

**RFP for Outsourcing ATM cash management activities by entering into rate contract with cash replenishment agencies (CRAs) identified through open tender for a period of two years.**

**REF: CO/DBD/ATM/2976/R1/2021-22 dated 28/02/2022**

**Annexure I – Amendment corrigendum**

| <b>S. NO.</b> | <b>RFP POINT NO./TITLE</b>  | <b>PAGE NO. IN RFP</b> | <b>DETAILS PROVIDED IN RFP</b>  | <b>Amendment</b>   |
|---------------|-----------------------------|------------------------|---|--|
| 1.            | Scope of Work(Point 2.1.4)  | 29                     | After counting and sorting, cash should be collected in locked cassettes and replenished in ATMs through cassette swap model on the same day to avoid cash out incidents. One Time Combination (OTC) lock system should be used for opening the ATM chest door. | <p>Counting and sorting the currency at the branch premises and replenishment of the lockable cassettes at the service provider's secured vault at the service provider's own risk and responsibility. After replenishing the cassettes, locked cassettes should be loaded in the ATMs through cassette swap model.</p> <p>If there is any change in the above process during the contract period due to regulatory guidelines, the revised process has to be followed by the service provider at no additional cost to the Bank.</p> <p>At those locations where vaulting facility is not available, ATMs will be allotted to the service provider(s) only if it is feasible to carry out both replenishment and evacuation of the locked cassettes at the branch premises on the same day. One Time Combination (OTC) lock system should be used for opening the ATM chest door.</p> |
| 2.            | Scope of Work (Point 2.1.7) | 29                     | Transportation of cash in locked cassettes, strictly adhering to the guidelines issued by Ministry of Home Affairs (MHA notifications dated 8th August, 2018 or subsequent amendments, if any.)   | Transportation of cash, including cash in the locked cassettes, strictly adhering to the guidelines issued by Ministry of Home Affairs (MHA notifications dated 8th August, 2018 or subsequent amendments, if any.). Service provider will be held responsible for Dispensation of any counterfeit notes and soiled/cut notes and any penalty imposed by regulatory authorities shall be borne by the service provider.  |



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| 3.            | Scope of Work (Point 2.1.7)                                 | 29                     | Handover the cassettes removed from the ATMs to the feeder branch next day morning along with the ATM EOD slips and CBR reports.  | Evacuation of the locked cassettes removed from ATMs and handover the residual cash to the feeder branch next day along with the ATM EOD slips and CBR reports.   |
| 4.            | Insurance (Point 5.1)                                       | 33                     | The successful bidders should ensure that the cash of the Bank handled by them in the vault/in transit/in CD is adequately insured with the bank as beneficiary.  | The successful bidders should ensure that the cash of the Bank handled by them in the vault/in transit/in CD is adequately insured with the bank as beneficiary, for any loss of cash due to theft, dacoity, or fraud, during the transit of cash or from the vault of successful bidder(s), or from the ATM. Policy wordings should be as per the draft provided by the Bank during the award of rate contract.                                |
| 5.            | Insurance (Point 5.6)                                       | 33                     | Any amount of such insurance claims received by the Bank shall be remitted to the Bidder by the Bank after adjustment of outstanding dues if any. The CRA should ensure correctness and genuineness of the cash and shall take the ATM fit currency notes in its possession. Once the locked cassettes containing currency notes are taken out of Bank's premises, the successful bidders would be responsible for shortage and fake currency if any, noticed subsequently. | Any amount of such insurance claims received by the Bank shall be remitted to the Bidder by the Bank after adjustment of outstanding dues if any. The CRA should ensure correctness and genuineness of the cash and shall take the ATM fit currency notes in its possession. Once the currency notes are taken out of Bank's premises, the successful bidders would be responsible for shortage and fake currency if any, noticed subsequently. |
| 6.            | Timelines for depositing the locked cassettes (Point 4 (c)) | 32                     | The locked cassettes removed from the ATMs and Cash Recyclers during cash replenishment should be deposited at the feeder branch latest by 11 A.M on the next working day, irrespective of whether cash replenishment is planned for that day or not.   | Timelines for depositing the residual cash (Point 4 (c), Page no.32)<br><br>The residual cash removed from the ATMs and Cash Recyclers should be deposited at the feeder branch on the next working day during the business   |



