CENTRAL BANK OF INDIA
RFP FOR Deployment of 2600 CDs under OPEX Model
TENDER No. CO: ATM: 2021-22:01 dt 09.08.2021

Pre Bid Queries Response

RFP for End to End Deployment of ATMs inclusive of Supply/ Installation/ Commissioning, Site preparation (TIS) and Managed Services of 2600 Cash Dispensers (including 50 Mobile ATM) under OPEX Model. Tender No: CO: ATM: RFP: 2021-22: 01 dated 09.08.2021

SR No	RFP Pag	RFP Clause	Existing Clause	Query/Suggestions	Bank Response
1	Page No.5	SECTION – I NOTICE INVITING REQUEST FOR PROPOSAL (RFP)	3. TENDER DOCUMENT COST: Bidder is required to pay a cost of Rs. 50,000/= (Rupees Fifty Thousand only) towards the tender document cost which shall not be refunded under any circumstances. Tender document may be downloaded from Bank official website www.centralbankofindia.co.in and cost for the same must be paid by crossed demand draft/NEFT favoring „Central Bank of India, Tender No. CO: ATM: 2021-22:01‟ **payable at Mumbai along with submission of technical bid.** **10. PRE-BID MEETING** **Only those Bidders who have paid the cost of tender document shall attend the Pre Bid Meeting**	Please clarify the cost of Tender document is to be paid before attending the Prebid meeting or along with the Bid.	NO CHANGE
2	Page no.5	SECTION – I NOTICE INVITING REQUEST FOR PROPOSAL (RFP)	2. Bidder is required to pay Rs. 200 lakhs (Rs. Two Crore only) as refundable Earnest Money Deposit in the form of crossed Demand Draft from a scheduled commercial Bank in favour of „Central Bank of India, Tender No‟ Payable at Mumbai at the time of submission of bid.	As per the Notification from Ministry of Finance Deptt of Expenditure - Procument Policy Div ,NO.F.9/4/2020-PPD dated 12th Nov.2020 on account of slow down in the economy due to pandamic in lieu of Bid Secury , may ask bidder to sign "Bid Security declaration" , this will be applicable for all tenders issued till 31.12.2021	Please refer corrigendum

3	Page no.5	8.PERFORMANCE BANK GUARANTEE:	Successful bidder has to furnish Performance Bank Guarantee in Bank‟s format (Annexure 14) of amount equivalent of 10% of the order value issued by any Scheduled Commercial Bank in India(Other than Central Bank of India), in favor of the Bank within 30 days from the date of Purchase Order . Performance guarantee should remain valid during the currency of the contract. The guarantee should also contain a claim period of 1 year from the last date of validity period.	As per the Notification from Ministry of Finance Deptt of Expenditure - Procument Policy Div ,NO.F.9/4/2020-PPD dated 12th Nov.2020 on account of slow down in the economy due to pandamic it is decided to reduce Performance Security from existing 5-10% to 3%of the value of the contract for all existing contracts as well as all tenders/ contracts issued/ concluded till l 31 .12.2021 and should also have the provision of reduced Performance Security. the reduced percentage of Performance Security shall continue for the entire duration of the contract and there should be no subsequent increase of Performance Security even beyond 31.12.2021. We request bank to allow to provide PBG for one year which will be renewed year on year bases , this is because Banks do not issue PBG for tenure of 5 years.	Please refer corrigendum
4	Page no.8	SECTION III SCOPE OF WORK	1. This RFP invites Bids from the Bidders for RFP for End to End Deployment of ATMs inclusive of Supply/Installation/commissioning, Site preparation (TIS) and Managed Services of 2550 Cash Dispensers and 50 Mobile ATMs under OPEX Model. Installation means up to the stage of cash live. Installation of entire project to be completed within 6 months from the date of acceptance of purchase order.	We request for installation of entire project to be completed within 8 months from the date of acceptance of purchase order.	Please refer corrigendum

5	Page no.9	SCOPE OF WORK	1.1 CCTV/E-surveillance system to be provided by bidder. The footage should be provided to the Bank as when required, within two working days from the date of demand. In case of loss incurred by the Bank for non-availability of same, will be recovered from the bill for managed services without giving any notice. Penalty will be Rs.500/ per day (from 3rd day) for not providing CCTV footage within 2 days (from the date of request by the bank for providing specific ATM CCTV camera footages) or actual compensation paid to the customer/s, whichever is higher.	Requested Changes : Bank to provide a cure period of 2 days to produce the footage required by them incase Bidder delays in producing the same before levying penalty or recover compensation from the Bidder. Further Bank should not levy penalty or recover compensation from the Bidder without mutual discussion and consent with the Vendor	NO CHANGE
6	Page No.9	1.1	Vendor should ensure to install and regularly update all security features i.e. antivirus, security solutions, TLS 1.2 or higher anti skimming devices etc.	Anti-virus is not recommended for self-service terminal like ATM as the regular update of signatures is not possible and it doesn’t provide zero day protection.	NO CHANGE
7	Page no.10	SCOPE OF WORK	1.1Vendor to have compatibility with Bank‟s ATM switch, EFRMS, CRM, CBS related interfaces etc. as per Bank requirement without any additional cost to the bank.	ATM is conncected to Banks switch. Compatibility with other interface as mentioned by Bank is not required and if needs to be done will incure additional cost.	NO CHANGE
8	Page No.10	1.1	CD/ATM machines should comply with Bank‟s information security policy and should have computability with IS related tools/ interfaces	1) Please share the Bank's security policy to confirm. 2) Please clarify on computability with IS related tools/interfaces.	NO CHANGE.Bank policies are to be complied.Bank policies will be shared to successful bidder.
9	Page no.10	SCOPE OF WORK	1.2. Ensuring compliance of CDs to statutory, RBI/VISA/MASTERCARD/NPCI/GoI etc. and all other requirements, from time to time, at no extra cost for new CDs.	All Statutory compliance as mentioned by bank will be done at mutually agreed cost since we cannot calculate the commercail at the present movement.	NO CHANGE
10	Page no.10	SCOPE OF WORK 1.8	The Bank reserves the right to extend the contract for period of two years after the expiry of five years at the same rates and the selected vendor will be bound to provide the required services as defined in this RFP.	Requested Changes : Bank can extend the contract period for two years after the expirty of five years but the rates should be mutually agreed between the Parties before the end of the contract.	NO CHANGE
11	Page no.13	4. PROJECT COMPLETIO N	4.1 The entire activity viz. CD site preparation and delivery, installation & commissioning of CDs is to be completed within 30 days for Metro/Urban and 35 days for Rural/ Semi Urban from the date of confirmation of site by bidder or from the date of complete handing over of the site by the Bank whichever is earlier.	We request for 45 days for Metro /Urban and 50 days for Rural/Semi Urban	NO CHANGE

12	Page no.13	4. PROJECT COMPLETION	4.2 UAT and requisite certifications of machines to be completed within 60 days from date of acceptance of Purchase Order and in meantime identification of offsite locations and TIS related work should be carried out. Subsequent delay in various testing/certification with bank switch and NPCI/VISA/MASTERCARD/UAT will be penalized, for dependency attributable to successful Vendors at rate of Rs. 5000/- per day maximum up to Rs.1,50,000 per ATM and after that bank may take deemed action including cancellation of the contract.	Testing / Certification with Bank switch and NPCI/VISA/MASTER CARD requires un-interrupted support from these entities how will CBI assertain the dependency of these entities, so we request bank to remove this caluse of penalty and cancellation of the contract.	Please refer corrigendum
13	Page no.13	4. PROJECT COMPLETION	Entire project has to be completed within 6 months from the date of acceptance of purchase order.	We request bank to provide atleat 8 months from the date of acceptance of PO to complete the entire project.	Please refer corrigendum
14	Page no.13 & 14	4. PROJECT COMPLETION	4.2 Penalty for Delay in Operationalizing the Services The Vendor shall be responsible for Operationalizing all the services stipulated under this RFP. In case of delay in making live the CDs beyond the days stipulated above, the Vendor shall be charged penalty at Rs. 1000/- per day per ATM up to 1 lakh maximum per ATM and after that which will be recovered for delay in Operationalizing / making live the Off-site /On-Site/E galleries CDs beyond the days stipulated as above. Shifting of sites approved by banks Central Office should be completed by Bidder without any additional cost to the bank within 30 days after date of sanction and thereafter penalty of Rs. 1000/- per day machine with maximum cap of Rs. 1 lakh will be recovered. Bank will not make any payment for sites not shifted within stipulated time.	We request Bank to re- consider penalty amount per day , the current penalty amount of Rs.1000/- per day is too high. We request for Rs.100 /- per day and cap of Rs. 1000 per ATM. As regards shifting of Sites , shifting charges to be paid by bank on actuals. We request bank to consider the penalty amount and keep it reasonable.	NO CHANGE
15	Page No.14	4. PROJECT COMPLETION	4.8. Necessary certification and integration with Switch will be the responsibility of the selected vendor(s) and there will no additional cost to the bank for any such certification and integration. Any certification requirement with any regulatory/statutory/OEM agency will also be the responsibility of the selected vendor(s) at no additional cost to the bank.	We request CBI team should mediate for all the support required form Banks Switch Vendor and Banks Swith vendor should also not charge the Successful bidder for any certificationa and integration.	NO CHANGE

16	Page No.14	4.9	The selected vendor(s) will be bound by the clauses of this RFP and subsequent SLA and penalties for deficiency of service will be payable as decided by the bank and the selected vendor(s) will have no recourse in the matter.	Requested Changes : Bank to provide a cure period in case there is deficiency of services before levying penalty on the Bidder. Further Bank should not levy penalty from the Bidder without mutual discussion and consent with / of the Bidder.	NO CHANGE
17	Page No.14	4. PROJECT COMPLETION	4.10. Any loss suffered by the bank due to any malware attack or any other fraudulent method at the ATM (CD) level will be recoverable by the bank from the selected vendor(s). As such the selected vendor(s) will have to ensure that the ATMs (CD) provided meet all security requirements and have robust systems in place to prevent such incidents. The Vendor should supply equipment and related software which is free from embedded malware/Virus. It will be vendor responsibility to update, maintain and monitor the same without any addition expenses to the bank.	We will ensure that ATM provided will have all security requirements and have robust sutems in place however inspite of all these if there is a attack on ATM for reason not attributale to Vendor , Vendor should not be held responsible.	NO CHANGE
18	Page No.15	PROJECT COMPLETION 4.13	In case the selected vendor(s) fail to initiate/execute the project as per defined timelines the bank may cancel the order to such selected vendor(s) and place the order with the net bidder who participated in the process at its discretion provide the price quoted by L1 bidder are matched. The net bidder should eligible and have to comply the entire Make in India rules as imposed by GOI. In such circumstances bank will be within its rights to claim liquidated damages from the defaulting vendor(s)	Requested Changes : Bank to provide a cure period of 30 days in case there is a delay in initiating / executing the project before cancelling the order. Further if Bank cannot provide a cure period then it should compensate the Bidder with the amount that Bidder has spent on project. Bank shall not have the right to claim liquidated damages from the Bidder without mutual discussion with the Bidder.	NO CHANGE
19	Page No.15	4.14	Any penalty/fine or any other such claim by any statutory/regulatory/government authority for not complying with law of the land or guidelines by any such authority or agency imposed on the bank will be recoverable from the selected vendor(s) and the selected vendor(s) shall have no recourse in the matter.	Requested Changes : Any penalty/fine or any other such claim by any statutory/regulatory/government authority for not complying with law of the land or guidelines by any such authority or agency imposed on the bank can only be recoverable from the Bidder if it is directly attributable to it and not otherwise.	NO CHANGE
20	Page No.15	4.15	The selected vendor(s) will have to execute Integrity Pact, Non-disclosure agreement or any other agreement as specified by the bank	Please clarify any other agreements.	NO CHANGE

21	Page No.15	4. PROJECT COMPLETION	4.16. For onsite locations bank internal network connectivity to be used	Please clarify for onsite location the network equipments will be provided by Bank or Vendor has to provide.	No Change.Please refer Page no 11 Onsite CDs under SIS(Site implementation Services).
22	Page No.15	4.22	RBI advisory on ATM Security has to be complied with as below and issued from time to time	Future advisory's will be taken on case-to-case basis on mutually agreed terms.	NO CHANGE
23	Page No.15	4.22	Existing mechanism for dynamic password/OTP/token should be extended to the branch as per the Bank‟s requirement for staff loading without comprising security.	Please clarify if Bank is proposing to have central control of issuing the OTP to Branch (or) Branchs to have individul access, if so is Bank looking at maker checker of OTP issuance.	NO CHANGE
24	Page No.16	Compliance of Statutory and other responsibility 5 (iv)	In the event of seizure of Bank‟s cash for non-compliance of any guidelines or non-obtainment of required licenses, permissions etc. by the Vendor, all costs incurred for release of bank‟s cash will be borne by the Vendor.	Requested Changes : Only direct and actual losses or damages will be recovered from the Bidder and not otherwise.	NO CHANGE

25	Page No.16	7 Second, Third and Fourth CD installation at one site	Second, Third and Fourth CD installation at one site In the event of availability of space and the transaction hits / dispense pattern, Bank may place order for installation of second, third and fourth CD at the existing location including that of e gallery. These additional CDs at such location will be required to be installed by the Vendor who has installed the first CD. Bank may at its discretion utilize the space available in ATM cabin for passbook printer, Cash Recycler and other digital services without any cost to the Bank. Site Selection: The Bank will give list of the branches for Onsite locations/sites to the Bidder where the CDs are to be located. The Bidder will be responsible for conducting feasibility survey. Bidder/Vendor shall conduct site identification for Offsite locations offer suitable site in the vicinity of locations desired by the Bank. As per Page No. 60 , Site Selection 18.1 The site will normally be in the range of 70-80 sq.ft depending upon availability of space at the Branch premises/locations/sites.	Please Clarify this requirement is for ONSITE ATM or OFF Site ATM. Since for OFF Site ATM the Space will be available for only to place ATMs.	NO CHANGE
26	Page No.16	8 COMPLIANCE WITH IS SECURITY POLICY:	The Vendor shall have to comply with Bank‟s IT & IS Security policy in key concern areas relevant to the RFP, details of which will be shared with the finally selected Bidder.	Please share the Bank's IT and IS security policy to confirm on the compliance.	NO CHANGE.Bank policies will be shared to successful bidder.
27	Page No.17	8. VII	Password Policy of the Bank	Please share the password policy to confirm on the compliance.	NO CHANGE.Bank policies will be shared to successful bidder.
28	Page No.17	8.II	The ATM/ CD machines shall be hardened in line with bank‟s secure configuration documents (SCDs).	Please share the Bank's SCD to confirm on the compliance. We follow the industry standard hardeing of terminals.	NO CHANGE
29	Page No.17	8.IV	The Software Integrity certificate (In Bank‟s format) will be shared with bank before production deployment of devices.	Please share the Bank's format to confirm on compliance/acceptable terms for signing the Software integrity certificate.	NO CHANGE.Bank policies will be shared to successful bidder.

30	Page No.17	8.V	In addition, bidder is required to address the observations of various audits/examinations of Regulator as and when advised in the stipulated timeline.	Observations raised by various audits/examination will taken on case to case basis with mutual agreed terms.	NO CHANGE
31	Page No.19	2. Eligibility Criteria	11 The bidder / OEM shall provide free of cost any up gradation in the Operating System / software / application / firmware required for proper functioning of the devices throughout the Contract Period. The bidder / OEM shall submit such declaration along with the technical bid	The Contract Period is for 5 years , during this period it is not possiblie to provide free of cost for any up gradation in the Operating System / software / application / firmware required for proper functioning of the device. We request all these can be provided on mutually agreed commercials.	NO CHANGE
32	Page No.20	2. Eligibility Criteria	18 Bidder should be ready to comply with future RBI or any other regulatory authority requirements without any additional cost to Bank for entire contract period.	We request bank to amend the claus as follows "Bidder should be ready to comply with future RBI or any other regulatory authority requirements with mutually agreed cost to Bank for entire contract period."	NO CHANGE
33	Page No.35	5. BRAND OF CD & CR, MANUFACTURER, MODEL	The Bidder is liable to bear the full cost of upgrading the Hardware, Software (including Operating System) for any future Operating System Patch, Operating System Upgrade, security patches, Regulatory compliances etc. which require the Hardware or Software of the ATMs to be upgraded. All Such upgrades shall be without any additional cost to the Bank for the entire contract period of 5 years and extended period Non-compliance of regulatory/bank guidelines by bidders shall attract penalty levied by Regulator and entire loss suffered by the bank due to non-compliance will be recovered from Bidder. Therefore, it is recommended that bidders install ATMs with higher configurations than the minimum specifications mentioned in this RFP.	All upgrades shall be agreed upon between mutual agreement between Bank and the vendor , since not possible to invisage the commercial today. Only direct and actual losses or damages will be recovered from the Bidder and not otherwise.	NO CHANGE
34	Page No. 38	1.6	The Bidder shall protect, indemnify and hold harmless the Bank against any or all claims for any such injury or damage.	Requested Changes : The Bidder shall protect, indemnify and hold harmless the Bank against any or all claims for any such injury or damage which is directly attributable to the Bidder and not otherwise.	NO CHANGE

35	Page No. 38	2	Comprehensive Insurance	Requested Changes : Similarly Bank shall indemnify, protect and save the Bidder and hold the Bidder harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from i breach of any of the terms of this RFP, ii. Infringement of any patent, trademarks, copyrights etc. of the Bidder iii. Bank shall indemnify the Bidder against any loss or damage to the Bidder's premises or property, loss of life, etc., due to the acts of the Bank's employees or representatives. The Bank shall further indemnify the Bidder against any loss or damage arising out of claims of infringement of third-party copyright, patents However, Bidder shall not be liable for any indirect,incidental, consequential or puniive damages or for any loss of data & loss of life under any circumstances whatsoever to the Bank.	NO CHANGE
36	Page No41	2.17	Bidder shall indemnify the Bank against any possible damage to the building, roads, or members of the public in course of execution of the work.	Requested Changes : The Bidder shall indemnify the Bank if it is directly attributable to the Bidder and not otherwise.	NO CHANGE
37	Page No43	5.5	The Bidder shall keep the Bank indemnified against claims if any of the workmen, its employees employed in performing the Site Implementation Services and all costs and expenses as may be incurred by the Bank in connection with any claim that may be made by any workmen.	Requested Changes : The Bidder shall indemnify the Bank if it is directly attributable to the Bidder and not otherwise.	NO CHANGE
38	Page No44	8	Damage to person and property insurance etc.	Requested Changes : The bidder shall be responsible for the damages and losses if it is directly attributable to it and not otherwise.	NO CHANGE
39	Page No46	10	If the Bidder shall fail for 7 (Seven) days after such notice has been given to proceed with the works as therein prescribed, the Bank may proceed for Termination of Agreement.	Requested Changes : Similarly, if Bank fails to make payments after the notice given to them then Bidder will also proceed for termination of Agreement.	NO CHANGE

40	Page No.61	18.9 ACCEPTENCE AND PROJECT IMPLEMENTATION Schedule:	CD would be treated as accepted when it completes 24 hrs of successful Operation and after the successful testing of the following transactions by the Bank – cash withdrawal, balance enquiry, mini statement and PIN change and all other value added services given/to be given by the Bank during the contract, subject to obtaining commencement certificate from Bank officials.	Please clarify what does bank mean by Value added services , VAS dependence is on the readiness of Banks Switch.	NO CHANGE
41	Page No61	19	The Bank shall have the right to withhold any payment due to the bidder, in case of delays or defaults on the part of the bidder. Such withholding of payment shall not amount to a default on the part of the Bank.	Requested Changes : Bank should not withhold any payment in case of delays or defaults by the Bidder. Instead Bank should provide a cure period of 30 days in case of any delays or defaluts rather withholding the payment and if Bank withhold the payment then Bidder will also cease to work on the project and it will not be considered as default on the part of the Bidder.	NO CHANGE
42	Page No62	19. PAYMENT TERMS AND CONDITIONS I	Payments to the bidder will be made on monthly basis and aggregated basis by the Bank centrally after submission of invoices along with the monthly downtime reports, after deducting applicable Liquidated Damage (LD), uptime penalty or any other charges levied for delay/no service as mentioned in RFP/Terms of agreement, if any.	Requested Changes : Bank should not deduct Liquidated Damage (LD), uptime penalty or any other charges levied for delay/no service from the payment made to the Bidder without mutual discussion / consent with / of the Bidder.	NO CHANGE
43	Page No.62	19.2 Penalty:	In case the bidder fails to comply with the time schedule stipulated above (Section III clause no 1.11) for any of the new CD installation, a penalty of Rs.1000 per day per CD will be imposed for delay in CD implementation beyond scheduled date maximum up to Rs 1 Lakh per ATM. Also refer Appendix-K.	The penalty of Rs.1000 per day per CD is too High and also the maximum amount of Rs 1 lakh per ATM is too to resonable . We request to reconsider this amount. Also we request Bank to provide a cure period if Bidder fails to comply with the with the time schedule rather levying penalty on the Bidder. Further, Bank should not levy penalty on the Bidder without its	NO CHANGE

44	Page No.62	19.3	If the monthly average availability (up time) of the machine is greater than equal to 95% then for such ATM sites , Bank will pay minimum guarantee i.e. Fixed cost of Rs. 20,000/- per month (without GST) per month or actual invoice submitted by the vendor, whichever is higher. Bank will review the performance of the ATM within 6 to 12 months and underperforming machine to be shifted to the viable location at no additional cost to the bank (Onsite/Offsite).	We request bank to keep Minimum uptime at 92% , after considering all exclusion.	NO CHANGE
45	Page No.65 ,66	26	however hard copy is also to be provided to the Central Office concerned. Delay in Preventive Maintenance for each ATM, the penalty will be Rs. 1500/- with no cap will be imposed on the vendor.	Proposing PM penalty Rs. 100/-	NO CHANGE
46	Page No.66	27	27. FORCE MAJEURE	Theft attempt, battery stolen, Power cut beyond backup of 4 hours, Electrical short circuit, Sattelite failure due to cloud whether and Public Transport issue need to consider under Force Majeure.	NO CHANGE
47	Page No.68	31. LIQUIDATE D DAMAGES	If the bidder fails to deliver any or all of the Goods or perform the Services within the time period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.50% of the complete contract amount until actual delivery or performance, per week or part thereof (3 days will be treated as a week); and the maximum deduction is 10% of the contract price. Once the maximum is reached, the Bank may consider termination of the contract.	We request bank to keep the maximum (capping) dedcution to 2.5% of the undeliverd portion of the Contract. Requested Changes : Bank to provide a cure period in case of any circumstances mentioned this clause before levying liquidated damages on the Bidder. Further Bank should not levy liquidated damages on the Bidder without its mutual consent / discussion with / of the Bidde	NO CHANGE
48	Page No.68	32	Bidder's liability	Requested Changes : Similary, Bidder should also not be liable for any indirect, incidental damages or liability, under or in connection with or arising out of this tender and subsequent agreement or services provided on behalf of bank hereunder	NO CHANGE

49	Page No70	33	The Bank reserves its right to cancel the Purchase Order at any time, in the event of delay in project beyond the specified period or non-compliance of the RFP terms or non-fulfillment of RFP functional requirements or severe bugs in the application or proposed system performance is not satisfactory. In addition to the cancellation of Purchase order, the Bank reserves the right to invoke the Bank Guarantee given by the Bidder to recover the damages	Requested Changes : Bank to provide a ccure period in case of any circmustance mentioned herein before canceling the purchase order. Further Bank should not invoke the Bank Guarantee given by the Bidder to recover the damages without mutual discussion / consent of/with the Bidder.	NO CHANGE
50	Page No.70	33	Termination	Requested Changes : This should should be kept mutual	NO CHANGE
51	Page No.71	33	Termination for Insolvency	Requested Changes : This should should be kept mutual	NO CHANGE
52	Page No.72	33	CONSEQUENCES OF TERMINATION In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], CENTRAL BANK OF INDIA shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the net successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the Contract	Requested Changes : Bidder will provide the assitance required by the Bank in all possible conditions and not beyond that. Further, Bank shall be obliged to make the payments to the Bidder for the services provided to the Bank by the Bidder.	NO CHANGE
53	Page No.72	33	Exit Option and Contract Re-Negotiation	Requested Changes : Bidder will also terminate the Agreement if Bank fails to make timely payments to the Bidder. Further, Bank should not recover Bid Security / Performance Guarantee given by the Vendor without its mutual consent / discussion with / of Bidder.	NO CHANGE

54	Page No73	33	Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Vendor will be expected to continue the facilities management services and the Bank will continue to pay for all products and services that are accepted by it provided that all products and services as serving satisfactory, as per satisfaction of the Bank. The Bank shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 to 12 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration.	Requested Changes : Bank shall by duty bound to make payments to the Vendor for the assitance provided by them to the Bank. Further, the cost of Arbritation shall be borne by both the Parties.	NO CHANGE
55	Page No73	33	Intellectual property rights	Requested Changes : Bidder shall not be liable for any third party claim. Similarly,The Bank shall further compensate the Bidder against any loss or damage arising out of claims of infringement of third-party copyright, patents	NO CHANGE
56	Page No.77	33	Assignment	Requested Changes : Bidder shall not be held responsible for the breaches committed by the Multi Vendor under the scope of the Agreement. The Bank shall further indemnify the Bidder against any loss or damage arising out of claims of infringement of third-party copyright, patents by Multi Vendor	NO CHANGE
57	Page No78	33	Compliance with Laws	Requested Changes : (1) Bidder shall not indemnify Bank against any special or punitive damages (2) Bidder will not indemnify any damages, losses or liabilities suffered by Bank due to its customers / regulatory authority / third party	NO CHANGE
58	Page No79	33	Bank property Except as otherwise provided herein above, if the bidder discloses any data or information to any unauthorized party the bidder agrees to indemnify and hold harmless the Bank against all claims, causes of action, liabilities, losses, damages, costs, and resulting from such disclosure.	Requested Changes : Bidder will only be responsible for the claims, causes of action, liabilities, losses, damages, costs which are directly attributable to it and not otherwise.	NO CHANGE

59	Page No.89	Annexure 7 : TECHNICAL & FUNCTIONAL SPECIFICATIONS (TFS) Technical and Functional Specifications of Cash Dispensers	1.1. 8th Generation Intel® CoreTM i3 Processor or higher with minimum 3.3 GHz and 6 MB cache or above. Vendor to provide the supported OS/Patching related software/hardware upgrades without any cost to Bank during the contract period.	We request for 3.0 GHZ and 6 MB Cache or above.	Please refer corrigendum
60	Page No.89	2.3	CD should be pre-installed with whitelisting application solutions	CD will be preinstalled with OS hardening and Dynamic Admin OTP where as whitelisting will be installed and activated from server at site.	NO CHANGE
61	Page No.94	6.10	Provide Text-to-Speech (TTS) support in English, Hindi and regional languages.	As per the IBA guidelines TTS will support English and Hindi Languages only.	NO CHANGE.Functionality to be provided as per RBI/regulatory guidelines
62	Page No.95	7.7	The solution must be capable of monitoring from a central location. The Solution should be able to pull the required images From the central location and share the same over e-mail/sftp/other Communication medium with bank officials, as and when required.	Current camera application capturing transaction based image only and central monitoring is not possible. As per this clause bank is expecting complete surveillance solution.	Please refer corrigendum
63	Page No.99	13.2	L-3 Certification with MasterCard, Visa, Rupay or any other provider to be done by the service provider.	L-3 Certification with MasterCard, Visa, Rupay or any other provider need to be handle by bank switch, Testing is with bank switch and network vendor.Terminal application vendor will provide L2 certficate.	NO CHANGE

64	Page No.104	68	CD Should be capable of integrating with any Endpoint Protection Solution, if any, available with the bank from time to time without any cost to bank	It is Bank's and Endpoint protection solution OEM's resposibility for integration. Integration support will be take on case to case basis with mutual agreed terms.	NO CHANGE
65	Page No.104	69	OEM's native ATM Application should be able to block USB ports on the ATM.	Kindly re-pharse the sentence as ATM application is not a security solution to block USB ports, it is respobility of security solution provider to take care of it. In case if Bank intends to implement our security solution we can block USB mass storage drives but not physical ports.	NO CHANGE
66	Page No.104	69	CD should have protected USB ports under operating system log-on.	Please clarify to confirm on compliance.	NO CHANGE
67	Page No.104, 105 and 106	70, 71, 72,73,75 and 78	OEM's native ATM Application	Kindly rehrase "OEM's native ATM application", as native ATM application is not a security solution to address all the points mentioned. TSS is a separate solution to be implemented along with ATM application to address all the points.	NO CHANGE
68	Page No105	74	OEM's native ATM Application should be capable of integrating with Bank's Provided single centralized management console for managing, administering and pushing the hardening policies	Integrataion with Bank's provided single centralized management console is responsibility of Bank and centralized management solution OEM. Integration with third party solution is not part of our scope.	NO CHANGE
69	Page No105	75	Vendor to deploy full hard disk encryption (FHDE) and encryption and authentication solutions to protect internal communications between the genuine ATM PC core and ATM modules, including the dispenser	Encryption between ATM PC core and ATM modules, including dispenser is part of respective OEM's native ATM application.	NO CHANGE
70	Page No106	80	Vendor should arrange for OEM Vendor/Service Provider to Support all security review and testing provided by Bank as and when required without any extra cost to the bank.	OEM vendor/service provider support will be taken on case to case basis based on mutual agreed terms.	NO CHANGE
71	Page No119	Annexture 8 a:	12. “Successful transactions” means cash transactions logged in the Switch including but not limited to withdrawals, balance enquiries, mini statements, PIN changes, Value-added services transactions.	Transaction declined due to switch issue ,need to consider for payment	Please refer corrigendum
72	Page No119	Annexure - 8 a (20)	Payment will be made centrally by ATM Cell Central Office of the Bank on monthly basis in arrears on aggregated basis for all the CDs after deducting the applicable penalty.	Requested Changes : Bank shall not deduct the penalty from the payment to be made to the Bidder without mutually discussion / consent with / of Bidder.	NO CHANGE

73	Page No125	Annexure 12	We, (Company) hereby undertake to indemnify central Bank of India and agree to protect and hold the Bank harmless against all claims, losses, costs, damages, expenses, action suits and other proceedings resulting from infringement of any patent, trademark, copyrights etc. or such other statutory infringements in respect of all ATMs /CD‟s / switch/ EFTS System / network equipment / Software etc. supplied by the Bidder.	Requested Changes : Bidder agrees to protect and hold the Bank harmless against all claims, losses, costs, damages, expenses, action suits and other proceedings resulting from infringement of any patent, trademark, copyrights etc. or such other statutory infringements in respect of all ATMs /CD‟s / switch/ EFTS System / network equipment / Software etc.which are direclty attributable to the Bidder and not otherwise.	NO CHANGE
74	Page No125	Annexure 12	Bidder is also liable to bear any losses at any CD that bank or customer suffers owing to security lapses in CD or due to occurrence of any fraudulent transactions committed due to lapses of any security procedures or standards. The Bidder shall adequately compensate the bank for any loss occurred to the bank due to the any system/Procedure/Service lacuna of the outsourced agency.	Requested Changes : Bidder will only be responsible for the claims, causes of action, liabilities, losses, damages, costs which are directly attributable to it and not otherwise.	NO CHANGE
75	Page No130	Annexure 13 (a)	Section 4 – Compensation for Damages If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security	Requested Changes : Principal shall not recover the damages equivalent to Earnest Money Deposit/ Bid Security without the consent of the Bidder.	NO CHANGE
76	Page No130	Annexure 13 (a)	Section 4 – Compensation for Damages If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.	Requested Changes : Principal shall not recover the liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee. without the consent of the Bidder.	NO CHANGE

77	Page No133	Annexure 14	We, -- (Bank) (hereinafter called “the Bank”), in consideration of the premises and at the request of the contractor, do hereby guarantee and undertake to pay to the bidder, forthwith on mere demand and without any demur, at any time up to ------ any money or moneys not exceeding a total sum of Rs---------(Rupees --------------------- only) as may be claimed by the bidder to be due from the contractor by way of loss or damage caused to or would be caused to or suffered by the bidder by reason of failure of CDs to perform as per the said contract, and also failure of the contractor to maintain the CDs and systems as per the terms and conditions of the said contract.	Requested Changes : Bidder will only be responsible for the claims, causes of action, liabilities, losses, damages, costs which are directly attributable to it and not otherwise.	NO CHANGE
78	Page No133	Annexure 14	Notwithstanding anything to the contrary, the decision of the bidder as to whether CDS has failed to perform as per the said contract, and also as to whether the contractor has failed to maintain the CDS and systems as per the terms and conditions of the said contract will be final and binding on the Bank and the Bank shall not be entitled to ask the bidder to establish its claim or claims under this Guarantee but shall pay the same to the bidder forthwith on mere demand without any demur, reservation, recourse, contest or protest and/or without any reference to the contractor.	Requested Changes : Bidder should have the right to representation for any claims made by the Bank under the scope of this agreement.	NO CHANGE

79	Page No135	2.3 Off-site CDs , b	The vendor should provide reliable and uninterrupted connectivity for offsite CDs using leased line fiber/copper, MPLS , FF, UBR/ CDMA / VSAT. Newer technologies like WiMa, 4G, 5G etc. will also be acceptable subject to the clearance from Bank‟s Information Security Department. The sizing of bandwidth of leased line, VSAT, CDMA should be adequate to provide reliable and uninterrupted connectivity forOff�site CDs. Vendor should ensure that all the transactions carried on the CD are processed seamlessly. It will be vendor responsibility to maintain/upgrade/monitor the connectivity time to time to ensure hassle free services, at no cost to the Bank	Can we also consider secure SD WAN solution for Offsite ATM connectivity over Internet , while deploying VPN concentator at Bank DC & DR .	NO CHANGE
80	Page 136	d&e	The backhaul link each between Network service provider‟s Hub/NOC, to Bank‟s ATM Switch at Data center and Disaster Recovery Centre, should be configured with end to end IP Sec, should support AES 256, 3DES, GCM, SHA2 or any latest encryption which bank may ask as per requirement during the contract period. Managed Services center of the Bidder also need to be connected to banks‟ Data Centre and Disaster Recovery Centre via dedicated Private Data link for monitoring purpose. e. A backup link of same capacity as that of primary or higher to the Primary Backhaul links from an alternate network service provider should also be arranged with end- to�end IP Sec, should support AES 256, 3DES, GCM, SHA2 or any latest encryption which bank may ask as per that day‟s requirement during the contract period.	Can our network /vsat provider use their exiting MOF or nonmof Backhauls infra installed at Bank DC & DR for connecting offsite cds . For conencting Bidder Manage service centre to Bank DC & DR can we use MOF existing Backhaul infra installe at AGS DC & DR to bank DC & DR . This is require for receieving Feed from bank ATM switch and EJ pulling . Or can deploy New connectviity thats include MPLS links & Routers at Bank DC & DR for connecting AGS Manage centre .	NO CHANGE.Feasibility to be checked by successful bidder for using existing Backhaul link however cost of upgaration to be borne by the Bidder
81	Page no.15		4.17. For offsite locations the selected vendor(s) will have to provide VSAT with sufficient bandwidth for smooth functioning and other requirement for ATM services.	Request Bank to define minimum bandwidth required per site so that all bidders will be on same platform while bidding	Please refer corrigendum

