/ AMC period selected bidder shall visit on his own the branches once bi-monthly for preventive maintenance support.	During the warranty/ AMC period selected bidder shall visit on his own the branches once Quartelry for preventive maintenance support.
11	pg 30, 2.22	The supplier should also insure the goods for the invoice value under Storage Cum Erection Policy till three months from the date of delivery.	The supplier should also insure the goods for the invoice value under Storage Cum Erection Policy till 7 days from the date of delivery.
12	pg 32, clause g	Successful bidder should arrange for change of password & Replacement of electronic or mechanical lock or break opening of lock of ATMS/ CRMs without any additional cost to Bank on account of any reason thereof.	Successful bidder should arrange for change of password & Replacement of electronic or mechanical lock or break opening of lock of ATMS/ CRMs without any additional cost to Bank on account of any reason thereof (excluding the case of burglary,theft or fore majour).
13	Pg 40, annexure D, clause 6	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.	Satisfactory Certificate from the client from each bank as per format provided in Annexure H or Agreement copy and Purchas Order copy as documentary proof should be submitted along with the technical bid.
14	Pg 45, clause 15	Journal Printer Specification	Machine should be able to operate on both journal printer and EJ mode. Machine should not go down even if paper out condition is there in the journal printer.
15	Pg 47; 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).	ATM machine preferable may 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).
16	Pg 47; 25.08	The System should be able to store the images in a digital format for minimum 12 months at an average of 400 transactions per day. The bidder will be responsible for maintenance activities and image retrieval. The backups should be taken during preventive maintenance and supervised by the bidder. The media for back up will be provided by the bank.	The System should be able to store the images in a digital format for minimum 6 months at an average of 400 transactions per day. The bidder will be responsible for maintenance activities and image retrieval. The backups should be taken during preventive maintenance and supervised by the bidder. The media for back up will be provided by the bank.
17	Pg 51; clause 15	Bunch Note Accepting with capacity up to 200 notes per transaction accepting all denominations as specfied in RFP.	Bunch Note Accepting with capacity up to 200 number of notes per transaction accepting all denominations as specfied in RFP.
18	Pg 68; Annexure P	Cost of support staff at Bank's premises for call Management.	Cost of complaint logging /raising incidents and call Management, helpdesk.
19	Pg 68; Annexure P	Cost of all the consumables	Journal paper, Receipt paper, casstes , printer heads,print ribbon , rollers etc.

20		Extension	Please go through the corrigendum for the same.
21	1.7 Comprehensive on Site warranty and AMC, Page no. 14	During the warranty/ AMC period selected bidder shall visit on his own the branches once bi-monthly for preventive maintenance support	During the warranty/ AMC period selected bidder shall visit on his own the branches once Quarterly for preventive maintenance support
22	2.29 Helpdesk & Incident Mgmt, Page no. 32	c) The Bidder should provide a dedicated help desk that function as the single point of contact for end-to-end resolution for ATMS/ CRMs , automated on-line real-time fault detection & trouble ticketing.	No dedicted staff required. Please consider the cost for the remote support for call logging, and reporting purpose. One dedicted single point of contact for coordination and end to end support pupose. Portal should pe provided to log , monitor the complaints.
23	8,1.5,Installation & Operationalisati on-Scope of work	Supply, install, commission and ongoing maintenance of all the Hardware and electrical work as per the specification listed in Annexure-G. The Contract duration is for a period of 5 years. The bidder is required to onsite warranty for all equipment supplied by the bidder as per the clause No 1.7 of RFP.	The total contract period is 7 years. Initialy Bank shall go for a agreement of 5 years after the expiry of the 5 years Bank may extend the service contract for 2 more years.
24	22,1.13.3,Evaluation of Bids and Awarding the contract: Determination of L1 Bidder and Awarding of Contract	Bank will determine the L1 bidder through the commercial bid submitted by the bidders: viii) The L1 bidder will be determined for Part-1 and part-2 under Annexure-P based on the lowest TOTAL PRICE QUOTED for (Total cost of Ownership (TCO) of individual Parts. ix) If the L1 bidder of part-1 of Annexure-P of the RFP agrees to match the L1 price of part-2 of Annexure-P, then bank may at its sole discretion may issue purchase order for the items in both part1 and Part2, to the L1 bidder evaluated for part-1 of Annexure-P	Bidder need to match the L1 price of part 2 of the Annexure-P. However, in case the bidder is not able to match the lowest price, then Bank has the right to approach the L2 bidder to match the L1 price of both Part 1 and Part 2 of the Price Bid of Annexure-P. If the L2 bidder agrees , then Bank has every right to issue purchase order to the L2 bidder.
25	37,,Annexure-A (Offer Covering Letter)	EMD/Bank Gurantee Amount- 20,00,000	EMD/Bank Gurantee Amount- 10,00,000