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|               |   |                        | A penalty of Rs.1,500/- plus taxes per day per ATM/CR or part thereof will be applicable for delay in depositing the locked cassettes removed from the ATMs/CRs due to reasons attributable to the service provider, subject to a maximum penalty of 20% of the invoice amount of the ATM for the month. Also, bank reserves the right to cancel the outsourcing of cash replenishment of the particular ATM without any prior notice if the above timelines are violated by the service provider more than two times in a month. | hours, irrespective of whether cash collection / replenishment is planned for that day or not.<br><br>A penalty of Rs.1,500/- plus taxes per day per ATM/CR or part thereof will be applicable for delay in depositing the currency note found in the locked cassettes removed from the ATMs/CRs, due to reasons attributable to the service provider, subject to a maximum penalty of 20% of the invoice amount of the ATM for the month. Also, bank reserves the right to cancel the outsourcing of cash replenishment of the particular ATM without any prior notice if the above timelines are violated by the service provider more than two times in a month. |
| 7.            | INSPECTION<br>(Point 10.5)                | 36                     | Bank reserves the right to conduct surprise inspection of the Cash held in the terminals or vault of the Service provider periodically. Such inspection will be carried out by Bank's officials having identity proof and letter from respective Zonal Office authorizing the officials and the report will be provided to the bank in the agreed format. Prior notice of such inspection may not be given to the Service provider.   | INSPECTION<br><br>Bank reserves the right to conduct surprise inspection of the Cash held in the terminals or vault of the Service provider periodically, preferably twice a month. Such inspection will be carried out by Bank's officials having identity proof and letter from respective Zonal Office authorizing the officials and the report will be provided to the bank in the agreed format. Prior notice of such inspection may not be given to the Service provider.   |
| 8.            | Requirement Specifications<br>(Point 3.1) | 93                     | Boxes containing the locked cassettes shall be secured to the floor with separate chains and have locks that can be opened or locked only by using separate keys kept with different custodians and   | Boxes containing the cash or locked cassettes shall be secured to the floor with separate chains and have locks that can be opened or locked only by using separate keys kept with different custodians.  |



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|               |  |                        | lockable cassettes (for cassette swap) of each bank shall be carried, in a separate box with the name of the bank written on it.  | Cash and lockable cassettes (for cassette swap) of each bank shall be carried, in a separate box with the name of the bank written on it.  |
| 9.            | Requirement Specifications (Point 8.1)   | 96                     | The bidder shall ensure that all cash handling, including counting, sorting, and filling in lockable cassette (for cassette swap) shall be carried out in secured premises inside the bank's feeder branch.   | The bidder shall ensure that all cash handling, including counting and sorting shall be carried out in secured premises inside the bank's feeder branch. Replenishment/evacuation of the lockable cassettes (for cassette swap) shall be carried out in secured premises inside the bidder's vault.<br><br>If any ATM is allotted in a non-vault location, replenishment/evacuation of the lockable cassettes shall be carried out in secured premises inside the bank's feeder branch.  |
| 10.           | Requirement Specifications (Point 13.10) | 100                    | The CRA agents should count the cash and also flip through the bundles before accepting the cash from feeder branch and filling the lockable cassettes (for cassette swap). The Service provider shall be liable for any shortage of cash and counterfeit notes found in the ATMs/CRs. Any such shortage must be made good by the Service provider within 4 working days. | The CRA agents should count the cash and also flip through the bundles before accepting the cash from feeder branch.<br><br>The Service provider shall be liable for any shortage of cash and counterfeit notes found in the ATMs/CRs. Any such shortage must be made good by the Service provider within 4 working days. Penalty imposed by regulatory authorities for dispensing counterfeit notes, soiled notes and cut notes, if any, shall be borne by the service provider.<br><br>Service provider should not mix the cash provided by the Bank with the cash of any other Bank or institution. |