82	Page NO.135		2.3 b. The vendor should provide reliable and uninterrupted connectivity for offsite CDs using leased line fiber/copper, MPLS , FF, UBR/ CDMA / VSAT. Newer technologies like WiMa, 4G, 5G etc. will also be acceptable subject to the clearance from Bank‟s Information Security Department.	Will be there a need to have 2 or more ATMs at site? Should all VSAT/4Grouter /lease line routers have 2 on board LAN ports to connect 2 ATMs at site and avoid external switch which is generally a point of failure. Pls confirm.	NO CHANGE
83	Page no.136		d. The backhaul link each between Network service provider‟s Hub/NOC, to Bank‟s ATM Switch at Data center and Disaster Recovery Centre, should be configured with end to end IP Sec, should support AES 256, 3DES, GCM, SHA2 or any latest encryption which bank may ask as per requirement during the contract period.	Is bank is looking for end to end IPsec for all the off site ATMs i.e. from remote site till Bank DC/DR. Pls confirm	NO CHANGE
84	Page No138	Annexure 16 Appendix – A SCOPE OF WORK MANAGED SERVICES	v. Each cash loading will compulsorily follow EOD. In case the Bank decides EOD then admin will have to be carried out on daily basis	Few long distance ATM where CRA can not visit daily , and can visit subject to their feasibility (i.e. alternate days , weekly 2 etc.) need to be considered EOD need be considered.	Please refer corrigendum
85	Page No148	APPENDIX –E -4 -e	The Bank will provide the ATM screens which should be installed at all the ATMs managed by the Vendor at no additional cost to the bank. Similarly, the Vendor is also required to remove or replace the screens based on the instructions of the bank at no additional cost to the Bank.	Once in a quarter can be done on AGS cost. More than once will be chargeable and Size of such screens should not exceed 2 mb to avoid over utilisation/chocking of the bandwidth.	NO CHANGE
86	Page No149	Annexture E: Point 5 iv	Preventive Maintenance should be conducted once in a quarter to ensure that the ATM is maintained in good operating condition and the report should be submitted to the Zonal/Regional Office concerned. Preventive Maintenance may be scheduled at a time convenient to Bank i.e. it should not affect the customer service. Consolidated report of ATM-ID wise preventive maintenance must be provided to the bank within 2 weeks of end of respective quarter. The details shall interalia include due date of PM and date when done. Vendor shall be liable for penalty @ Rs.500/- Per ATM , for delay in PM per month . This penalty shall not form part of penalty capping clause.	Bank should provide a cure period in case there is a delay in PM before levying penalty on the Bidder. Further, Bank cannot levy penalty on the Bidder without its consent.Proposing PM penalty Rs. 100/-	NO CHANGE

87	Page No152	APPENDIX – G CONSUMABLES MANAGEMENT : Point C-	C. Consumables (Journal paper) shall be used to print the matter related to transactions only. All promotional matter to be printed only on receipt paper.	We will use EJ to capture matter related transactions. Machine will not have Journal Printer.	NO CHANGE
88	Page No159	3	Liability	Requested Changes : Bidder will only be responsible for the claims, causes of action, liabilities, losses, damages, costs which are directly attributable to it and not otherwise.	NO CHANGE
89	Page No161	6	Recovery of losses	Requested Changes : Bidder will only be responsible for the claims, causes of action, liabilities, losses, damages, costs which are directly attributable to it and not otherwise.	NO CHANGE
90	Page No163	APPENDIX-K	Installation of ATM Delivery Channel is of critical importance for the Bank and therefore, it requires uptime availability of 98% calculated on monthly basis for each CD/CRMs. An uptime of minimum of 98% for each CD for a calendar month (excluding the month in which the CDs is installed) is required	Overal channel uptime can be 95% and individual machines will not be less than 92%.	NO CHANGE
91	Page No163	Appendix K	Penalty	Requested Changes : Bank to provide a cure period in case of any circumstances levying penalty or recover compensation from the Bidder. Further Bank should not levy penalty or recover compensation from the Bidder without mutual discussion and consent with / of the Bidder.	NO CHANGE
92	Page No163	Uptime Calculation & Standard Exclusions 1.1	1.1 For the purpose of calculation of uptime, an ATM which is not dispensing cash for reasons other than stated above, will be treated as down even though the non-financial transactions are happening successfully on the ATM.	Uptime Defination need to be: ((Total down time Hour occurred to any machine which was reported through online switch feed)- (Standard Exclusion mentioned Above))/(Total Available Hour of the month (Eg: 720 Hour for 30 days and 744 Hour for 31 Days) *100	NO CHANGE

93	Page No163	Uptime Calculation & Standard Exclusions	Following are standard exclusions for calculation of monthly uptime / availability: i. A maximum of 20 hours per month for performance of supervisory duties ii. Bank dependency, actual downtime due to cash out on account of non-supply of cash by the Bank iii. Bank dependency, actual downtime on account of ATM switch downtime which include any planned or scheduled down time of ATM switch by bank. iv. In case of non-availability of connectivity for on-site ATMs for reasons solely attributable to the Bank, where branch connectivity is not available, this exclusion shall be available. v. Core Banking Solution Host outages vi. Any other cause directly affecting the downtime solely attributable to Bank‟s infrastructure including power outages vii. Lobby or captive ATMs not accessible beyond banking hours viii. Remote Branches – closed due to power or infrastructural issues ix. Closure is enforced by law enforcement / Police authorities x. Any other exclusion agreed by the bank (Exclusions shall be available only when supporting documentary evidence is submitted)	Below menitoned Points to add under Exclusion: 1. Downtime due to Loss of switch feed or switch feed delay 2. Night hour down time as per MHA guidelines. 3. Cash out down time in week end or bank holidays in non vaulting location. 4. FLM/SLM travel time based on location to location. 5. Down time due to Force Majeure. 6. Complete exclusion of Cash out / Cash Handler related down time on Cassette Swaping machine 6. Link Failure due to Bad Whether/ VSAT outage. 7. Power cut beyond Battery backup. 8. Down time due to any planned acctivity.	NO CHANGE
94	Page No164	Uptime Calculation & Standard Exclusions 2.1	Penalties will be levied @ Rs 100/- per hour per ATM /CD for any downtime beyond 2 % in a month, after taking into account all the exclusions provided in the above paragraph calculated on a monthly basis.	**Proposed:** Penalties will be applicable beyond 5% on overall channel or beyond 8% on individual ATM/CD level. Overall penalty can not exceed 5% of the Invoice amount.	NO CHANGE

95	Page No164	2.2	2.2 The Vendor shall be charged penalty for Cash outs in addition to other penalties mentioned in the document for any ATM due to the fault of the Vendor as below. Cash Out Penalty Hours	Penalty amount is very high should be Rs 100 or less , also exclusion needed on below points on cashout penalty Bank Providing Less / No Cash / Late cash Bank not providing cash deno asper Amount indented Bank Providing Unfit currency ,so cash not taken by CRA Uncontrollable Situation like local Bund , Flood , Road Block etc Machine Down due to technical issues / link Down due to which CRA could not load ATM Justified Hike in dispense compared to normal Dispense trend	Please refer corrigendum
96	Page No164	APPENDIX-K-2-2.4	E_surveillance system should be operational 24*7. A monthly report related to the connectivity/functioning/Sensors of E_survillance system has to be provided to the Bank. Any uptime of E-surveillance system uptime less than 95% for each ATM monthly as reported or observed by Bank will attract penalty of Rs.500/-. Vendor shall be charged penalty @ Rs.500/ per day (from 3rd day) for not providing CCTV footage within 2 days (from the date of request by the bank for providing specific ATM CCTV camera footages) or actual compensation paid to the customer/s/regulators , whichever is higher. Apart from penalty, vendor will have to reimburse the bank for asset loss incurred by the bank for alert/event not received.	Exclusion should be consider for non availability of DVR Video /Image due to any uncontrollable incident. Penalty can be INR 100 per day for not providing CCTV beyond 3 days and it can not be more than the customer disputed amount.	Please refer corrigendum
97	Page No164	APPENDIX-K-2-2.5	EJ for all operational ATMs is to be provided on daily on T+1 basis. Any short fall of EJ of 98% per ATM will attract penalty of Rs. 500/- per day. Recurrence of default shall attract increased penalty of Rs. 1000/- per day. Apart from penalty, amount paid to customer for disputed transaction on account of EJ not provided will be recovered from vendor bill payment, on actual.	Exclusion should be consider in case delay in providing the required EJ due to network or switch level issue in the ATM/CRM/CD. Penalty can not be more than the disputed amount.	Please refer corrigendum

98	Page No165	Uptime Calculation & Standard Exclusions 4.4	4.4 Consumables : Consumables are required to be replenished well before it gets over. Penalty : Rs.1000/- per incident shall be levied if consumable are not made available within four hour from the time information available in Online Monitoring Solution or complaint lodged by Bank official in this regard. If the incidents are recurring then penalty shall be charged at increase rate of Rs.2000/- per incident, for all consumables shall be recovered from the vendor.	Proposed Penalty: Rs.100 per incident and it need to capped under overall penalty of 10%	NO CHANGE
99	Page No166	Uptime Calculation & Standard Exclusions 5.Cap on Penaty	The total Penalty recoverable for downtime that is not maintaining the uptime as per Service Level, cash outs attributable to the Vendor, delay in operationalization of services will be capped at 25% of the total payment due to the Vendor for under the Contract for the particular month.	Penalty Cap need to be 5% of the total Invoice Value.	Please refer corrigendum
100	(FLM/SLM Calls TAT Exclusion)Metro	120 minutes from the time machines goes down	The resolution time should not be more than 240 Minutes from raising the ticket	360 minutes from the time SLM call is attended	NO CHANGE
101	(FLM/SLM Calls TAT Exclusion)Urban	180 minutes from the time machines goes down	The resolution time should not be more than 360 Minutes from raising the ticket	720 minutes from the time SLM call is attended	NO CHANGE

102	(FLM/ SLM Calls TAT Exclusion)Semi-urban	240 minutes from the time machines goes down	The resolution time should not be more than 720 Minutes from raising the ticket	1080 minutes from the time SLM call is attended	NO CHANGE
103	(FLM/ SLM Calls TAT Exclusion)Rural/ Remote	360 minutes from the time machines goes down	The resolution time should not be more than 1440 Minutes from raising the ticket	1440 minutes from the time SLM call is attended	NO CHANGE
104	5	8. PERFORMANCE BANK GUARANTEE	9. Successful bidder has to furnish Performance Bank Guarantee in Bank‟s format (Annexure 14) of amount equivalent of 10% of the order value issued by any Scheduled Commercial Bank in India(Other than Central Bank of India), in favor of the Bank within 30 days from the date of Purchase Order . Performance guarantee should remain valid during the currency of the contract. The guarantee should also contain a claim period of 1 year from the last date of validity period.	We humbly request Bank to modify this clause as below : Successful bidder has to furnish Performance Bank Guarantee in Bank‟s format (Annexure 14) of amount equivalent of **3% of the order value** issued by any Scheduled Commercial Bank in India(Other than Central Bank of India), in favor of the Bank within 30 days from the date of Purchase Order . Performance guarantee should remain valid during the currency of the contract. The guarantee should also contain a claim period of 1 year from the last date of validity period. Further we request Bank to allow bidder to submit BG for 1 year tenure renewable on a yearly basis.	Please refer corrigendum

105	5	10. PRE-BID MEETING	11. A pre-bid meeting with the Bidders who have paid for the tender document will be held on 25th August 2021 at 3.00 PM at Central Bank of India, Digital Payment & Transaction Banking Dept., 1st Floor, Central Bank Building, 55, M.G. Road, Fort, and Mumbai-23.	We request Bank to conduct pre bid meeting online in the view of Covid via Video Conferencing on any platform comfortable to Bank.	NO CHANGE. Bank will consider the same
106	5	6. EARNEST MONEY DEPOSIT (EMD)	The EMD of successful bidder/s shall remain with Bank till completion of the project	We request Bank to return the EMD of successful vendor post compeltion of selection process. Performance Bank guarantee can be submitted by the selected vendor.	NO CHANGE
107	5	8,9	Successful bidder has to furnish Performance Bank Guarantee in Bank's format (Annexure 14) of amount equivalent of 10% of the order value issued by any Scheduled Commercial Bank in India(Other than Central Bank of India), in favor of the Bank within 30 days from the date of Purchase Order . Performance guarantee should remain valid during the currency of the contract. The guarantee should also contain a claim period of 1 year from the last date of validity period.	We request Bank that 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, we request Bank to give Bidder cure period of minimum 30 days.	NO CHANGE
108	6	12. LAST DATE OF SUBMISSION OF RESPONSE TO RFP	The Last date of submitting the response to this RFP is 14th September 2021. Proposals submitted after the deadline will not be accepted. Bids are to be addressed and dropped at the address given below:	We request Bank to allow bidder 3 weeks time post release of Corrigendum & response to pre bid queries to prepare & submit the bid.	NO CHANGE

109	8	Section III , Scope of Work	1.2. Ensuring compliance of CDs to statutory, RBI/VISA/MASTERCARD/NPCI/GoI etc. and all other requirements, from time to time, at no extra cost for new CDs. **Eligibility Criteria** **#18** The bidder/OEM should not have been blacklisted/Debarred by any Public Sector Bank, RBI, IBA, Government / Government agency in India. The bidder in their company‟s letter shall **Penalty for Delay in Operationalizing the Services** 4.21. Bidder should comply with all the guidelines issued by RBI/IBA/Govt of India and any other regulatory authority issued from time to time. **Compliance of Statutory and other responsibility** ii. Vendor should also ensure that in case, RBI, IBA, NPCI, Master card, VISA, EMV company, Central /State govt. /Police authorities or any other law enforcement agency prescribed any new guidelines will be followed without any extra cost to Bank during the contract period.	We request Bank to pay the bidder mutually agreed cost for all future statutory & compliance upgrades including software & hardware cost. Bidder can bear cost of upgrades applicable as on date of submission of RFP.	NO CHANGE
110	8	Section III - Scope of Work	The network connectivity so provided should be from a single Network service provider for any particular mode of connectivity.	We request Bank to remove this point from the RFP.	Please refer corrigendum
111	8	1.1	Bank at its discretion shall alter any quantities and/ or change the ratios of offsite, onsite as per Bank's	We request Bank that right for altering the quantity shall be discussed mutually. Further, Bank should be under an obligation to take the quantity where Bidder cannot cancel the order.	NO CHANGE
112	9	Section III - Scope of Work	• CDs should support API 2.00 or higher and as registered devices	We request Bank to clarify on which API is referred here.	NO CHANGE.It is required for Biometric functionality as per UIDAI guidelines
113	9	Section III - Scope of Work	• Printing on backside of transaction slip shall be made available as per Banks requirement at no cost.	We request Bank to clarify whether preprintied Branding is referred here.	NO CHANGE.will be shared to successful bidder

114	9	Section III - Scope of Work	• CCTV/E-surveillance system to be provided by bidder. The footage should be provided to the Bank as when required, within two working days from the date of demand. In case of loss incurred by the Bank for non-availability of same, will be recovered from the bill for managed services **without giving any notice.**	We request Bank to give bidder a notice before levying any penalty.	NO CHANGE
115	10	Section III , Scope of Work	1.8. The Bank reserves the right to extend the contract for period of two years after the expiry of five years at the same rates and the selected vendor will be bound to provide the required services as defined in this RFP.	We request Bank to discuss with bidder and arrive at mutually agreed terms & conditions of contract after expiry of five years.	NO CHANGE
116	10	Section III , Scope of Work	1.10. In case any part of the work / process is required to be out-sourced by the successful bidder, the bidder shall seek prior approval of the Bank	As this is end to end project, outsourcing would be required thus we request Bank to allow bidder to carry out necessary activities for timely completion of the project post intimation to Bank about outsourcing.	NO CHANGE
117	10	Section III - Scope of Work	• Vendor to have compatibility with Bank‟s ATM switch, EFRMS, CRM, CBS related interfaces etc. as per Bank requirement without any additional cost to the bank.	We request Bank to hold the bidder repsonsible for integration only with Banks switch.	NO CHANGE
118	10	1.8	The Bank reserves the right to extend the contract for period of two years after the expiry of five years at the same rates and the selected vendor will be bound to provide the required services as defined in this RFP.	We request Bank that upon expiry of 2 years, the contract and rates should be renewed as per the terms mutually agreed between the parties. Further, we request Bank to decidee the SLA format mutually between the parties	NO CHANGE
119	11	Section III - Scope of Work	g. Shutter and related infrastructure to be provided by vendor	We request Bank to provide the site with the shutter & not to ask bidder to get any form of Civil work done which is not pertaining to ATM services.	NO CHANGE
120	12	Section III - Scope of Work	n. Assignment of rent: in case of existing locations, assignment of existing rental agreements (irrespective of whether this is direct assignment or; first assignment to Bank and then to the bidder) cost shall be borne by the bidder.	We request Bank to clarify the proposed arrangement.	NO CHANGE.will be shared to successful bidder
121	12	Section III - Scope of Work	Mobile ATM	We request Bank to clarify whether the caretaker with Mobile ATM is caretaker without gun licence or armed guard.	NO CHANGE
122	12	Section III - Scope of Work	Mobile ATM	We request Bank to remove the clasue of 'minimum contract period 6 months' & pay the bidder fixed fees on a monthly basis - 26 days in a month, 5000 Kms. Extra charges for overtime & outstation travel.	Please refer corrigendum

123	13	Penalty for Delay in Operationalizing the Services	The Vendor shall be responsible for Operationalizing all the services stipulated under this RFP. In case of delay in making live the CDs beyond the days stipulated above, the Vendor shall be charged penalty at Rs. 1000/- per day per ATM up to 1 lakh maximum per ATM and after that which will be recovered for delay in Operationalizing / making live the Off-site /On-Site/E galleries CDs beyond the days stipulated above. Shifting of sites approved by banks Central Office should be completed by Bidder without any additional cost to the bank within 30 days after date of sanction and thereafter penalty of Rs. 1000/- per day machine with maximum cap of Rs. 1 lakh will be recovered. Bank will not make any payment for sites not shifted within stipulated time.	We request Bank not to penalise the vendor for the delay which is not attributed to the vendor. Furthermore we request Bank to reduce the penalty to 250 Rs per day per ATM and cap the same to 5000 Rs. per site. In case of delay in shifting & operationalisation, we request Bank to reduce the penalty to 250 Rs per day and cap the same to 5000 Rs per site. Referring to shifting of sites, we request Bank to bear the cost of packing, shifting and re-installation for all such sites where shifting is required on Banks instructions.	NO CHANGE
124	13	Penalty for Delay in Operationalizing the Services	4.7. Order will be placed with L1 bidder after reverse auction process. However Bank may at its discretion distribute the order amongst 2 or 3 vendors provided L2 & L3 bidders match the price offered by L1 bidder. The ration of such distribution will be 60:40 in case of 2 vendors/bidders L1, L2 and in the ration of 50:30:20 in the case of three 3 vendors/bidders L1, L2, L3. Any such allotment shall be the exclusive discretion of the Bank.	We request Bank keep the splitting of order as either 60:40 or 50:30:20 and not to change it. Please clarify.	Please refer corrigendum
125	13	4.2	Penalty	We request Bank that before levying penalty or invoking Bank guarantee, Bank should provide reasonable period to 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.	NO CHANGE
126	14	Penalty for Delay in Operationalizing the Services	4.5. Bank may at its discretion depending upon requirement place order/indent for lesser number than what is defined in this RFP and the selected vendor(s) shall have no recourse in the matter. The quantities mentioned in this RFP are only illustrative. Bank will vary quantities as per requirement and the selected vendor(s) shall be bound to accept the same without recourse.	We request Bank not to reduce quantities more than 25% of the numbers of what is defined in the RFP. All the commercial offering are based on stated numbers and any reduction in numbers will be detrimental to the bidder.	NO CHANGE

127	14	4.11	Replacement of other assets will (ACs, UPS & Batteries etc.) and site preparation requirements will as per requirement/discretion of the bank on case to case basis	We request Bank to clarify in what circumstances it will be applicable. Anything beyond scope of RFP, will be on mutually agreed terms on pricing .	NO CHANGE
128	15	4.14	.Any penalty/fine or any other such claim by any statutory/regulatory/government authority for not complying with law of the land or guidelines by any such authority or agency imposed on the bank will be recoverable from the selected vendor(s) and the selected vendor(s) shall have no recourse in the matter	We request Bank to give vendor cure period in such cases.	NO CHANGE
129	16	7 Second, Third and Fourth CD installation at one site	Bank may at its discretion utilize the space available in ATM cabin for passbook printer, Cash Recycler and other digital services without any cost to the Bank.	We request Bank to not to deploy Cash recyclers & ATMs at same site as it can impact transactions on CD. In case Bank wishes to deploy CRs at such sites in future, we request Bank to pay the vendor minimum guarantee of Rs. 30,000/- for all such sites.	NO CHANGE
130	16	7	In the event of availability of space and the transaction hits / dispense pattern, Bank may place order for installation of second, third and fourth CD at the existing location including that of e gallery. These additional CDs at such location will be required to be installed by the Vendor who has installed the first CD.	We request Bank to discuss with vendor and consider vendors discretion in this regard.	NO CHANGE
131	19	Eligibility Criteria	The bidder must be either the Original Equipment Manufacturer (OEM) of Cash Dispenser or its authorized representative in India. In case bidder is an authorized representative, an authorization letter from manufacturer as per Format (Manufacturer‟s Authorization Letter) to this effect should be furnished.	We request Bank to allow bidder to submit multiple MAFs for CD.	NO CHANGE
132	34	3 Insurance	In case the Vendor does not reimburse such amount within 15 days, such cash loss will be recovered from the net payment due by the Bank to the Vendor along with 2% interest per month or part thereof.	We request Bank to modify this clause as followd : In case the Vendor does not reimburse such amount within 15 days, such cash loss will be recovered from the net payment due by the Bank to the Vendor along with **6% interest per annum**.	NO CHANGE

133	35	5. BRAND OF CD & CR, MANUFACTURER, MODEL	Bank for the entire contract period of 5 years and extended period.	We request Bank to change to contract period to **7 years** instead of 5 years.	NO CHANGE
134	35	6	6.1 The rates are to be offered under the buy-back arrangement on "as is where is basis". The quotation should be uniform for the buy-back of ATMs/CDs/ACs/UPS all across geographical locations/types of location ATMs/CDs/ACs/UPS make. All expenditure related to transportation, de- installation, de-grouting (if required) etc. will be borne by the bidder under the buy-back of an old ATMs/CDs/ACs/UPS .	We request Bank to share list of all such locations where old asset pick up would be required.	NO CHANGE.will be shared to successful bidder
135	38	2. COMPREHENSIVE INSURANCE	2.1 The Biddershallindemnifythe Bankagainstallclaimswhichmaybemadeagainstthe Bankby any member of the public, or third party in respect of anything which may arise in consequence of the Bidder carrying out the Site Implementation Services and shall at its own expense arrange to effect and maintain up to one month after the end of the Term with an office approved by the Bank a policy of insurance in the joint names of the Bank and the Bidder and deposit such policy or policies with the Bank from time to time during the currency of this Agreement. The Bidder shall also indemnify the Bank against all claims which may be made upon the Bank under the Workman‟s Compensation Act or any other statute in force during the currency of this Agreement or at common law in respect of any employee of the Bidder or any sub-contractor, and shall at its own expenses effect and maintain up to one month after the end of the Term a policy or policies of insurance in the joint names of the Bank and the Bidder as aforesaid. The Bidder shall be responsible for anything that may be excluded from the insurance policies and also for all other damage to any property arising out of the improper provisions of the Site Implementation Services.	We request Bank to submit umbrella policy.	NO CHANGE

136	41	2.1.7	Bidder shall indemnify the Bank against any possible damage to the building, roads, or members of the public in course of execution of the work.	We request Bank to hold the Bidder liable only if it happens due to its acts and ommissions and not otherwise.	NO CHANGE
137	44	8	The insurance must be placed with a company approved by the Bank andmust be effected jointlyin thename oftheBidder and theBank and the policylodged with the latter, The scope ofinsurance isto include damage orlossto the Site Implementation services itself till this is made over in a complete state.	We request Bank to delete this clause. Vendor will submit details of their insurer for Banks reference.	NO CHANGE
138	44	8	The Bank shall be at liberty and is hereby empowered to deduct the amount of any damages, compensations, costs, charges and expenses arising or accruing from or in respect of any such claim or damages from any sums due or to become due to the Bidder or from the performance bank guarantee submitted by the bidder	We request Bank to give notice to vendor in such case with a remedy period and in case of failure recover damages only from dues for captioned project and not from any other bidders ongoing project with Bank.	NO CHANGE
139	44		The Bidder shall be responsible for all injury to the work or workmen to persons, animals or things and for all damages to the structural and/or decorative part of property which may arise from the Operations or neglect of himself or of any sub-contractor or of any of his or a sub- contractor�=s employees, whether such injury or damage arise from carelessness, accident or any other cause whatsoever in any way connected with the carrying out of this Site Implementation Services. The clause shall be held to include inter-alia, any damage to buildings whether immediately adjacent or otherwise, and any damage to roads, streets, foot paths or ways as well as damages caused to the buildings and the Bank and hold harmless in respect of all and any expenses arising from any such injury or damages to persons or property as aforesaid and also in respect of any claim made in respect of injury or damage under any acts of compensation or damage consequent upon such claim.	We request Bank to hold the Bidder liable only if it happens due to its acts and ommissions and not otherwise.	NO CHANGE
140	46	11. SAFETY CODES to 17. WOOD WORK	All points between 11. Safety Codes to 17. Wood Work	We request Bank to remove all points between 11. Safety Codes to 17. Wood Work as they are not part of ATM Work.	NO CHANGE

141	60	18. Site Selection	In case the ATM does not provide desired no of ATM hits within 6-12 months, bidder to shift/close the ATMs at no cost to bank or as per the bank requirement.	We request Bank to pay the vendor fixed fees for first 6 months at a minimum of Rs. 30000/- per month per site. Furthermore we request Bank to share desired number of transactions for Financial & Non Financial Transactions. Also in case of shifting of ATM, the cost should be reimbursed to vendor for Bank initiated relocation.	NO CHANGE
142	61	18.7	The Offsite/Onsite site ratio shall be in 50:50 ratios. Bank at its discretion shall change the ratios of offsite, onsite or alter any quantities as per requirement.	We request Bank to share indicative locations of such Offsites & Onsites.	NO CHANGE.will be shared to successful bidder
143	61	19	payment terms	We request Bank to incorporate the following clause : In case the dispute pertaining to payment did not resolved within a period of 15 days, in such cases Bank shall accept the invoice raised by the Bidder and shall be responsible to make payment as per agreed terms. Further, in the event of delay in payment or non-payment, the Bidder shall be entitled to charge interest @18%p.a till the actual realisation of outstanding amount and also shall be entitled to suspend the services till the amount is due to the Bank.	NO CHANGE
144	62	20	Indemnity	We request Bank that the Bidder should only be liable for direct damages losses which are suffered by the Bank and which are proven by the adjucating authority and not otherwise. Furthermore we request Bank to add following : Vendor 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 .	NO CHANGE

145	63	20	The limit of losses suffered by Bank of customer on account of fraudulent transaction committed due to lapses of any security procedure or standards etc., shall be quantified to Rs.25 lac per CD per incidence.	We request Bank to cap the same at actual proven losses.	NO CHANGE
146	65	25.1 Replacement of CDs machines with recurring issues	a. Bank will intimate the Vendor/s the locations with CDs having recurring uptime issues (less than 90%) as observed over a period of a continuous period of any three months. b. Vendor should replace such Make and Model of CDs having inherent/ perennial problems with a new CD within two months from the date of issuance of intimation/notice by the Bank. c. If there is a delay in replacement of the aforesaid CDs, viz. not replaced within the stipulated period, Bank will withhold payment of monthly charges for such CDs till they are replaced. However, Bank will continue to use those CDs, so as not to inconvenience the customers.	We request Bank to allow bidder to carry out root cause analysis (RCA) and then decide the next course of action with intimation to Bank as some of the hardware level faults can be addressed even without replacing the machine. Furthermore, we request Bank not to withhold any payment as the Bank has several other measures to penalise the vendor.	NO CHANGE
147	65	26. Preventive maintenance	Delay in Preventive Maintenance for each ATM, the penalty will be Rs. 1500/- with no cap will be imposed on the vendor.	We request Bank to reduce the PM delay penalty to 500 Rs per month & cap the same at 2000/- Rs per site per year.	NO CHANGE
148	66	27	FORCE MAJEURE	We request Bank to add following to the Force Majeure definition, notifications issued by governmental or semi-governmental bodies from time to time.	NO CHANGE
149	68	31	The Bank will consider the inability of the bidder to deliver or install the equipment within the specified time limit, as a breach of contract and would entail the payment of Liquidation Damages on the part of the bidder. The liquidation damages represent an estimate of the loss or damage that the Bank may have suffered due to delay in performance of the obligations (relating to delivery, installation, operationalization, implementation, acceptance, warranty, maintenance etc.) by the bidder.	We request Bank to levy either the penalty or Liquidated damages , Bank should not levy both. Further, before levying Liquidated damages or invoking Bank guarantee, Bank should provide reasonable period to cure the defect / delay, if any. Further, the Bidder shall be accountable for damages only if the reason for the same is directly attributable to the Bidder and not otherwise.	NO CHANGE

150	70	Terminatio n	Termination	We request bank to clarify who will keep assets after termination. Furthermore we request Bank to pay the bidder non cancellable costs & Written Down Value (WDV) of Machines & other assets, in case of termination.	NO CHANGE
151	70	Terminatio n	Termination	We request Bank not to terminate any contract without assigning any reason. In case of any reason, Vendor should be given time to take remedial action.	NO CHANGE
152	70	c	The Bank reserves its right to cancel the Purchase Order at any time, in the event of delay in project beyond the specified period or non-compliance of the RFP terms or non-fulfillment of RFP functional requirements or severe bugs in the application or proposed system performance is not satisfactory. In addition to the cancellation of Purchase order, the Bank reserves the right to invoke the Bank Guarantee given by the Bidder to recover the damages.	We request Bank that, In case of cancellation by whatever reasons,Bidder should be entitled for non-cancelable costs i.e the cost already incurred by the Bidder for the project. Also, If there is additional cost, it should be mutually discussed.	NO CHANGE
153	70	c	Termination for Default The Bank, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Successful Bidder, may terminate this Contract in whole or in part	We request Bank to give the bidder rectification period of at least 15 days to cure the default.	NO CHANGE
154	70	6	The Bank reserves the right to terminate the agreement with the Bidder / vendor at any time by giving ninety (90) days prior written notice to the Bidder.	We request Bank that bidder should also have right to terminate for convenience.Bidder should be entitled for non-cancelable costs i.e the cost already incurred by the Bidder for the project.	NO CHANGE
155	71	Terminatio n	4. Bank reserves the right to cancel the entire / unexecuted part of the Contract awarded at any time without assigning appropriate reasons in the event of one or more of the following conditions:	We request Bank to delete this clause as Bank has already given some reasons which can be assigned - and not to terminate the agreement without assigning the reason.	NO CHANGE
156	73	e	The Bank shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 to 12 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration.	Vendors deliverables during this transition period shall be mutually disucssed and agreed.	NO CHANGE

157	78	2	Vendor shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and the Bank will give notice of any such claim or demand of liability within reasonable time to Company.	We will take permissions only to run our business. We can not be responsbile for the compliances of Bank	NO CHANGE
158	89	Annexure 7, 1.5	The selected Bidder should provide CDs with at least Windows 10 or Linux with latest patches or above operating System/supported version of Windows operating system.	We request Bank to remove Linux as multi vendor software does not work with Linux.	NO CHANGE
159	89	1.1	8th Generation Intel® CoreTM i3 Processor or higher with minimum 3.3 GHz and 6 MB cache or above. Vendor to provide the supported OS/Patching related software/hardware upgrades without any cost to Bank during the contract period.	We request Bank to change the processot to " 6th Generation Intel® CoreTM i3 Processor or higher with minimum 3.3 GHz and 3 MB cache " as it is sufficient for ATM operation.	Please refer corrigendum
160	90	4. PROJECT COMPLETION	4.1 The entire activity viz. CD site preparation and delivery, installation & commissioning of CDs is to be completed within 30 days for Metro/Urban and 35 days for Rural/ Semi Urban from the date of confirmation of site by bidder or from the date of complete handing over of the site by the Bank whichever is earlier.	We request Bank to change the TAT to 8 weeks for Metro/Urban & 10 Weeks for Rural/Semi Urban.	NO CHANGE
161	95	3.2	S&G / MAS Hamilton (KABAMAS-CEMCON) (or an equivalent make, of high international repute) , Centrally/Remote controlled dual electronic combination lock of 6 + 6 digits with capability for one-time combination(OTC) and audit trail without any hardware change. Should be UL 437 VDS Certified.	We request Bank to remove this part : **'Should be UL 437 VDS Certified'**	Please refer corrigendum