26	40,,Annexure D(Eligibility Criteria-Declaration) Point 6	The bidder should have supplied and installed at least 100 Nos. of ATMs and in case of CRM at least 10 CRMS each in at least one Public/Private sector Banks in India, in the last 3 financial years 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. Each Purchase Order/Work orders should be produced as evidence.	The bidder should have supplied and installed at least 100 Nos. of ATMs and in case of CRM at least 10 CRMS each in at least one Public/Private sector Banks in India, in the last 3 financial years other than Odisha Gramya Bank. Satisfactory Certificate from the client from each bank as per format provided in Annexure H or agreement with client and Purchas order copy as documentary proof should be submitted along with the technical bid. Each Purchase Order/Work orders should be produced as evidence.
27	PAGE 43, Technical Specifications for Cash Dispensers, Point 1	Lobby MODEL CD compatible with any regulated Power Supply (Conventional UPS or Solar UPS). System should work on 230V 25 Hz supply Single Phase supply. Please mention Make & Model of CD. (Please indicate the tolerance level). Should be mechanically and electrically capable of functioning 24x365 basis. Should enable voice using software of Bank's choice and should support for audio.	Bidder May provide front door or back door.
28	Page 45, Technical Specifications for Cash Dispensers, Point 16.3	Each Cassette should have capability to hold notes of any denominations.	Hardware configuration of the cassette should support any denomination or legal currencies in India.If the cassetts not supporting the legal currencies in circulation at the time of project go live ,then the bidder may do necessary hardware changes or may replace the cassettes or other hardware free of cost.
29	Page 49, Technical Specifications for Cash Dispensers, Point 33	Ability to view the number of notes dispensed left in each cassette without making ATM out of service from a remote location.	Stands deleted.
30	Page 49 b. Technical Specification of Cash Recycler	Minimum 1TB x 2 SATA 3 HDD.	Minimum 500GB x 2 SATA 3 HDD.
31	Page 50 b. Technical Specification of Cash Recycler	REQUIRED PORTS AND CARDS 100 Mbps Ethernet Controller. At least one serial port + one parallel port + minimum 5 USB (USB Port for copying EJ files) with at least 2 on the front side. Mechanism for Battery Backup for BIOS must be there.	REQUIRED PORTS AND CARDS 100 Mbps Ethernet Controller. Minimum 5 USB (USB Port for copying EJ files in case of exigency) with at least 2 on the front side. Mechanism for Battery Backup for BIOS must be there.

