

RFP FOR SUPPLY, INSTALLATION AND MAINTENANCE OF 1500 CASH RECYCLERS ALONG WITH 1 KVA UPS
RFP REF: CO/DBD/ATM/1206/R1/2021-22 DATED 12.08.2021

Annexure II – Amendment corrigendum

Sl. No.	Title /RFP Point No	Page No in RFP	Details Provided in RFP	Query / Changes Requested	REPLIES TO QUERIES
1	Invitation for BID Clause no.2	7	Bank invites sealed bids from eligible bidders for the supply, installation and maintenance of 1500 Cash Recyclers along with 1 KVA UPS providing 8 Hours battery backup with 1 year warranty & 6 years AMC with EJ pulling services for 7 years.		Bank invites sealed bids from eligible bidders for the supply, installation and maintenance of 1500 Cash Recyclers with 1 year warranty & 6 years AMC along with 1 KVA UPS providing 8 Hours battery backup with 3 year warranty and 4 year AMC with EJ pulling services for 7 years.
2	Integration Clause no. 9c	35	Maintenance of Cash Recyclers & UPS under initial warranty period of 1 year and subsequent AMC for 6 years from the date of installation.	Contradicts clause 11.2 page 36 which asks for warranty for 36 months. We request Bank to clarify. We also request Bank that warranty period should commence from the date of actual installation or deemed installation in cases where installation may be stalled due to reasons not attributable to Bidder.	Maintenance of Cash Recyclers under initial warranty period of 1 year and subsequent AMC for 6 years from the date of installation. Maintenance of UPS & Batteries under initial warranty period of 3 year and subsequent AMC of UPS for 4 years from the date of installation.



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3	Warranty Clause no. 11.2	36	This warranty shall remain valid for 36 months after the Goods have been installed at the final destinations as per delivery instructions.	<p>We request the bank to change the warranty period for 12 months, If the machine not installed due to non bidder issue, then bank should provide deemed installation within 7 days of the machine installation and warranty will begin from this date. All the RFP clause mentioned as 12 months warranty period , please confirm.</p> <p>Contradicts clause 11.2 page 36 which asks for warranty for 36 months. We request Bank to clarify. We also request Bank that warranty period should commence from the date of actual installation or deemed installation in cases where installation may be stalled due to reasons not attributable to Bidder.</p> <p>Bank to clarify on the warranty, is it 1 year or 3 year?</p> <p>Many places in the RFP there is a clear mention of CRM warranty as 12 months and UPS as 36 month, while in this clause it mentions 36 months. Request Bank to correct this clause with 12 months warranty on CRMs.</p>	This warranty shall remain valid for 1 (one) Year for CR and for 3 (three) years for UPS & Batteries after the Goods have been installed at the final destinations as per delivery instructions.
4	Warranty Clause no. 11.6	36	During the warranty period vendor is required to maintain repair and replace any defective	Request bank to consider currency cassettes under consumables. With the cassette swap being introduced	During the warranty period vendor is required to maintain repair and replace any defective or failed



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			<p>or failed components of the Cash Recycler and UPS excluding consumables like ribbons, printer heads and paper roll stationery, at no additional cost to the Bank. No other components of the Cash Recycler and UPS are excluded for this purpose</p>	<p>cassettes are prone for damages because of back and forth movement of cassettes and hence this request. Also any other part damages on account of theft, vandalism or other factors beyond bidders control, shall be paid by Bank.</p> <p>We request the Bank to consider the following as consumables. EPP Combination Lock Cassette</p> <p>All the above three are used by customer or custodian . Kindly include the above components as consumables</p>	<p>components of the Cash Recycler and UPS excluding consumables like currency cassette (warranty of currency cassette to be provided as per clause 11.8 & 11.9), ribbons, printer heads and paper roll stationery, at no additional cost to the Bank. No other components of the Cash Recycler and UPS are excluded for this purpose</p>
5	Warranty Clause no. 11.9	37	<p>All the components except consumables as mentioned in 11.6 are covered under onsite comprehensive warranty without any exclusion for replacement due to defect or malfunction at no cost to the Bank.</p>	<p>We request Bank to add a proviso that - ",provided the component has manufacturing defect and malfunction is directly attributable to the Bidder.</p>	<p>All the components except consumables as mentioned in 11.6 are covered under onsite comprehensive warranty without any exclusion for replacement due to defect or malfunction at no cost to the Bank. However printer heads & all currency cassettes including retract cassettes and reject bin (Divert Cassettes) shall be covered under replacement warranty for a period of 2 years against manufacturing</p>