162	95	3.1 & 3.6	3.1 CEN L / UL 291 Certified Secure Chest Level 1 -Certificate of conformance to be enclosed (UL (Underwriters Laboratory Inc. USA) Certified meeting 291 Level 1 or higher or the CEN L or higher certified for the CD Currency Chest. CEN L or higher will be preferred.) 3.6 UL 291 Level 1/CEN1 Certified Secure Chest or higher	We request Bank to fully retain 3.6 & remove ' **CEN L or higher will be preferred** from 3.1	NO CHANGE
163	95	7.12	The Solution should be capable of notifying the Switch in case the DVSS camera is **covered/ blocked** by any means so that the Cash Dispenser does not dispense cash.	We request Bank to change the clause as "The Solution should be capable of notifying the Switch in case the DVSS camera is **disconnected or not working** so that the Cash Dispenser does not dispense cash"	NO CHANGE.Vendor to provide alternate solution
164	96	7.26	Printer driver/firm ware needs to support Hindi, English and regional Indian type fonts/specification.	We request Bank to remove this clause as Hindi and all regional language receipts are printed using images and machines will support all regional language receipt printing. There are 29 languages available to integerate the fonts which would be quite difficult for the vendors.	NO CHANGE
165	97	8.4	Surveillance equipment (camera and related equipment)	We request Bank to clarify on **'related equipments'**.	NO CHANGE
166	99	14.5	FDK Keys: Whenever the machine needs input from FDK keys.	We request Bank to remove the guide lights for FDK since customer inputs will be done by Touch screen as well as FDK due to which the guide lights are not provisoned for FDK	NO CHANGE
167	101	4	Should be capable of interface through multi-vendor ATM software Agent machine with Bank‟s Switch Multi-Vendor ATM Central Server.	We request Bank to clarify & change it to 'should have capability to run on MVS & interface with online monitoring solution without any additional cost to Bank.	NO CHANGE
168	101	5	Cash Dispenser Application should be capable to interface with Bank‟s Switches Multi-Vendor Central Server	We request Bank to clarify & change it to 'should have capability to run on MVS & interface with online monitoring solution without any additional cost to Bank.	NO CHANGE
169	104	70	OEM's native ATM Application should have firewall functionality. Vendor to provide Firewall on the machine, Anti-virus installation and time to time updation.	We request Bank to remove Anti virus as Terminal security Solution will be present in machine which can handle the fucnctionalities of Antivirus.	NO CHANGE

170	105	74	OEM's native ATM Application should be capable of integrating with Bank's Provided single centralized management console for managing, administering and pushing the hardening policies 4.1 Any loss suffered by the bank due to any malware attack or any other fraudulent method at the ATM (CD) level will be recoverable by the bank from the selected vendor(s). As such the selected vendor(s) will have to ensure that the ATMs (CD) provided meet all security requirements and have robust systems in place to prevent such incidents. The Vendor should supply equipment and related software which is free from embedded malware/Virus. It will be vendor responsibility to update, maintain and monitor the same without any addition expenses to the bank.	We request Bank to clarify whether bank will provide the Terminal security solution? If vendor need to provide wthether it should be offline or Online solution? In case of Online solution, whether bank will provide the DC/DR Server and related Server OS and Database. Further in case Bank provides TSS, Vendor should not be responsible in the event virus in the form of malware/adware or any other form is beyond the control of Vendor However, will be responsible in case the necessary systems for Anti virus are not in place with the Vendor.	NO CHANGE
171	116	UPS INSTALLATION – SCHEDULE OF WORK	Supply, installation, testing and commissioning of 1 phase input/output online UPS complete with 3 KVA True on line UPS of EMERSON/DB/Hirel/Tritroni cs/ Switing AVO/ Consul/ Numeric	We request Bank to add '**or equivalent make'**	NO CHANGE
172	118	Annexure 8 A	E. Financial Transaction Rate Per Transaction for Mobile ATM **250% of (A)**	We request Bank to change it to **500% of A** pay fixed fees per Mobile ATM	Please refer corrigendum
173	118	Annexure 8 A	Indicative Commercial Bid	We request Bank to allow bidder 5% rate increase year on year basis.	NO CHANGE
174	119	16	16. Average Offsite Rent is expected to be Rs. 25,000 per month based on location requirements. In case of an Off-site CD when the Bank desires / insists on any specific site and the rent of that particular site is higher than Rs. 25,000 per month, the Bank will bear the additional amount of rent (i.e. monthly amount more than Rs 25,000) and reimburse the same to the Vendor. In other words, the maximum rent expected to be borne by the Vendor for any Off-site location is Rs. 25,000 per month and any excess amount than this will be reimbursed to the vendor in their monthly billing, subject to the approval by bank for selection of such Site.	We request Bank to reduce the rental buffer to 15000 rs per site per month beyond which Bank can bear the additional amount.	NO CHANGE

175	119	8	8. In case of any of cash replenishment services not availed by Bank, Bank will recover 25% of invoice amount excluding the GST /taxes of respective site towards cash loading from monthly billing. Further, 25% amount shall be recovered from minimum guarantee sites also towards self/bank loading cost.	We request Bank not to penalise bidder & take responsibility of resultant cashouts if Bank loads the cash in ATMs.	NO CHANGE
176	125	Annexure 12	PROFORMA FOR LETTER OF INDEMNITY	We request Bank to cap the liability in indemnity. Further, we request Bank that the survival period should restrict for 3 years maximum upon termination or expiration of the Agreement.	NO CHANGE
177	126	Annexure 13 A	NON-DISCLOSURE AGREEMENT	We request Bank to decide the draft mutually.	NO CHANGE
178	133	Annexure 14	PROFORMA FOR PERFORMANCE BANK GUARANTEE	We request Bank that 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, we request Bank to give Bidder cure period of minimum 30 days.	NO CHANGE
179	138	Annexure 16-q,r.	Reconciliation of cash, providing accounting related data and reports, providing and managing round the clock Help line. r. Cash shortages/overages as & when noticed during the reconciliation of cash, is to be made good immediately by the BIDDER.	We request Bank to clarify this. Reconciliation should be the responsibility of Bank & requesting not to penalise Bidder in this regard.	NO CHANGE
180	149	5 Second Level Maintenance (SLM) /PREVENTIVE MAINTENANCE	i. The Bidder or its authorized business partner to provide on 24 7 support with necessary tools / systems / knowledge base to help field staff for quick resolution for 98% uptime of the CD monthly basis.	We request Bank to reduce the monthly expected uptime to 90% and monthly minimum guarantee to 30,000 Rs per month per site.	NO CHANGE
181	159	3.2	(a) From kidnapping or robbery of employees / representative of BIDDER	We request Bank to modify this clause as followd : (a) From kidnapping or robbery **by** employees / representative of BIDDER	NO CHANGE
182	172	1.26	1.26. Minimum front line staff for monitoring in command center should be in the ratio of 1 staff per 100 sites .	We request Bank to remove this clause.	NO CHANGE

183	173	APPENDIX-O E-Surveillance integration at ATM sites	2. Quick Response Team (QRT) for attending to the sites on event based requirements. 2.1. To attend the site within reasonable time (generally within 15 to 20 minutes in Metro / Urban area, 30 minutes to 40 minutes in Semi Urban / Rural area). 2.2. To be able to inform the Police and take their support locally, in dire eventualities. 2.3. To take reasonable deterrent action, when encountering the culprits at the event sites. 2.4. To support the Bank / Law enforcement authorities up to the extent warranted by the nature of the event. 2.5. ORT to be located through GPS (in mobile application). 2.6. QRT should have professional knowledge of e-surveillance system and should not be changed on frequent basis from their duties. 2.7. Any other related work, which may be included in the agreement after mutual discussion and appreciation of the inherent issues.	We request Bank to remove QRT from scope of work.	NO CHANGE
184		General Query	General Query	We request Bank to pay the bidder compensation/transaction loss attributed to Bank like Switch downtime, Network downtime etc.	NO CHANGE
185		General Query	General Query	We request Bank to add following clause : 'The disputed payment shall be adjusted through invoices for amount which is proven & is mutually agreed - which is attributed to vendor.'	NO CHANGE
186	2	N/A	Last date and time for submission of the bid	We request Bank to provide at least two weeks from date of reply to pre-bid queries/release of corrigendum. RFQ of such magnitude requires coordination between various stakeholders like operations teams, solution architects, project management teams, product management teams . Also considering pandemic situation we request you to keep the submission online	NO CHANGE.

187	5	8	Successful bidder has to furnish Performance Bank Guarantee in Bank‟s format (Annexure 14) of amount equivalent of 10% of the order value issued by any Scheduled Commercial Bank in India(Other than Central Bank of India), in favor of the Bank within 30 days from the date of Purchase Order	Bank is requested to reduce the bank guarantee value to 3% in line with the recent RFPs issued by other public sector banks. Bank is also requested to define the term "order value" as this term is appearing at multiple places in the RFP but is not defined.	Please refer corrigendum
188	8	Section 3-1.1	The Offsite/Onsite site ratio shall be in 50:50 ratios. Bank at its discretion shall alter any quantities and/ or change the ratios of offsite, onsite as per Bank‟s requirement.	Request bank to confirm if the onsite locations will be in Metro & Urban locations	NO CHANGE. Details will be shared to successful Bidder
189	9	Section 3-1.1	All regulatory/Statutory guidelines issued by RBI/NPCI/Cert-in or any other such agency/organization as regards to ATM infrastructure to be complied with by Bidder.	All the regulatory compliances Prevailing at time of RFP will be part of solution provided. Any new compliance will be take up on case to case basis and any new development will be at mutually decided cost. It is not possible to predicted at time of commercial bid submission about guidelines that may be issued by any govt body or regulatory body in next seven years	NO CHANGE
190	9	Section 3-1.1	CDs should be equipped with Biometric functionality and capable of integrating with Biometric Solution of the Bank or as per RBI/UIDAI guideline	Request Bank to provide the details of the bank biometric solution for interfacing with ATM application and effort estimation	NO CHANGE. Details will be shared to successful Bidder
191	9	Section 3-1.1	The transaction slip should be printed in multilingual (English/Hindi and regional Language) as well CD screens should be in multilingual (English/Hindi and regional Language).	Required logs/screen files to be provided by bank with switch support	NO CHANGE
192	9	Section 3-1.1	Vendor should ensure to install and regularly update all security features i.e. antivirus, security solutions, TLS 1.2 or higher anti skimming devices etc.	Antivirus needs regular updates to function correctly and detect virus. In ATM environment due to unattended system and network constraints this is of minimal use. Machine comes with firewall to protect terminal form viruses. Bank has also asked for TSS modules like HDD encryption, IP and AP which will make Anti virus redundant . Request Bank to remove antivirus from scope	NO CHANGE
193	10	Section 3-1.1	Vendor to have compatibility with Bank‟s ATM switch, EFRMS, CRM, CBS related interfaces etc. as per Bank requirement without any additional cost to the bank	CD will be interfaced with bank switch other channel integration if needed will be at agreed cost. It will be difficult to estimate the cost of interface without discussion with the respective vendor	NO CHANGE.Vendor to bear the cost

194	10	Section 3-1.1	CD/ATM machines should comply with Bank"s information security policy and should have computability with IS related tools/ interfaces	Bank is requested to share Bank's information security policy	NO CHANGE.will be shared to successful bidder
195	10	Section 3-1.2	1.2. Ensuring compliance of CDs to statutory, RBI/VISA/MASTERCARD/NPCI/GoI etc. and all other requirements, from time to time, at no extra cost for new CDs	All the regulatory compliances Prevailing at time of RFP submission will be part of solution provided. Any new compliance will be take up on case to case basis and any new development will be at mutually decided cost. It is not possible to predicted at time of commercial bid submission about guidelines that may be issued by any govt body or regulatory body in next seven years	NO CHANGE
196	10	Section 3-1.8	The Bank reserves the right to extend the contract for period of two years after the expiry of five years at the same rates and the selected vendor will be bound to provide the required services as defined in this RFP.	We request the Bank to agree that any renewal would be mutually agreed.	NO CHANGE
197	11	2(d) On site ATMs	Networking arrangements (other than LAN cabling from Branch network switch to ATM) to be provided by Bank.	Request bank to provide connectivity till ATM room through bank's network vendor as they are more familiar with the system and cable routing.	NO CHANGE
198	11	2(g) On site ATMs	Shutter and related infrastructure to be provided by vendor	Generally bank provides three walls with shutter hence request you to modify this clause	NO CHANGE
199	12	L	Bank may advise vendor for shifting of ATMs and vendor shall do the same without any additional cost to the Bank.	If the shifting request is initiated by bank, request bank to pay for the shifting charges	NO CHANGE
200	12	2n	Assignment of rent: in case of existing locations, assignment of existing rental agreements (irrespective of whether this is direct assignment or; first assignment to Bank and then to the bidder) cost shall be borne by the bidder.	Request Bank to provide details of rental arrangements of existing sites which the bank proposes to assign to the vendor.	NO CHANGE.will be shared to successful bidder
201	12	3	Mobile ATM - Minimum contract period shall be for 6 months.	Since the contract period of 5 years, request the Bank to clarify if the Bank intends to avail Mobile ATMs only for 6 months? Also 6 months is very small duration for mobile van since Bank will be paying on per transaction. Vendor will not be position even to recover the cost is such short span of time.	Please refer corrigendum
202	12	3	Mobile ATM - Mobile should function according to bank requirement or up to 5000 km per month with any cost to the bank.	Request the Bank to clarify what additional costs Bank would be paying for mobile ATMs?	NO CHANGE

203	13	4.2	Subsequent delay in various testing/certification with bank switch and NPCI/VISA/MASTERCARD/UAT will be penalized, for dependency attributable to successful Vendors at rate of Rs. 5000/- per day maximum up to Rs.1,50,000 per ATM and after that bank may take deemed action including cancellation of the contract.	Testing /certification involves 3rd party efforts like switch , NPCI, VISA and Master etc. Bank should consider delay from 3rd party and Bank dependency before charging penalties	Please refer corrigendum
204	13	4.2	The Vendor shall be responsible for Operationalizing all the services stipulated under this RFP. In case of delay in making live the CDs beyond the days stipulated above, the Vendor shall be charged penalty at Rs. 1000/- per day per ATM up to 1 lakh maximum per ATM and after that which will be recovered for delay in Operationalizing / making live the Off-site /On-Site/E galleries CDs beyond the days Shifting of sites approved by banks Central Office should be completed by Bidder without any additional cost to the bank within 30 days after date of sanction and thereafter penalty of Rs. 1000/- per day machine with maximum cap of Rs. 1 lakh will be recovered. Bank will not make any payment for sites not shifted within stipulated time.	Request bank to reduce the penalty amount to 500/per day and upper cap of Rs.4000	NO CHANGE
205	14	4.5	Bank may at its discretion depending upon requirement place order/indent for lesser number than what is defined in this RFP and the selected vendor(s) shall have no recourse in the matter. The quantities mentioned in this RFP are only illustrative. Bank will vary quantities as per requirement and the selected vendor(s) shall be bound to accept the same without recourse.	Bank is requested to provide the % upto which the Bank may reduce the actual number of ATMs that the Bank may deploy.	NO CHANGE
206	15	4.7	For offsite locations the selected vendor(s) will have to provide VSAT with sufficient bandwidth for smooth functioning and other requirement for ATM services.	Request Bank to define 'bandwidth' required per site so that all bidders will be on same platform while bidding	Please refer corrigendum
207	16	5.ii	Vendor should also ensure that in case, RBI, IBA, NPCI, Master card, VISA, EMV company, Central /State govt. /Police authorities or any other law enforcement agency prescribed any new guidelines will be followed without any extra cost to Bank during the contract period.	All the regulatory compliances Prevailing at time of RFP submission will be part of solution provided. Any new compliance will be take up on case to case basis and any new development will be at mutually decided cost. It is not possible to predicted at time of commercial bid submission about guidelines that may be issued by any govt body or regulatory body in next seven years	NO CHANGE

208	20	16	If Cash Dispense/ Cash Recycler should be compatible with the Bank‟s ATM Switch “Lusis Tango provided by FSS”, certificate to be issued that selected vender will acquire the same within 30 days from the date of order	Switch certification activity requires two month's time. Request Bank to provide at least two month's from date of PO	NO CHANGE
209	19	6	Letter from the Bank/s on letter head signed by an official of concerned department in the rank of AGM or above.	Bank generally authorize official to sign on the testimonials related to RFP's. In some Banks even officials in rank of Chief Manager and Manager are authorized to sign the testimonials. Hence request Bank to either amend or delete this clause.	NO CHANGE. Letter head signed by AGM or above (or equivalent) in the industry
210	21	4	All reference documents must be dated on or after the date of RFP.	We request Bank to accept all the testimonials and reference documents issued from Jan 2021 . Banks generally do not issue the testimonial more than once for the same services.	Please refer corrigendum
211	31	30 A	The commercial offer shall be on a fixed price basis, exclusive of all taxes and levies. No price variation relating to increases in applicable taxes, dollar price variation etc. will be permitted.	Any increase in price due increase in taxes on input cost will be passed on to the Bank	NO CHANGE
212	49	12.1 to 12.7	Brick Work	Request bank to recheck this clause because site has three walls and ceiling.	NO CHANGE.Vendor to provide the as per site requirements
213	53	13	WOODWORK AND JOINERY	Request bank to recheck this clause because site has three walls and ceiling.	NO CHANGE.Vendor to provide the as per site requirements
214	54	14	14. CEMENT POINTING RECESSED /FLUSH, RECESSED POINTING	Request bank to recheck this clause because site has three walls and ceiling.	NO CHANGE.Vendor to provide the as per site requirements
215	55	15	15. INTERNAL CEMENT PLASTER WITH / WITHOUT NEERU FINISH	Request bank to recheck this clause because site has three walls and ceiling.	NO CHANGE.Vendor to provide the as per site requirements
216	62	19.3	If the monthly average availability (up time) of the machine is greater than equal to 95% then for such ATM sites , Bank will pay minimum guarantee i.e. Fixed cost of Rs. 20,000/- per month (without GST) per month or actual invoice submitted by the vendor, whichever is higher	We request bank to please pay rent, electricity and capex investment as minimum guarantee . If the uptime is 85% we request Bank to pay Rs.15000 per month per ATM. If uptime is 90% Rs.25000 per ATM per month and 95% and above Rs.35,000 per ATM per month . This will cover our operational cost.	Please refer corrigendum

217	63	20	The limit of losses suffered by Bank of customer on account of fraudulent transaction committed due to lapses of any security procedure or standards etc., shall be quantified to Rs.25 lac per CD per incidence.	Bank is requested to clarify this clause and help us understand how this clause will be operationalised and under what specific circumstances? What if the actual loss amount would be less than Rs. 25 lakhs, would the vendor be still liable to pay Rs. 25 lakhs?	NO CHANGE
218	66	26	Vendor should share the hardcopy of at least one image each stored by in-built as well as eternal cameras while submitting the Preventive Maintenance Report.	Since Vendor is responsible for installing e-surveillance, is the separate external camera also required. Request Bank to confirm on the same.	NO CHANGE
219	80	Annexure I-	Bank Guarantee	Request Bank to please check the format for EMD BG since the format is asking for purchase order number , date and value. Request Bank to provide revised format	Please refer corrigendum
220	89	Annexure 7-2.1	Software with CEN FS 3.10 or above /equivalent compliant layer (In case of Linu operating system) and cross vendor support, documentation, and terminal diagnostics/utilities and capable of running Multi-Vendor Software without any hardware changes. Testing, installation and Operationalization ofsame without any additional cost to the Bank	Request bank to clarify on the testing installation if Multivendor software is from other OEM,If yes this will be at mutually agreed cost	NO CHANGE.Vendor to provide support
221	89	1.1	8th Generation Intel® CoreTM i3 Processor or higher with minimum 3.3 GHz and 6 MB cache or above	We request Bank to accept below processor config 6th Generation Intel i3 Processor or higher with minimum 3 GHz and 3 MB cache or above 6th Generation i3 processor is very high performing processor required to perform all the transactions mentioned by Bank as part of technical sepecification of this RFP.	Please refer corrigendum
222	89	1.3	1 TB or higher SATA HDD (for OS). 11 TB or higher SATA HDD (for Camera Images).	Request Bank to clarify if Bank requires 1TB HDD or 11TD HDD. As of now 11TB HDD is not available as part of CD config	NO CHANGE. 1 no of 1 TB or higher SATA HDD (for OS). 1 no of 1 TB or higher SATA HDD (for Camera Images).

223	94	6.1	Provide Text-to-Speech (TTS) support in English, Hindi and regional languages.	As per IBA guidelines, only English and Hindi are provided today. Request the Bank to change this clause	NO CHANGE.Functionality is to be provided as per the RBI/regulators guidelines
224	103	Annexure 7 A. ATM APPLICATIO N RELATED: All are mandatory	54. Application interface facilitating all Admin, Reconciliation and MIS functions	Request Bank to provide more clarity on this point.	NO CHANGE.Vendor to provide requisite interfaces as per Banks requirement
225	107	A-2	CIVIL WORK	Request bank to recheck this clause because site has three walls and ceiling.	NO CHANGE.Vendor to provide the as per site requirements
226	107	A-4	P&F ¾" thick Black granite slab at entrance & on steps including for tread double nosing all as per approved	This item is not readily available in many areas, request to consider for edge finish	NO CHANGE.Will be considered on case to case basis
227	108	A-5	P&F flooring with vitrified tiles joint- free of minimum 9mm thickness, size 24"24" and, all fixed in 1:5 cement mortar, complete with cutting and filling joints with white cement. Make of tiles Johnson/Marbonite/ Asian/Nitco/. Ivory shade or as specified by Bank‟s architect.	Ivory has many shades, what kind of ivory is required	NO CHANGE.will be shared to successful bidder
228	108	A-7	P & F ACP cladding on façade as per site conditions. Providing& fixing in position aluminum composite panel(ACP)with framingof aluminumtube sections of min 1.5"1" and 16 gauge 2‟0" C/C both ways. The boing shall have trap door with adequate stiffeners. The jointsshould be properly filled with the fillet materials properly and as per satisfaction.	Shutter boxing area to be mention with Cladding on façade. Request bank to revise the specs.	NO CHANGE

229	108	A-8	P & F interlocking paver tiles (I-shape, unit paver or brick type) of 60mm thick laid on 50 mm sand cement mortar bedding with Kerb stones (as per requirements)to be fixed on both sides to paver provide edgerestrain,then blocksarelaidincludecolorcementjoints,leveling and cleaning the same after completion of work in neat & tidy conditions.	Can be done as long as bank can provide Municipal corporation approval.	NO CHANGE.Vendor has to take all permissions and Bank will provide support only.
230	108	A-10	Providing & fixing MS grill comprising MS square bars/flats/pipe etc. as per design finished with primer coat and enamel paint to the satisfaction of Bank‟s architect.	This is not being used in ATM sites. Request bank to clarify the usage.	NO CHANGE.Vendor to provide as per site requirements
231	108	A-13	Ramp: Construction of ramp for physically challenged with proper slope and requirements &specifications at all sites, except in exceptional cases where ramp construction is not possible due to objections from local authorities or ramp construction is not feasible at all. In such case, cost of ramp construction will not be charged from Bank	How this cost of Ramp will be decided? Please mention in detail	NO CHANGE.Since the site is prepapred by vendor under OPEX model,cost of ramp payment by bank is not applicable.
232	108	A-6	P & F 4” ht vitrified tile skirting all around with 1:4 cement mortar behind include color cement joint, leveling and cleaning the same after completion of work in all respects.	Request bank to recheck the clause as skirting is not feasible on ACP model.	NO CHANGE.Vendor to provide as per site requirements
233	108	A-12	Providing and applying plaster of paris punning of average thickness 5mm on plastered wall surface in line and level, considering on wall	Plaster of Paris is not Required, request to remove the clause	NO CHANGE.Vendor to ensure finishing of walls as per scope of work
234	109	B-1	False ceiling of G.I. tiles metal sheet plain (Armstrong) of size 600 mm 600mm tagular non-perforated made out of 0.3mm galvanized steel non�perforated with powder coated finish as per Company‟s specifications. GI section for grid suspension system with proper grouting in the ceiling.Cutoutstobemadeforaccommodatinglighting	Most of the time specified ceiling tiles are not available. We recommend to use False ceiling of Armstrong type mineral fiber plain non-perforated size 600 mm x 600 mm . GI sections for grid suspension system. Cut-outs to be made for accommodating lighting fixtures	NO CHANGE

235	110	B-2 a)	Providing and fixing Aluminum door comprising of approximate 83.5mm vertical members, approximate 85- 90mm top & bottom, approximately 83.5mm middle member, Black powder coated. Thickness of section not less than 1.5mm. Hemco/Dorma/ Gezee/ Insta floor spring (for 100 kg weight and rated for min 0.3 million cycles) and Pivot on top. 6mm clear glass with scratch free film on both sides. Suitable rubber beading. Wool pile/ weather strip on one vertical member.	Specified floor spring not available everywhere, please mention ISO certified equivalent of specified make. 8mm glass require to make it lighter.	NO CHANGE
236	110	B-2 b)	Providing and fixing Aluminum panel Open able/ fixed comprising of approximate 83.5mm vertical members, appropriate top &bottom and middle members, Black powder coated. Thickness of section not less than 1.5mm. 12mm clear float glass (Modi/ Saint Gobain) to be used. The door (specs given above) in all cases will always be 3‟-6” 7‟. Depending on the width of the façade, one or two panels may be made. One panel will work as an emergency door with minimum width of 2‟ on the side of the floorspring to beOpenablewith 4Nos. of 3” stainlesssteel hinges one edge and tower bolt on the top and bottom on the other edge.	12mm glass is not available Tier in 3 /4 cities and please mention 10mm option. Emergency door panel not require at any site as due to Access lock removed from main door/entrance	NO CHANGE
237	110	B-2 c)	Providing & fixing fully glazed partition up to 7‟3” ht.(as per site requirements) 12mm thick float glass with 4”2” aluminum bo section 16 gauge top and bottom rails withpowdercoating of approved color, 20 micron thick.	12mm glass is not available Tier in 3 /4 cities and request Bank to please mention 10mm option	NO CHANGE

238	111	B-3	/F Rolling shutter of 20 gauge MS sheet including floor lock guide P & F finishedwithenamelpaint as directedetc. on entrance wall at above 7‟-3” level with wooden boing made out of 2” 2” teakwood frame work, 12mm thick marine plywood with trap door for services on magnetic catcher/ bolts arrangement finished with 1.0mm laminate and as per drawings. size – 9‟-6” 7‟-‟6” (approx.)	Laminate is not used in trap door due to rain water which cloud damage the door. Request Bank to please remove this specs	NO CHANGE
239	111	C-1	Chairs – Plastic chairs of overall dimension 475485800 mm ht. seat ht. from floor 460mm made in approved colors. National/Neel Kamal/Supreme/ as approved by Bank‟s architect.	Chair not require at site, as care taker services is not availed by the Bank as part of this RFP.	Please refer corrigendum
240	113	1.1	Supply, installation, testing and commissioning of recessed/ surface type 6 way SPN double door distribution boards consisting of : a) 63A DP RCCB, 30mA, 16KA as Incomer b) 3 nos. 20A SP MCBs c) 1 no. 10A SP MCBs d) 1 no. 10A, digital weekly programmable timer switches similar toMDSRE2000 (ALL ISI MARKED & c	Only 1 timer mention as part of specification. We recommend to mention 2 timers, one for signage and another for AC	NO CHANGE.Vendor to provide at least 1 timer however to reduce the elctricity bills, vendor to provide alternate solutions including timers etc without any cost to the bank
241	114	2.8	Providing and fixing 40mm PVC conduit of ISI make with saddling complete for connectivity from dish antennae on the roof top to the CD. (All ISI mark & complete in all respect)	We request bank to confirm if there is mandate to provide conduit for VSAT cable or It is only a recommendation from bank to the Bidder and bidder can decide other options instead PVC .	NO CHANGE. It is mandatory to provide the VSAT cable conduit
242	115	3.1	Providing & fixing Philips make Green Square LED 600600 mm(38watts) 2950 lumens designed for ceiling mounting system tube lights, make Philips model complete inallrespect(All ISImark&completeinallrespect)	We recommend Supply of 1 no 36W of 2' 0" x 2' 0" LED fixtures (Philips /Wipro/ or equivalent make) .	NO CHANGE.Bank has specified minimum specifications however vendor to provide lightings for better visiblity and power saving

243	115	3.2	Spot lights of 1 15 watt Down lighter Green LED Round BBS170typewhitelamp.Makeof lighting fixtures to be Philips. Complete in all respects) (Minimum 04)	Green LED down light not available. We recommend to mention 4nos Philips /Wipro/ or equivalent 8 Watts spot light in customer lobby and porch.	NO CHANGE.Bank has specified minimum specifications however vendor to provide lightings for better visiblity and power saving
244	115	4.1	Providing earth station comprising of 300 300 3mm copper plate with earthing resistance lessthan 2 ohms including watering PVC/GI pipe with funnel excavation back filling salt and coal filling in layers 10”10” masonry chambers with sand plaster, RCC or cast iron lid, earthing connectivity to be in 10/12 SWG copper wire in PVC conduit from bottom of the pit to the existing ground level complete. (ALLISI MARKED&complete in al	We recommend to use Chemical earthing (2m electrode) instead of traditional earthing. As its durability in holding E-N voltage is better and break-down is very less	NO CHANGE
245	115	3.2	Spot lights of 1 15 watt Down lighter Green LED Round BBS170 type white lamp. Make of lighting fixtures to be Philips. Complete in all respects) (Minimum 04)	Request bank to consider two down lights in shutter box and two LED lights 600x600 mm 38 watts which is mentioned in 3.1.	NO CHANGE.Bank has specified minimum specifications however vendor to provide lightings for better visiblity and power saving
246	115	3.3	Providing & filling 136W mirror optic Tube light fittings of Philips make / equivalent model from Wipro/GE brands (ALL ISI MARKED & complete in all respect)	Request bank to delete this clause as it is already mentioned in 3.1	NO CHANGE
247	115	3.4	Providing & fixing 136W Philips make tube light (Minolta) / equivalent model from Wipro/GE brands, with copper choke. (ALL ISI MARKED & complete in all respect)	Request bank to clear the fixing location.	NO CHANGE.will be shared to successful bidder

248	135	2.1	The Network connections shall have TLS, IPsec end-to-end encryptions configured at routers to ensure secure data transmissions and should support AES 256, 3DES, GCM, SHA2 or any latest encryption which bank may ask as per requirement in future during the contract period.	We understand form the clause that the Bank is looking for Network connectivity with End to End IPSec (Remote ATM site till DC/DR) which support latest encryption standards like GCM, SHA2. Pls confirm.	NO CHANGE
249	135	2.3	Vendor should also arrange for backhaul from service providers. For connecting to the Bank‟s ATM Switch and DR at Hyderabad.	Request Bank to confirm if service provider use an existing backhaul links available between service provider Noc to Bank DC & DR and upgrade these links as per rfp requirement.	NO CHANGE.Feasibility to be checked by successful bidder for using existing Backhaul link however cost of upgaration to be borne by the Bidder
250	138	Annexure 16 Appendix – A SCOPE OF WORK MANAGED SERVICES	q. Reconciliation of cash, providing accounting related data and reports, providing and managing round the clock Help line.	1) On what time bank will share Switch & CBS raw transaction dump file to perform reconciliation on daily basis 2) Will Switch & CBS raw files will contain opening balance, loading, admin increment, admin decrement, closing balance etc. details 3) Will Switch & CBS raw files will contain opening balance, loading, closing balance etc. details 4) On what time DN to submit reconciliation reports with Bank 5) Mode of recovery & settlement. TAT for settlement Bank and DN 6) Will bank share admin summary file to DN on daily basis which contains opening balance, loading, admin increment, admin decrement, closing balance etc. details 7) Will bank share suspect transaction report on daily basis from Switch vendor	NO CHANGE.Processes will be shared to successful bidder
251	138	Annexure 16 Appendix – A SCOPE OF WORK MANAGED SERVICES, r	Cash shortages/overages as & when noticed during the reconciliation of cash, is to be made good immediately by the BIDDER.	We will highlight the same in T+7 days (T = EOD date). We request Bank to confirm on the same.	NO CHANGE.Processes will be shared to successful bidder

252	138	Annexure 16 Appendix – A SCOPE OF WORK MANAGED SERVICES, S	BIDDER will provide MIS reports to THE BANK	Request Bank to share formats of all standard reports. For adhoc/ customised reports we request Bank to share the required formats and allow time for development post mutual agreement	NO CHANGE.will be shared to successful bidder
253	138	Annexure 16 Appendix – A SCOPE OF WORK MANAGED SERVICES, 1.5	Vendor should be responsible for integration with Switch Data Feed for the purpose of managing the ATMs/ CDs deployed by the Vendor	Request Bank to provide API integration document, feed samples, Feed Solution document for feed mapping purpose, POC, etc.	NO CHANGE.will be shared to successful bidder
254	138	Annex 16 - n	Cash loading, cash maintenance, cash optimization as per requirements of Bank and cash forecasting.	We request Bank to please clarify on this requirement	NO CHANGE
255	138	Annex 16 - V - 1.1	Amount of Cash Shortage/overages is to be reported to Bank every day on T + 2 basis	Need clarity for specific format, mode of communication OR C3R which is shared on T+1 basis suffices this clause	NO CHANGE
256	142	APPENDIX-C INCIDENT MANAGEMENT SERVICES,3.3,a	Incident Management System Features a. IM tool should be should be capable of processing all the status codes generated by ATMs and initiate appropriate action.	Request Bank to provide API integration document, feed samples, Feed Solution document for feed mapping purpose, POC, etc.	NO CHANGE.will be shared to successful bidder
257	143	APPENDIX-C INCIDENT MANAGEMENT SERVICES, 3.5	3.5 Reporting BIDDER Management Centre shall maintain data for closure of incident/s and shall provide THE BANK with monthly report on CD channel performance.	Request Bank to share formats of all standard reports. For adhoc/ customised reports we request Bank to share the required formats and allow time for development post mutual agreement	NO CHANGE.will be shared to successful bidder
258	144	Q	Pest control services at least once in a quarter	Request bank to modify the clause from once a quarter to as and when required	Please refer corrigendum