32	Page 50 b. Technical Specification of Cash Recycler	CUSTOMER INTERFACE: 15" LCRM Display with Touch Screen and with 8 functional display keys (FDKs) with privacy filter and Trilingual Screen support.	CUSTOMER INTERFACE: 15" LCRM/LCD/LED Display with Touch Screen and with 8 functional display keys (FDKs) with privacy filter and Trilingual Screen support.
33	Page 51 14 b. Technical Specification of Cash Recycler	JOURNAL PRINTER SPECIFICATION 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 Low media warning for all items viz bills, journal roll, consumer printer etc.	Machine should be able to operate on both journal printer and EJ mode. Machine should not go down even if paper out condition is there in the journal printer.
34	Page 51 15.1 b. Technical Specification of Cash Recycler	CASH DISPENSOR MODULE 4 Pick Module (2 x Double Pick Module) with 4 currency cassettes configuration and 1 (one) removable divert/purge BIN (cassette) with lock & key / latches capable of shutting automatically when removed from the CRM.	CASH RECYCLER MODULE : with 4 recycling cassettes(Mix / deposit-withdrawal Cassette) configuration , 1 retract cassette and 1 (one) removable divert/purge BIN (cassette) with lock & key / latches capable of shutting automatically when removed from the CRM.
35	Page 53 b. Technical Specification of Cash Recycler	ADDITIONAL SECURITY FEATURES: The Windows admin password must be replaced with new one at an interval as defined (say every 2 Hrs).	ADDITIONAL SECURITY FEATURES: The Windows admin password must be replaced with new one at an interval as defined dynamically as and when required (e.g say every 1 Hr or 2 hrs or 30 minutes).
36	Page 55 , 27 , b. Technical Specification of Cash Recycler	ENVIRONMENTAL REQUIREMENTS Operating temperature : 0 to 40 Degree C Storage : -10 to 50 Degrees C Relative Humidity : 10% to 90% non-condensing	ENVIRONMENTAL REQUIREMENTS Operating temperature : 5 to 40 Degree C Storage : -10 to 50 Degrees C Relative Humidity : 10% to 90% non-condensing
37	Price Schedule Annexure-P (Part - 2/2) - Page#70	B. Price schedule for Spares and components -ATM	Price schedule is for the individual spare or componenets in case of any replacement on chargeable basis or any other purpose.
38	Clause 1.5 (b)-viii & Page No - 10	It should be the responsibility of the vendor to provide the patch cord of required length (up to 5 meters) and attend the LAN cable issues from I/O port to CDs/CRMs under warranty and AMC period of the CDs/CRMs without any additional cost or visit charges to the Bank. The damaged patch cord to be replaced without any additional cost to the Bank during the warranty and AMC period.	It should be the responsibility of the vendor to provide the patch cord of required length (up to 5 meters) and attend the LAN cable issues from I/O port to CDs/CRMs under warranty and AMC period of the CDs/CRMs without any additional cost or visit charges to the Bank. The damaged patch cord (excluding the cases such as due to any force major, rodent attack or physical damage) to be replaced without any additional cost to the Bank during the warranty and AMC period.
39	Clause 1.5 (b)-xx & Page No - 11	CCTV cameras to be maintained on monthly basis. In case any issue such as physical /software or setting issue is there with CCTV Bidder need to replace	CCTV cameras to be maintained on Quarterly basis. In case any issue such as physical /software or setting issue is there with CCTV Bidder need to replace the CCTV

		the CCTV without any extra cost within 2 working days.	without any extra cost as per SLA(not exceeding 48 clock hours).
40	Clause : 2.30 & Page No - 33	Successful Bidder shall provide one resource for each ATMS/ CRMs at the place of deployment for a week (7 days) to provide hand-holding to the officials of the branch and to the customers of the Bank. Responsibilities of the resource would include helping officials of the branch to carry out day-to day activities like cash reconciliation, trouble shooting, and CBR data preparation besides motivating customers to use ATMs / assist customers to carry out transactions. Resource selection should be the responsibility of the bidder. Bidder should thoroughly verify the credentials of the resource before deploying at bank branches. Successful Bidder to share the personal details such as Name /Address/Contact details prior to the deployment of resources.	Successful Bidder shall provide one resource for each ATMS/ CRMs at the place of deployment for 3 days to provide hand-holding to the officials of the branch and to the customers of the Bank. Responsibilities of the resource would include helping officials of the branch to carry out day-to day activities like cash reconciliation, trouble shooting, and CBR data preparation besides motivating customers to use ATMs / assist customers to carry out transactions. Resource selection should be the responsibility of the bidder. Bidder should thoroughly verify the credentials of the resource before deploying at bank branches. Successful Bidder to share the personal details such as Name /Address/Contact details prior to the deployment of resources.
41	Clause No - 1.5 (a)-xiv & Page No - 9	For construction of ATM/CRM site of size more than 100 sq feet vendor/bidder need to take special approval for the same prior to construction and site preparation.	Consider the clause as deleted in the RFP.
42	Clause No - 1.5 (a)-xv & Page No - 9	All the equipment like Rack, UPS, Battery, wiring panel etc to be fitted in the back room. Wirings of ATM and Camera shouldn't be visible and accessible to common public.	Consider the line "All the equipment like Rack, UPS, Battery, wiring panel etc to be fitted in the back room. " as deleted in the RFP.
43	Clause No : g & Page No - 8	Failure of the successful bidder to comply with the above delivery schedule, as stipulated in clause 1.4 (D), (E) & (F) shall constitute sufficient grounds for the annulment of the award of contract and invocation of bank guarantee (delivery). In such an event the Bank will call for fresh bids and blacklist the bidder for period of one year at least.	Consider the point (D) & (E) as deleted in the RFP.
44	Clause: xxv - Page # 12	The ATMs or CRMs supplied and installed should have provision (both Hardware and Software) for the	The ATMs or CRMs supplied and installed should preferably have provision (both Hardware and Software) for the biometric devices (fingerprint & retina scan).