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					defects and early failure of internal mechanisms
6	Warranty Clause no. 11.10	37	During warranty/AMC period the vendor has to submit Preventive Maintenance (PM) Report on quarterly basis (Electronic system generated report) to the Bank's head office, mentioning the date of PM on a case to case basis. The vendor shall submit the Preventive Maintenance call slips to the local bank's representative once Preventive Maintenance is performed. Non-submission of the PM reports shall attract a penalty of Rs. 1,000/- (Rupees One Thousand Only) per Cash Recycler / UPS per quarter	<p>We request for the penalty for non submission of reports to be waived off as there are challenges on getting the reports signed by Branches. Bank has a mechanism to check centrally from Switch if PM is carried out</p> <p>If the Preventive Maintenance is not undertaken during each quarter a grace period of two weeks would be given to the vendor for completion of the same for the quarter and if not completed within the grace period, a penalty of Rs500/- per Cash Recycler/UPS per quarter.</p> <p>We request Bank to reduce the penalty to a reasonable Rs. 250/- per Cash Recycler / UPS per quarter.</p> <p>During the present situation, we have gone electronic PM slip. Kindly agree for such electronic report (Digital) for PM submission</p>	During warranty/AMC period the vendor has to submit Preventive Maintenance (PM) Report on quarterly basis (Electronic system generated report) to the Bank's head office, mentioning the date of PM on a case to case basis. The vendor shall submit the Preventive Maintenance call slips to the local bank's representative once Preventive Maintenance is performed. Non-submission of the PM reports shall attract a penalty of one engineer visit charges per quarter per Cash Recycler / UPS.



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				As there are no moving parts in UPS, we request Bank to consider UPS PM on half yearly basis. Request Bank to accept digitally signed PM reports (UPS & CRS).	
7	Warranty Clause no. 12.4	38	First payment will be made after successful installation of minimum 100 Cash Recycler terminals.	<p>We also request Bank not to hold first payment till successful installation of minimum 100 Cash Recyclers as that would tantamount to nearly 17% of PO value for L2 bidder, and adversely impacting cash flows. We suggest Bank to consider releasing payments in lots of a minimum 10 units each.</p> <p>Please clarify, Please consider payment release as and when the document submitted within 15 days. Please also consider the payment would be made on softcopy of all documents.</p>	First payment will be made after successful installation of minimum 50 Cash Recycler terminals.
8	Termination for Default Clause no.16	39	The Bank, without prejudice to any other remedy for breach of contract, by written notice (with a notice period of 15 days) of default, sent to the vendor, may terminate this Contract in whole or in part:	<p>The Bank, without prejudice to any other remedy for breach of contract, by written notice (with a notice period of 30 days) of default, sent to the vendor, may terminate this Contract in whole or in part:</p> <p>Bank should provide a cure period of 30 days to rectify any default or discrepancy before exercising the right to terminate the Agreement</p>	The Bank, without prejudice to any other remedy for breach of contract, by written notice (with a notice period of 30 days) of default, sent to the vendor, may terminate this Contract in whole or in part:



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				<p>We feel that notice of 15 days may be too short for curing a major breach triggering need for Bank to terminate the contract. We suggest that Bidder should be provided a minimum 30 days period to cure/remedy/repair the breach.</p> <p>Further, we request that the Bidder should also reserve a right to terminate the contract with a 30 days notice, if Bank defaults in making payment beyond reasonable grace period. Further, if Bank cancels / terminates the contract at its convenience or wherein it's cancelled due to acts or omission by Bank, the Bank shall be liable to pay unrecovered costs to the Bidder and within specified time as will be mentioned in the notice by Bidder.</p>	
9	Adoption of Integrity Pact Clause no.18.10	41	<p>The Name and Contact details of the Independent External Monitor(IEM) nominated by the Bank are as under: Shri. Ashok Kumar, IPS (Retd) Email:ashokkumar1055@gmail.com</p> <p>Shri. K.Saleem Ali, IPS (Retd) Email: Saleemali53@gmail.com</p>		<p>The Name and Contact details of the Independent External Monitor(IEM) nominated by the Bank are as under: Shri. Brahm Dutt, IAS (Retd) Email:dutt.brahm@gmail.com</p> <p>Shri. Balraj Joshi, Ex-CMD, NHPC (Retd) Email: balrajjoshi@hotmail.com</p>