259	146	Remote Monitoring - A - 3	Potential cash out warning for CDs	We request Bank to specify Cash Limit for Potential Cash out & thereby Cash out	NO CHANGE.will be shared to successful bidder
260	148	EJ Pulling Services,i	EJ pulling should be done on daily basis and sent to Bank‟s ATM Cell on T+1 basis. If required, the bidder may have to send EJ for failed transactions on near real time basis to address customer grievance.	This is subjected to connected terminals	NO CHANGE
261	148	EJ Pulling Services,j	The Vendor should provide EJ viewer facility to the Bank.	This is subject to DN Global Risk and Security teams compliance policy	NO CHANGE.Vendor to provide the facility
262	148	Screen Loading/Content Management Services, 4,e	The Bank will provide the ATM screens which should be installed at all the ATMs managed by the Vendor at no additional cost to the bank. Similarly, the Vendor is also required to remove or replace the screens based on the instructions of the bank at no additional cost to the Bank.	This is subjected to connected terminals	NO CHANGE
263	151	APPENDIX –F MIS REPORTS	REPORTS: Reports that need to be provided to the Bank by the bidder as per Bank's requirement	Request Bank to share formats of all standard reports. For adhoc/ customised reports we request Bank to share the required formats and allow time for development post mutual agreement	NO CHANGE.will be shared to successful bidder
264	154	APPENDIX-H,C,VIII	Any shortages in loading shall be to the account of bidder and should be made good within a period of 7 calendar days. Any further delay will attract Interest at the rate of commercial rate of the Bank.	Post reconciliation it is noticed that shortage occurred due to successful or suspected transactions in EJ which are reversed in switch or any technical issue at switch end then DN won't be liable for shortage recovery	NO CHANGE
265	155	APPENDIX-H,C,XI	XI. Any shortage/overage found by the agent at the time of cash replenishment has to be reported to the Bank and action should be undertaken by the agent immediately and the bidder should make good of aggregate shortages during the month within a period of 10 days from close of the month.	1) DN will highlight the same in T+7 days (T = EOD date) 2) Addition to this, if post reconciliation it is noticed that shortage occurred due to successful or suspected transactions in EJ which are reversed in switch or any technical issue at switch end then DN won't be liable for shortage recovery	NO CHANGE

266	155	APPENDIX-H,C,h	h. Physical CASH Tallying: Bidder to Tally CD-wise EJC with the following details ? CD Counter-wise : ? Previous Day‟s Balance ? Cash Dispensed ? CD Closing Cash. ? PHYSICAL CASH IN CD TO TALLY WITH CLOSING CASH AS PER COUNTERS ? Report of transactions taken place from the previous tallying giving details like Date of Tn, Time of Tn, Trace, Card number, Account number, Response code,. Amount. TOTAL OF THE ABOVE REPORT TO TALLY WITH CASH DISPENSED AS PER COUNTERS	Request Bank to confirm the process which needs to be follow in case CD EOD counters jump or zero due to any technical reason	NO CHANGE
267	156	APPENDIX - I, 1.5,b	(b) CD Balancing:- At the time of end of day activity CRA will reconcile physical cash in the CD cassettes and in the purge bin (reject bin) with the ADMIN balance (end cash shown denomination wise in ADMIN slip). Delay in EOD activity of ATM results in reconciliation arrears. Therefore for delay in daily EOD of ATM , vendor shall pay Rs.100/- per day per ATM for the delayed period.	Normally physical cash to be reconciled with CD counters and there is any discrepancy between Admin balance vs CD balance vs Physical cash balance which to be reported by the bank recon vendor with their analyses against the difference. So we want more clarify on this point from bank	NO CHANGE
268	156	Appendix I SCOPE OF SERVICES - 1.4	THE BANK shall provide a maximum of 3 (Three) days Cash based on the previous 2 (Two) months dispense pattern	The Current Cassette Capacity of ATM should support the algorithm. If Not, would recommend changing the cassette configurations post Data Analysis	NO CHANGE
269	157	APPENDIX - I, 1.10	CRA agency need to do EOD with Admin card only also CBR report and EJ counters hard copy supposed to be submitted on same day or very next day.	In case due to any technical reason custodian is not able to perform admin activity then they have to keep EOD activity on hold till next schedule or they can perform EOD activity without Admin card	NO CHANGE
270	157	APPENDIX - I,1.11	During cash replenishment if any Physical shortages or switch difference found then that information need to mentioned in C3R report -This is mandatory requirement.	We are ok but Bank recon team to highlight the discrepancy on T+3 in case they found in the C3R report	NO CHANGE
271	157	APPENDIX - I, 1.12	CRA Agency should provide true and correct data in CBR report and ensure that there will not be revised CBR.	1) Request bank to define process need to be follow to prepare CBR report in case counter jump or made zero due to any technical issue 2) Bank recon team to highlight the discrepancy if they have on T+3 basis to further validate at DN end	NO CHANGE

272	157	APPENDIX - I,SCOPE OF SERVICES - 1.6.D	BIDDER shall not be responsible for cash outs if it arises due to following reasons If cash is not provided by Bank in time	Need to fix Maximum Cash Provision time on the day of Replenishment	NO CHANGE
273	157	APPENDIX - I,SCOPE OF SERVICES - 1.14	Assigned ATM cash should be loaded in same ATM id if ATM is having any dispenser related issue then that cash should be Returned to the branch. Kindly note that CRA should not do cash diversion in other ATM without informing to the Branches	1. If late in day and CRA cannot reach before branch closing time, they will be vaulting the Cash , if Vaulting facility is available. Relevant Vaulting & C3R reports will be provided 2. In Tier 2 & Tier 3 cities, where CRA doesn’t have vaulting, Cash will be diverted else the probabilites of fidelity and thereby Cash loss will be substantially high	NO CHANGE
274	158	APPENDIX - I, 1.20	CRA agency should tally the physical cash with both the counters and ensure that every EOD physical cash should be tally with counters.	Normally physical cash to be reconciled with CD counters and if there is any discrepancy between Admin balance vs CD balance vs Physical cash balance to be reported by the bank recon vendor with their analyses against the difference. So we want more clarity on this point from bank.	NO CHANGE
275	158	Insurance - 2.2	THE BANK, however, shall insure the Cash in CD	Need the Insurance Limit of every ATM which should be aligned with SCOPE OF SERVICES - 1.3 on page 156.	NO CHANGE

276	162	APPENDIX-J RECONCILIATION & SETTELEMENT,1	1. BIDDER' Responsibilities: BIDDER shall be responsible for reconciliation of the following transactions: a. CD Cash reconciliation b. CD to Switch reconciliation (EJ to switch) c. Generation of MIS report – Matched & unmatched entries d. Report of unrecon entries.	1) On what time bank will share Switch & CBS raw transaction dump file to perform reconciliation on daily basis 2) Will Switch & CBS raw files will contain opening balance, loading, admin increment, admin decrement, closing balance etc. details 3) Will Switch & CBS raw files will contain opening balance, loading, closing balance etc. details 4) On what time DN to submit reconciliation reports with Bank 5) Mode of recovery & settlement. TAT for settlement Bank and DN 6) Will bank share admin summary file to DN on daily basis which contains opening balance, loading, admin increment, admin decrement, closing balance etc. details 7) Will bank share suspect transaction report on daily basis from Switch vendor	NO CHANGE
277	162	APPENDIX-J RECONCILIATION & SETTELEMENT	2. REPORT GENERATION All the reports, Audit Trails necessary for branch accounting and inter branch reconciliation shall be generated at the end of the day. The following reports shall be generated on daily basis a. Daily CD wise EJ Report b. Daily CD Settlement Report c. Daily Exception Report d. Audit trail and the details of incomplete transactions e. Any other reports as deemed necessary by the Bank from time to time.	Need more clarity on mentioned reports by bank	NO CHANGE
278	163	APPENDIX-K CD UPTIME & PENALTY	1.1 For the purpose of calculation of uptime, an ATM which is not dispensing cash for reasons other than stated above, will be treated as down even though the non-financial transactions are happening successfully on the ATM.	Downtime will be based on feeds received from the switch and inclusion of "Non Down" feeds would be post mutual agreement	NO CHANGE
279	164	2.2	Cash out penalty	Request bank to modify clause to Rs. 1000 penalty for each cash out	NO CHANGE

280	165	4.3	Shifting of sites approved by banks Central Office should be completed by Bidder without any additional cost to the bank within 30 days after date of sanction and thereafter penalty of Rs. 1000/- per day machine with maximum cap of Rs. 1,00,000/- will be recovered.	Shifting of the sites which are not part of this RFP will be done at additional cost.	NO CHANGE
281	166	5	The total Penalty recoverable for downtime that is not maintaining the uptime as per Service Level, cash outs attributable to the Vendor, delay in operationalization of services will be capped at 25% of the total payment due to the Vendor for under the Contract for the particular month.	Request bank to cap the penalties at 5% 5% of service invoice value of that particular ATM as this a opex deal.	Please refer corrigendum
282	166	5 CAP ON PENALTY	The total Penalty recoverable for downtime that is not maintaining the uptime as per Service Level, cash outs attributable to the Vendor, delay in operationalization of services will be capped at 25% of the total payment due to the Vendor for under the Contract for the particular month.	Request the Bank to cap penalty at 5% and that too at an ATM level for the service the deviation has occurred	Please refer corrigendum
283	162	Appendix K	Service level and penalties	Bank is charging separate penalty on every service mentioned as part of RFP. We request Bank to either charge penalty on percentage of downtime or services to be provided. Also request penalties to be capped at 5% of service invoice value of that particular ATM.	NO CHANGE
284	Additional query	Additional query	Rentals for Onsite locations	Request bank to confirm if rental for onsite locations will be paid by bank	NO CHANGE
285	2	N/A	Pre-bid Meeting with bidder on queries raised	Considering pandemic situation we request you to keep the Prebid meeting online through MS team or any other platform available with Bank	NO CHANGE.Bank will consider the request
286	**Page**	**Point/Section**	**Clarification point as stated in the tender document**	**Queries/ Suggestion/Deviation**	

287	10	Section III - Scope of Work - 1.2	Ensuring compliance of CDs to statutory, RBI/VISA/MASTERCARD/NPCI/GoIetc.and all other requirements, from time to time, at no extracost for new CDs	Cost of future compliance cannot be estimated accurately hence assuming the cost for the term of the contract looking at historical date may either lead to overcharging the Bank or inadequate provisioning for the cost. Hence request the Bank to keep this item out of the commercial to be quoted and it can be paid by the Bank basis the requirement.	NO CHANGE
288	10	Section III - Scope of Work - 1.9	The bidder should have their own support offices / resident engineers in a minimum of 100 major Centers, (which should include all the Cities/Centers where Bank's Regional Offices are situated and be able to provide & maintain equipment including all components/Add-On items in sufficient quantities with their Operational support engineers in all these cities (List of Regional/Zonal Offices is placed at Annexure11).	Assuming this requirement is for the OEM providing ATM and other equipment and not for MSP's own offices. Kindly confirm.	Please refer corrigendum
289	16	Section III - Scope of Work - 7	In the event of availability of space and the transaction hits / dispense pattern, Bank may place order for installation of second, third and fourth CD at the existing location including that of e gallery. These additional CDs at such location will be required to be installed by the Vendor who has installed the first CD. Bank may at its discretion utilize the space available in ATM cabin for passbook printer, Cash Recycler and other digital services without any cost to the Bank.	In case multiple ATMs are installed at the same location, assuming the commercial will be the same for all of those ATMs. Typically total number of transaction at a site does not increase with increase of ATMs at that site. Hence per ATM revenue will decrease substantially if multiple ATMs are installed at a location. Request the Bank to consult with the bidder before deploying multiple ATMs at a site and not to setup a unilateral process which will make the site unviable commercially. Putting in more devices at existing ATM sites will create more traffic for other services which will result in decrease of the ATM transactions. Since this RFP is on a opex model, requesting the Bank to have a separate proposition of fixed monthly billing to accommodate such sites.	NO CHANGE

290	27	SECTION V - INSTRUCTIONS TO THE BIDDERS - 5	The two envelopes containing the Technical and Commercial Bid should be separately submitted. Please note that if any envelope is found to contain both Technical and commercial bid, then that bid will be rejected summarily. All documents submitted with the bids must be properly bound and in deed. No loose papers should be submitted in the bids.	Request the Bank to consider the submission digitally instead of paper submission.	NO CHANGE
291	various	Penalties and deductions		Request the Bank to cap all penalties and deductions to 5% of the monthly payment	Please refer corrigendum
292	66	27	Force Majeure	Please add satellite and Satellite transponder failure in Force Majeure	NO CHANGE
293	136	2.3 Offsite CD's	IPsec tunnel for the traffic from ATM to DC, Navi Mumbai and DR	Please confirm the IPSEC algorithm to be used. At present the VSAT modem is capable for IPSEC with AES-SHA-256 bit encryption. In case of latest algorithm router would be required at every ATM location.	NO CHANGE
294	15	4.17	For offsite locations the selected vendor(s) will have to provide VSAT with sufficient bandwidth for smooth functioning and other requirement for ATM services	Please confirm the BW requirement per ATM basis	Please refer corrigendum
295		General Query	Backhaul link between VSAT provider HUB to Bank DC and DR	Please allow service provider to use existing backhaul infra between Its HUB to bank DC and DR. The infra is dedicated to CBI.	NO CHANGE.Feasibility to be checked by successful bidder for using existing Backhaul link however cost of upgaration to be borne by the Bidder
296		General Query	Backhaul link between VSAT provider HUB to Bank DC and DR	In case of new infra please share the detail address wit floor no and contact person details for backhaul link feasibility	NO CHANGE.will be shared to successful bidder
297		General Query	List of Applications	Please share the details of application run on ATM apart from financial transaction, Query transaction and EJ	NO CHANGE
298	135	2.1 Switching	In the event of Bank shifting its Data Centre / ATM switch to a different location, the Managed Service Centre link migration will be responsibility of the Vendor.	We request the bank that the Managed Service Centre link migration needs to be done on chargeable basis which will be borne by bank.	NO CHANGE

299	135	2.2 Onsite CD's	Networking of On-site CDs to ATM Switch at Bank's DC and DR site will be provided by the Bank through branch LAN Switch and router. The necessary LAN Cabling for the purpose will be done by the vendor from Branch Switch to ATM and should be concealed. In the event of any of the onsite CD getting disconnected vendor shall proactively coordinate with Bank/Network integrator team to troubleshoot	In the event of any of the onsite CD getting disconnected, FIS shall proactively coordinate with Bank/Network integrator team to troubleshoot, however, We request the bank not to impose any downtime penalty for these CDs under Down Category.	No Change.Please refer standard exclusion on page no. 163
300	135	2.3 (a) Offsite CD's	All the Off-site CDs should be networked by the bidder / vendor to Banks ATM Switch hosted at Bank's Data Centre situated at Navi Mumbai and ATM Switch DR at Hyderabad. In the event of Bank shifting its Data Centre to another location within Navi Mumbai, the Vendor will be responsible for backhaul link migration without any downtime and cost to the Bank, without any additional to the bank.	In the event of Bank shifting its Data Centre to another location within Navi Mumbai, the Vendor will be responsible for backhaul link migration, however FIS request the bank to bear the migration charges.	NO CHANGE
301	137	2.3 (m) Offsite CD's	In case bank decides to migrate from IPV4 to IPV6 then bidder will have to make necessary configuration changes without additional cost.	We request the bank to accept the migration charges from IPV4 to IPV6.	NO CHANGE
302	137	2.3 (j) Offsite CD's	Vendor shall be responsible for the providing end to end support for testing, customization of any new functionality as per requirement of bank without any additional cost.	FIS request the bank that customization of any new functionality will be borne by the bank.	NO CHANGE
303	138	2.3 (u) Offsite CD's	Providing a real time, online, interactive remote monitoring tool at Bank's sites (RO/ZO/CO etc.) or sites specified by the Bank for observing the health of CDs under Managed service for updating comment/feedback.	While FIS will provide the URL access to HO's designated on or two PC's, we request going ahead bank will need to whitelist the URL and access the same by RO/ZO/CO.	NO CHANGE.Requisite URL will be whitelisted.
304	138	2.3 (v 1.3) Offsite CD's	Vendor should provide connectivity between the monitoring System / managed services center and ATM switch / Bank's DC with high level security standards like network connectivity through IPSEC / 3DES dedicated servers located at Bidder's end to remotely run special commands, firewall / De Militarized zone (DMZ), firewalls and other IP security methods and access control methods. In the event of Bank shifting its Data Centre to a different location, the Managed Service Centre link migration will be responsibility of the Vendor.	In the event of Bank shifting its Data Centre to a different location, FIS request the bank to bear the cost for the managed service center link migration.	NO CHANGE

305	142	3 (f) Incident Management Services	IM should have features of automated dispatching of field services calls using phone lines and SMS, to the right engineer / personnel and providing the escalations when the call is not closed in defined time frame.	FIS would like to inform the bank, FLM/SLM call logging / attending will take place as per industry practice.	NO CHANGE
306	142	3 (j) Incident Management Services	The Security monitoring tools of the Bidder shall be extended to these machines without additional costs to bank, wherever required to ensure their safe operations.	FIS request the bank to share more details on the same.	NO CHANGE
307	143	4 (4.2) The Banks responsibilities	THE BANK shall be responsible for ensuring cooperation from Switch bidder to provide necessary data feed to BIDDER‟ monitoring tool. The Switch bidder also should coordinate with BIDDER to develop the interface without any inordinate delay	FIS request the Bank, to ensure an uninterrupted feed is provided for real-time ATM monitoring. We will not take any responsibility/not accept any penalty of ATM downtime due to non receipt of Feeds on real time.	NO CHANGE
308	147	3 (b) Software Management (EJ Pulling Services)	CD-Wise EJs pulled are to be spooled separately and pushed to the Bank's designated server on daily basis	FIS request the Bank to provide access to their server to share the EJ's on daily basis.	NO CHANGE.will be shared to successful bidder
309	149	3 (r) Software Management (EJ Pulling Services)	If Bank desires to revamp the Screens and roll out of which necessitates site visit for deployment of the same, the Vendor shall not charge any additional fees/ charges for this activity	FIS request the bank , that the charges of engineer visits for screen and any rollout would be borne by bank.	NO CHANGE

310	149	5 (iv)Second Level Maintenance (SLM) /PREVENTIVE MAINTENANCE	Preventive Maintenance should be conducted once in a quarter to ensure that the ATM is maintained in good operating condition and the report should be submitted to the Zonal/Regional Office concerned. Preventive Maintenance may be scheduled at a time convenient to Bank i.e. it should not affect the customer service. Consolidated report of ATM-ID wise preventive maintenance must be provided to the bank within 2 weeks of end of respective quarter. The details shall interalia include due date of PM and date when done. Vendor shall be liable for penalty @ Rs.500/- Per ATM , for delay in PM per month . This penalty shall not form part of penalty capping clause.	FIS will submit the PM report in the form of soft copy with HO after end of respective quarter also we request the bank to waive off PM penalty.	NO CHANGE
311	150	5 (v) Second Level Maintenance (SLM) /PREVENTIVE MAINTENANCE	Separate earthing will be provided by the Bidder for the CD including onsite CDs and Lobby CDs. The earthing is to be properly maintained by the Bidder. The earthing is to be checked every month and submit the reports to the CD link Branch with a copy to the respective Regional Office. Any damage due to faulty earthing will be at the sole risk and responsibility of the selected vendor(s). In case of re-earthing, it is the responsibility of the vendor to do re-earthing without any cost to the Bank.	FIS would like to propose to the bank, that the earthing check up will be done once in six months instead of a monthly activity.	NO CHANGE
312	150	5 (vi) Second Level Maintenance (SLM) /PREVENTIVE MAINTENANCE	Vendor should share the hardcopy of at least one image each stored by in-built as well as eternal cameras while submitting the Preventive Maintenance Report	FIS would like to inform that the submission of images along with preventive report is unfeasible & the clause should be removed.	NO CHANGE
313	164	2.2 Penalties	Cash Out Penalty Hours Rs. 1000 4 hours to less than 8 hours Rs. 2000 8 Hours to less than 24 Hours Rs. 4000 24 Hours and above	FIS would like to request that the Penalty should be in line with per hour revenue and it should be capped at 5% of monthly billing (including all the penalties).	Please refer corrigendum

314	164, 165	2.5 Penalties	EJ for all operational ATMs is to be provided on daily on T+1 basis. Any short fall of EJ of 98% per ATM will attract penalty of Rs. 500/- per day. Recurrence of default shall attract increased penalty of Rs. 1000/- per day. Apart from penalty, amount paid to customer for disputed transaction on account of EJ not provided will be recovered from vendor bill payment, on actual.	FIS would request the bank to revise penalty on EJ submission.	Please refer corrigendum
315	166	5 CAP ON PENALTY	The total Penalty recoverable for downtime that is not maintaining the uptime as per Service Level, cash outs attributable to the Vendor, delay in operationalization of services will be capped at 25% of the total payment due to the Vendor for under the Contract for the particular month.	FIS request the bank to reconsider the given penalty cap of 25% as it is at higher end and it should be capped at 5% of monthly billing (including all the penalties).	Please refer corrigendum
316	95	7.14	Capable of Remote Key Management - Triple DES/RSA, Certificate or Signature-based.	FIS request the bank to provide confirmation on switch readiness for remote key management.	NO CHANGE
317	96	7.2	CD must Support TLS 1.2 or above and shall provide required software, if any.	Certainly the CD will have the TLS 1.2 capability , FIS request the bank to provide confirmation on switch readiness for TLS 1.2 or above.	NO CHANGE.Switch is ready for TLS testing
318	98	11 (11.1 To 11.3)	BIOMETRIC	FIS request the bank to provide confirmation about the Biometric activity.	NO CHANGE.will be shared to successful bidder
319	101	12	Software to support IF message emulation.	FIS request the bank to share more details on the same.	Please refer corrigendum
320	101	13	The bidder/Supplier should support the Endpoint protection Solution available with Bank else bidder/supplier should provide Virus protection, detection and maintenance of virus definitions for the native application	FIS request the bank to share more details about the Endpoint protection Solutions	NO CHANGE.will be shared to successful bidder
321	102	14	Software to support ISO20022(ML) message emulation	FIS request the bank to share more details on the same.	Please refer corrigendum
322	102	34	Supports OTP Based and Card less transaction withdrawals	FIS request the bank to confirm the OTP infrastructure and transaction flow.	NO CHANGE.will be shared to successful bidder
323	103	46	Support for MAC (Message Authentication Code)	Certainly will do, FIS request the bank to confirm whether switch support is available for this activity.	NO CHANGE

324	164	2.1	Penalties will be levied @ Rs 100/- per hour per ATM /CD for any downtime beyond 2 % in a month, after taking into account all the exclusions provided in the above paragraph calculated on a monthly basis.	FIS request the bank to reconsider the given penalty cap , penalty should be in line with per hour revenue and it should be capped at 5% of monthly billing (including all the penalties).	NO CHANGE
325	165	3.1	In the event of any CD registering Zero Cash withdrawal hits for 480 hours per ATM (need not be on continuous basis) in a month, the Bank shall not release the payment due for that CD for that month.	FIS request the bank to reconsider the given penalty clause.	NO CHANGE
326	94	7.2	Solution should be able to store the images in a digital format for minimum 6 months at an average of 400 transactions per day. The back-up should be taken at quarterly intervals or earlier as per requirement by the Bank and supervised by the Vendor. The images will be stored on one of the 2 Hard Disks in the machine. Vendor to increase storage capacity for machines having more than average 400 hits per day accordingly.	FIS would like to inform the bank, as per current industry standard images are stored on secondary ATM HDD for 90 days only. Taking quarterly backup of images is not feasible considering the image size.	NO CHANGE.Vendor to provide CCTV footage as and when required by bank.
327	95	7.7	The solution must be capable of monitoring from a central location. The Solution should be able to pull the required images From the central location and share the same over e-mail/sftp/other Communication medium with bank officials, as and when required.	FIS would like to inform the bank that the ATM DVSS solution will not have remote monitoring and image pulling feature.	Please refer corrigendum
328	95	7.12	The Solution should be capable of notifying the Switch in case the DVSS camera is covered/ blocked by any means so that the Cash Dispenser does not dispense cash.	FIS request the bank to delete this clause as this feature is unavailable.	NO CHANGE.Vendor to provide alternate solution
329	172	1.21	The Bank may shift its ATMs during the contract period. In these cases, the service provider has to shift the same equipment to the new location and make e-surveillance system live within 7 days. During the currency of the contract, if any additional sensor is required to be installed, the vendor will install the same without any extra cost.	FIS request the bank, to bear the relocation cost & agree on a fixed rate.	NO CHANGE
330	172	1.22	Deinstallation/Dismantling of any e-surveillance equipment from the site will be done without any additional cost to the Bank.	FIS request the bank, to bear the cost of deinstallation / dismantling during relocation.	NO CHANGE
331	172	1.23	During the currency of the contract, if any additional sensor is required to be installed, the vendor will install the same without any extra cost.	FIS request the bank, to bear the relocation cost & agree on a fixed rate.	NO CHANGE

332	172	1.24	During the currency of the contract, the vendor should upgrade the system at no additional cost, particularly with reference to up gradation in technology related to CCTV camera (resolution)/Sensors or due to compliance of any Regulatory guidelines/requirements etc.	FIS would like to inform the bank, this needs to be mutually agreed and if any requirement of additional equipment, it will have additional cost.	NO CHANGE
333	10	2.g	Site implementation service - shutter and infrastructure to be provided by vendor	FIS would like to inform the bank , Ideally for Onsite - it bank responsibility to provide shutter, Incase FIS needs to provide the shutter, the same will be done on chargeable basis.	NO CHANGE
334	14	4.2	Shifting of sites approved by banks Central Office should be completed by Bidder without any additional cost to the bank within 30 days after date of sanction and thereafter penalty of Rs. 1000/- per day machine with maximum cap of Rs. 1 lakh will be recovered. Bank will not make any payment for sites not shifted within stipulated time.	FIS would like to inform the bank, any shifting activity will be chargeable activity as penalty is on higher side.	NO CHANGE.Shifting of sites to be completed within 30 days after date of sanction by Bank.Sanction of site will be provided only after finalistion of alternate site by Bidder and Bank.
335	13	4.1/4.2	At existing sites, for replacement of ATMs TIS work and other procedures for operationalization of new ATMs to be completed within minimum downtime not exceeding 15 days. In case of CD installation only (i.e. without site preparation), the entire activity including delivery and complete installation of CD is to be completed within 20 days from the date of acceptance of order irrespective of location, or from the date of complete handing over of the site by the Bank whichever is later	FIS would like to inform the bank, 30 days is required for TIS & ATM replacement at existing sites or onsite & for offsite we need 45 days for TIS post bank's approval.	Please refer corrigendum
336	13	4.2	The Vendor shall be responsible for Operationalizing all the services stipulated under this RFP. In case of delay in making live the CDs beyond the days stipulated above, the Vendor shall be charged penalty at Rs. 1000/- per day per ATM up to 1 lakh maximum per ATM and after that which will be recovered for delay in Operationalizing / making live the Off-site /On-Site/E galleries CDs beyond the days	FIS would like to inform the bank , penalty seems to be on higher side & we request bank to delete this clause.	NO CHANGE

337	164	2.3	The non-maintenance of cleanliness at ATM room and Site upkeep related issues system, will be taken up with the Vendor by the Bank by e- mail or any other. Despite bringing it to the notice of the vendor if the general maintenance of the site remains poor and there is no improvement after three such occasions despite bringing it to the notice of the vendor in writing , per day penalty of Rs. 500/- per ATM for non-maintenance of the site will be charged.	FIS would like to inform the bank , penalty seems to be on higher side & we request bank to delete this clause.	NO CHANGE
338	65	26	Portal to be provided by the vendor for detailing PM reports and related proofs to be uploaded for expediting the payment process wherein Bank officials can comment on the M reports; however hard copy is also to be provided to the Central Office concerned. Delay in Preventive Maintenance for each ATM, the penalty will be Rs. 1500/- with no cap will be imposed on the vendor.	We would like to inform the bank, in regards to the PM report - Soft copy will be provided & not the hardcopy, Request bank to consider the same.	NO CHANGE
339	9	The scope of the work - 1.1	All regulatory/Statutory guidelines issued by RBI/NPCI/Cert-in or any other such agency/organization as regards to ATM infrastructure to be complied with by Bidder	Fis will comply to all regulatory/Statutory guidelines issued by RBI/NPCI/Cert-in or any other as on date of signing the agreement & later shall be mutually agreed by both the parties.	NO CHANGE
340	9	The scope of the work - 1.1	CD site audit has to be carried out by the bidder in the presence of Bank officials; this is to be done once in a quarter	FIS like to inform the bank, field staff will support joint audit with bank officials.	NO CHANGE
341	10	The scope of the work - 1.2	Ensuring compliance of CDs to statutory, RBI/VISA/MASTERCARD/NPCI/GoI etc. and all other requirements, from time to time, at no extra cost for new CDs.	FIS will comply to CDs to statutory, RBI/VISA/MASTERCARD/NPCI/GoI etc. as on date of signing the agreement & later shall be mutually agreed by both the parties.	NO CHANGE
342	13	4.2	All the RBI related existing guidelines like Cassette swap , MHA guidelines, VLAN,TLS,TSS,EMV, OS Hardening, Anti skimming, TLS etc. need to be implemented from the go live of the project and also should comply future RBI guidelines issued time to time till the validity of the contract without any additional cost to the bank.	FIS will comply to CRBI related existing guidelines like Cassette swap , MHA guidelines, VLAN,TLS,TSS,EMV, OS Hardening, Anti skimming, TLS etc. as on date of signing the agreement & later shall be mutually agreed by both the parties.	NO CHANGE

343	15	4.21	Bidder should comply with all the guidelines issued by RBI/IBA/Govt of India and any other regulatory authority issued from time to time.	FIS request the bank to share more details on the same. Accordingly, cost provision to be considered.	NO CHANGE
344	15	4.22	Ensuring that cash is not dispensed for power off /suspected case in EJ in line with the RBI/ OEM/NPCI/Master/Visa and any other regulatory guidelines should be certified with Bank's switch, and also to be changed from time to time as per requirement. Any loss due to above shall be recovered from the vendor.	FIS request the bank to share more details on the same.	NO CHANGE
345	15	4.22	System of dynamic password/token generation for the service personnel to be provided. Existing mechanism for dynamic password/OTP/token should be extended to the branch as per the Bank's requirement for staff loading without comprising security.	FIS request the bank to share more details on the same.	NO CHANGE
346	34	3	Insurance - It is the sole responsibility of the Vendor to obtain adequate insurance cover for the Cash in transit, cash held in cassettes of CD/ATM machine, cash held in Vault, . The Vendor is responsible to reimburse the Bank the loss of Cash in transit, cash held in CD/ATM machine, cash held in Vault of CMA without waiting for settlement of Insurance claim. Such reimbursement should be done within 15 days of the incident. In case the Vendor does not reimburse such amount within 15 days, such cash loss will be recovered from the net payment due by the Bank to the Vendor along with 2% interest per month or part thereof	FIS would like to inform the bank, Insurance - Cash in Transit, Cash in Vault will be back to back from CRAs SLA. Insurance of Cash in CD/ATM including cash in Mobile ATM, will remain responsibility of FIS. Additionally, potential losses to FIS due to third party fraudulent attempts like HDD Stolen, PC Core stolen, shutter tempering, power off etc., to remain responsibility of FIS. Such reimbursements will be settled during the monthly billing. No interest should be levied.	NO CHANGE
347	63	INDEMNITY	The limit of losses suffered by Bank of customer on account of fraudulent transaction committed due to lapses of any security procedure or standards etc., shall be quantified to Rs.25 lac per CD per incidence.	FIS would like to inform the bank that this will be mutually agreed & signed off.	NO CHANGE

348	138	Annexure 16	n. Cash loading, cash maintenance, cash optimization as per requirements of Bank and cash forecasting. o. Providing drop bo facility and arranging collection of instruments.	FIS request the bank to share more details on the same, need clarification - Drop Box is a separate activity with different SOP. Request detailed Bank SOP to support negotiations with CRAs.	NO CHANGE
349	138	Annexure 16	q. Reconciliation of cash, providing accounting related data and reports, providing and managing round the clock Help line. r. Cash shortages/overages as & when noticed during the reconciliation of cash, is to be made good immediately by the BIDDER.	FIS would like to inform the bank, acceptable shortages, will be reimbursed to the Bank by means of Credit Note. No direct debit by the Bank. Also Bank to highlight discrepancies, if any, within 3 days from submission of CBRs. Bank to provide NDC at the end of the month by 10th of following month.	NO CHANGE
350	89	1.1	8th Generation Intel® CoreTM i3 Processor or higher with minimum 3.3 GHz and 6 MB cache or above. Vendor to provide the supported OS/Patching related software/hardware upgrades without any cost to Bank during the contract period.	FIS would like to inform the bank ,i3 with 3.3 GHz doesn't exit, please consider 3.2GHz	Please refer corrigendum
351	90	3.2	S&G / MAS Hamilton (KABAMAS-CEMCON) (or an equivalent make, of high international repute) , Centrally/Remote controlled dual electronic combination lock of 6 + 6 digits with capability for one- time combination(OTC) and audit trail without any hardware change. Should be UL 437 VDS Certified.	UL 437 VDS is for physical Keys which doesn't apply for electronic lock, please consider: S&G / MAS Hamilton (KABAMAS-CEMCON) (or an equivalent make, of high international repute) , Centrally/Remote controlled dual electronic combination lock of 6 + 6 digits with capability for one- time combination(OTC) and audit trail without any hardware change. Should be UL &VDS Certified.	Please refer corrigendum
352	90	4.6	2 Double Pick Module, and 4 cassettes with lock & key and latch. Capable of shutting automatically when removed from the CD and should be capable of working even with 2 cassettes.	FIS would like to inform the bank - 2 Double Pick Module, and 4 cassettes with latch & seal capable of shutting automatically when removed from the CD and should be capable of working even with 2 cassettes.	Please refer corrigendum
353	90	4.7	Reject BIN or Divert cassette bin with lock and key with capacity to hold at least 200 notes.	FIS would like to inform the bank ,Reject BIN or Divert cassette bin with latch & seal with capacity to hold at least 200 notes.	NO CHANGE
354	91	4.18	Double pick module with four currency cassettes (with lock and key / latch) Four Pick Module with 4 cassettes configuration with latches capable of shutting automatically when removed from the CD and should be capable of working even with 2 cassettes.	FIS would like to inform the bank, Double pick module with four currency cassettes (with latch & seal) Four Pick Module with 4 cassettes configuration with latches capable of shutting automatically when removed from the CD and should be capable of working even with 2 cassettes.	Please refer corrigendum