		biometric devices (fingerprint & retina scan).	
45	Clause : 1 - Page # 43	Lobby MODEL CD compatible with any regulated Power Supply (Conventional UPS or Solar UPS).System should work on 230V 25 Hz supply Single Phase supply. Please mention Make & Model of CD.(Please indicate the tolerance level).Should be mechanically and electrically capable of functioning 24x365 basis.Should enable voice using software of Bank's choice and should support for audio.	Lobby MODEL CD compatible with any regulated Power Supply (Conventional UPS or Solar UPS).System should work on 230V 50 Hz supply Single Phase supply. Please mention Make & Model of CD.(Please indicate the tolerance level).Should be mechanically and electrically capable of functioning 24x365 basis.Should enable voice using software of Bank's choice and should support for audio.
46	Clause : 5 - Page # 43	INTERNAL DVD WRITER (R/W): Internal SATA DVD Writer16x and above speed with controller Card.	Stands deleted.
47	Clause: 24.2 - Page # 46	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).
48	Page no. 10, a, Xxiii	Bidder will be held responsible for any loss in ATM premises due to theft / robbery/ physical damage, if the incident not available in the CCTV footage.	Bidder will be held responsible for any loss in ATM premises due to theft / robbery/ physical damage, if the incident not available in the CCTV footage(in case any complaint related to the cctv of that ATM/CRM site reported to the bidder vide mail, telephonically or text or complaint portal which the bidder has not addressed.)
49	Page 10, b, i	The bidder shall ensure that the operating system is hardened to block the services which are not required .Vendor need to ensure that there is no loss of journal data in case of OS crash or Hard-drive crash. In case of any crash of OS/Hard drive, Vendor need to recover data at its own cost. If such incidence occurs more than twice, Bank has all the right to ask for the replacement of that ATM machine/CRM without any additional cost.	The bidder shall ensure that the operating system is hardened to block the services which are not required .Vendor need to ensure that there is no loss of journal data in case of OS crash or Hard-drive crash. In case of any crash of OS/Hard drive, Vendor should put all effort to recover data at its own cost. If such incidence occurs more than twice, Bank has all the right to ask for the replacement of that ATM machine/CRM without any additional cost.
50	Page 51 11.7 b. Technical Specification of Cash Recycler	Should be capable of supporting Multilingual screen.	The screens shall be provided by the Bank.

51	Page 54 24.04 b. Technical Specification of Cash Recycler	Separate Hard Disk for DVR recording (1TB) and above.	The memory size specified here is for the external DVSS.This is for the external cctv cameras to be installed in the ATM sites.
52	Page 9 Clause 1.5 (a) viii	All the cabling done for the CDs/CRMs shall be neat and structured. The bidder shall document the cabling path along with the equipment. Copy of the cabling diagram should be made available to the branch. Power and telecommunications cabling carrying data or supporting services should be protected from interception or damage. Vendor should follow stringent guidelines and best industry practices to protect the system from unauthorized access and wire tapping	All the cabling done for the CDs/CRMs shall be neat and structured. The bidder shall document the cabling path along with the equipment. Copy of the cabling diagram or architecture should be made available to the bank. Vendor should follow stringent guidelines and best industry practices to protect the system from unauthorized access and wire tapping.
53	Page 9 Clause 1.5 (a) xi	The bidder shall ascertain the network addressing from the bank and the free ports/interface points available at all locations before installation.	Stands deleted.
54	Page 10 Clause 1.5 (a) xvii	The bidder should undertake by a separate letter that out of the total number of ATM sites a minimum of 30% will be made operational every month after 4th week from the date of issuance of Purchase Order.	The bidder should undertake by a separate letter that out of the total number of ATM sites a minimum of 30% will be made operational every month after 6th week from the date of issuance of Purchase Order(subject to site availabaility made by the Bank.
55	Page 10 Clause 1.5 (a) xx	The burglar alarm shouldn't ring automatically (without any human interference). If such case is found out, bidder need to replace the Burglar alarm set without any additional cost.	In some ATMs where vibration sensor Burglar Alarms are installed, the same get to ring even without any external force applied to the ATM machine. So the caluse is with reference to those incednces
56	Page 11 Clause 1.5 (b) ix	If any particular Hardware 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 hardware and bidder should replace the same Hardware/Equipment with another new Hardware/Equipment at no additional cost to the Bank.	If any particular Hardware or spare part is becoming out of order (faulty) for technical reasons for more than three times in a period of 4 weeks, the Bank may ask the bidder to replace the hardware and bidder should replace the same Hardware/Equipment with another new Hardware/Equipment at no additional cost to the Bank.
57	Page 12 Clause 1.5 (b) xxv	The ATMs or CRMs supplied and installed should have provision (both Hardware and Software) for the biometric devices (fingerprint & retina scan).	The ATMs or CRMs supplied and installed should have provision (both Hardware and Software) for the biometric devices (fingerprint & retina scan(preferably)).

