

RFP FOR SUPPLY, INSTALLATION AND MAINTENANCE OF 850 CASH DISPENSERS ALONG WITH 1 KVA UPS
RFP REF: CO/DBD/ATM/137/R1/2022-23 DATED 18.04.2022

Annexure II – Amendment corrigendum

Sl. No.	Title /RFP Point No	Page No in RFP	Details Provided in RFP	Query / Changes Requested	Amended Clause
1	Warranty clause no. 11.10	34	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 Dispenser / UPS.	<p>Bank is requested to exclude the PM not done reasons not attributable to Bidder.</p> <p>Please delete this clause because the bank has penalized the bidder on previous clauses.</p> <p>Please consider:.</p> <p>11.10 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 Dispenser / UPS after the grace period is expired,</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 Dispenser / UPS after the grace period is expired.
2	Delays in the Supplier's Performance	36	After the successful pre-dispatch inspection, if the inspection is carried out, the vendor has to deliver and	Bank is requested to keep the time line for UPS installation for 90 days from PO date	After the successful pre-dispatch inspection, if the inspection is carried out, the vendor has to

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	clause no. 14.c		<p>install the Cash Dispensers along with the UPS at identified sites. The delivery and installation has to be completed as follows:</p> <p>Cash Dispenser delivery, grouting and installation along with the UPS delivery and installation has to be completed within 6 weeks for north east states and 4 weeks for remaining parts of the country from the date of issue of delivery instruction by the Bank</p>	<p>We request that Delivery &/or Installation timelines be subject to Force Majeure situations and the delay should be directly attributable to the Bidder.</p> <p>Definitely north east states have delivery issues and also, for some same Bidder the North region is far from their factory as well as for others the South region is far away which demands extra transportation time.</p> <p>We therefore ask the Bank to consider:</p> <p>Cash Dispenser delivery, grouting and installation along with the UPS delivery and installation has to be completed within 6 weeks from the date of issue of delivery instruction by the Bank.</p>	<p>deliver and install the Cash Dispensers along with the UPS at identified sites. The delivery and installation has to be completed as follows:</p> <p>Cash Dispenser delivery, grouting and installation along with the UPS delivery and installation has to be completed within 8 weeks for north east states and 6 weeks for remaining parts of the country from the date of issue of delivery instruction by the Bank</p>
3	Disposal of Old CDs/ATMs/BNAs/SNAs clause no. 25	45	<p>Wherever necessary, successful bidder should also undertake de-installation of existing CDs/ATMs/BNAs/SNAs and installation of new CDs on the same day to minimize the downtime of CDs and handover the hard disk of the old terminals to the respective branches. This should be done as part of the project and vendor should take back</p>	<p>Please clarify, as the bank is asking for 850 CD/ATM, the bank will discard more 18% units as the number of replacement?</p> <p>1. Bank is requested to share the list of all such buyback machine's complete addresses with make 2. Bank is requested to keep the buyback machines in Degrouting and default safe lock password</p>	<p>Wherever necessary, successful bidder should also undertake de-installation of existing CDs/ATMs/BNAs/SNAs and installation of new CDs within 2 days to minimize the downtime of CDs and handover the hard disk of the old terminals to the respective branches. This should be done as part of the project and vendor</p>

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			existing CDs/ATMs/BNAs/SNAs and install the new CD simultaneously.	condition to avoided the abortive visit charges. We request Bank to share list of all such locations. The coordination with transporter, CRA, Branch Time and engineer is not possible put everyone in the same time to install the CD/ATM. Because this, we are asking to Bank consider: installation of new CDs period of 3 (Three) days to minimize the downtime.....	should take back existing CDs/ATMs/BNAs/SNAs and install the new CD simultaneously.
4	ANNUAL MAINTAINENCE clause no. 29	47	During the AMC period the vendor is required to perform Preventive Maintenance (PM) on quarterly basis and submit call reports without fail. Bank reserves the rights to withhold the payment of AMC for the quarter for Non-performance or non-submission of PM reports.	Please confirm our understood:. The Bank will release the AMC payment deducting the penalties, if applicable, after the PM report is summited. Please confirm our understand.	During the AMC period the vendor is required to perform Preventive Maintenance (PM) on quarterly basis and submit call reports without fail. Bank reserves the rights to withhold the payment of AMC for the quarter for Non-performance or non-submission of PM reports. After submission of PM reports of said quarter, AMC payment will be released.
5	DELIVERY SCHEDULE clause no. 2	49	The complete system has to be delivered with all accessories and software and installation should to be completed within 6 weeks for north east states and 4 weeks for remaining parts of the country from	We would request Bank to modify the clause as: The complete system has to be delivered with all accessories and software and installation should to be completed within 8 weeks for north east states and 6 weeks for	The complete system has to be delivered with all accessories and software and installation should to be completed within 8 weeks for north east states and 6 weeks for remaining parts of the country from the date of issue of individual