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10	SCOPE OF WORK Clause no. 23	44	Indian Bank is looking for bidder/s who can supply, install and maintain 1500 Cash recyclers alongwith 1 KVA UPS and also maintain them during onsite comprehensive warranty period of 1 year and post warranty, onsite comprehensive AMC of minimum 6 years including spare part replacement, FLM support and SLM to maintain minimum 98.5% uptime of the CR. The Successful bidder should support the equipment, TSS implementation, EJ pulling & central monitoring application for at least 7 years from the date of installation.	FLM activity to be performed by respective branch or Custodian and telephonic support can be extended as and when needed. Bank to clarify on central monitoring application and expectation from the tool We request the Bank to clarify the reference of 'central monitoring solution' in this paragraph as we don't find any detailed requirement specified towards the same through out the RFP.	Indian Bank is looking for bidder/s who can supply, install and maintain 1500 Cash recyclers alongwith 1 KVA UPS and also maintain them during onsite comprehensive warranty period of 1 year (for CR) & 3 years (for UPS & batteries) and post warranty, onsite comprehensive AMC of minimum 6 years (for CR) and 4 years (for UPS) including spare part replacement, FLM support and SLM to maintain minimum 98.5% uptime of the CR. The Successful bidder should support the equipment, TSS implementation & EJ pulling for at least 7 years from the date of installation.
11	Scope of Work Clause no.23.10	46	Vendor to connect the Cash Recycler to Bank's Terminal Security Solution. Network level connectivity will be arranged by the Bank.	We request the Bank to clarify if the Bidder is required to provide its own Terminal Security Solution (TSS) as per Sr. No. 16 (pages 110 to 115) under Section X - Technical Specifications , or integrate with the Bank's TSS. We request Bank to provide technical details of its own TSS in case Cash Recyclers are required to be integrated with Bank's TSS, and	Vendor to connect the Cash Recycler to their Terminal Security Solution. Network level connectivity will be arranged by the Bank.



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				remove TSS-related requirements from Section X.	
12	Delay in Repair Para 5	49	During the warranty & AMC period, Service Provider is required to maintain, repair and replace any defective or failed components of the Cash Recycler and UPS excluding consumables like ribbons, Printer heads and Stationery , at no additional cost to the Bank. No other components of the Cash Recycler and UPS are excluded for this purpose.	<p>Bidder would like to inform bank that Currency Cassette/ Purge Bin and Batteries are also part of consumables in the machine and these are all not in control of the OEM vendor as the cassette are been Handled by Third part vendor CRA and any damage to the cassette will be on chargeable basis and bidder will not be able to provide the same Free in warranty period. UPS Batteries if any needs to be replaced then will be chargeable to bank as per Mutually agreed cost.</p> <p>During the AMC period, Service Provider is required to maintain, repair and replace any defective or failed components of the Cash Recycler and UPS excluding consumables like ribbons, Printer heads, Cassettes, Hood Locks, Vault Lock and Stationery, at no additional cost to the Bank. No other components of the Cash Recycler and UPS are excluded for this purpose. If the chest door lock is faulted, the same has to be replaced by cutting the chest door at Service Provider's cost. However, replacement & cut open on account of wrong password</p>	During the warranty & AMC period, Service Provider is required to maintain, repair and replace any defective or failed components of the Cash Recycler and UPS excluding consumables like currency cassette, ribbons, Printer heads and Stationery , at no additional cost to the Bank. No other components of the Cash Recycler and UPS are excluded for this purpose.



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				combination, forgot password by the custodian will be the responsibility of the Bank.	
13	Qualification Criteria Sl. No. 4	55	Purchase Order or Certificate of installation issued by Banks clearly mentioning the make and model of the terminals and the quantity.	Section VIII - Qualification Criteria on page 55 Sr. No. 4 requires Bidder to submit POs OR Certificates. However this clause states POs AND Certificates. We request Bank to clarify.	Purchase Order and Certificate of installation issued by Banks clearly mentioning the make and model of the terminals and the quantity.
14	Cash Recycler Processor & Peripherals Sl. No. 1.1	92	Embedded processor Intel® i5 8th Generation or higher with a minimum Clock speed of 3.3 GHz or higher and with minimum 8 MB Cache or higher	<p>As industry standard for Cash recycler, we request the bank to consider Request Bank to change processor Specification to core i3 6th generation 3.7 GHZ with minimum 3 MB Cache which is sufficient for CR application environment.</p> <p>We request Bank to consider the processor specifications as Intel® Core™ i5 "6th Generation or higher" with minimum clock speed of 3.3 GHz and "3 MB cache or higher" as these specifications are sufficient for efficient operation of Cash Recycler/s.</p> <p>can provide 6th Gen I5 3.6 Ghz with max 6 MB cache, Request bank to consider the same.</p> <p>We request Bank to amend the processor spec as "Embedded processor Intel® i5 6th Generation or higher with a minimum Clock speed of</p>	Embedded processor Intel® i5 6th Generation or higher with following configuration: Processor base frequency of 2.3 GHz or above and Maximum Turbo frequency of 3.0 or above With 6 MB Cache or higher