58	Page 12 Clause 1.5 (c) xiii	All the ATMs and premises should be accessible to the entire physically challenged person.	Stands deleted.
59	Page 12 Clause 1.5 (c) xv	EVM certification of both ATM/CRM should be there.	Both L1 and L2 EMV certification required.
60	Page 13 Clause 1.6 (f)	In case of malfunctioning of Software, Successful 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/ CRMs 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.	In case of malfunctioning of Software, Successful 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/ CRMs 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/mail communication and Bank will not be responsible for the same.
61	Page 14 Clause 1.6 (i)	Solution offered should be capable of distributing screens, audio files, antivirus software and patches at specified ATMs/ CRMs s across India and also should be capable of roll back if brought to the previous state. All necessary hardware, software etc required for this purpose (if not installed on any of the ATMs/ CRMs) shall be provided by the Bidder without additional cost to Bank.	sufficient bandwidth as per the bidders' recommendation will be made available by the Bank.
62	Page 14 Clause 1.6 (k)	In case the, Successful bidder is not able to monitor the health status of ATM Sites efficiently or build a interface along with standard online switch feed, then bidder should be capable of deploying the ATMs/ CRMs along with agent based feed monitoring system without any additional cost to bank which should be capable of monitoring health status of ATMS/ CRMs efficiently from the central monitoring system. For the same Vendor need to liaison with the switch vendor of the Bank. In case of any cost is involved towards the network connectivity between DC of the bidder and our switch vendor, then the same may be factored in the commercial. Bank won't be responsible in case bidder has not factored. This term is mandatory and legally binding upon the bidder.	Bidder can use the same network connectivity for the switch feed, content distribution and EJ pulling.

63	Page 14 Clause 1.6 (k)	ATMs/CDs/CRMs should have remote desktop applications / software installed so that bank team can access the ATMs data like IP details, Configuration details, ATM screens, EJ data, CCTV footage etc. from bank's Head office location.	Stands deleted.
64	Page 14 Clause 1.7 (i)	The Products supplied by the bidder shall carry minimum 12 months on-site warranty covering total equipment from the date of acceptance. The bidder...Loading of the other system software procured either from the bidder or any other vendor,...any other tasks related to Hardware & System Software Management.	Loading all the software including third party application if any shall be done by the selected bidder.
65	Page 15 Clause 1.7 (xiv)	Bidder need to have contract with the OEMs towards the warranty and AMC support for all the hardware supplied. Copy of the contract document to be submitted once the Bidder is selected as L1. Original documents should be submitted along with PO acknowledgement. If such document is not provided, Bank may hold the payment of the concerned Hardware.	Bidder need to have a separate back to back contract with the OEMs for the entire contract period (i.e 7 years) towards the warranty and AMC support for all the hardware supplied as per this RFP. Bidder need to submit the copy of the agreement once the Bidder is selected as L1. Original documents should be submitted along with PO acknowledgement. If such document is not provided, Bank may hold the payment of the concerned Hardware.
66	Page 16 Clause 1.8.1 para 5	The Bidder must strictly adhere to the implementation schedule, specified in the Work Order for performance of the obligations arising out of the contract including provision of fiber connectivity at all the locations and any delay will enable the Bank to resort to any or both of the following	The Bidder must strictly adhere to the implementation schedule, specified in the Work Order for performance of the obligations arising out of the contract at all the locations and any delay will enable the Bank to resort to any or both of the following
67	Page 17 Clause 1.8.2.1	The CD/CRMs will be considered "down" when it cannot dispense cash.	The CD/CRMs will be considered "down" when it cannot dispense cash due to any technical issue with the hardware provided by the bidder as per the RFP.
68	Page 19 Clause 1.10 (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. The Vendor will also provide the latest model available, if there is upward revision in the model offered, at no extra cost to Bank.	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. The Vendor will also provide the latest model available, if there is upward revision in the model offered, at mutually agreed cost with Bank. Bidder will also submit one undertaking that it has not supplied the same to any other organisation at a price less than the negotiated price.