355	92	6.2	Touch Screen Specifications: IP65 rating	FIS would like to inform the bank, ATM use standard Touch screen which is resistant for inside use. IP65 is for through wall where ATM is installed in outside. Please consider: "Touch Screen for Indian Lobby environment".	NO CHANGE.Please read this as industry standard for Touch screen
356	94	7.3	Grouting-: Drilling 10”-12” holes in the flooring and hammering metal sleeves in these holes. Putting in Anchor fasteners - min. 8” long anchor fasteners, preferably of Fischer make. Applying resin adhesive (Araldite) over the finished bolt positions for improved bonding.(exception may be provided in highly secure areas, if RBI guidelines permit the same.). Bidder should arrange the ATM engineer and required support team and complete grouting activity without any cost to the Bank	FIS would like to request the bank to consider: Grouting-: Drilling 10”-12” holes in the flooring and hammering metal sleeves in these holes. Putting in Anchor fasteners - min. 8” long anchor fasteners, preferably of Fischer make. Applying resin adhesive (Araldite or Loctite) in the screw thread for improved bonding.(exception may be provided in highly secure areas, if RBI guidelines permit the same.). Bidder should arrange the ATM engineer and required support team and complete grouting activity without any cost to the Bank.	NO CHANGE
357	103	55	Provide Text-to-Speech(TTS) support in English, Hindi and regional languages.	FIS would request the bank to reconsider as TTS is available in Market only with English and Hindi.	NO CHANGE.Please provide functionality as per RBI/regulator guidelines
358	98	10.1	Card integration-RBI CIRCULAR FOR CASH WITHDRWAL The NFC contactless module with support Contactless Card integration (Hardware and Software) supporting up to ISO 14443 Type A/Type B, MiFare, ISO 21481 and ISO/IEC 18092 or higher. In case of any new guidelines or the regulator mandates newer specifications, the service provider should provide required support for hardware/software without any additional cost to the bank during the contract period.	FIS request the bank to share more details on the same, need clarification if bank needs NFC card reader along with machine or machine should have compatibility for NFC.	NO CHANGE.All requisites for NFC card to be provided by Bidder
359	66	27	Force Majeure	FIS would like to request the bank to add satellite and Satellite transponder failure in Force Majeure.	NO CHANGE
360	136	2.3 Offsite CD's	IPsec tunnel for the traffic from ATM to DC, Navi Mumbai and DR	FIS request the bank to share more details on the same, please confirm the IPSEC algorithm to be used.	NO CHANGE

361	15	4.17	For offsite locations the selected vendor(s) will have to provide VSAT with sufficient bandwidth for smooth functioning and other requirement for ATM services	FIS request the bank to share more details on the same, kindly confirm the BW requirement per ATM basis.	Please refer corrigendum
362	135	2.3 Off-site CDs	2.3 b. The vendor should provide reliable and uninterrupted connectivity for offsite CDs using leased line fiber/copper, MPLS , FF, UBR/ CDMA / VSAT. Newer technologies like WiMa, 4G, 5G etc. will also be acceptable subject to the clearance from Bank's Information Security Department.	As Bank has mentioned 3G/4G connectivity as a media option for last mile connectivity. Pls confirm, Is Bank looking for 4G link with Private APN SIM with Voice and calls disabled considering the security requirement.	NO CHANGE
363	135	2.3 Off-site CDs	2.3 b. The vendor should provide reliable and uninterrupted connectivity for offsite CDs using leased line fiber/copper, MPLS , FF, UBR/ CDMA / VSAT. Newer technologies like WiMa, 4G, 5G etc. will also be acceptable subject to the clearance from Bank's Information Security Department.	FIS request the bank to confirm on this , Will be there a need to have 2 or more ATMs at site? Should all VSAT/4Grouter /lease line routers have 2 on board LAN ports to connect 2 ATMs at site and avoid external switch which is generally a point of failure.	NO CHANGE
364	114	ELECTRICAL INSTALLATI ON – SCHEDULE OF WORK	2.8 Providing and fixing 40mm PVC conduit of ISI make with saddling complete for connectivity from dish antennae on the roof top to the CD. (All ISI mark & complete in all respect)	FIS request the bank to confirm, Is it mandate to provide conduit for VSAT cable or It is only a recommendation from bank to the Bidder and bidder can decide other options instead PVC .	NO CHANGE.Vendor to provide PVC conduit for VSAT
365	13	Penalty for Delay in Operationalizing the Services	In case of delay in making live the CDs beyond the days stipulated above, the Vendor shall be charged penalty at Rs. 1000/- per day per ATM up to 1 lakh maximum per ATM and after that which will be recovered for delay in Operationalizing / making live the Off-site /On-Site/E galleries CDs beyond the days stipulated as above.	FIS request the bank to reconsider the penalty & delete the clause.	NO CHANGE
366	62	19.3 Minimum Guarantee for low hits ATMs with 95 % or more Uptime	If the monthly average availability (up time) of the machine is greater than equal to 95% then for such ATM sites , Bank will pay minimum guarantee i.e. Fixed cost of Rs. 20,000/- per month (without GST) per month or actual invoice submitted by the vendor, whichever is higher. Bank will review the performance of the ATM within 6 to 12 months and underperforming machine to be shifted to the viable location at no additional cost to the bank (Onsite/Offsite).	FIS request the bank to increase the minimum guarantee - fixed cost to INR.25,000/- per month (without GST).	Please refer corrigendum

367	116	UPS INSTALLATI ON – SCHEDULE OF WORK - 1.0	Supply, installation, testing and commissioning of 1 phase input/output online UPS complete with 3 KVA True on line UPS of EMERSON/DB/Hirel/Tritroni cs/ Switing AVO/ Consul/ Numeric make with 4 hrs. Batteries backup on full resisting of ATV network equipment's and one light) 4 KVa ISI marked servo stabilizer Make Auto electric/ Numeric/ Uniline or equivalent. Isolation transformers to be in built in UPS.	FIS request the bank to reconsider using 2 KVA instead of 3 KVA UPS.	Please refer corrigendum
368	118	Indicative Commercial Bid:	E) Financial Transaction Rate Per Transaction for Mobile ATM - 250% of (A)	FIS request the bank to reconsider the transaction pricing for mobile ATM & remove it from per transaction pricing.	Please refer corrigendum
369	118	Indicative Commercial Bid:	(G) Buy back price Per ATM. If no rate is quoted, the selected vendor, if decided by bank, shall have to buy back at H1 rate or Bank's Reserve Price, whichever is higher Base price Rs 4000/- per ATM	FIS request the bank to reconsider the base price to be Rs. 2000/- per ATM	NO CHANGE
370	118	Indicative Commercial Bid:	(H) Buy back price for A/C,UPS and battery set per ATM site. If no rate is quoted, the selected vendor, if decided by bank, shall have to buy back at H1 rate or Bank's Reserve Price, whichever is higher Base Price Rs.2000/- per ATM	FIS request the bank to reconsider the base price to be Rs.1000/- per ATM	NO CHANGE
371	165	Consumabl es	Penalty : Rs.1000/- per incident shall be levied if consumable are not made available within four hour from the time information available in Online Monitoring Solution or complaint lodged by Bank official in this regard. If the incidents are recurring then penalty shall be charged at increase rate of Rs.2000/- per incident, for all consumables shall be recovered from the vendor.	FIS request the bank to reconsider the penalty & reduce the same	NO CHANGE
372	15	4.22	Ensuring that BIOS password is enabled at all the ATMs and that Auto run facility of “exe files” from a network or a USB port is disabled	Request the bank to clarify on how the bank is maintaining BIOS password at present.	NO CHANGE

373	10	1.9	The bidder should have their own support offices / resident engineers in a minimum of 100 major Centers, (which should include all the Cities/Centers where Bank's Regional Offices are situated and be able to provide & maintain equipment including all components/Add-On items in sufficient quantities with their Operational support engineers in all these cities (List of Regional/Zonal Offices is placed at Annexure 11).	Request the bank to amend the clause as the bidder/OEM/Partner should have their own support offices / resident engineers in a minimum of 100 major Centers, (which should include all the Cities/Centers where Bank's Regional Offices are situated and be able to provide & maintain equipment's including all components/Add-On items in sufficient quantities with their operational support engineers in all these cities (List of Regional/Zonal Offices is placed at Annexure 11). List of support offices/resident engineers with complete address and contact details be provided to bank within 7 days from date of executing SLA.	Please refer corrigendum
374	36	6.4	Bidders will have to ensure that the old machines under the buyback will be taken to their respective plants and scrapped strictly under the "E-Waste (Electronic Waste) scrapping methods using eco-friendly processes authorized by the Pollution control board and as per the E-Waste management and handling rules issued by Ministry of Environment & Forests and other government agencies from time to time. Also, the Hard Disk Drives (HDD)/EPP of ATMs/CDs earmarked for buyback shall be degaussed before dislocating the ATMs/CDs from their current locations. A certificate for degaussing of HDDs and E-Waste scrapping shall be submitted by the bidder in their bid. Commercial Rates offered to the Bank for disposal of such old/damaged/vandalized ATMs/CDs/ACs/UPS are to be quoted.	Bidder will follow the E-waste scrapping for the disposal and an undertaking to the effect can be shared . Request bank to amend the clause as Hard Disk Degaussing at the site before removal from CD would not be possible. Bidder will handover the Hard Disk to the associated branch.	NO CHANGE
375	NA	General Query	Backhaul link between VSAT provider HUB to Bank DC and DR	FIS would like to request the bank to allow service provider to use existing backhaul infra between Its HUB to bank DC and DR. The infra is dedicated to CBI.	NO CHANGE.Feasibility to be checked by successful bidder for using existing Backhaul link however cost of upgaration to be borne by the Bidder

376	NA	General Query	Backhaul link between VSAT provider HUB to Bank DC and DR	FIS would like to request the bank ,In case of new infra please share the detail address with floor no and contact person details for backhaul link feasibility.	NO CHANGE.Feasibility to be checked by successful bidder for using existing Backhaul link however cost of upgaration to be borne by the Bidder
377	NA	General Query	List of Applications	FIS request the bank to share more details, please share the details of application run on ATM apart from financial transaction, Query transaction and EJ.	NO CHANGE.will be shared to successful bidder
378	8	SECTION III SCOPE OF WORK 1.1	Physical installation of CDs at the sites with grouting as per RBI guidelines.	While Bidder agrees to comply with all applicable laws, regulations, statutory requirements, applicable rules and requirements, notifications, circulars, directives from Government of India (GoI), State Government, existing as on date of submission of bid, it is not possible for the bidder to foresee future regulatory changes and future changes from Regulators, GoI, Ministry of Home Affairs (MHA), Ministry of Finance (MoF), Card NetworkS, Payment System Operators, NPCI and corresponding impact/changes to be done to the services thus Bidder requests that compliance to any future change in laws/regulations or enactment of new laws/regulations and Regulators, GoI, Ministry of Home Affairs (MHA), Ministry of Finance (MoF), Card NetworkS, Payment System Operators, NPCI rules/requirements shall be done at extra cost, if having a direct or indirect cost implication, mutually agreed between the parties and treated as Change Request and this clause should be amended accordingly.	NO CHANGE
379	9	SECTION III SCOPE OF WORK 1.1	CDs should be equipped with Biometric functionality and capable of integrating with Biometric Solution of the Bank or as per RBI/UIDAI guidelines		NO CHANGE
380	9	SECTION III SCOPE OF WORK 1.1	All regulatory/Statutory guidelines issued by RBI/NPCI/Cert-in or any other such agency/organization as regards to ATM infrastructure to be complied with by Bidder.		NO CHANGE
381	9	SECTION III SCOPE OF WORK 1.1	Provide all the facilities for Physically Challenged persons to access CD, as required by regulators/GOI guidelines.		NO CHANGE
382	10	SECTION III SCOPE OF WORK 1.2	Ensuring compliance of CDs to statutory, RBI/VISA/MASTERCARD/NPCI/GoI etc. and all other requirements, from time to time, at no extra cost for new CDs.		NO CHANGE
383	10	SECTION III SCOPE OF WORK 1.3	All CDs must be enabled for usage by the Biometric cardholders and Visually Impaired cardholders having requisite hardware, software, voice files and Braille enabled keypad and other components which would enable usage by the biometric and visually impaired cardholder as per regulator/GOI guidelines.		NO CHANGE

384	10	SECTION III SCOPE OF WORK 1.5	The successful Bidder shall have to enable the voice facility (Text to Speech) as per IBA transaction flow guidelines to help the visually challenged persons in all CD. The facility should be for English and Hindi languages. Based on further RBI/IBA guidelines the other languages should be enabled without any cost to the Bank. There should not be any separate charges for implementing the said activity.		NO CHANGE
385	12	SECTION III SCOPE OF WORK - Mobile ATM 3	Ramp facility should be provided for accessibility as per regulatory guidelines. � Facility to unload the cash at vendor managed vault facility in line RBI and other regulatory guidelines during night times as per Bank requirement		NO CHANGE
386	13	SECTION III SCOPE OF WORK - 4. PROJECT COMPLETION 4.2	Vendor to ensure that at the time of ATM ROLLOUT , all the ATMs/CDs and its related licenses‟(Applicable for ATM Machine and related software, hardware and firmware,anti-virus etc.) are confirming compliance to all RBI/GOV/NPCI or any statutory regulator guidelines and advisory applicable or in effect till that date. All the RBI related existing guidelines like Cassette swap , MHA guidelines, VLAN,TLS,TSS,EMV, OS Hardening, Anti skimming, TLS etc. need to be implemented from the go live of the project and also should comply future RBI guidelines issued time to time till the validity of the contract without any additional cost to the bank.		NO CHANGE
387	15	SECTION III SCOPE OF WORK - 4. PROJECT COMPLETION 4.19	Vendor should provide Cash Management and Cash Replenishment Services at the CDs rolled out under this RFP as part of ATM Managed Services. While providing services, RBI and MHA guidelines, Cassette swap shall be strictly followed.		NO CHANGE
388	15	SECTION III SCOPE OF WORK - 4. PROJECT COMPLETION 4.21	Bidder should comply with all the guidelines issued by RBI/IBA/Govt of India and any other regulatory authority issued from time to time.		NO CHANGE

389	15	SECTION III SCOPE OF WORK - 4. PROJECT COMPLETION 4.22	RBI advisory on ATM Security has to be complied with as below and issued from time to time:	NO CHANGE
390	16	SECTION III SCOPE OF WORK - 4. PROJECT COMPLETION 4.22	Ensuring that cash is not dispensed for power off /suspected case in EJ in line with the RBI/ OEM/NPCI/Master/Visa and any other regulatory guidelines should be certified with Bank‟s switch, and also to be changed from time to time as per requirement. Any loss due to above shall be recovered from the vendor.	NO CHANGE
391	16	SECTION III SCOPE OF WORK - 5 Compliance of Statutory and other responsibility	i. The Vendor should ensure that statutory, regulatory and all other guidelines are complied with respect to the cash in transit and held in vaulting and loaded in CD. It shall be the sole responsibility of the Vendor to obtain the required licenses, permissions etc. from local or any other authority for cash transit or vaulting ii. Vendor should also ensure that in case, RBI, IBA, NPCI, Master card, VISA, EMV company, Central /State govt. /Police authorities or any other law enforcement agency prescribed any new guidelines will be followed without any extra cost to Bank during the contract period.	NO CHANGE
392	16	SECTION III SCOPE OF WORK - 6. CASSETTE SWAP/MHA SERVICES ON OPEX BASIS	Vendors to replenish cash through Cassette Swap Method in terms of RBI‟s letter No. RBI/2017-18/DCM (Plg.) No. 3641/10.25.007/ 2017-18 dated April 12, 2018 on Cassette Swap in ATMs. (a) Vendors will arrange the cassettes at their own cost for replenishment and evacuation of cash under cassette swap method. Further, vendor will replenish/evacuate the cassettes as per RBI guidelines and at its own risk and responsibility. The bank will not be liable for any loss arising in this regard. (b) The RBI and MHA guidelines issued from time to time shall be strictly adhered without any additional cost to the bank.	NO CHANGE

393	17	SECTION III SCOPE OF WORK - 8 COMPLIANCE WITH IS SECURITY POLICY: VI	VI. The vendor should comply extant guidelines of RBI data localization policy and should submit the report to the Bank time to time as per the requirement It is vendor responsibility to comply with IS Policies of Bank/RBI/regulator without any additional cost to the bank.		NO CHANGE
394	20	SECTION IV QUALIFICATION CRITERION - 2. Eligibility Criteria: 18	Bidder should be ready to comply with future RBI or any other regulatory authority requirements without any additional cost to Bank for entire contract period.		NO CHANGE
395	35	SECTION-VI TERMS AND CONDITIONS OF THE TENDER: 5. BRAND OF CD & CR, MANUFACTURER, MODEL	The Bidder is liable to bear the full cost of upgrading the Hardware, Software (including Operating System) for any future Operating System Patch, Operating System Upgrade, security patches, Regulatory compliances etc. which require the Hardware or Software of the ATMs to be upgraded.		NO CHANGE

396	36	SECTION-VI TERMS AND CONDITIONS OF THE TENDER: 6 Disposal of Old/Damaged/Vandalized CDs and/or other Assets such as AC & UPS : 6.4	Bidders will have to ensure that the old machines under the buyback will be taken to their respective plants and scrapped strictly under the "E-Waste (Electronic Waste) scrapping methods using eco-friendly processes authorized by the Pollution control board and as per the E-Waste management and handling rules issued by Ministry of Environment & Forests and other government agencies from time to time.		NO CHANGE
397	78	GENERAL CONDITIONS Statutory and Regulatory Requirements	The solution must comply with all applicable requirements defined by any regulatory, statutory or legal body which shall include but not be limited to RBI or other Regulatory Authority, judicial courts in India and as of the date of execution of Agreement. This requirement shall supersede the responses provided by the Vendor in the technical response. During the period of warranty / AMC, Bidder / Vendor should comply with all requirements including any or all reports without any additional cost, defined by any regulatory authority time to time and which fall under the scope of this RFP / Agreement. All mandatory requirements by regulatory / statutory bodies will be provided by the bidder under change management at no extra cost to the bank during the tenure of the 5(five) year contract.		NO CHANGE

398	87	ANNEXURE –6 COMPLIANCE CHECKLIST WITH QUALIFICATION CRITERIA. - 18	Bidder should be ready to comply with future RBI or any other regulatory authority requirements without any additional cost to Bank for entire contract period.		NO CHANGE
399	90	Annexure 7 : TECHNICAL & FUNCTIONAL SPECIFICATIONS (TFS) Technical and Functional Specifications of Cash Dispensers - Front Access Lobby Model: Device Software - 2.4	OEM/Service provider is required to provide latest OS and Cen FS application version to support Regulatory requirement or Bank's need to support applications during the contract period.		NO CHANGE

400	94	Annexure 7 : TECHNICAL & FUNCTIONAL SPECIFICATIONS (TFS) Technical and Functional Specifications of Cash Dispensers - Front Access Lobby Model: 6. Customer Interface - 6.17	Adherence to Persons with Disability standards compliance. give details; Cash Dispenser should be accessible to physically Challenged, Wheel Chair Access and Visually Challenged as per ADA, Access-For-All (AFA) & RBI guidelines-		NO CHANGE

401	98	Annexure 7 : TECHNICAL & FUNCTIONAL SPECIFICATIONS (TFS) Technical and Functional Specifications of Cash Dispensers - Front Access Lobby Model: 10. Contactless Card Reader - 10.1	Contactless Card integration-RBI CIRCULAR FOR CASH WITHDRWAL The NFC contactless module with support Contactless Card integration (Hardware and Software) supporting up to ISO 14443 Type A/Type B, MiFare, ISO 21481 and ISO/IEC 18092 or higher. In case of any new guidelines or the regulator mandates newer specifications, the service provider should provide required support for hardware/software without any additional cost to the bank during the contract period.		NO CHANGE
402	137	ANNEXURE - 15 1. SCOPE OF WORK FOR NETWORK+D34 2.3 Off-site CDs - s.	It will be the responsibility of the bidder to comply the guidelines/instructions of Govt. or other regulatory body for installation integrating and Operating VSAT services offered. Bidder shall be responsible for obtaining regulatory issues like obtaining clearances/licenses etc		NO CHANGE

403	150	APPENDIX –E 6 Ongoing monitoring of critical services	a) The vendor shall ensure that the ATM/CD functions on ongoing basis as per terms of the agreement which inter–alia includes security measures stipulated by RBI/Card Operators/banks	NO CHANGE
404	153	APPENDIX-H CASH FORECASTING & OPTIMISATION SERVICES Cash Management and Replenishment Services including reconciliation of physical Cash with EJ - A) Vault Facilities :	Furnish details of center wise vault facilities after mapping the bidder‟s/Agent‟s locations with Banks offsite locations as per RBI/MHA guidelines/any other regulatory authority: Confirm availability of the following at VAULT: a. Availability of Video Surveillance facility b. Availability of security alarm systems c. Whether vans are equipped with security equipment as per the local Law enforcing authority d. Whether Armed guards are recruited as per the Law enforcing authority. e. Whether Employees are subject to police verification and antecedent verification f. Whether short arm firearms are used or traditional long arm weapons by the security men	NO CHANGE

405	154	APPENDIX-H CASH FORECASTING & OPTIMISATION SERVICES Cash Management and Replenishment Services including reconciliation of physical Cash with EJ - C) Cash Pickup and Loading Activities : I	Bidders to follow guidelines issued by Local Authorities/RBI with regard to housing the Cash Chest, cash handling, transportation of cash from one location to another, security precaution etc.		NO CHANGE
406	158	APPENDIX -I CASH REPLENISHMENT SERVICES 1. SCOPE OF SERVICES - 1.25	MS vendors/CRA should follow all MHA guidelines regarding cash replenishment. And need to adhere the MHA updated guidelines also during the contract period.		NO CHANGE

407	158	APPENDIX -I CASH REPLENISHMENT SERVICES 1. SCOPE OF SERVICES - 1.27	Safe and secure premises of adequate size for cash processing / handling and vaulting. The premises should be under electronic surveillance and monitoring round the clock. Technical specifications of the vault should not be inferior to the minimum standards for Chests prescribed by the Reserve Bank.	NO CHANGE
408	172	APPENDIX-O E-Surveillance integration at ATM sites: 1. Event Based Surveillance activities – 1.7	Storing of Images and Video for any Verification (90 days minimum) (Expandable to meet higher period i.e. 180 days for storing disputed cases in case of any future administrative / regulatory requirements").	NO CHANGE
409	172	APPENDIX-O E-Surveillance integration at ATM sites: 1. Event Based Surveillance activities – 1.24	During the currency of the contract, the vendor should upgrade the system at no additional cost, particularly with reference to up gradation in technology related to CCTV camera (resolution)/Sensors or due to compliance of any Regulatory guidelines/requirements etc.	NO CHANGE

410	173	APPENDIX-O E-Surveillance integration at ATM sites: 3. AC, UPS & Signage energy Management and functionality monitoring – 3.6	The software developed or customized should follow a standard development process to ensure that it meets functional, security, performance and regulatory requirements of the Bank		NO CHANGE
411	17	SECTION III SCOPE OF WORK - 8 COMPLIANCE WITH IS SECURITY POLICY: V	In addition, bidder is required to address the observations of various audits/examinations of Regulator as and when advised in the stipulated timeline	Bidder shall address the observations of various audits/examinations of Regulator which are 'mutually agreed' which are 'within the scope of the agreement/RFP' as advised in the stipulated timeline and hence Bidder requests this clause to be amended accordingly.	NO CHANGE
412	19	Eligibility Criteria	The bidder must be having positive net worth in each year during each last three years (2018-19,2019-20 and 2020-21)	If any company is not able to meet profitability and / or Net worth criteria as stipulated in serial8, they can still participate in the tender, provided their parent company is meeting both profitability and Net worth Criteria as desired above. In such case the bidder shall furnish performance guarantee from the parent company.	NO CHANGE

413	19	Eligibility Criteria	Bidder should be a net profit-making firm (before ta) in minimum 2 years profit in last 3 years (2018-19,2019-20 and 2020-21).	If any company is not able to meet profitability and / or Net worth criteria as stipulated in serial8, they can still participate in the tender, provided their parent company is meeting both profitability and Net worth Criteria as desired above. In such case the bidder shall furnish performance guarantee from the parent company.	NO CHANGE
414	2	EMD (Earnest Money deposit) Amount	EMD (Earnest Money deposit) Amount	Request bank to consider undertaking for same like few of the other banks had considered	Please refer corrigendum
415	8	The scope of the work will include: Point 1.1 sub point	� The Offsite/Onsite site ratio shall be in 50:50 ratios. Bank at its discretion shall alter any quantities and/ or change the ratios of offsite, onsite as per Bank‟s requirement.	Request bank to consider ratio of 30:70 for onsite: offsite	NO CHANGE
416	10	1.2	1.2. Ensuring compliance of CDs to statutory, RBI/VISA/MASTERCARD/NPCI/GoI etc. and all other requirements, from time to time, at no extra cost for new CDs.	Bank to change same to compliances at the time of installation of first machine. Any updated requirement post that should be on mutually agreed terms	NO CHANGE
417	10	1.6	1.6. The Cash dispensers should function in a minimum of 3 languages English, Hindi and local language. Customer should have the option of selecting the language and all screens, receipts, voice guidance and any other customer interface should be as per selection made	Bank to provide slides, audio clips for respective languages	NO CHANGE.Bidder to provide requisites files
418	10	1.8	1.8. The Bank reserves the right to extend the contract for period of two years after the expiry of five years at the same rates and the selected vendor will be bound to provide the required services as defined in this RFP.	Request bank to consider 7+2 years as any lower term will reflect in higher asking price.	NO CHANGE

419	10	1.9	1.9. The bidder should have their own support offices / resident engineers in a minimum of 100 major Centers, (which should include all the Cities/Centers where Bank‟s Regional Offices are situated and be able to provide & maintain equipment including all components/Add-On items in sufficient quantities with their Operational support engineers in all these cities (List of Regional/Zonal Offices is placed at Annexure 11).	Request bank to changer same as "1.9. The bidder should have their own/Franchisee support offices / resident engineers in a minimum of 100 major Centers, (which should include all the Cities/Centers where Bank‟s Regional Offices are situated and be able to provide & maintain equipment including all components/Add-On items in sufficient quantities with their Operational support engineers in all these cities (List of Regional/Zonal Offices is placed at Annexure 11).	Please refer corrigendum
420	11	g	2 Site Implementation Services (SIS); onsite CDs - point g; g. Shutter and related infrastructure to be provided by vendor	Bank to provide 3 sites wall room, cealing with plaster and with Shutter	NO CHANGE
421	12	L	l. Bank may advise vendor for shifting of ATMs and vendor shall do the same without any additional cost to the Bank.	Request bank to consider same at mutually agreed rates as on new site, vendor has to do TIS which will be double cost.	NO CHANGE
422	12	n	n. Assignment of rent: in case of existing locations, assignment of existing rental agreements (irrespective of whether this is direct assignment or; first assignment to Bank and then to the bidder) cost shall be borne by the bidder.	For offsites bank to consider bidder to put on offsite of his liking.	NO CHANGE
423	12	3 Mobile ATM	Mobile ATM Service for minimum 12 hours per day including commute time	Bank to consider same for 08 hours	NO CHANGE
424	12	3 Mobile ATM	Advertising material shall be arranged by the bank	Our understanding here is that bank will provide stickers, Wrapping for pasting on Van please clarify	NO CHANGE
425	12	3 Mobile ATM	Branding shall be arranged by the vendor as per the Bank‟s specification	Please specify what are specs here and what branding has to be arranged.	NO CHANGE.Branding specifications will be shared to successful Bidder
426	12	3 Mobile ATM	Mobile should function according to bank requirement or up to 5000 km per month with any cost to the bank	Bank to consider same at 2000 kms monthly	NO CHANGE
427		3 Mobile ATM		Our understanding is Mobile ATM will work of 6 days a week and additional 1 day for maintiance will be given per month. Bank will pay additional DA and Overnight charges for crew. Tool and tax will be extra per month	NO CHANGE

428	13	4.2	Vendor to ensure that at the time of ATM ROLLOUT , all the ATMs/CDs and its related licenses‟(Applicable for ATM Machine and related software, hardware and firmware,anti-virus etc.) are confirming compliance to all RBI/GOV/NPCI or any statutory regulator guidelines and advisory applicable or in effect till that date. All the RBI related existing guidelines like Cassette swap , MHA guidelines, VLAN,TLS,TSS,EMV, OS Hardening, Anti skimming, TLS etc. need to be implemented from the go live of the project and also should comply future RBI guidelines issued time to time till the validity of the contract without any additional cost to the bank.	Bank to amend same as "Vendor to ensure that at the time of ATM ROLLOUT , all the ATMs/CDs and its related licenses‟(Applicable for ATM Machine and related software, hardware and firmware,anti-virus etc.) are confirming compliance to all RBI/GOV/NPCI or any statutory regulator guidelines and advisory applicable or in effect till that date of installation of first ATM. All the RBI related existing guidelines like Cassette swap , MHA guidelines, VLAN,TLS,TSS,EMV, OS Hardening, Anti skimming, TLS etc. need to be implemented from the go live of the project and comply future RBI guidelines issued time to time till the validity of the contract at mutually agreed rates and conditions:.	NO CHANGE
429	14	4.2	Penalty for Delay in Operationalizing the Services: The Vendor shall be responsible for Operationalizing all the services stipulated under this RFP. In case of delay in making live the CDs beyond the days stipulated above, the Vendor shall be charged penalty at Rs. 1000/- per day per ATM up to 1 lakh maximum per ATM and after that which will be recovered for delay in Operationalizing / making live the Off-site /On-Site/E galleries CDs beyond the days stipulated as above.Shifting of sites approved by banks Central Office should be completed by Bidder without any additional cost to the bank within 30 days after date of sanction and thereafter penalty of Rs. 1000/- per day machine with maximum cap of Rs. 1 lakh will be recovered. Bank will not make any payment for sites not shifted within stipulated time.	Bank to change saame as "Penalty for Delay in Operationalizing the Services: The Vendor shall be responsible for Operationalizing all the services stipulated under this RFP. In case of delay in making live the CDs beyond the days stipulated above, the Vendor shall be charged penalty at Rs. 500/- per day per ATM up to 10 Thousand maximum per ATM and after that which will be recovered for delay in Operationalizing / making live the Off-site /On-Site/E galleries CDs beyond the days stipulated as above.Shifting of sites approved by banks Central Office should be completed by Bidder without any additional cost to the bank within 45 days after date of sanction and thereafter penalty of Rs. 500/- per day machine with maximum cap of Rs. 10 thousand will be recovered. Bank will not make any payment for sites not shifted within stipulated time.	NO CHANGE
430	14	4.5	4.5. Bank may at its discretion depending upon requirement place order/indent for lesser number than what is defined in this RFP and the selected vendor(s) shall have no recourse in the matter. The quantities mentioned in this RFP are only illustrative. Bank will vary quantities as per requirement and the selected vendor(s) shall be bound to accept the same without recourse	Bank to deploy commited quantity as arrived rate in RA should also be renogtiated as rate is given considering a specific quantity. This will make it restrictive in bidding	NO CHANGE

431	14	4.6	4.6. Bank also reserves the right to place additional order for up to 25% of the quantity specified in this RFP and the selected vendor(s) will be bound to supply the same including required services at the same rates	IT should be mutually agreed between bidder and bank on additional qty deployment post RFP numbers	NO CHANGE
432	14	4.7	4.7. Order will be placed with L1 bidder after reverse auction process. However Bank may at its discretion distribute the order amongst 2 or 3 vendors provided L2 & L3 bidders match the price offered by L1 bidder. The ration of such distribution will be 60:40 in case of 2 vendors/bidders L1, L2 and in the ration of 50:30:20 in the case of three 3 vendors/bidders L1, L2, L3. Any such allotment shall be the exclusive discretion of the Bank.	Please clarify here what bank intents to do. Will he give to single bidder or multiple as same need to be factored in price working	Please refer corrigendum
433	15	4.11	4.11. Replacement of other assets will (ACs, UPS & Batteries etc.) and site preparation requirements will as per requirement/discretion of the bank on case to case basis and the vendor will have to accept and abide by the bank requirement in the matter.	Request bank to change same as "Replacement of other assets will (ACs, UPS & Batteries etc.) and site preparation requirements will as per requirementof site on case to case basis "	NO CHANGE
434	16	5 Compliance of Statutory and other responsibili ty point ii	ii. Vendor should also ensure that in case, RBI, IBA, NPCI, Master card, VISA, EMV company, Central /State govt. /Police authorities or any other law enforcement agency prescribed any new guidelines will be followed without any extra cost to Bank during the contract period.	Same should be on mutually agreed basis post LOI issuance	NO CHANGE
435	16	iii	iii. Any penalty charged to the Bank for noncompliance with any guideline or for non-obtainment of required permissions, licenses by the Vendor will be reimbursed by the Vendor to the bank.	Please confirm that understanding here is that penalty applicable for non compliance post buffer tenure of agreed compliance and terms	NO CHANGE
436	16	7 Second, Third and Fourth CD installation at one site	Bank may at its discretion utilize the space available in ATM cabin for passbook printer, Cash Recycler and other digital services without any cost to the Bank.	For offsite location bank to pay for EB and additional rent for same. For onsites bank to give additional UPS and loss of trnascation that might arise for onsite and offsite locations	NO CHANGE