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				<p>2.3 GHz (4 Core) or higher and with a minimum 6 MB Cache or higher"</p> <p>We suggest bank to modify these specifications to "Embedded processor i3 6th Generation with a minimum clock speed of 3.5 GHz or higher and with minimum 3 MB Cache or higher". Same configuration machines are running on multi-vendor software in other Banks in India. No new developments have happened in the last 15 months because of Global lockdown due to pandemic and hence there is no immediate visibility of moving to new processors as this also involves development of the application software to be aligned to this</p>	
15	Cash Recycler Processor & Peripherals Sl. No. 1.9	93	Cash Recycler should be preloaded with CEN 3.10 or higher compliant XFS/equivalent software and should be capable of running multi-vendor software without hardware & OS changes. CEN certificate to be submitted.	We suggest bank to modify this specification as CEN 3.02 and higher compliant XFS/equivalent software. Our machines 4000+ are working well on MVS in SBI with this XFS layer. Migration to the new XFS version also got affected because of the pandemic situation.	Cash Recycler should be preloaded with CEN 3.0 or higher compliant XFS/equivalent software and should be capable of running multi-vendor software without hardware & OS changes. CEN certificate to be submitted.
16	Cash Recycler Processor & Peripherals	94	Cash recycler security should be set to physical (level 3) authentication level to thwart any type of attacks. CR should have	We believe that the first sentence of this clause (highlighted to request attention) is specific to or proprietary to a particular vendor of Cash recycler/s;	Cash recycler security should be set to physical authentication level to thwart any type of attacks. CR should have strong encryption between CR-



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	Sl. No. 1.14		strong encryption between CR-PC core and cash dispenser so that the dispenser is not accessible without a proper authorization once the new CR PC core is being installed / set up or an existing CR PC core is re-installed due to any reasons.	while rest of the requirement is fine. We, therefore, request Bank to delete that part (first sentence) of this requirement as Bank's expectation is clearly stated in rest of the clause.	PC core and cash dispenser so that the dispenser is not accessible without a proper authorization once the new CR PC core is being installed / set up or an existing CR PC core is re-installed due to any reasons.
17	Security Features Sl. No. 6.8	103	To adopt high software security, CRM Communication Security Solution Should comply to PCI DSS Standards.	We request Bank to appreciate that PCI-DSS standards apply to Financial Institutions as an over-arching compliance, including business processes & well beyond Hardware & Software that Bidder/Vendor would provide under this RFP. As Hardware OEM, Bidder needs to ensure compliance of its machine with PCI PTS (PIN Transaction Security) standards, while as provider of Software for the machine, Bidder needs to ensure compliance with PA DSS standards. Please. therefore. delete the first sentence of this requirement.	To adopt high software security, CRM Communication Security Solution Should comply to PCI PTS (PIN Transaction Security) standards and PA DSS standards
18	Color customization and Product wrapping for	109	Product wrapping as per the following specifications shall be provided on the 3 sides	We request the bank to include "Equivalent" make along with 3M/Metamark	Product wrapping as per the following specifications shall be provided on the 3 sides (Front & 2 sides) of the cash recycler for advertising Bank's products:



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	Cash Recyclers: Sl. No. 15.1		(Front & 2 sides) of the cash recycler for advertising Bank's products: i. Material: Self adhesive vinyl of 3M / Metamark makes with 5 year warranty from the manufacturer against shrinkage, excessive colour degradation and peeling of due to adhesive failure.		i. Material: Self-adhesive vinyl with 5 year warranty & 7 year durability from the manufacturer against shrinkage, excessive colour degradation and peeling of due to adhesive failure. Warranty certificate from the manufacturer need to be submitted alongwith bid documents.
19	TECHNICAL SPECIFICATION FOR 1 KVA UPS PROVIDING 8 Hrs BACK UP	118	Make:..... Model:..... (Only 1 Model of UPS should be quoted by bidder. Equivalent makes / Models are not permitted)	Request Bank not to restrict UPS Make and Model, This will create lot of dependency on single vendor and with ongoing global health crisis, uncertainties in demand and supply due to global chip and semiconductor shortage such restrictions will lead to bottleneck, stalemate situations and which will delay entire rollout. we would undertake to support the models quoted for the contract period.	1 st Make: 1 st Model: 2 nd Make: 2 nd Model: (Maximum 2 Make & Model of UPS can be quoted by bidder. Equivalent makes / Models are not permitted)
20	Technical Specification for 1 KVA UPS Sl. No. 48	120	Isolation transformer and 1 KVA stabilizer to be provided along with the UPS at the input. (Bidders should mention the make, model in Remarks column).	Plz recheck and confirm input side Capacity 1 KVA not supporting to UPS System. It should be 2 kVA or 3 kVA	Isolation transformer and stabilizer (1.5 KVA or above) to be provided along with the UPS at the input. (Bidders should mention the make, model, capacity in Remarks column).