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			the date of issue of individual sitewise delivery instruction by the Bank.	remaining parts of the country from the date of issue of individual sitewise delivery instruction by the Bank.	sitewise delivery instruction by the Bank.
6	SECTION – VII SCOPE OF WORK FOR ELECTRONIC JOURNAL (EJ) PULLING SERVICES clause no. b	50	Vendor shall have the facility to extract the EJs of all the transactions in each of the Cash Dispensers, to a centralized location /Server. This solution should also be able to pull the other logs (such as currency validation logs, impound activity log, serial number tagging logs etc.) stored in the cash Dispenser	Please corrigendum this item because this information are available only in CRM:. b) Vendor shall have the facility to extract the EJs of all the transactions in each of the Cash Dispensers, to a centralized location /Server. This solution should also be able to pull the other logs.	Vendor shall have the facility to extract the EJs of all the transactions in each of the Cash Dispensers, to a centralized location /Server. This solution should also be able to pull the other logs stored in the cash Dispenser
7	SECTION – VII SCOPE OF WORK FOR ELECTRONIC JOURNAL (EJ) PULLING SERVICES clause no. h.vii	51	All EJs pulled must be stamped with the 'Event time'. All EJs must contain information regarding Counterfeit notes detected and impounded	Please delete this item because this information are available only in CRM:. This is not feasible option, bank is requested to keep this out of scope. May be applicable for cash recyclers	All EJs pulled must be stamped with the 'Event time' and ATM ID.
8	INSTALLATION CERTIFICATE Sl. no. 2	67	Eight (08) Lockable currency cassettes	Please change the description to: - Eight (4 in the CDM + 4 Extra) Lockable currency cassettes	Eight (4 in the CDM + 4 Extra) Lockable currency cassettes
9	Technical Specification Sl. No. 1.1	91	Embedded processor Intel® i5 6 th 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	Additional information to Indian Bank, according Microsoft, Windows 11 will not run on this processors, so this processor maybe will not support new RBI implementation, so the bank shall replace full CD/ATM computer in	Embedded processor Intel® i5 6 th 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>the future. Also, this i5 6th Generation is discontinued and i5 6th with 6MB cache is declared obsolete by Intel, So, we would like to request to Bank to consider as option : i3 8th Generation with 6MB Cache or higher: This processor has the same features and performance of i5 6th Generation. (i5-6th = i3 8th) and will support windows 11.</p>	<p>OR</p> <p>Embedded processor Intel® i3 8th Generation or higher with following configuration: Processor base frequency of 3.6 GHz or above With 6 MB Cache or higher</p> <p>However, in both cases, if any compatibility/support issue arises during entire contract period, bidder will be sole responsible for any hardware/ software/ kernel/ processor upgradation/ testing/implementation without any extra cost to the Bank.</p>
10	Technical Specification Sl. No. 1.9	92	<p>Cash Dispenser 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.</p>	<p>We would request Bank to modify the clause as: Cash Dispenser 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</p> <p><u>Justification:</u> CEN doesn't issue certificate for</p>	<p>Cash Dispenser 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.</p>

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				<p>XFS compliance and there is no authorised body to provide CEN certificate.</p> <p>CEN XFS compliance will be evident during integration testing with Bank's MVS application.</p>	
11	<p>Technical Specification</p> <p>Sl. No. 5.14</p>	98	<p>EPP keypad should be in conformance to PCI version 5.x or above and ADA compliant with sealed metal keypad and should support advanced Encryption Standard in future without any additional hardware (PCI version 5.x or later, certificate to be submitted)</p>	<p>The current Servers in India doesn't support the features of EPP above 1.X, so we requesting to be considered:</p> <p>EPP keypad should be in conformance to PCI version 4.x or above and ADA compliant with sealed metal keypad and should support advanced Encryption Standard in future without any additional hardware (PCI version 5.x or later, certificate to be submitted).</p>	<p>EPP keypad should be in conformance to PCI version 4.x or above and ADA compliant with sealed metal keypad and should support advanced Encryption Standard in future without any additional hardware (PCI version 4.x or later, certificate to be submitted)</p>
12	<p>Technical Specification</p> <p>Sl. No. 8.2</p>	102	<p>Patch Management: Successful bidder shall be responsible for updating the software and OS patches in all the Cash Dispensers uniformly. Release of new patches, testing and Installation of patches (remotely or physically) shall be tracked centrally and communicated to the Bank.</p>		<p>Patch Management: Successful bidder shall be responsible for updating the software and OS patches in all the Cash Dispensers uniformly. Release of new patches, testing and Installation of patches (remotely or physically) shall be tracked centrally and communicated to the Bank. Cash Dispenser wise report for patch update with patch detail and date of patch updation to be submitted quarterly.</p>