69	Page 31 Clause 2.26 (e)	Successful Bidder shall also provide additional user /administrative training, if required by the bank, without any additional cost to the bank.	Successful Bidder shall also provide additional user /administrative training, if required by the bank, without any additional cost to the bank as per the schedule mutually decided by the Bank and service team.
70	Page 22 1.13.3 point number Xiii	Additional cost as per the actual usage can be incurred, subject to the approval from the competent authority	Here the competent authority is Bank.
71	1.6 CENTRALISED ELECTRONIC JOURNAL PULLING, CONTENT DISTRIBUTION & SWITCH FEED MECHANISM: j. page 14	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.	Bidder should develop or provide 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 (if applicable).
72	b. Technical Specification of Cash Recycler page 49	RAM 4 GB DDR3 or Higher (Upgradable to 6 GB).Minimum of 4 MB Cache or above.	RAM 4 GB DDR3 or Higher (Upgradable to 6 GB).Minimum of 3 MB Cache or above.
73	ANNEXURE – K[PROFORMA OF BANK GUARANTEE (DELIVERY)] page 60	ANNEXURE – K[PROFORMA OF BANK GUARANTEE (DELIVERY)]	TO be submitted by the successful bidder
74	ANNEXURE – L [PROFORMA OF BANK GUARANTEE (PERFORMANCE)] page 62	ANNEXURE – L [PROFORMA OF BANK GUARANTEE (PERFORMANCE)]	TO be submitted by the successful bidder
75	ANNEXURE –M [AMC BANK GUARANTEE FORMAT] page 64	ANNEXURE –M [AMC BANK GUARANTEE FORMAT]	TO be submitted by the successful bidder
76	Annexure - W [Non-Disclosure Agreement] page 77	Annexure - W [Non-Disclosure Agreement] page 77	TO be submitted by the successful bidder
77	General	General	Consider this as 400 per ATM per Day
78	General	Consumables	2 coloured and customised

79	Pg 40,Annexure D clause 4	The bidder and the OEM should be an ISO 9001 & 14001 certified company. Latest Valid ISO Certificate of the Manufacturing / Assembly / integration facilities should be submitted. (Documentary proof should be attached).	The bidder and the OEM should be an ISO 9001(Mandatory) ,certified company. Latest Valid ISO Certificate of the Manufacturing / Assembly / integration facilities should be submitted. (Documentary proof should be attached).Bidder may preferably submit iso 14001 certificate as applicable.
80	2.34, 34	Compliance to Labour Act As per Government (Central / State) Minimum Wages Act in force, it is imperative that all the employees engaged by the bidder are being paid wages / salaries as stipulated by government in the Act. Towards this, successful bidder shall submit a confirmation as per format provided in Annexure U of the RFP.	Compliance to Labour Act As per Government (Central / State which ever is applicable) Minimum Wages Act in force, it is imperative that all the employees engaged by the bidder are being paid wages / salaries as stipulated by government in the Act. Towards this, successful bidder shall submit a confirmation as per format provided in Annexure U of the RFP.
81	Page 53 , 23.7 b. Technical Specification of Cash Recycler	CRM should have Unique Key per Terminal (UKPT) for both the keys. (UKPT, a key management scheme where each CRM needs to have a unique key for encrypting data, needs to be implemented on all CRMs.)	Each CRM should have unique key per terminal for data encryption while entering password or key urnig the EPP or combination lock.The unique key should be unique in each terminal of CRM.However, the TMK will be provided by the Switch provider.
82			Bid Cost Mandatory & EMD may be exempted w.r.t. notification from Govt. Of India Ministry of Micro, small & Medium Enterprises
83	Clause : Table III - Page 68	TABLE III - COST FOR Helpdesk, CONSUMABLES, EJ PULLING, NETWORK 4. Cost of establishment and maintenance of connectivity between Bank's Switch and Bidders' DC for feed and monitoring vide Bank's DC.	FIS Payment Solution and services India Pvt Ltd 3rd Floor, Fairmont, Hiranandani Business Park, Powai, Mumbai-400076
84	Clause : Table III - Page 68	TABLE III - COST FOR Helpdesk, CONSUMABLES, EJ PULLING, NETWORK 4. Cost of establishment and maintenance of connectivity between Bank's Switch and Bidders' DC for feed and monitoring vide Bank's DC.	Bank's DR at hyderabad.
85	Page 9 Clause 1.5 (a) iii	The Bidder shall undertake to ensure that the site is ready as per the requirements before delivery and installation of Hardware. Accordingly bidder should make arrangement for delivery, unpacking, inspection etc. with no additional cost to the bank.	please consider the line "The Bidder shall undertake to ensure that the site is ready as per the requirements before delivery and installation of Hardware. " as deleted.