437	17	8 COMPLIANCE WITH IS SECURITY POLICY:	It is vendor responsibility to comply with IS Policies of Bank/RBI/regulator without any additional cost to the bank.	Any IS policies post LOI should be on mutually agreed rates if any commercials applicable	NO CHANGE
438	19	Eligibility criteria point 6	Letter from the Bank/s on letter head signed by an official of concerned department in the rank of AGM or above.	Different authotites have different prevalidges and authorisations which differs from bank to bank. Bank to remove requirement of aGM and above	NO CHANGE.AGM or above equivalent designation in industry
439	19	Eligibility criteria point 7	Letter from the Bank/s on letter head signed by an official of concerned department in the rank of AGM or above. Satisfactory Letter from the Banks confirming the FLM, SLM services performed for 1000 ATMs as on 31/03/2021	Bank to change same "Letter from the Bank/s on letter head signed by an official of concerned department. Satisfactory Letter from the Banks confirming the FLM, SLM services performed for 1000 ATMs as on 31/03/2021 issued not prior than 1 January 2021	NO CHANGE.AGM or above equivalent designation in industry
440		General		IS bank allowing OEM and its partner both to bid simaltenously? If allowed this will lead to cartel which can harm banks intrest.	NO CHANGE
441		General		Bank to allow 3 MAF in the bid	NO CHANGE
442	23	IV. Margin of Purchase Preference	IV. Margin of Purchase Preference: The margin of purchase preference shall be 20%.	Please confirm if it is 20% or 25%	NO CHANGE.Please refer Make in India Clause
443	35	5. BRAND OF CD & CR, MANUFACTURER, MODEL	The Bidder is liable to bear the full cost of upgrading the Hardware, Software (including Operating System) for any future Operating System Patch, Operating System Upgrade, security patches, Regulatory compliances etc. which require the Hardware or Software of the ATMs to be upgraded. All Such upgrades shall be without any additional cost to the Bank for the entire contract period of 5 years and extended period. Non-compliance of regulatory/bank guidelines by bidders shall attract penalty levied by Regulator and entire loss suffered by the bank due to non-compliance will be recovered from Bidder	Bank to amned same as "The Bidder is liable to bear the full cost of upgrading the Hardware, Software (including Operating System) for any future Operating System Patch, Operating System Upgrade, security patches, Regulatory compliances etc. which require the Hardware or Software of the ATMs to be upgraded. All Such upgrades shall be at mutual agreed cost to the Bank for the entire contract period of 5 years and extended period. Non-compliance of regulatory/bank guidelines by bidders shall attract penalty levied by Regulator and entire loss suffered by the bank due to non-compliance will be recovered from Bidder"	NO CHANGE

444	60	18. Site Selection:	18.3 Bidder shall be identifying potential sites in the locations suggested by bank. While selecting and finalizing sites, Bidder has to ensure optimum no of ATM hits specified by bank time to time for viability of ATMs. In case the ATM does not provide desired no of ATM hits within 6-12 months, bidder to shift/close the ATMs at no cost to bank or as per the bank requirement.	Request bank to change same as " 18.3 Bidder shall be identifying potential sites in the locations suggested by bank. While selecting and finalizing sites, Bidder has to ensure optimum no of ATM hits specified by bank time to time for viability of ATMs. In case the ATM does not provide desired no of ATM hits within 6-12 months, bidder to shift/close the ATMs at mutually agreed rates to bank or as per the bank requirement.	NO CHANGE
445	62	19.3	19.3 Minimum Guarantee for low hits ATMs with 95 % or more Uptime. If the monthly average availability (up time) of the machine is greater than equal to 95% then for such ATM sites , Bank will pay minimum guarantee i.e. Fixed cost of Rs. 20,000/- per month (without GST) per month or actual invoice submitted by the vendor, whichever is higher. Bank will review the performance of the ATM within 6 to 12 months and underperforming machine to be shifted to the viable location at no additional cost to the bank (Onsite/Offsite).	Bank to give minimum gaurantee of 35,000 per month.	Please refer corrigendum
446	66	26. Preventive maintenance	PM reports; however hard copy is also to be provided to the Central Office concerned. Delay in Preventive Maintenance for each ATM, the penalty will be Rs. 1500/- with no cap will be imposed on the vendor.	Please confirm this is per instance?	NO CHANGE
447		Annexure 3, point 17	17 Income Tax Clearance Certificate Yes/No	There is no income tax clearence certificate issued now.	NO CHANGE

448	10	SECTION III 1.2, 1.5	Ensuring compliance of CDs to statutory, RBI/VISA/MASTERCARD/NPCI/GoI etc. and all other requirements, from time to time, at no extra cost for new CDs. The successful Bidder shall have to enable the voice facility (Text to Speech) as per IBA transaction flow guidelines to help the visually challenged persons in all CD. The facility should be for English and Hindi languages. Based on further RBI/IBA guidelines the other languages should be enabled without any cost to the Bank. There should not be any separate charges for implementing the said activity.	Bidder shall, in its capacity as a service provider, comply with all existing regulatory/statutory guidelines/rules/laws as on date of submission of the bid, for delivery of services. In case of any new regulatory or statutory guidelines in future, shall be implemented by the bidder, upon payment of additional cost by the Bank. Bidder would like to clarify that, if there is any cost impact on the scope of services by RBI/VISA/MASTERCARD/NPCI/GoI etc., that cost will be borne by the Bank.	NO CHANGE
449	10	SECTION III 1.10	In case any part of the work / process is required to be out-sourced by the successful bidder, the bidder shall seek prior approval of the Bank	Bidder requests the Bank to modify this clause as "In case any part of the work /process is required to be out-sourced by the successful bidder, the bidder shall inform the same to the Bank before out-sourcing"	NO CHANGE
450	11	SECTION III 2 (d)	Off- Site CDs Site should be accessible round the clock. However exceptions would be made in case of certain establishments where public access is prohibited after certain time only with prior permission of the Bank.	Bidder clarifies that the timing of ATM shall be subject to restrictions implemented by respective authorities. Bidder will inform about the restrictions to the Bank instead of prior approval.	NO CHANGE
451	12, 14	SECTION III 2 (j) 4.2	Bank may advise vendor for shifting of ATMs and vendor shall do the same without any additional cost to the Bank. Shifting of sites approved by banks Central Office should be completed by Bidder without any additional cost to the bank within 30 days after date of sanction and thereafter penalty of Rs. 1000/- per day machine with maximum cap of Rs. 1 lakh will be recovered. Bank will not make any payment for sites not shifted within stipulated time.	Bidder requests the Bank to reimburse the shifting expenses if the Bank insists to shift the ATM.	NO CHANGE

452	13, 15	SECTION III 4.2 4.21 4.22	Vendor to ensure that at the time of ATM ROLLOUT, all the ATMs/CDs and its related licenses‟(Applicable for ATM Machine and related software, hardware and firmware,anti-virus etc.) are confirming compliance to all RBI/GOV/NPCI or any statutory regulator guidelines and advisory applicable or in effect till that date. All the RBI related existing guidelines like Cassette swap , MHA guidelines, VLAN,TLS,TSS,EMV, OS Hardening, Anti skimming, TLS etc. need to be implemented from the go live of the project and also should comply future RBI guidelines issued time to time till the validity of the contract without any additional cost to the bank. Bidder should comply with all the guidelines issued by RBI/IBA/Govt of India and any other regulatory authority issued from time to time. RBI advisory on ATM Security has to be complied with as below and issued from time to time:	Bidder shall, in its capacity as a service provider, comply with all existing regulatory/statutory guidelines/rules/laws as on date of submission of the bid, for delivery of services. In case of any new regulatory or statutory guidelines in future, shall be implemented by the bidder, upon payment of additional cost by the Bank.	NO CHANGE
453	14	SECTION III 4.4 SECTION-VI 35	Bank may at its discretion depending upon requirement place order/indent for lesser number than what is defined in this RFP and the selected vendor(s) shall have no recourse in the matter. The quantities mentioned in this RFP are only illustrative. Bank will vary quantities as per requirement and the selected vendor(s) shall be bound to accept the same without recourse. RIGHT TO ALTER QUANTITIES Bank reserves the right to alter the quantities specified in the tender. Central Bank of India also reservesthe right to delete one or more itemsfrom the list ofitemsspecified in tender.	Bidder clarifies that the commercial will be vary based on changing of quantities. Bidder is quoting the rate for the quantities mentioned in this RFP. If the Bank reduce the quantities, the Bidder shall have the right to negotiate on the rate.	NO CHANGE
454	14	SECTION III 4.5	Bank also reserves the right to place additional order for up to 25% of the quantity specified in this RFP and the selected vendor(s) will be bound to supply the same including required services at the same rates.	Bidder clarifies that the rates are subject to mutual agreement between the Bank and Bidder.	NO CHANGE

455	14	SECTION III 4.9	The selected vendor(s) will be bound by the clauses of this RFP and subsequent SLA and penalties for deficiency of service will be payable as decided by the bank and the selected vendor(s) will have no recourse in the matter.	Bidder clarifies that this RFP and subsequent SLA and penalties for deficiency of service will be subject to Bidder’s review and mutual agreement between the Bank and the Bidder.	NO CHANGE
456	14	SECTION III 4.9	Any loss suffered by the bank due to any malware attack or any other fraudulent method at the ATM (CD) level will be recoverable by the bank from the selected vendor(s). As such the selected vendor(s) will have to ensure that the ATMs (CD) provided meet all security requirements and have robust systems in place to prevent such incidents. The Vendor should supply equipment and related software which is free from embedded malware/Virus. It will be vendor responsibility to update, maintain and monitor the same without any addition expenses to the bank.	Bidder clarifies that the Bidder shall not be liable to the Bank unless the reason is attributable to the Bidder. Middleman attack, malware attack or any other fraudulent activities at the ATM (CD) are beyond the control of Bidder.	NO CHANGE.Bidder to take proactive measures to mitigate the risk.
457	15	SECTION III 4.15	The selected vendor(s) will have to execute Integrity Pact, Non-disclosure agreement or any other agreement as specified by the bank.	Bidder would wish to clarify that any terms and conditions of NDA, agreement will be subject to mutual agreement between the parties.	NO CHANGE
458	16	SECTION III 5 (ii)	Compliance of Statutory and other responsibility Vendor should also ensure that in case, RBI, IBA, NPCI, Master card, VISA, EMV company, Central /State govt. /Police authorities or any other law enforcement agency prescribed any new guidelines will be followed without any extra cost to Bank during the contract period.	Bidder shall, in its capacity as a service provider, comply with all existing regulatory/statutory guidelines/rules/laws as on date of submission of the bid, for delivery of services. In case of any new regulatory or statutory guidelines in future, shall be implemented by the bidder, upon payment of additional cost by the Bank.	NO CHANGE

459	16	SECTION III 6	CASSETTE SWAP/MHA SERVICES ON OPEX BASIS Vendors to replenish cash through Cassette Swap Method in terms of RBI‟s letter No. RBI/2017-18/DCM (Plg.) No. 3641/10.25.007/ 2017-18 dated April 12, 2018 on Cassette Swap in ATMs. (a) Vendors will arrange the cassettes at their own cost for replenishment and evacuation of cash under cassette swap method. Further, vendor will replenish/evacuate the cassettes as per RBI guidelines and at its own risk and responsibility. The bank will not be liable for any loss arising in this regard. (b) The RBI and MHA guidelines issued from time to time shall be strictly adhered without any additional cost to the bank.	Bidder shall, in its capacity as a service provider, comply with all existing regulatory/statutory guidelines/rules/laws as on date of submission of the bid, for delivery of services. In case of any new regulatory or statutory guidelines in future, shall be implemented by the bidder, upon payment of additional cost by the Bank.	NO CHANGE
460	34	SECTION-VI 3	INSURANCE: In case the Vendor does not reimburse such amount within 15 days, such cash loss will be recovered from the net payment due by the Bank to the Vendor along with 2% interest per month or part thereof.	Bidder request the Bank to delete this interest portion.	NO CHANGE
461	35	SECTION-VI 4	4.RIGHT TO ALTER QUANTITIES Bank reserves the right to alter the quantities specified in the tender. Central Bank of India also reservesthe right to delete one or more items from the list of it emsspecified in tender.	Bidder clarifies that the commercial will be vary based on changing of quantities. Bidder quoting the rate for the quantities mentioned in this RFP. If the Bank reduce the quantities, the Bidder shall have the right to negotiate on the rate.	NO CHANGE
462	41	2.1.7	Bidder shall indemnify the Bank against any possible damage to the building, roads, or members of the public in course of execution of the work.	Bidder would like to clarify that Bidder is willing to indemnify only for any breach of confidentiality, gross negligence and willful misconduct (directly attributable) on the part of Bidder, breach of intellectual property rights and for violation of any relevant local laws that are applicable to the provision of services under the agreement.	NO CHANGE

463	43	5.3, 5.4	5.3 Anylaborersupplied bytheBidderto be engaged on thework on day-work basis eitherwholly or partly under the direct order or control of the bidder or his representative shall be deemed to be a person employed by the Bidder. 5.4 The Bidder shall comply with the provisions of all labor legislation and laws of the land, including the requirements of 1. The Payment of Wages Act 2. Employer‟s LiabilityAct 3. Workmen‟s CompensationAct 4. Contract labor(Regulation & Abolition) Act, 1970 and Contract Rules 1971. 5. Apprentices Act 1961 6. Any other Act or enactment relating thereto and rules framed there under from time to time.	Bidder would like to clarify that, if there is any cost impact on the scope of services by any new law, regulation, guidelines or required by Bank, that cost will be borne by the Bank. Any increase in minimum wages in accordance with Minimum wages Act including any other labour laws may be notified by the Central Government of India/State Government from time to time are unforeseen. We request the bank that in case of any changes require any additional cost on the bidders part to be on a mutually agreed basis.	NO CHANGE
464	62 to 64	20	20. INDEMNITY	Scope of indemnity is very broad. Bidder would like to clarify and request the Bank to make the indemnity on mutually agreeable terms. Bidder would like to clarify that Bidder is willing to indemnify only for any breach of confidentiality, gross negligence and willful misconduct (directly attributable) on the part of Bidder, breach of intellectual property rights and for violation of any relevant local laws that are applicable to the provision of services under the agreement. Bidder will be unable to indemnify the Bank for indirect liability.	NO CHANGE

465	65	24	24. SERVICE LEVEL AGREEMENT The Bidder should execute a Service Level Agreement, which would include all the services and terms and conditions of the services to be extended as detailed herein and as may be prescribed by the Bank. The Bidder will execute SLA within 30 days from the date of acceptance of contract. This RFP document and subsequent corrigendum/s (if any) will become integral part of SLA.	Bidder requests the Bank that the SLA is subject to review of the Bidder. Bidder request Bank to extend timeline as 60 days from the date of acceptance of contract to execute the SLA.	NO CHANGE
466	66	27	27. FORCE MAJEURE However, financial constraints by way of increased cost to perform the obligations shall not be treated as a force majeure situation if the obligations can otherwise be performed. Further mere existence of the force majeure situation, by itself is not sufficient to excuse the performance unless such situation actually makes it practically impossible to perform the obligations or the performance is not possible due to operation of law/rules or orders of any competent authority. Notwithstanding above, the decision of The Bank shall be final and binding on theBidder.	Bidder clarifies that the decision on Force Majeure shall be subject to mutal agreement between the parties.	NO CHANGE
467	66 to 67	28	28. DISPUTE RESOLUTION MECHANISM ANDREMEDIES	Bidder requests to change as "The decision by the arbitrator (if sole arbitrator) or majority arbitrators (if three arbitrators) shall be binding and conclusive upon the parties," Bidder requests the Bank to delete the line as "products and services as serving satisfactory, as per satisfaction of the Bank"c Bidder requests the Bank to remove this clause "Notwithstanding the above, the Bank shall have the right to initiate appropriate proceedings before any court of appropriate jurisdiction, should it find expedient to do so" Injunction or any other relief available under the law should be on mutual.	NO CHANGE
468	67	29	29. Execution of NDA and Integrity Pact:	The NDA is subject to review of the Bidder.	NO CHANGE

469	68, 69	32	32- Bidder's liability Notwithstanding anything contained in this RFP document, the Bidder's aggregate liability in connection with obligations undertaken as a part of the project regardless of the form or nature of the actiongivingrise to suchliability(whetherincontract,tortorotherwise),shall be at actuals and limited to the value of the contract. The Bidders liability in case of claims against the Bank resulting from misconduct or gross negligence of the Bidder, its employees and subcontractors or from infringement of patents, trademarks, copyrights(if any) or breach of confidentiality obligations shall be unlimited. In no event shall the Bank be liable for any indirect, incidental damages or liability, under or in connection with or arising out of this tender and subsequent agreement or services provided on behalf of bank hereunder. The bidder should ensure that the due diligence and verification of antecedents of employees/personnel deployed by him for execution of this contract are completed and is available for scrutiny by the Bank.	Bidder requests the Bank that if Bidder is a successful Bidder, then Bidder would like to negotiate with Bank and arrive at a mutually agreed cap on Bidder's liability. Bidder requires the Bank exclusion of indirect liablities from the Bidder's liability	NO CHANGE
470	69 to 70	33	33- Inspection, Audit and Review, Monitoring & Visitations (a)Inspection, Audit and Review (b)Monitoring (c)Visitations	The Bidder clarifies that the cost of Inspection, Audit and Review, Monitoring & Visitations shall be borne by the Bank. Any Inspection, Audit and Review, Monitoring & Visitations will be cooperative of Bidder’s confidentiality and security restrictions and guidelines and any other conditions shall be subject to mutually agreed between the parties. Bidder requests the Bank to give prior written notice to the Bidder for such Audit and Inspection.	NO CHANGE

471	70		Cancellation of Order TheBank reservesitsrightto cancelthePurchaseOrder at anytime,in the event of delayin project beyond the specified period or non-compliance of the RFP terms or non-fulfillment of RFP functional requirements or severe bugs in the application or proposed system performance is not satisfactory. In addition to the cancellation of Purchase order, the Bank reserves the right to invoke the Bank Guarantee given by the Bidder to recover the damages.	Bidder request the Bank to provide minimum 60 days cure period before canceling the Purchase Order.	NO CHANGE
472	70, 71	1	1. Termination for Default 2.In the event, the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Successful Bidder shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the Successful Bidder shall continue performance of the Contract to the extent not terminated when the value of the liquidated damages exceed 10% of the contract value. 3. In case the contract is terminated then all undisputed payment will be given to vendor, but disputed paymentshall be adjusted by way of penalty from invoices or PBG.	Bidder requests the Bank to provide minimum 60 days cure period to rectify the default before terminating the agreement. Further, in case of Bank terminates the contract as per its convenience or any reasons due to the acts or omission of Bank, the Bank shall not be entitled for any compensation and instead be liable to compensate the Bidder for their lose on account of termination. Bidder requests the Bank to delete the sub clause 2 Bidder request the Bank that the Bank should ask clarification on the disputed invoice before adjusting the payment. Bidder requests termination rights for breach of terms and conditions of this agreement and default of payment by the Bank.	NO CHANGE

473	71	6	6. Termination – Key Terms & Conditions The Bank reserves the right to terminate the agreement with the Bidder / vendor at any time by giving ninety (90) days prior written notice to the Bidder.	Bidder would like to discuss with the Bank to have a mutual termination clause. Bidder requests that any termination under this agreement be only for cause with a sufficient cure period and hence requests the deletion of this provision on termination for convenience. Or else Bank should compensate the Bidder for their lose on account of termination for convenience.	NO CHANGE
474	71, 72	5, 6	5. Termination for Insolvency 6. Termination – Key Terms & Conditions The Bank shall be entitled to terminate the agreement at any time by giving notice if the Bidder. a. has a winding up order made against it; or b. has a receiver appointed over all orsubstantial assets; or c. is or becomes unable to pay its debts asthey become due; or d. entersinto any arrangement or composition with or for the benefit of its creditors;	These clauses shall be on a mutually agreed basis.	NO CHANGE

475	72		CONSEQUENCES OF TERMINATION: In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], CENTRAL BANK OF INDIA shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the net successor Vendor to take over the obligations ofthe erstwhile Vendor in relation to the execution/continued execution of the scope of the Contract. In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by CENTRAL BANK OF INDIA, the Vendor herein shall be obliged to provide all such assistance to the net successor Vendor or any other person as may be required and as CENTRAL BANK OF INDIA may specify including training, where the successor(s) is a representative/personnel of CENTRAL BANK OF INDIA to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof. The termination hereof shall not affect any accrued right or liability of either Party nor affect the Operation of the provisions of the Contract that are expressly or by implication intended to come into or continue	Bidder clarifies that if the Bank wants services of the Bidder after terminating the agreement, the commercial and terms and conditions shall be subject to mutual agreement between the parties. Further, the Bank shall pay all the pending amount immediately and return all the confidential information of the Bidder.	NO CHANGE

476	72		Exit Option and Contract Re-Negotiation a. The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions: ii. Delay in delivery, performance or implementation of the solution beyond the specified period; iii.Serious discrepancy in functionality to be provided or the performance levels agreed upon, which have an impact on the functioning of The Bank. Inability of the Vendor to remedy the situation within 60 days from the date of pointing out the defects by The Bank. (60 days will be construed as the notice period)	Bidder requests the Bank to give 60 days' cure period before terminating the agreement.	NO CHANGE

477	72, 73		Exit Option and Contract Re-Negotiation b. In addition to the cancellation of purchase contract, Bank reserves the right to appropriate the damages through encashment of Bid Security/Performance Guarantee given by the Vendor. e. Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Vendor will be expected to continue the facilities management services and the Bank will continue to pay for all products and services that are accepted by it provided that all products and services as serving satisfactory, as per satisfaction of the Bank. The Bank shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over aperiod of 6 to 12 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration. The Bank and the Vendor shall together prepare the Reverse Transition Plan. However, The Bank shall have the sole decision to ascertain whether such Plan has been complied with. Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Vendor to The Bank or its designee to ensure smooth handover and transitioning of Bank's deliverables, maintenance and facilitymanagement.	Bidder requests the Bank to delete the word "products and services as serving satisfactory, as per satisfaction of the Bank"	NO CHANGE

478	72, 73		Exit Option and Contract Re-Negotiationc cThe Bank shall have the option of purchasing the equipment from third-party Suppliers, in case such equipment is available at a lower price and the Vendor‟s offer does notmatch such lower price. Notwithstanding the foregoing, the Vendor shall continue to have the same obligations as contained in this RFP in relation to such equipment procured from third party suppliers. d. As aforesaidTheBankwould procure the equipmentfromthe third partyonlyin the event that the equipmentwasavailableatmorefavorabletermsintheindustry. Intellectual property rights The Vendor represents that a separate Agreement is required to be entered into by the Bank with Third-party Vendors either for statutory or proprietary reasons, notwithstanding the Vendor's obligations for performance. During the Term of this Project and,if applicable,during the Reverse Transition Period,Bank grantsVendor a rightto use at no cost or charge the Hardware or Software licensed to the Bank, solely for the purpose of providing the Services. The Vendor shall be responsible for obtaining all necessary authorizations and consents from third party licensors of Hardware and Software used by Vendorin performing its obligations underthisProject.	Bidder requests the Bank to provide more clarification on these clauses.	NO CHANGE

479	73		Intellectual property rights The Vendor represents that a separate Agreement is required to be entered into by the Bank with Third-party Vendors either for statutory or proprietary reasons, notwithstanding the Vendor's obligations for performance. During the Term of this Project and,if applicable,during the Reverse Transition Period,Bank grantsVendor a rightto use at no cost or charge the Hardware or Software licensed to the Bank, solely for the purpose of providing the Services. The Vendor shall be responsible for obtaining all necessary authorizations and consents from third party licensors of Hardware and Software used by Vendorin performing its obligations underthisProject.	Bidder requests the Bank that the Intellectual property rights shall be on a mutually agreed basis.	NO CHANGE
480	73 to 76		Confidentiality Theconfidentialityobligationsshallsurvivetheexpiryorterminationofthea greementbetweenthe Vendor and the Bank. The Vendorshall execute NDA (Non-disclosure Agreement) withBank as formatshared provided in this RFP. The Vendor shall be fully responsible for any breach of data confidentiality of customer related information.Thisliabilityshallbe applicable evenafterthe contract expiresorgetsterminated.	Bidder requests the Bank that the Confidentiality clause shall be on a mutually agreed basis. The NDA is subject to review of the Bidder. Survival of this clause is subject to mutual agreement between the parties.	NO CHANGE
481	76 to 77		The Bidder shall also have the responsibility for payment of all dues and contributions, as applicable, towards statutory benefits including labour laws for its employees and sub-contractors or as the case may be. Bidder should take bank's prior written permission before subcontracting/ resource outsourcing of any work related to the performance of this RFP or as the case may be.	Bidder requests the bank that in case of any changes in the labour laws or any other laws and such changes require any aditional cost to the Bidder, that cost shall be on a mutually agreed basis. Bidder requests the Bank to modify this clause as "Bidder should inform the Bank before subcontracting/ resource outsourcing of any work related to the performance of this RFP or as the case may be."	NO CHANGE

482	77		Assignment Bank may assign the Project and the solution and services provided therein by Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. The Bank shall have the right to assign such portion of the facilities management services to any of the Contractor/sub-contractor, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with Bidder for any reason whatsoever;(iii) expiry of the contract. Such right shall be without prejudice to the rights and remedies, which the Bank may have against Bidder. Bidder shall ensure that the said sub-contractors shall agree to provide such services to the Bank at no less favorable terms than that provided by Bidder and shall include appropriate wordings to this effect in the agreement entered into by Bidder with such sub-contractors. The assignment envisaged in this scenario is only in certain extreme events such as refusal or inability of Bidder to perform or termination/expiry of the contract.	Bidder requests the Bank to make this clause on mutual	No CHANGE
483	78		Statutory and Regulatory Requirements The solution must comply with all applicable requirements defined by any regulatory, statutory or legal bodywhich shallinclude but not be limited toRBIor otherRegulatoryAuthority, judicial courts in India and as of the date of execution of Agreement. This requirement shall supersede the responses provided by the Vendor in the technical response. During the period of warranty / AMC, Bidder / Vendor should comply with all requirements including any or all reports without any additional cost, defined by any regulatory authority time to time and which fall under the scope of this RFP / Agreement. All mandatory requirements by regulatory /statutory bodies will be provided by the bidder under change management at no extra cost to the bank during the tenure of the 5(five) year contract.	Bidder shall, in its capacity as a service provider, comply with all existing regulatory/statutory guidelines/rules/laws as on date of submission of the bid, for delivery of services. In case of any new regulatory or statutory guidelines in future, shall be implemented by the bidder, upon payment of additional cost by the Bank.	NO CHANGE

484	78 to 79		Compliance with Laws	Bidder shall, in its capacity as a service provider, comply with all existing regulatory/statutory guidelines/rules/laws as on date of submission of the bid, for delivery of services. In case of any new regulatory or statutory guidelines in future, shall be implemented by the bidder, upon payment of additional cost by the Bank.	NO CHANGE
485	79		Violation of terms The Bank clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Vendor from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.	Injunction or any other relief available under the law should be on mutual.	NO CHANGE
486	79		Survival and Severability: Any provision or covenant of the RFP/ subsequent Agreement, which expressly, or by its nature, imposes obligations on bidder shall so survive beyond the expiration, or termination of Agreement	Survival of this clause is subject to mutual agreement between the parties.	NO CHANGE
487	119	Anneure-8a	Mobile ATM (inclusive of Driver and Security guard/s cost and as per scope). The selected vendor must supply Mobile ATM at Rates arrived for Mobile ATM as per Banks requirement.	Bidder would like to clarify that, if there is any cost impact on the scope of services by any new law, regulation, guidelines or required by Bank, that cost will be borne by the Bank. Any increase in minimum wages in accordance with Minimum wages Act including any other labour laws may be notified by the Central Government of India/State Government from time to time are unforeseen. We request the Bank that in case of any changes require any additional cost on the Bidders part to be on a mutually agreed basis.	NO CHANGE

488			General	Bidder would like to clarify that any binding terms and conditions of the agreement, covering RFP terms, shall be on a mutually agreed basis and particularly standard legal clauses such as Limitation of Liability, Non-solicitation, Intellectual Property Rights, Assignment, Representation and Warranties, Indemnities, Dispute Resolution, Confidentiality, Termination, etc have to be mutually negotiated and included in the final binding contract, considering the mutual interests of the parties	NO CHANGE
489			General	Bidder requests that the proposal to be submitted by the Bidder would contain confidential and proprietary information of the Bidder, hence confidentiality has to be accorded to the proposal and other documents to be submitted by the Bidder. The proposal may be used by the Bank for the sole purpose of evaluating the Bidder with respect to the RFP**.**	NO CHANGE
490	89	1.1	8th Generation Intel® CoreTM i3 Processor or higher with minimum 3.3 GHz and 6 MB cache or above. Vendor to provide the supported OS/Patching related software/hardware upgrades without any cost to Bank during the contract period.	Requesting bank to change the processot to " 6th/8th Gen Generation Intel® CoreTM i3 Processor or higher with minimum 3.2 GHz and 3 MB cache " as it is sufficient for ATM operation.	Please refer corrigendum
491	90	4.6	2 Double Pick Module, and 4 cassettes with lock & key and latch. Capable of shutting automatically when removed from the CD and should be capable of working even with 2 cassettes	Requesting bank to clarify whether cassette to be supplied with Lock and key or with Latch.	Please refer corrigendum
492	90	4.7	Reject BIN or Divert cassette bin with lock and key with capacity to hold at least 200 notes.	Requesting bank to clarify whether Reject cassette to be supplied with Lock and key or with Latch.	NO CHANGE
493	95	7.12	The Solution should be capable of notifying the Switch in case the DVSS camera is covered/ blocked by any means so that the Cash Dispenser does not dispense cash.	Requesting bank to change the clause as "The Solution should be capable of notifying the Switch in case the DVSS camera is disconnected or not working so that the Cash Dispenser does not dispense cash"	NO CHANGE.Vendor to provide alternate solution

494	96	7.26	Printer driver/firm ware needs to support Hindi, English and regional Indian type fonts/specification.	Requesting bank to remove this clause as Hindi and all regional language receipts are printed using images and machines will support all regional language receipt printing.There are 29 languages available to integerate the fonts which would be quite difficult for the vendors.	NO CHANGE.
495	99	14.5	FDK Keys: Whenever the machine needs input from FDK keys.	Requesting bank to remove the guide lights for FDK since customer inputs will be done by Touch screen as well as FDK due to which the guide lights are not provisoned for FDK	NO CHANGE.It is as indicator for customer for transaction processing
496	104	70	OEM's native ATM Application should have firewall functionality. Vendor to provide Firewall on the machine, Anti-virus installation and time to time updation.	Requesting bank to remove Anti virus as Terminal security Solution will be present in machine which can handle the fucnctionalities of Antivirus.	NO CHANGE
497	105	74	OEM's native ATM Application should be capable of integrating with Bank's Provided single centralized management console for managing, administering and pushing the hardening policies	Requesting bank to clarify whether bank will ptovide the Terminal security solution? If vendor need to provide wthether it should be offline or Online solution? In case of Online solution, whether bank will provide the DC/DR Server and related Server OS and Database.	NO CHANGE.Terminal Security Solutions to be provided by Bidder
498	90	3.2	S&G / MAS Hamilton (KABAMAS-CEMCON) (or an equivalent make, of high international repute) , Centrally/Remote controlled dual electronic combination lock of 6 + 6 digits with capability for one- time combination(OTC) and audit trail without any hardware change. Should be UL 437 VDS Certified.	UL 437 VDS is for physical Keys what is not apply for electronic lock, please consider: S&G / MAS Hamilton (KABAMAS-CEMCON) (or an equivalent make, of high international repute) , Centrally/Remote controlled dual electronic combination lock of 6 + 6 digits with capability for one- time combination(OTC) and audit trail without any hardware change. **Should be UL &VDS Certified**.	Please refer corrigendum
499	90	4.6	2 Double Pick Module, and 4 cassettes with lock & key and latch. Capable of shutting automatically when removed from the CD and should be capable of working even with 2 cassettes.	2 Double Pick Module, and 4 cassettes with latch & seal . Capable of shutting automatically when removed from the CD and should be capable of working even with 2 cassettes.	Please refer corrigendum
500	90	4.7	Reject BIN or Divert cassette bin with lock and key with capacity to hold at least 200 notes.	Reject BIN or Divert cassette bin with latch & seal with capacity to hold at least 200 notes.	NO CHANGE

501	91	4.18	Double pick module with four currency cassettes (with lock and key / latch) Four Pick Module with 4 cassettes configuration with latches capable of shutting automatically when removed from the CD and should be capable of working even with 2 cassettes.	Double pick module with four currency cassettes (with latch & seal) Four Pick Module with 4 cassettes configuration with latches capable of shutting automatically when removed from the CD and should be capable of working even with 2 cassettes.	NO CHANGE
502	92	6.2	Touch Screen Specifications: IP65 rating	ATM use stander Touch screen what is resistant for inside use. IP65 is for through wall where ATM is installed in outside. Please consider: "Touch Screen for Indian Lobby environment".	NO CHANGE.IP65 rating to read as Industry standard protective touch screen
503	94	7.3	Grouting-: Drilling 10”-12” holes in the flooring and hammering metal sleeves in these holes. Putting in Anchor fasteners - min. 8” long anchor fasteners, preferably of Fischer make. Applying resin adhesive (Araldite) over the finished bolt positions for improved bonding.(exception may be provided in highly secure areas, if RBI guidelines permit the same.). Bidder should arrange the ATM engineer and required support team and complete grouting activity without any cost to the Bank	Please consider: Grouting-: Drilling 10”-12” holes in the flooring and hammering metal sleeves in these holes. Putting in Anchor fasteners - min. 8” long anchor fasteners, preferably of Fischer make. Applying resin adhesive (Araldite or **Loctite) in the screw thread** for improved bonding.(exception may be provided in highly secure areas, if RBI guidelines permit the same.). Bidder should arrange the ATM engineer and required support team and complete grouting activity without any cost to the Bank	NO CHANGE
504	103	55	Provide Text-to-Speech(TTS) support in English, Hindi and regional languages.	As at this moment, TTS is available in Market only English and Hindi are please consider: Provide Text-to-Speech(TTS) support in English, Hindi and regional in languages in audio format.	NO CHANGE.Functionality is to be provided as per the RBI/regulators guidelines
505	98	10.1	Card integration-RBI CIRCULAR FOR CASH WITHDRWAL The NFC contactless module with support Contactless Card integration (Hardware and Software) supporting up to ISO 14443 Type A/Type B, MiFare, ISO 21481 and ISO/IEC 18092 or higher. In case of any new guidelines or the regulator mandates newer specifications, the service provider should provide required support for hardware/software without any additional cost to the bank during the contract period.	Please clarify bank need NFC card reader along with machine. Or machine should have compatible for NFC	NO CHANGE.Vendor to provide the all requisites for NFC.