86	Page 31 Clause 2.28 (b)	Bank shall not pay any additional charges during the tenure of contract for any maintenance activity, Repairs, replacement of all spares ATMS/ CRMs , Connectivity equipments, electrical, consumables Spare part etc. Successful bidder shall be responsible for the installation of the ATMS/ CRMs at the locations across the country irrespective of the location.	Bank shall not pay any additional charges during the tenure of contract for any maintenance activity, Repairs, replacement of all spares ATMS/ CRMs , Connectivity equipments(if any), electrical, consumables Spare part etc. Successful bidder shall be responsible for the installation of the ATMS/ CRMs at the locations across the country irrespective of the location.
87	Page 46,Point no 23	STQC certified finger print scanner for biometric enabled payment system in the fascia.	STQC certified finger print scanner for biometric enabled payment system in the fascia as per the UIDAI standard for the ATMs or CRMs.
88	e. Project Management page 12	i. For smooth completion of the project the bidder should identify one representative at all the Regional office locations and Bhubaneswar as a single point of contact.	Bank is having 9 regional offices in 13 distyRICTS of odisha . Please check clause 1.3
89	1.4.g, Pg # 8	Failure of the successful bidder to comply with the above delivery schedule, as stipulated in clause 1.4 (D), (E) & (F) shall constitute sufficient grounds for the annulment of the award of contract and invocation of bank guarantee (delivery). In such an event the Bank will call for fresh bids and blacklist the bidder for period of one year at least.	Failure of the successful bidder to comply with the above delivery schedule, as stipulated in clause 1.4 (D), (E) & (F) shall constitute sufficient grounds for the annulment of the award of contract and invocation of bank guarantee (delivery). In such an event the Bank will call for fresh bids and may blacklist the bidder (depending on the gravity) for period of one year at least.
90	1.8, Pg # 16	Service Level Agreement	Cumulative penalties that may be charged under the RFP shall be capped at 10% of the total contract value.
91	1.9.c, Pg # 19	In such an event the Bank will call for fresh bids and blacklist the bidder for a period of one year	In such an event the Bank will call for fresh bids and may blacklist the bidder (depending upon the gravity) for a period of one year
92	2.23, Page # 30	Termination for default	Bidder may be provided with a cure period of 15 days before the termination of the contract.
93	2.28(a), Page # 31	In the event of bidder failing to provide the image data as per bank's requirement the Bank shall levy penalty equivalent to the amount of disputed transaction plus penalties imposed by police/regulator /ombudsman court etc. Such data will have to be provided within 24 hours from the requisition by the bank failing which the penalty clause will be invoked.	In the event of bidder failing to provide the image data as per bank's requirement the Bank shall levy penalty equivalent to the amount of disputed transaction plus penalties imposed by police/regulator /ombudsman court etc. Such data will have to be provided within 24 hours from the requisition by the bank failing which the penalty clause will be invoked.For this case the severity of the penalty shall be maximum of Rs 25000 or the transaction

			amount+penalty of regulator/ombudsman which ever is lower.
94	2.32, Page # 33	Liquidated damages in the form penalty will be collected as defined in clause 1.4 of this RFP. Without any prejudice to the Bank's other rights under the law, the Bank shall recover the penalty, if any, accruing to the Bank, as above, from any amount payable to the Successful Bidder either as per this contract, executed between the parties or under any other agreement / contract, the Bank may have executed / shall be executing with the Successful Bidder.	Clarified elsewhere

(ii) . The updated table structure of the Annexure –P (part-1).All the other terms and conditions mentioned in the RFP other than the content mentioned here remains in force and should be considered as unchanged.

Annexure-P: Part-1/2: [Price Bid format for ATM and other Equipment]

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

TABLE I - COST OF ATM CDS:

Sl.	Description ,Make & Model:	Unit Price[A]	Qty.[B]	Total Price[C=AxB]
1	ATM/ CD – as per Technical Specification in Annexure – G		40	
2	CRM - as per Technical Specification in Annexure – G		10	
2	Total Cost Table-I((Column C)			

TABLE II - COST OF ATM UPS SYSTEM AND BATTERIES:

S l.	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	UPS Systems as per Annexure-G	50				
2	Set of SMF Batteries for UPS Ref. Annexure-G	50				
3	Chemical Earthing as per the industry best practice. Ref-Annexure-G	50				
4	Security System consists of 4 external CCTV cameras along with DVSS and Monitor.	50				
5	4KVA Servo Stabiliser - input range 90Volt	50				
6	4KVA Servo Stabiliser-input range 140Volt	50				
	Total Cost Table-II (Column E)					

TABLE III - COST FOR Helpdesk, CONSUMABLES, EJ PULLING, NETWORK

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 Centralized Electronic Journal (EJ) pulling, Software & Content distribution at ATM premises.	50				
2	Cost of complaint logging /raising incidents and call Management, helpdesk.	50				
3	Cost of all the consumables.	50				
4	Cost of establishment and maintenance of connectivity between Bank's Switch and Bidders' DC for feed and monitoring vide Bank's DC.	One time				
Total Cost Table-III((Column E)						

TABLE IV - 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 ,Make & Model:	Unit Price[A]	Qty.[B]	Total Price [C=AxB]
1	AMC Charges for 2nd year			
2	AMC Charges for 3rd year			
3	AMC Charges for 4th year			
4	AMC Charges for 5th year			
5	AMC Charges for 6th year			
6	AMC Charges for 7th year			
Total Cost Table-IV(Column C)				

TABLE V - TOTAL COST OF OWNERSHIP

Sl.	TOTAL COST OF HARDWARE	Qty.	Total Cost in Rs)
1	COST OF ATM CDS.	TABLE I	
2	COST OF ATM UPS SYSTEM AND BATTERIES	TABLE II	
3	COST FOR HELPDESK/CONSUMABLES/EJ PULLING	TABLE III	
4	ANNUAL MAINTENANCE CONTRACT CHARGES	TABLE IV	
5	Total cost of Project or TCO		

NOTE:

1. L1 will be determined based on the total price quoted by any of the technically short-listed bidder,

whose commercial bid is opened, under Table V Serial No.5 (Grand Total).

2. Entering into AMC with the successful bidder shall be strictly as per terms and conditions defined in Clause 1.5, 1.6, 1.7 &1.8 of this RFP.

We certify that the 'items quoted above meets the Technical Specifications as per Annexure - G of the RFP No. RFP OGB/ITD/ATM/CRM/002/2019 dated 05-08-2019 and prices quoted are all in compliance with the terms indicated in clause 1.11 of the RFP no RFP OGB/ITD/ATM/CRM/002/2019 dated 05-08-2019. We also confirm that we agree to all the terms and conditions mentioned in this RFP OGB/ITD/ATM/CRM/002/2019 dated 05-08-2019.

Authorized Signatory

Name and Designation

Office Seal

Place:

Date:

(iii) . The schedule of the Bid process has been revised .Please find the revised schedule as follows:

1.1. SCHEDULE OF BIDDING PROCESS:

S. No	Description of Information/ Requirement	Information / Requirement
1.	Tender Reference Number	RFP OGB/ITD/ATM/CRM/002/2019
2.	Date of Issue of RFP	05-08-2019
4.	Pre Bid Meeting	13-08-2019
5.	Last Date and Time for Submission of bids along with supporting documents along with BG/DD ,EMD etc.	26-09-2019 , 6PM
6.	Date, Time and venue for opening the Technical bid.	27-09-2019 , 11 AM
7	Date, Time and venue for opening the Commercial bid.	Will be intimated to technically short-listed bidders.