506	15	4.17	4.17. For offsite locations the selected vendor(s) will have to provide VSAT with sufficient bandwidth for smooth functioning and other requirement for ATM services.	Request Bank to define minimum bandwidth required per site so that all bidders will be on same platform while bidding	Please refer corrigendum
507	135	2.3 b	2.3 b. The vendor should provide reliable and uninterrupted connectivity for offsite CDs using leased line fiber/copper, MPLS , FF, UBR/ CDMA / VSAT. Newer technologies like WiMa, 4G, 5G etc. will also be acceptable subject to the clearance from Bank‟s Information Security Department.	Bank has mentioned 3G/4G connectivity as a media option for last mile conneciivty. Pls confirm,Is Bank looking for 4G link with Private APN SIM with Voice and calls disabled considering the security requirement.	NO CHANGE
508	135	2.3 b	2.3 b. The vendor should provide reliable and uninterrupted connectivity for offsite CDs using leased line fiber/copper, MPLS , FF, UBR/ CDMA / VSAT. Newer technologies like WiMa, 4G, 5G etc. will also be acceptable subject to the clearance from Bank‟s Information Security Department.	Since 3G technology is considered to be obsolete. It is advisable bank should strictly go for 4G links.	NO CHANGE
509	135	2.3 b	2.3 b. The vendor should provide reliable and uninterrupted connectivity for offsite CDs using leased line fiber/copper, MPLS , FF, UBR/ CDMA / VSAT. Newer technologies like WiMa, 4G, 5G etc. will also be acceptable subject to the clearance from Bank‟s Information Security Department.	Will be there a need to have 2 or more ATMs at site? Should all VSAT/4Grouter /lease line routers have 2 on board LAN ports to connect 2 ATMs at site and avoid external switch which is generally a point of failure. Pls confirm.	NO CHANGE
510	114	2.8	2.8 Providing and fixing 40mm PVC conduit of ISI make with saddling complete for connectivity from dish antennae on the roof top to the CD. (All ISI mark & complete in all respect)	Is it mandate to provide conduit for VSAT cable or It is only a recommendation from bank to the Bidder and bidder can decide othe options instead PVC . Pls confirm.	NO CHANGE. It is mandatory to provide the VSAT cable conduit
511	135	2.1	2.1 The Network connections shall have TLS, IPsec end-to-end encryptions configured at routers to ensure secure data transmissions and should support AES 256, 3DES, GCM, SHA2 or any latest encryption which bank may ask as per requirement in future during the contract period.	We understand form the clause that the Bank is looking for Network connectivity with End to End IPSec (Remote ATM site till DC/DR) which support latest encryption standards like GCM, SHA2. Pls confirm.	NO CHANGE
512	89	1.3	1 1 TB or higher SATA HDD (for OS). 11 TB or higher SATA HDD (for Camera Images).	Please confirm our understanding here bank is asking two separate hdd, each with 1 TB capacity	NO CHANGE.two separate HDD to be provided as per specifications

513	89	1.5	The selected Bidder should provide CDs with at least Windows 10 or Linux with latest patches or above operating System/supported version of Windows operating system. The bidder is responsible to update the OS patches and upgrade the OS of CDs to higher version of /supported version Windows operating system before expiry of extended support of Windows 10 from M/s Microsoft at no additional cost during contract period and extension period. Further, the Bidder should ensure that on up-gradation, there should be no disruptions of service and no performance related issues are faced.	Bank to amend same that any upgrade in OS same will be done at mutually agreed terms	NO CHANGE
514	94	7.1	One in built camera to capture the face image of the customer transaction, Pin hole camera and one eternal dome camera for ATM room. Solution must be motion-sensitive and capable of capturing image of the person while doing transaction in the CD. Camera with a minimum resolution of 640480. Camera should be suitably positioned to take image of the person even under extreme / difficult lighting conditions. It shall be the responsibility of the bidder to ensure that the images so captured are able to identify the persons entering the ATM room. The cameras should be pilfer-proof	Please confirm our understandig here camenra required is of 640*480 resolution	NO CHANGE.camera should be provided with minimum resolution of 640*480
515	98	11.2	Support Biometric Based Authentication API v2.0 specifications (should be UIDAI certified biometric device for biometric capture and authentication). On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank.	Same will be provided with first build created, any change post that bank has to pay charges at mutually agreed rates	NO CHANGE
516	103	54	Application interface facilitating all Admin, Reconciliation and MIS functions	Please elobrate	NO CHANGE.Bidder to provide requisite interfaces as per Banks requirement.
517	General		Bank is asking for construction of walls, plastering, Windows frame, door frames	This should not be in scope as bank is already providing 3 walled room and bidder to install ATM and do TIS work. Kindly remove the said requirement	No specific reference.
518	General		Teak wood requirement	Request bank to remove all teak wood requirement as same is very expensive	NO CHANGE

519	111	C4	Vinyl designer kit for glass	Bank to provide size and design requirment for same.	NO CHANGE.will be shared to successful bidder
520	111	C3	Vinyl Designer kit for partition wall ½” thick graffitec, full set as per approved design.	Bank to provide design for same same needs to be scoped in TIS requirement	NO CHANGE.will be shared to successful bidder
521	116	1.0 UPS INSTALLATI ON – SCHEDULE OF WORK	Supply, installation, testing and commissioning of 1 phase input/output online UPS complete with 3 KVA True on line UPS of EMERSON/DB/Hirel/Tritroni cs/ Switing AVO/ Consul/ Numeric make with 4 hrs. Batteries backup on full resisting of ATV network equipment‟s and one light) 4 KVa ISI marked servo stabilizer Make Auto electric/ Numeric/ Uniline or equivalent. Isolation transformers to be in built in UPS. It is responsibility of the Vendor to arrange for uninterrupted power supply for ATM functioning. Vendor should install and maintain UPS with minimum 6 hours battery backup. In areas where there is acute load shedding, the Vendor should arrange for UPS with minimum 8 hours battery backup.	Bank to amned same with 2KVA with 4 hours backup requirement as same is enough for ATM room.	Please refer corrigendum
522	117	AC INSTALLATI ON – SCHEDULE OF WORK point 2.0	Window Air conditioners of Carrier/ Hitachi/ Voltas make with standby unit Air conditioner has inbuilt timer. Installation to include wooden or stone window frame	Bank asking 2 qty of Split Ac and addition to that Window AC. Kindly remove window AC from requirement. Also bank to allow equivalent model for AC other than said models	NO CHANGE.Vendor to provide Split A/C and Windows A/C as per site requirement
523	118	ANNEXURE –8a		Bank to consider fixed billing per month and not on per transaction	NO CHANGE
524		General		Please provide financial and Non Fianancial Average transactions of bank	Please refer corrigendum
525	118	ANNEXURE –8a	C-	Bank to consider onsite cost at 85% of offsite price as with MHA, Cassette swap requirements this ratio cannot be maintained.	NO CHANGE
526	122	ANNEXURE 10	Help desk/Card Management	Wht is scope of cardmanagement here , please elobrate	NO CHANGE.to read as Managed service center
527	133	ANNEXURE 14	PERFORMANCE BANK GUARANTEE	Bank to consider PBG at 3% of annual value of contract to be renewed annually	Please refer corrigendum

528		General	Bank loaded ATMs	For few cases where bank will load cash, please clarify that our understanding that FLM will be responsibility of bank	NO CHANGE
529	144	d.r	r. The bidder has to make arrangements to keep the shutter down during the scheduled time as required by Police, local authorities or bank, for which no additional cost shall be payable.	For shutter down activity bank to do same at mutually agreed rates where ever applicable	NO CHANGE
530	147	3. SOFTWARE MANAGEM ENT point i	(i) Software and screen distribution from a central source to facilitate individual configuration and screen display. (Maximum of 5MB or more data to each CD)	Request bank to consider maximum size at 2 MB	NO CHANGE
531	148	k	k. In case of settlement of any claim of the Cardholder by the Bank in the event of non- availability of EJ for the same, the Bank reserves the right to recover the amount of transaction claim from the Vendor even though JP is provided to the Cash providing branch.	Please delete this as there is no requirement of JP in RFP.	NO CHANGE
532	149	r	r. If Bank desires to revamp the Screens and roll out of which necessitates site visit for deployment of the same, the Vendor shall not charge any additional fees/ charges for this activity .	What is annual frequency of same. Please define a number	NO CHANGE. To be done as per requirement of Bank
533	163	Appendix K	Installation of ATM Delivery Channel is of critical importance for the Bank and therefore, it requires uptime availability of 98% calculated on monthly basis for each CD/CRMs. An uptime of minimum of 98% for each CD for a calendar month (excluding the month in which the CDs is installed) is required.	Request bank to consider uptime of 95%	NO CHANGE
534	166	CAP ON PENALTY	iii. Delay in EOD activity of ATM results in reconciliation arrears. Therefore for delay in daily EOD of ATM , vendor shall pay Rs.100/- per day per ATM for the delayed period as per clause	Bank to consider Alternate day EOD/Loading	NO CHANGE
535		General	Mobile ATM	Bank to pay mobile ATM on fixed cost per month and not on per transaction	NO CHANGE

536	61	19. PAYMENT TERMS AND CONDITIONS:		how bank will pay for insufficient balance, Transaction declined by switch	NO CHANGE
537	12	3	• ATM Specs for Consumables and Cash Loading, Manage services (EJ pulling, Recon, cash management, SLM, FLM, etc.) will be vendors responsibility without any cost to the Bank.	1. Who is going to reconcile the CBR / C3R whether Bank or same will be outsourced. 2. What is the timeline for Bank to reconcile and confirm correctness / deficiency in C3R to Bidderdaily, same to be done by Bank in T+3.	NO CHANGE
538	103	54	Application interface facilitating all Admin, Reconciliation and MIS functions	Will Bank be reconciliing the CD in their application at their end or same is expected to be done by Bidder in the application provided by Bank	NO CHANGE.Vendor to provide requisite interfaces as per Banks requirement

539	138	Annexure 16 . q.	q. Reconciliation of cash, providing accounting related data and reports, providing and managing round the clock Help line.	1. Whether Bank is going to do 4-Way recon daily with Switch-CBR-Network-GL-EJ. 2. What will be the Dispute resolution mechanism for ATM/BNA whether Bank will be doing 4-Way recon and process proactive credits. 3. If Bank / Bank Vendor is doing recon then Bidder should not be penalized for customer harmonization / NPCI / RBI penalty. If the Bidder has submitted the details of any customer claim / dispute to the Bank within TAT then Bank should not levy any penalty to Bidder. 4. Any issue in Switch or incorrect reversal from Switch along with Cash Dispense leading to loss/shortage should not be debited to Service Provider. 5. Any issue / delay in Bank recon leading to shortage should not be debited to Service Provider. 6. If customer disputes are referred by Bank to Bidder, the acceptance / rejection of disputes should be done by Bank as indicated by Service Provider. 7. Any customer disputes beyond 30 days from transaction date should not be debited to Bidderirrespective same is a failed transaction. Bank to ensure all failed transactions are properly reconciled at their end and reversed after proper due diligence only. Bank should give 48 hrs. time as per working days to Bidderto respond to customer disputes referred by Bank. 8. Bank to check the customer KYC and FRM parameters for frequent withdrawal / deposit transactions and take	NO CHANGE
540	138	Annexure 16 . q.	r. Cash shortages/overages as & when noticed during the reconciliation of cash, is to be made good immediately by the BIDDER.	Bank needs to clarify how the shortage will be identified and what will be the TAT for the same for Bank to reconcile the CD and confirm the shortage amount with details for necessary action from Bidder.	NO CHANGE.Recon system is in place and necessary details will be shared to successful bidder
541	153	Appendix H	Cash Management and Replenishment Services including reconciliation of physical Cash with EJ	Bank is reconciling host to Switch and expecting Bidder to reconcile Switch to EJ, breaking recon activity into pieces will not give proper picture and lead to gaps , it is suggested that Bank covers end to end recon at their end which shall include EJ / CBR / Switch / Network / GL	NO CHANGE.Recon system is in place however vendor should also provide requisites as per scope of RFP.

542	155	X	X.Bidder to submit, bythe endofthe day, a statement givingdetails of Cashtaken, Cash loaded to CDs, Cash remitted back, Cash held in their chest etc., as per the proforma specified by the Bank, for cash reconciliation purposes.	Bank to account the C3R submitted and confirm for issue if any to Bidder within T+3 only.	NO CHANGE.Timelines for the same can be shared to successful bidder
543	156	Appendix I, 1.5 (b)	(b)CD Balancing:- At the time of end of day activity CRA will reconcile physical cash in the CD cassettes and in the purge bin (reject bin) with the ADMIN balance (end cash shown denomination wise in ADMIN slip). Delay in EOD activity of ATM results in reconciliation arrears. Therefore for delay in daily EOD of ATM , vendor shall pay Rs.100/- per day per ATM for the delayed period.	Bank to account the C3R submitted and confirm for issue if any to Bidder within T+3 only. If the same is not hghlighted by Bank in T+3 then Bidder will not be liable for any loss arising out of delay / lapse from Bank end.	NO CHANGE.Timelines for the same can be shared to successful bidder
544	162	Appendix J	RECONCILIATION & SETTELEMENT	Bank is reconciling host to Switch and expecting Bidder to reconcile Switch to EJ, breaking recon activity into pieces will not give proper picture and lead to gaps , it is suggested that Bank covers end to end recon at their end which shall include EJ / CBR / Switch / Network / GL. As only in end to end recon under one umbrella will ensure there are no suspense entries in Bank GL related to any gaps in process / cutover.	NO CHANGE.Recon system is in place however vendor should also provide requsites as per scope of RFP.

545			Customer dispute resolution process	This part is not defined : 1. two calendar should be given to bidder to respond to Bank T+2 ; where T being the date on which bank provides dispute cases to bidder. Sunday and other public holidays should not be counted as calendar (working day). Bank should provide all details with the dispute case viz. Switch transaction file, Switch Admin file and GL status. Bidder would compare these file data with EJ and CBR status to respond to the dispute case properly . 2. Complete GL & Switch transaction level data files needs to be shared daily by Bank along with Switch and GL cutover Balances for all ATMs/CDMs. 3. All customer disputes and physical/dispense/recon shortages should be discussed after end of month before any deductions are made from the Bidder from monthly invoices. A detailed recon process must be agreed for cash recon and customer dispute resolution process including processing of proactive Credit / Debit Adjustments. 4. Bank Recon cell should provide Excess/Overages Utilization Report on daily basis to the Bidder to ascertain against which customer dispute cases the excess reported have been utilized/adjusted. 5. Bank Recon cell to consider overage utilization upto 5 EODs from date of Transactions for all disputed / failed cases. 6. All excess cash unutilized post settlement of disputes to handed over / credited by Bank to Bidder.	NO CHANGE

546		8. COMPLIANCE WITH IS SECURITY POLICY	The Vendor shall have to comply with Bank‟s IT & IS Security policy in key concern areas relevant to the RFP, details of which will be shared with the finally selected Bidder. Some of the key areas are as under: I. Responsibilities for data and application privacy and confidentiality II. Responsibilities on system and software access control and administration III. Custodial responsibilities for data, software, hardware and other assets of the Bank being managed by or assigned to the Vendor IV. Physical Security of the facilities V. Physical and logical separation from other customers of the Vendor VI. Incident response and reporting procedures VII. Password Policy of the Bank VIII. Data Encryption/Protection requirements of the Bank I. In general, confidentiality, integrity and availability must be ensured . All data are confidential and should not be disclosed to any eternal parties ever. I. The Bidder shall sign non-disclosure agreement with the bank to certify that all data shared with them or its deployed resources shall remain confidential and shall not be disclosed to any eternal parties ever. II. The ATM/ CD machines shall be hardened in line with bank‟s secure configuration documents (SCDs).	Since this is OPEX model, bidder shall follow its own enforced Information Security Policy base on ISO 27001, PCI DSS 3.2.1 and other industry best practices or banks policies whiever is better and as per Infosec security standards requirement.	NO CHANGE.Bank policies are to be complied.Bank policies will be shared to successful bidder.

547			b) Provide the Bank with right to conduct audits on the VENDOR whether by its internal or external auditors, or by eternalspecialist appointed to act on its behalf and to obtain copies of any audit or review reports and findingmade on the service providerin conjunction with the services performed for the bank. c) Include clause to allowthe reserve bank ofIndia or persons authorized by itto accessthe bank‟s documents: records of transactions, and other necessary information given to you, stored or processed by the VENDOR within a reasonable time. This includes information maintained in paper and electronic formats. d) Recognized the right ofthe reserve bank to cause an inspection to bemade of a service provider ofthebankanditsbooksandaccountbyoneormoreofitsofficersoremployeesorotherpersons. e) Banks shall at least on an annual basis, review the financial and Operational condition of the VENDOR. Bank shall also periodically commission independent audit and expert assessment on the security and controlled environment of the VENDOR. Such assessment and reports on the VENDOR may be performed and prepared by Bank‟s internal or external auditors, or by agents appointed by the Bank.	bank to provide an advance notice of 15 business days before schedule of audit.	NO CHANGE
548	76	Independent Contractor:	The bidder shall follow all the rules, regulations statutes and local laws and shall not commit breach of any such applicable laws, regulations etc. In	Bank is asking for follow of local laws, please confirm caretaker services will not form part of these local laws and bank will take it seperately	NO CHANGE
549		General		Please confirm caretaker services are not part of this RFP.	NO CHANGE.For onsite/Offsite E-surveillance to be provided by Bidder.
550		General		Request bank to provide 21 days for submission from date of reply to prebid queries	NO CHANGE

551	119	Annexure 8a, point 8	In case of any of cash replenishment services not availed by Bank, Bank will recover 25% of invoice amount excluding the GST /taxes of respective site towards cash loading from monthly billing. Further, 25% amount shall be recovered from minimum guarantee sites also towards self/bank loading cost.	Our understanding here is maximum of 25% of invoice value will be reduced if Bank is doing Cash loading themselves even on minimum guarantee sites.	Please refer corrigendum
552	119	Annexure 8a, point 13	System Generated Transactions like auto reversal postings, „Not-on-us" transaction postings to the ATM"s GL a/c, profile requests and Money-Drawer messages etc. will not be treated as „Successful transactions" for the purpose of payment of invoices and no payment will be made for such transactions.	The said transactions will be consider as Non-Financial transactions for billing.	NO CHANGE
553	13	Project completion	Subsequent delay in various testing/certification with bank switch and NPCI/VISA/MASTERCARD/UAT will be penalized, for dependency attributable to successful Vendors at rate of Rs. 5000/- per day maximum up to Rs.1,50,000 per ATM and after that bank may take deemed action including cancellation of the contract.	Bank to consider 2,500/- per day maximum upto Rs. 50,000 for onetime certification penalty	Please refer corrigendum
554	166	Cap on Penalty	The total Penalty recoverable for downtime that is not maintaining the uptime as per Service Level, cash outs attributable to the Vendor, delay in operationalization of services will be capped at 25% of the total payment due to the Vendor for under the Contract for the particular month	Bank to capped penalty at 5% of the total payment due to the vendor for under the contract for the particular month.	Please refer corrigendum
555	13	Penalty for Delay in Operational izing the Services	The Vendor shall be responsible for Operationalizing all the services stipulated under this RFP. In case of delay in making live the CDs beyond the days stipulated above, the Vendor shall be charged penalty at Rs. 1000/- per day per ATM up to 1 lakh maximum per ATM	Bank to consider maximum penalty upto Rs. 10,000 per ATM	NO CHANGE
556	19	Eligibility Criteria	The bidder must be having positive net worth in each year during each last three years (2018-19,2019-20 and 2020-21)	Bank to consider any two of the last three years for positive net worth of the bidder	NO CHANGE
557	118	Annexure 8a	Buy back price for A/C,UPS and battery set per ATM site. If no rate is quoted, the selected vendor, if decided by bank, shall have to buy back at H1 rate or Bank"s Reserve Price, whichever is higher	Request Bank to exclude buy back of AC, UPS, Battery set per ATM site from commercial bid format.	NO CHANGE
558	62	Penalty, Point 19.2	In case the bidder fails to comply with the time schedule stipulated above (Section III clause no 1.11) for any of the new CD installation, a penalty of Rs.1000 per day per CD will be imposed for delay in CD implementation beyond scheduled date maximum up to Rs 1 Lakh per ATM.	Bank to consider maximum penalty upto Rs. 10,000 per ATM	NO CHANGE

559	66	Preventive Maintenance	Delay in Preventive Maintenance for each ATM, the penalty will be Rs. 1500/- with no cap will be imposed on the vendor.	The Penalty on delay in Preventive Maintenance for each ATM should be Rs. 500/- capped.	NO CHANGE
560	164	Cash out Penalty	Cash Out Penalty Hours Rs. 1000 4 hours to less than 8 hours Rs. 2000 8 Hours to less than 24 Hours Rs. 4000 24 Hours and above	Cash Out Penalty Hours Rs. 200 4 hours to less than 8 hours Rs. 500 8 Hours to less than 24 Hours Rs. 1000 24 Hours and above	Please refer corrigendum
561	165	Consumables	Consumables are required to be replenished well before it gets over. Penalty : Rs.1000/- per incident shall be levied if consumable are not made available within four hour from the time information available in Online Monitoring Solution or complaint lodged by Bank official in this regard. If the incidents are recurring then penalty shall be charged at increase rate of Rs.2000/- per incident, for all consumables shall be recovered from the vendor.	Request Bank to consider Rs. 200/- penalty per incident and for recurring incidents, penalty shall be charged at increase rate of Rs. 500/- per incident.	NO CHANGE
562	5	8	Successful bidder has to furnish Performance Bank Guarantee in Bank‟s format (Annexure 14) of amount equivalent of 10% of the order value issued by any Scheduled Commercial Bank in India(Other than Central Bank of India), in favor of the Bank within 30 days from the date of Purchase Order .	PBG value should be 3% maximum of the order value	Please refer corrigendum
563	8	1	This RFP invites Bids from the Bidders for RFP for End to End Deployment of ATMs inclusive of Supply/Installation/commissioning, Site preparation (TIS) and Managed Services of 2550 Cash Dispensers and 50 Mobile ATMs under OPEX Model.	Please share breakup of Onsite, offsite, e-gallery, lobby and second ATM in each category	NO CHANGE.will be shared to successful bidder
564	9	1.1	Penalty will be Rs.500/ per day (from 3rd day) for not providing CCTV footage within 2 days (from the date of request by the bank for providing specific ATM CCTV camera footages) or actual compensation paid to the customer/s, whichever is higher.	Per day penalty to be capped. We propose it should be 1000 maximum	Please refer corrigendum
565	10	1.2	Ensuring compliance of CDs to statutory, RBI/VISA/MASTERCARD/NPCI/GoI etc. and all other requirements, from time to time, at no extra cost for new CDs.	We will ensure 100% compliance to the guidelines at the time of RFP date. Post that any further compliance will be done at mutually agreed cost	NO CHANGE

566	13	4.2	UAT and requisite certifications of machines to be completed within 60 days from date of acceptance of Purchase Order and in meantime identification of offsite locations and TIS related work should be carried out. Subsequent delay in various testing/certification with bank switch and NPCI/VISA/MASTERCARD/UAT will be penalized, for dependency attributable to successful Vendors at rate of Rs. 5000/- per day maximum up to Rs.1,50,000 per ATM and after that bank may take deemed action including cancellation of the contract.	We request the penalty cap to be reduced to 25,000	Please refer corrigendum
567	13	4.2	Penalty for Delay in Operationalizing the Services	We request the penalty cap to be reduced to 25,000	NO CHANGE
568	14	4.7	Order will be placed with L1 bidder after reverse auction process. However Bank may at its discretion distribute the order amongst 2 or 3 vendors provided L2 & L3 bidders match the price offered by L1 bidder. The ration of such distribution will be 60:40 in case of 2 vendors/bidders L1, L2 and in the ration of 50:30:20 in the case of three 3 vendors/bidders L1, L2, L3. Any such allotment shall be the exclusive discretion of the Bank.	Under what condition Bank will decide to choose L2 and L3 vendor?	Please refer corrigendum
569	14	7	Second, Third and Fourth CD installation at one site	Please share number of sites having multiple ATMs. Please give onsite and offsite split.	NO CHANGE
570	15		4.17. For offsite locations the selected vendor(s) will have to provide VSAT with sufficient bandwidth for smooth functioning and other requirement for ATM services.	Request Bank to define minimum bandwidth required per site so that all bidders will be on same platform while bidding	Please refer corrigendum
571	16	6 (a)	Vendors will arrange the cassettes at their own cost for replenishment and evacuation of cash under cassette swap method. Further, vendor will replenish/evacuate the cassettes as per RBI guidelines and at its own risk and responsibility. The bank will not be liable for any loss arising in this regard.	Request Bank to provided locked cassette for non-vaulting location.	NO CHANGE
572	19	5	The bidder must be either the Original Equipment Manufacturer (OEM) of Cash Dispenser or its authorized representative in India. In case bidder is an authorized representative, an authorization letter from manufacturer as per Format (Manufacturer‟s Authorization Letter) to this effect should be furnished.	How many MAFs can be submitted?	NO CHANGE.Please refer page no.91 point no.4.17

573	61	19(a)	The payments shall be made by the Bank for successful financial and non-financial transactions of the cardholder at the proposed outsourced ATMs. There will be no profit sharing arising out of acquiring transactions.	Please also include Business Declines for billing purpose	NO CHANGE
574	62	19.3	If the monthly average availability (up time) of the machine is greater than equal to 95% then for such ATM sites , Bank will pay minimum guarantee i.e. Fixed cost of Rs. 20,000/- per month (without GST) per month or actual invoice submitted by the vendor, whichever is higher. Bank will review the performance of the ATM within 6 to 12 months and underperforming machine to be shifted to the viable location at no additional cost to the bank (Onsite/Offsite).	WE have 2 requests: 1. Minimum Guarantee to be raised to 30,000 2. Cost of de-installation, transit, installation should be borne by the Bank since it is approving all the sites for deployment	Please refer corrigendum
575	63	20	The limit of losses suffered by Bank of customer on account of fraudulent transaction committed due to lapses of any security procedure or standards etc., shall be quantified to Rs.25 lac per CD per incidence.	This clause is not acceptable. WE are Ok taking actual losses	NO CHANGE
576	65	25.1 (b)	Vendor should replace such Make and Model of CDs having inherent/ perennial problems with a new CD within two months from the date of issuance of intimation/notice by the Bank.	Request to make changes in the clause. HPY will ensure that the problem gets resolved even if it requires replacing the entire machine.	NO CHANGE
577	71	4	Bank reserves the right to cancel the entire / unexecuted part of the Contract awarded at any time without assigning appropriate reasons in the event of one or more of the following conditions:	Cure period of 60 days has to be given	NO CHANGE
578	72		CONSEQUENCES OF TERMINATION:	Bank should pay WDV and foreclosure charges to HPY in case of early termination for reasons not attributable to HPY	NO CHANGE
579	89	1.1	8th Generation Intel® CoreTM i3 Processor or higher with minimum 3.3 GHz and 6 MB cache or above. Vendor to provide the supported OS/Patching related software/hardware upgrades without any cost to Bank during the contract period.	i3 with 3.3 GHz doesn’t exit, please consider 3.2GHz	Please refer corrigendum

580	90	3.2	S&G / MAS Hamilton (KABAMAS-CEMCON) (or an equivalent make, of high international repute) , Centrally/Remote controlled dual electronic combination lock of 6 + 6 digits with capability for one- time combination(OTC) and audit trail without any hardware change. Should be UL 437 VDS Certified.	UL 437 VDS is for physical Keys what is not apply for electronic lock, please consider: S&G / MAS Hamilton (KABAMAS-CEMCON) (or an equivalent make, of high international repute) , Centrally/Remote controlled dual electronic combination lock of 6 + 6 digits with capability for one- time combination(OTC) and audit trail without any hardware change. **Should be UL &VDS Certified**.	Please refer corrigendum
581	90	4.6	2 Double Pick Module, and 4 cassettes with lock & key and latch. Capable of shutting automatically when removed from the CD and should be capable of working even with 2 cassettes.	2 Double Pick Module, and 4 cassettes with latch & seal . Capable of shutting automatically when removed from the CD and should be capable of working even with 2 cassettes.	Please refer corrigendum
582	90	4.7	Reject BIN or Divert cassette bin with lock and key with capacity to hold at least 200 notes.	Reject BIN or Divert cassette bin with latch & seal with capacity to hold at least 200 notes.	NO CHANGE
583	91	4.18	Double pick module with four currency cassettes (with lock and key / latch) Four Pick Module with 4 cassettes configuration with latches capable of shutting automatically when removed from the CD and should be capable of working even with 2 cassettes.	Double pick module with four currency cassettes (with latch & seal) Four Pick Module with 4 cassettes configuration with latches capable of shutting automatically when removed from the CD and should be capable of working even with 2 cassettes.	Please refer corrigendum
584	92	6.2	Touch Screen Specifications: IP65 rating	ATM use stander Touch screen what is resistant for inside use. IP65 is for through wall where ATM is installed in outside. Please consider: "Touch Screen for Indian Lobby environment".	NO CHANGE.Please read this as industry standard for Touch screen

585	94	7.3	Grouting-: Drilling 10”-12” holes in the flooring and hammering metal sleeves in these holes. Putting in Anchor fasteners - min. 8” long anchor fasteners, preferably of Fischer make. Applying resin adhesive (Araldite) over the finished bolt positions for improved bonding.(exception may be provided in highly secure areas, if RBI guidelines permit the same.). Bidder should arrange the ATM engineer and required support team and complete grouting activity without any cost to the Bank	Please consider: Grouting-: Drilling 10”-12” holes in the flooring and hammering metal sleeves in these holes. Putting in Anchor fasteners - min. 8” long anchor fasteners, preferably of Fischer make. Applying resin adhesive (Araldite or **Loctite) in the screw thread** for improved bonding.(exception may be provided in highly secure areas, if RBI guidelines permit the same.). Bidder should arrange the ATM engineer and required support team and complete grouting activity without any cost to the Bank	NO CHANGE
586	95	7.9	The image surveillance hardware should be integrated within the CD.	This is atm machine pin hole camera integration or additional Pinhole camera outside the atm machine.	NO CHANGE
587	98	10.1	Card integration-RBI CIRCULAR FOR CASH WITHDRWAL The NFC contactless module with support Contactless Card integration (Hardware and Software) supporting up to ISO 14443 Type A/Type B, MiFare, ISO 21481 and ISO/IEC 18092 or higher. In case of any new guidelines or the regulator mandates newer specifications, the service provider should provide required support for hardware/software without any additional cost to the bank during the contract period.	Please clarify bank need NFC card reader along with machine. Or machine should have compatible for NFC	NO CHANGE
588	103	55	Provide Text-to-Speech(TTS) support in English, Hindi and regional languages.	As at this moment, TTS is available in Market only English and Hindi are please consider: Provide Text-to-Speech(TTS) support in English, Hindi and regional in languages in audio format.	NO CHANGE.Functionalty to be provided as per RBI/regulatorty requirement
589	114		2.8 Providing and fixing 40mm PVC conduit of ISI make with saddling complete for connectivity from dish antennae on the roof top to the CD. (All ISI mark & complete in all respect)	Is it mandate to provide conduit for VSAT cable or It is only a recommendation from bank to the Bidder and bidder can decide othe options instead PVC . Pls confirm.	NO CHANGE.Vendor to provide the PVC conduit for VSAT connectivity
590	135	2.3	Off-site CDs	Please specify bandwidth requirement for offfsites	Please refer corrigendum

591	135		2.3 b. The vendor should provide reliable and uninterrupted connectivity for offsite CDs using leased line fiber/copper, MPLS , FF, UBR/ CDMA / VSAT. Newer technologies like WiMa, 4G, 5G etc. will also be acceptable subject to the clearance from Bank‟s Information Security Department.	Bank has mentioned 3G/4G connectivity as a media option for last mile conneciivty. Pls confirm,Is Bank looking for 4G link with Private APN SIM with Voice and calls disabled considering the security requirement.	NO CHANGE
592	135		2.3 b. The vendor should provide reliable and uninterrupted connectivity for offsite CDs using leased line fiber/copper, MPLS , FF, UBR/ CDMA / VSAT. Newer technologies like WiMa, 4G, 5G etc. will also be acceptable subject to the clearance from Bank‟s Information Security Department.	Since 3G technology is considered to be obsolete. It is advisable bank should strictly go for 4G links.	NO CHANGE
593	135		2.3 b. The vendor should provide reliable and uninterrupted connectivity for offsite CDs using leased line fiber/copper, MPLS , FF, UBR/ CDMA / VSAT. Newer technologies like WiMa, 4G, 5G etc. will also be acceptable subject to the clearance from Bank‟s Information Security Department.	Will be there a need to have 2 or more ATMs at site? Should all VSAT/4Grouter /lease line routers have 2 on board LAN ports to connect 2 ATMs at site and avoid external switch which is generally a point of failure. Pls confirm.	NO CHANGE
594	135		2.3 c. Vendor should also arrange for backhaul from service providers. For connecting to the Bank‟s ATM Switch and DR at Hyderabad.	Can service provider use an existing backhaul links available between service provider Noc to Bank DC & DR and upgrade these links as per rfp requirement.	NO CHANGE.Feasibility to be checked by successful bidder for using existing Backhaul link however cost of upgaration to be borne by the Bidder
595	135		2.1 The Network connections shall have TLS, IPsec end-to-end encryptions configured at routers to ensure secure data transmissions and should support AES 256, 3DES, GCM, SHA2 or any latest encryption which bank may ask as per requirement in future during the contract period.	We understand form the clause that the Bank is looking for Network connectivity with End to End IPSec (Remote ATM site till DC/DR) which support latest encryption standards like GCM, SHA2. Pls confirm.	NO CHANGE
596	158	1.28	All fire safety gadgets should be available and working in the vault which should also be equipped with other standard security systems live CCTV monitoring with recording for at least 90 days, emergency alarm, burglar alarm, hotline with the nearest police station, lighting power backup and interlocking vault entry doors	Hotline with the nearest police station. We would require the list of nearby police station to integrate.The numbers are not updated and would cause a miscommunication	NO CHAGE.Will be worked out with successful Bidder jointly
597	163	1	Uptime Calculation & Standard Exclusions	Please include impact of pandemic (eg. Covid) which leads to movement of personell for supporting the machine	NO CHANGE

598	164	2.4	· E_surveillance system should be operational 24*7. A monthly report related to the connectivity/functioning/Sensors of E_survillance system has to be provided to the Bank. Any uptime of E-surveillance system uptime less than 95% for each ATM monthly as reported or observed by Bank will attract penalty of Rs.500/-. Vendor shall be charged penalty @ Rs.500/ per day (from 3 rd day) for not providing CCTV footage within 2 days (from the date of request by the bank for providing specific ATM CCTV camera footages) or actual compensation paid to the customer/s/regulators , whichever is higher. Apart from penalty, vendor will have to reimburse the bank for asset loss incurred by the bank for alert/event not received.	For field visit at rural areas 2 days is less considering the travel restrictions and pandemic scenarios. In-case the alert is received deterrence is done will there be penalty still given	NO CHANGE
599	165	3.1	In the event of any CD registering Zero Cash withdrawal hits for 480 hours per ATM (need not be on continuous basis) in a month, the Bank shall not release the payment due for that CD for that month.	This clause is not acceptable. There is already Downtime related penalty. In case there are no transactions and ATM is up, then payment should nto be stopped	NO CHANGE
600	166	5	CAP ON PENALTY	Cap should be 10% of total payout	Please refer corrigendum
601	171	1.7	Storing of Images and Video for any Verification (90 days minimum) (Expandable to meet higher period i.e. 180 days for storing disputed cases in case of any future administrative / regulatory requirements").	Is this for all the disputed cases or for selected disputed case.	NO CHANGE
602	172	1.2	Site and Geography identification for installation of system would be done absolutely at the discretion of the Bank. Similarly, any addition of the site should not attract any additional commercial (additional sites, the rates applicable will be same as asked for initial requirement).	Site if located in other geography additional cost to be considered	NO CHANGE
603	172	2, 2.1	Quick Response Team (QRT) for attending to the sites on event based requirements / To attend the site within reasonable time (generally within 15 to 20 minutes in Metro / Urban area, 30 minutes to 40 minutes in Semi Urban / Rural area).	The duration is less for semi urban & Rural Area can this be increased considering the locations	NO CHANGE
604	172	1.26	Minimum front line staff for monitoring in command center should be in the ratio of 1 staff per 100 sites	Is this the fixed ratio which has to be followed or can be increased with automation and bot monitoring.	NO CHANGE

605	173	1.23	During the currency of the contract, if any additional sensor is required to be installed, the vendor will install the same without any extra cost.	Any additional sensor other than mentioned in the agreement to be considered with extra cost	NO CHANGE
606			New Query	Bank is looking for higher uptimes at each site. We suggest bidder to provide primary and Back up connectivity at each site on different media. Pls confirm	NO CHANGE.Bidder to decide the same without any additional cost to the Bank
607			New Query	In case 3G/4G link, . Shall bidder to provide Dual SIM connectivty from alternate telco at each site to meet the required site uptime? Pls confirm	NO CHANGE
608			Request bank to confirm average number of transactions on every ATM daily basis. This will help us to prepare commercials		Please refer corrigendum
609			Request bank to confirm replacement/buyback of machines. Request bank to confirm average number		NO CHANGE.will be shared to successful bidder
610			Request bank to confirm onsite and offsite machines deplyment ratio		NO CHANGE
611	**119**	**4**	**The bidder should quote per transaction rate for successful financial transactions in INR. The rate quoted to be excluding GST.**	**Request Bank to share the daily/monthly average transaction data for the FY 2019-20 and FY 2020-21 so that Bidder has visibility on the transactions clocked by the ATMs which would be required to arrive at the commercials for this RFP as we need to quote on per transaction model.** **Else, We request Bank to consider fixed monthly fee model.**	NO CHANGE
612	**14**	**4.7**	**Order will be placed with L1 bidder after reverse auction process. However Bank may at its discretion distribute the order amongst 2 or 3 vendors provided L2 & L3 bidders match the price offered by L1 bidder. The ration of such distribution will be 60:40 in case of 2 vendors/bidders L1, L2 and in the ration of 50:30:20 in the case of three 3 vendors/bidders L1, L2, L3. Any such allotment shall be the exclusive discretion of the Bank.**	**We request Bank to clearly specify the split as this has commercial implications.**	Please refer corrigendum

613	**118**	**Indicative commercial Bid**	**Notes:** **1. Financial Transaction rate for onsite ATM shall be 70 % of Financial Transaction rate of offsite ATM of the respective category.** **2. Rate of Non-Financial transactions shall be 25% of Financial transaction of respective category (on site / offsite)**	**We request Bank to change the rates as below:** **1. Onsite financial transactions at 80% of the offsite financial transactions.** **2. Onsite non financial transactions at 50% of the onsite financial transactions** **3. Offsite non financial transactions at 50% of the offsite financial transactions**	NO Change
614	10	1.7	The successful bidder will handle the AMC arrangements of the proposed 2600 Cash Dispensers (CD)(Including 50 Mobile ATMs), AC, UPS, and Batteries (inclusive of component / part replacement) as part of OPEX model without any cost. Bidder shall ensure that AMC arrangement during currency of the contract period. Dispute/discontinuation of such arrangement of Bidder with any third party/OEM will not be binding to the Bank and Bidder will be held liable for penalties in such case.	Bidder request Bank to clarify whether for onsite, Bank will provide power & Network connectivity supplied from Branch UPS/Network, in such case, bidder assumes AMC for UPS & Network will be under Bank for all onsite machines. Bank to clarify if the above understanding is correct	No Change.Please refer Page no 11 Onsite CDs under SIS(Site implementation Services).Bidder will provide and maintain UPS and Batteries with necessary features for Onsite/Offsite Locations.
615	10	2 Site Implementation Services (SIS)	d. Networking arrangements (other than LAN cabling from Branch network switch to ATM) to be provided by Bank.	Bidder request Bank to clarify whether the LAN cabling refers to the ATM/CD room I/O Port to the machine or the cabling from Branch Server room to ATM/CD Room I/O Port & I/O Port to Machine both. If this refers to the Branch Server room to ATM Room I/O Port, then bidder request Bank to clarify whether since the Branch networking & cabling will be handled in whole by Bank authenticated N/W Service provider and Bidder may not be fully aware of branch cabling, hence bidder request Bank to provide the connectivity up to ATM/CD room I/O Port	No Change.Supply and laying of LAN cable from CD/ATM to Banks network device to be arranged by Vendor

616	65	26	Preventive Maintenance of ATM machine and related peripheral - batteries, UPS ,AC etc. should be conducted once in a quarter to ensure that the ATM is maintained in good Operating condition and the report should be submitted to the Region Office, Zonal Office and Central office concerned. Preventive Maintenance may be scheduled at a time convenient to Bank i.e. it should not affect the customer service. Consolidated report of ATM-ID wise preventive maintenance must be provided to the bank within 2 weeks of end of respective quarter. Portal to be provided by the vendor for detailing PM reports and related proofs to be uploaded for expediting the payment process wherein Bank officials can comment on the PM reports; however hard copy is also to be provided to the Central Office concerned. Delay in Preventive Maintenance for each ATM, the penalty will be Rs. 1500/- with no cap will be imposed on the vendor.	Bank to extend the duration up to minimum of 45 days after the end of the quarter. Portal for uploading proof is not practically possible by all Vendors, Bank to consider the soft copy reports as final, if required few hard copy sampling can be submitted considering the huge paper work and logistics. PM Penalty is very much on higher side and need to be revised and exemption (on non bidder issues) & capping to be provided	No Change.
617	94	7. Integrated CD Surveillance Solution	Solution should be able to store the images in a digital format for minimum 6 months at an average of 400 transactions per day. The back-up should be taken at quarterly intervals or earlier as per requirement by the Bank and supervised by the Vendor.	Bidder request Bank to clarify on the storage arrangement for backing up the ATM Camera images as per the specific interval mentioned by Bank	No Change.Please refer 1.3 of technical specifications-Annexure 7 page no. 89
618	97	9.4 CD should have Integrated Power Manageme nt	Solution. The CD software must be capable of interfacing with the Bank's UPS systems and query the battery status, in -line power and temperature, taking the machine out of service if the battery capacity is too low, perform scheduled power offs and automatically start up at the configured date and time.	This feature may require at the UPS end also to communicate with each other, also if the machine is connected in Bank UPS system, Bank to clarify if the such feature is enabled in the Bank's UPS System to send such battery low signals to machine.	No change.Bidder will provide and maintain UPS and Batteries with necessary features for Onsite/Offsite locations
619	138	Annexure 16 Appendix – A SCOPE OF WORK MANAGED SERVICES	The BIDDER will handle the comprehensive AMC arrangements of the CDs and other equipment/assets such as AC, UPS, Batteries etc., in the CD Room (inclusive of component / part replacement).	In case of any Onsite machines, if any equipment damaged due to Bank Infra/Forcemejaure issues, whether Bank will approve the cost for the chargeable repairs/replacement which is not covered under AMC	No change

620	145	APPENDIX-D - 1. SCOPE OF SERVICES	(l) Service Provider should manage the shutter Opening and closing as per Banks defined timing, as many ATM sites will not be Operational 24*7 without any cost to Bank	Bank to clarify the no. of sites where such activities to be performed as this is an additional activity and doesn't fall under standard HK & SRM scope	No Change
621	145	APPENDIX-D - 1. SCOPE OF SERVICES	(n) Every visit should be captured in the portal along with time stamp snapshot and same should be uploaded in the portal on real time basis.	There is no separate portal is available to capture each visits, bank to brief in detail on the actual requirement	No Change.Please refer point no.26 page no.65 .Vendor to provide the required details in the same portal.
622	145	APPENDIX-D - 1. SCOPE OF SERVICES	(p) Pest control by using rodent material (provided by service provider) should be done at site once in a month and report for the same should be shared with Bank's Team.	Generally Pest Control is happening once in six months or in a year but here bank is asking in a month and that is with report which needs to submit in bank, request bank to revise the clause by extending this period	Please refer corrigendum
623	145	APPENDIX-D - 1. SCOPE OF SERVICES	(r) Removing hawks, animal or any person taking unnecessary advantage of site.	Can be cover in case of caretaker site. In Non caretaker sites, Bidder may act basis on the complaints received from Bank/Field sources	No Change
624	147	APPENDIX –E 2. Help Desk	j. Automatic monitoring of exceeding level of thresholds to pre-empt Problems like - Dispenser failure - PIN failure - Card reader misreading - Communications failure - Journal printer failure	Bidder hereby Confirms that the traditional Monitoring system works basis on the host feed basis messages, Bidder request Bank to clarify with the concerned Switch Vendor to clarify if such exceeding level of thresholds is captured in the form of Host Feed.	No Change.Vendor to have arrangement in their monitoring system
625	147	2. HELP DESK	Receive telephone call from Branches, Bank's administrative offices, inspecting/ auditing authorities, related bidders, bank's/other customers etc., identify the caller, log and create the incident ticket and assign the incident priority. m. Toll Free number of the Bidder to be displayed in the CD Room for use by customers, others in case of need with a caption “ This CD is maintained by M/s. for Central Bank of India “	Bidder request Bank to keep the Bidder's helpdesk is only for the Bank's Personnel escalation/complaints, Bank to provide separate helpline numbers for the card holders incase of any customer grievance as Bidder will not have exposure to the customer account/card related issues	No Change.shall be be considered with successful bidder at the time of implementation.

626	147	2. HELP DESK Services which include the following:	c. Support Bank's existing Switch or any Switch if Bank procures in future. d. Support Bank's network as also connectivity from VSAT network, through third party service providers, provided to Off-site CDs.	Bidder request Bank to clarify as what kind of support expected from bidder for the Bank's switch and network related activities	No change. Helpdesk related support means coorndiantion with ATM switch for day today issues for smooth functioning of ATMs.
627	150	APPENDIX –E 6 Ongoing monitoring of critical services	b) If the bank incurs additional liability due to noncompliance, the same shall be recovered from the vendor.	Bidder hereby confirm the liability to the extent for the factors covered in SLA with specific clause. Any other liability apart from specific item will not be acceptable.	NO Change
628	151	APPENDIX –F MIS Reports	Any other report as sought by the Bank from time to time	Bidder hereby confirm that any other report apart from prerequisites needs to be check with Technical team for submission & availability will depend upon the criteria required to prepare the report which will be mutually agreed between bidder and Bank at later period	No Change
629	152	APPENDIX – G CONSUMABLES MANAGEMENT	ii. Journal printer paper with a retention period of a minimum Seven Years	Request bank to clarify if this is meant as electronic journal copy. Paper print cannot be retained for 7 years	No Change. In case Journal paper is not preserved,it is applicable for Electronic Journal Copy

630	163	APPENDIX-K - CD UPTIME & PENALTY	Uptime Calculation & Standard Exclusions	Bidder Request Bank to add below Standard Exclusions in Uptime calculations which are beyond Bidder Control : 1. Force majeure: flood, earthquake, natural calamities and vandalism cases, delays due to strikes, Bandh, Hartal, Political instability in the region, area transformer outage 2. In ability of bank's third party vendor to support or meet the SLA 3. Site not accessible for ATM servicing due to timing/access restrictions from Govt. or Local Authorities 4. Any ATM being shutdown on daily basis on evening hrs. 5. Downtime due to Software/MVS & Other scheduled maintenance calls 6. Any Third party component failure where replacement required 7. Area Power failure beyond the battery backup 8. software loading/issues, MVS/Solid core issues. 9. Downtime post operating hours as per the guidelines 10. Delay by the Bank in proving Terminal Master (TM) keys 11. If the branch is unable to give the cash as per the indent and in ATM-Fit currency, the cash out instances and resultant CD downtime (ex: Cash jam etc.,) will be excluded from the calculation of uptime 12. Downtime due to NFS/issuing Bank network unavailability including but not limited to lease lines/LAN, host connectivity with the Switch or any other devices or due to the downtime of existing ATM leased line	No Change.Please refer standard exclusion on page no. 163
631	163	APPENDIX-K	1.3 Selected Vendor shall provide monthly downtime report along with invoice. Bank's switch report of down time shall be considered for computation of penalty.	Bidder Hereby confirms that uptime penalty calculations needs to be carried out on the basis of the monthly uptime report submitted by Bidder to avoid any discrepancy	NO CHANGE
632	164	APPENDIX-K	2.1 Penalties will be levied @ Rs 100/- per hour per ATM /CD for any downtime beyond 2 % in a month, after taking into account all the exclusions provided in the above paragraph calculated on a monthly basis.	Bidder hereby request Bank to reconsider the realistic uptime targets and revise the hourly penalties to uptime based penalty with suitable capping to make Business more viable (can be mutually agreed during pre bid discussion)	NO CHANGE

633	164	APPENDIX-K	2.3 The non-maintenance of cleanliness at ATM room and Site upkeep related issues system, will be taken up with the Vendor by the Bank by e- mail or any other. Despite bringing it to the notice of the vendor if the general maintenance of the site remains poor and there is no improvement after three such occasions despite bringing it to the notice of the vendor in writing , per day penalty of Rs. 500/- per ATM for non-maintenance of the site will be charged.	Bidder hereby request Bank to reconsider the penalty per incident instead of per day	NO CHANGE
634	164	APPENDIX-K	2.4 Surveillance system should be operational 24*7. A monthly report related to the connectivity/functioning/Sensors of E_survillance system has to be provided to the Bank. Any uptime of E-surveillance system uptime less than 95% for each ATM monthly as reported or observed by Bank will attract penalty of Rs.500/-. Vendor shall be charged penalty @ Rs.500/ per day (from 3rd day) for not providing CCTV footage within 2 days (from the date of request by the bank for providing specific ATM CCTV camera footages) or actual compensation paid to the customer/s/regulators , whichever is higher. Apart from penalty, vendor will have to reimburse the bank for asset loss incurred by the bank for alert/event not received.	Bidder hereby request Bank to reconsider this clause by taking the E-Surveillance billing amount along with the necessary capping applied	Please refer corrigendum
635	164	APPENDIX-K	2.5 EJ for all operational ATMs is to be provided on daily on T+1 basis. Any short fall of EJ of 98% per ATM will attract penalty of Rs. 500/- per day. Recurrence of default shall attract increased penalty of Rs. 1000/- per day. Apart from penalty, amount paid to customer for disputed transaction on account of EJ not provided will be recovered from vendor bill payment, on actual.	Bidder hereby request Bank to reconsider this clause by taking the EJ services billing amount along with the necessary capping applied	Please refer corrigendum
636	165	APPENDIX-K 3 Non Payment for Zero Cash Withdrawal hits	3.4 Cap on Penalty as mentioned is not applicable for such Zero hit ATMs.	Bidder request Bank to consider all type of penalty in Capping to make business viable.	NO CHANGE

637	165	APPENDIX-K 4.3 Penalty for Delay in Operationalizing the Services	In case of delay in making live the CDs beyond the days stipulated above, the Vendor shall be charged penalty at Rs. 1000/- per day per site which will be recovered for delay in Operationalizing / making live the Off-site /On-Site/E galleries CDs beyond the days stipulated as above.	Penalty is on higher side, Bidder request Bank to reconsider penalty amount to make business viable	NO CHANGE
638	165	APPENDIX-K 4.3 Penalty for Delay in Operationalizing the Services	Shifting of sites approved by banks Central Office should be completed by Bidder without any additional cost to the bank within 30 days after date of sanction and thereafter penalty of Rs. 1000/- per day machine with maximum cap of Rs. 1,00,000/- will be recovered. Bank will not make any payment for sites not shifted within stipulated time.	Penalty is on higher side, Bidder request Bank to reconsider penalty amount to make business viable	NO CHANGE
639	165	APPENDIX-K 4.4 Consumables :	Consumables are required to be replenished well before it gets over. Penalty : Rs.1000/- per incident shall be levied if consumable are not made available within four hour from the time information available in Online Monitoring Solution or complaint lodged by Bank official in this regard. If the incidents are recurring then penalty shall be charged at increase rate of Rs.2000/- per incident, for all consumables shall be recovered from the vendor.	Bidder assumes that the consumables to be made available at the nearest HUB/service Center/Branch only and the penalty is applied only if consumable not made available in the nearest HUB/service Center/Branch. Also, the penalty is on higher side, bidder request Bank to reconsider the penalty to minimum amount and apply only for the critical consumables like Journal Paper, Cartridge etc., where machine will not be functional	NO CHANGE
640	166	APPENDIX-K 5 CAP ON PENALTY	The total Penalty recoverable for downtime that is not maintaining the uptime as per Service Level, cash outs attributable to the Vendor, delay in operationalization of services will be capped at 25% of the total payment due to the Vendor for under the Contract for the particular month.	Bidder request Bank to consider all type of penalty in Capping to make business viable & cap to be reconsider at a maximum of 7%	Please refer corrigendum

641	166	APPENDIX-K 5 CAP ON PENALTY	This Cap is not applicable for the following:- i. Recovery from the Vendor of the amount of transaction claim settlement done in the event of non-availability of EJ under Clause ii. Dues recoverable from the Vendor under Clause (Cash Management, Replenishment, Reconciliation (Shortage),cash fraud, fraud due to technical issues (including software/ application/ hardware issues), cash theft loss to the bank and related services) of this RFP. iii. Delay in EOD activity of ATM results in reconciliation arrears. Therefore for delay in daily EOD of ATM , vendor shall pay Rs.100/- per day per ATM for the delayed period as per clause iv. Recovery from the Vendor for disputed transactions settled / penalty paid due to the non-availability of camera footage as covered under clause v. Penalty/loss to bank due to non-compliance of RBI/regulator guidelines will be recovered from Vendor without any cap.	Bidder request Bank to consider all type of penalty in Capping to make business viable.	NO CHANGE
642	15	4.19	Vendor should provide Cash Management and Cash Replenishment Services at the CDs rolled out under this RFP as part of ATM Managed Services. While providing services, RBI and MHA guidelines, Cassette swap shall be strictly followed.	Cassette swap is only possible in vaulting locations and process can be mutually agreed	NO CHANGE.to be implemented as per RBI/Bank guidelines.
643	143	4.2	CD-wise, Cassette-wise cash position for all the CDs – 3 times a day CD-wise, Cassette-wise Cash Dispensed on daily basis CD-wise, cassette-wise Cash position at Switch cut-off/EOD CD-wise transaction count on daily basis Telnet /SSH session (logon) to Switch for giving CD Download, In-Service, Out-of-Service commands The format details for the above data would be discussed and finalized with the Bank and its existing Switch service provider	1) Request bank to give cash position details every 2 hours of interval (starting from 6am to 12am midnight) for balance monitoring and better currency forecasting. 2) Request bank to share daily Feed file in bidder's file format with all basic mandatory fields like... Opening balance, closing balance, dispensation, cash increased, cash decreased, returns / pre-withdrawals, deposits at denomination level for better forecast accuracy. 3) Also request bank to give 18-24 months historical details. 4) Request bank to give relaxation for first 90 days	NO CHANGE

644	151	A. ix	Report of CD-wise EDC tallying based on Counters	Request bank to elaborate	NO CHANGE.EDC means Electronic Data Capture
645	153	2.1	Daily order recommendation - BIDDER shall send the Cash Indent details for CDs along with the amount required to be loaded, on previous day by 5PM. Bank to provide the CD fit currency as per Cash Indent amount and denominations by 10AM on net day.	Bidder would send tentative cash requirement on T-1, would request bank to confirm cash availability at denomination level on T-1, then final indent would go on T early morning for cash withdrawal. There might be variation +/-10 to 30% between tentative vs final indent due to abnormal dispense, execution of indented value, CRA failure etc.	NO CHANGE
646	154	B.f	Tracking delivery of cash from Pickup to Loading	Bidder would submit C3R report on T+1. Request bank to deliver cash withdrawal file.	NO CHANGE
647	154	v	Bidder to count the cash and then take delivery of cash. Mismatches if any, are to be brought to the knowledge of the concerned at the time of taking delivery of the Cash. Also, Mutilated/Forged/Soiled notes, if any, are to be identified while taking delivery of the cash and be brought to the notice of the concerned.	Request bank to provide sorted cash	NO CHANGE
648	155	h	h. Physical CASH Tallying: Bidder to Tally CD-wise EJC with the following details CD Counter-wise : Previous Day's Balance Cash Dispensed CD Closing Cash. PHYSICAL CASH IN CD TO TALLY WITH CLOSING CASH AS PER COUNTERS Report of transactions taken place from the previous tallying giving details like Date of Tn, Time of Tn, Trace, Card number, Account number, Response code,. Amount.	Request bank to share prerequisite files to validate C3R report. Cash Withdrawal file, EOD to EOD dispense and cash loaded file.	NO CHANGE

649	156	1.4	THE BANK shall provide a maximum of 3 (Three) days Cash based on the previous 2 (Two) months dispense pattern.	This can be mutually agreed between bank and bidder start of month, however, Last 2 months dispense for cash issuance would not be adequate measure. Cash indent requirement would differ based on number of days holiday and opening balance of machine which affects due to multiple factors. India network is volatile in terms of dispensation and its stability depends on cash availability and other factors which is challenging, hence bidder would request to give time horizon of at least 6 months and during festivals like Diwali should give provision to issue cash basis past year trend and cash issuance has to be incremental by number of days depends on number of day holiday.	NO CHANGE
650	157	1.6	BIDDER shall not be responsible for cash outs if it arises due to following reasons: a. Quantum of cash not received as per indents raised by BIDDER b. Cash not received as per denominations indented c. If the CD stops dispensing a particular denomination and it is needed that the CD should be configured to continue dispensing the other remaining denomination d. If cash is not provided by Bank in time	Request bank to give relaxation for abnormal dispensation and cassette capacity constraint (machine going cash out ever after loading)	NO CHANGE
651	157	1.12	CRA Agency should provide true and correct data in CBR report and ensure that there will not be revised CBR.	Request bank to share prerequisite files to validate C3R report. Cash Withdrawal, EOD to EOD dispense and cash loaded file.	NO CHANGE
652	157	1.14	Assigned ATM cash should be loaded in same ATM id if ATM is having any dispenser related issue then that cash should be Returned to the branch. Kindly note that CRA should not do cash diversion in other ATM without informing to the branches	Depends upon location & cash withdrawal/loading timings. In case CRA don’t have any vault & replenishment is happening after banking hours then diversion is the only option. Bidder will try to avoid the cash diversion on best effort basis. In case of any diversion need support from Bank to reconcile the GL entries to avoid any reconciliation issue in future.	NO CHANGE
653	164	2.2	2.2 The Vendor shall be charged penalty for Cash outs in addition to other penalties mentioned in the document for any ATM due to the fault of the Vendor as below.	Request bank to reduce penalty	Please refer corrigendum

654	165	4.3	Shifting of sites approved by banks Central Office should be completed by Bidder without any additional cost to the bank within 30 days after date of sanction and thereafter penalty of Rs. 1000/- per day machine with maximum cap of Rs. 1,00,000/- will be recovered. Bank will not make any payment for sites not shifted within stipulated time	Request bank to reduce penalty	NO CHANGE
655	166	5.iii	Delay in EOD activity of ATM results in reconciliation arrears. Therefore for delay in daily EOD of ATM , vendor shall pay Rs.100/- per day per ATM for the delayed period as per clause	Request bank to reduce penalty and also should be part of capping	NO CHANGE.
656	155	x	Bidder to submit, by the end of the day, a statement giving details of Cash taken, Cash loaded to CDs, Cash remitted back, Cash held in their chest etc., as per the proforma specified by the Bank, for cash reconciliation purposes.	This can be provided on T+1 basis. Request Bank to confirm the same	NO CHANGE
657	15	4.17	For offsite locations the selected vendor(s) will have to provide VSAT with sufficient bandwidth for smooth functioning and other requirement for ATM services.	Request Bank to define 'bandwidth' required per site so that all bidders will be on same platform while bidding	Please refer corrigendum
658	135	2.3 b	The vendor should provide reliable and uninterrupted connectivity for offsite CDs using leased line fiber/copper, MPLS , FF, UBR/ CDMA / VSAT. Newer technologies like WiMa, 4G, 5G etc. will also be acceptable subject to the clearance from Bank's Information Security Department.	Bank has mentioned 3G/4G connectivity as a media option for last mile connectivity. Pls confirm, Is Bank looking for 4G link with Private APN SIM with Voice and calls disabled considering the security requirement.	NO CHANGE
659	135	2.3 b	The vendor should provide reliable and uninterrupted connectivity for offsite CDs using leased line fiber/copper, MPLS , FF, UBR/ CDMA / VSAT. Newer technologies like WiMa, 4G, 5G etc. will also be acceptable subject to the clearance from Bank's Information Security Department.	Will there be a need to have 2 or more ATMs at site? Should all VSAT/4G router /lease line routers have 2 on board LAN ports to connect 2 ATMs at site and avoid external switch which is generally a point of failure. Pls confirm.	NO CHANGE
660	135	2.3 c	Vendor should also arrange for backhaul from service providers. For connecting to the Bank's ATM Switch and DR at Hyderabad.	Can service provider use an existing backhaul links available between service provider Noc to Bank DC & DR and upgrade these links as per rfp requirement.	NO CHANGE.Feasibility to be checked by successful bidder for using existing Backhaul link however cost of upgaration to be borne by the Bidder
661	114	2.8	Providing and fixing 40mm PVC conduit of ISI make with saddling complete for connectivity from dish antennae on the roof top to the CD. (All ISI mark & complete in all respect)	Is it mandate to provide conduit for VSAT cable or It is only a recommendation from bank to the Bidder and bidder can decide other options instead PVC . Pls confirm.	NO CHANGE.It is mandatory to provide PVC conduit for VSAT

662	135	2.1	The Network connections shall have TLS, IPsec end-to-end encryptions configured at routers to ensure secure data transmissions and should support AES 256, 3DES, GCM, SHA2 or any latest encryption which bank may ask as per requirement in future during the contract period.	We understand form the clause that the Bank is looking for Network connectivity with End to End IPSec (Remote ATM site till DC/DR) which support latest encryption standards like GCM, SHA2. Pls confirm.	NO CHANGE
663	172	2.Quick Response Team (QRT)	2.1 To attend the site within reasonable time (generally within 15 to 20 minutes in Metro / Urban area, 30 minutes to 40 minutes in Semi Urban / Rural area).	Request Bank to reconsider this for 30 min - Metro, Urban 45-60 Mins - other regions	NO CHANGE
664		2.Quick Response Team (QRT)	2.5 QRT to be located through GPS (in mobile application).	Currently no such application available and enquiry of QRT whereabouts can be done Via Helpdesk. Request Bank to delete this requirement	NO CHANGE
665	171	E-Surveillance	1.23 During the currency of the contract, if any additional sensor is required to be installed, the vendor will install the same without any extra cost.	As we cannot envisage the changes in the specifications to meet any additional requirement, hence we request that any changes after the date of the RFP submission should be mutually discussed between the Bidder and Bank	NO CHANGE
666	171	E-Surveillance	1.24 During the currency of the contract, the vendor should upgrade the system at no additional cost, particularly with reference to up gradation in technology related to CCTV camera (resolution)/Sensors or due to compliance of any Regulatory guidelines/requirements etc.	As we cannot envisage the changes in the specifications to meet any additional requirement, hence we request that any changes after the date of the RFP submission should be mutually discussed between the Bidder and Bank	NO CHANGE
667	171	E-surveillance-1.1,1.3	1.1. Detection of Intrusion in the ATM, UPS, Control Panel, etc. ATM premises/ adjoining portion of Branch premises, in case of Onsite ATMs wherever, due to structure & lay-out, such overlaps occur. 1.3. Alert in case of fire/abnormal heat, smoke, in the ATM premises / adjoining portion of Branch premises in case of Onsite ATMs, wherever, due to structure & lay-out, such overlaps occur	We request the bank to remove "adjoining portion of Branch premises" as the e-Surveillance would be for ATM space only with a definite area.	NO CHANGE

668	164	CD UPTIME & PENALTY	2.4 E_surveillance system should be operational 24*7. A monthly report related to the connectivity/functioning/Sensors of E_survillance system has to be provided to the Bank. Any uptime of E-surveillance system uptime less than 95% for each ATM monthly as reported or observed by Bank will attract penalty of Rs.500/-. Vendor shall be charged penalty @ Rs.500/ per day (from 3rd day) for not providing CCTV footage within 2 days (from the date of request by the bank for providing specific ATM CCTV camera footages) or actual compensation paid to the customer/s/regulators , whichever is higher. Apart from penalty, vendor will have to reimburse the bank for asset loss incurred by the bank for alert/event not received.	Bidder request bank not to charge penalty/reimburse asset loss for instances where deterrence/non availability of images are due to life cycle downtimes (ISP downtime, HW downtimes)	NO CHANGE
669	162	RECONCILIATION & SETTELEMENT	1. BIDDER' Responsibilities & 2. REPORT GENERATION	Bidder request clarity on this , as if this is to be done from Bank premises or off premise (assuming 3 way recon)	NO CHANGE
670	148	4	a. Bidder to copy files provided by the Bank to the specified directory locations in the CDs b. File loading activity is to be initiated as per the instructions of the Bank. c. Vendor should undertake Software and Screen distribution from central location to different ATMs/ CDs rolled out under the tender to facilitate individual configuration and screen displays.	Success rate of Software and Screen Distubution depends on file size and network band width available to the end point.	NO CHANGE
671	162	Appendix J - RECONCILIATION & SETTELEMENT	BIDDER shall be responsible for reconciliation of the following transactions: a. CD Cash reconciliation b. CD to Switch reconciliation (EJ to switch) c. Generation of MIS report – Matched & unmatched entries d. Report of unrecon entries.	We request the bank to confirm if Bank wants the bidder to do the 3 Way reconciliation.	NO CHANGE
672	162	Appendix J - RECONCILIATION & SETTELEMENT	BIDDER shall be responsible for reconciliation of the following transactions: a. CD Cash reconciliation b. CD to Switch reconciliation (EJ to switch) c. Generation of MIS report – Matched & unmatched entries d. Report of unrecon entries.	We request the bank to please confirm if the reconciliation solution (infrastructure) can be hosted on a cloud	NO CHANGE

673	8	SECTION III SCOPE OF WORK	This RFP invites Bids from the Bidders for RFP for End to End Deployment of ATMs inclusive of Supply/Installation/commissioning, Site preparation (TIS) and Managed Services of 2550 Cash Dispensers and 50 Mobile ATMs under OPEX Model. Installation means up to the stage of cash live. Installation of entire project to be completed within 6 months from the date of acceptance of purchase order.	We request the bank to provide the region wise spilt of quantity of off-site & on-site ATMs	NO CHANGE. Will be shared to successful bidder
674	9	SECTION III SCOPE OF WORK	Providing training to the branch staff / custodians.	Bidder assumes that the training requirement here is a one time training to the bank staff.	NO CHANGE. Training to be provided as per the requirement.
675	11	Site Implementation Services - 2 Off-site CDs	e. Rent for the Offsite Site will be borne by the Vendor. In case of an off-site CD when Bank desires / insists on any specific Site and rent of which is higher than Rs. 25,000 per month, the Bank will bear the additional amount (i.e. monthly amount more than Rs. 25,000) by reimbursing the same to the Vendor. In other words, the minimum rent expected to be borne by the Vendor for any Off-site Site is Rs. 25,000 per month and any excess amount than this will be reimbursed to the Vendor in their monthly billing. However, the selection of such Off-site location is subject to the approval by the respective Zonal Manager.	We request the bank, the average rent per site per month paid today for these sites in the scope.	NO CHANGE
676	12	Site Implementation Services - 2 Off-site CDs	n. Assignment of rent: in case of existing locations, assignment of existing rental agreements (irrespective of whether this is direct assignment or; first assignment to Bank and then to the bidder) cost shall be borne by the bidder.	Request Bank to confirm What % of the off-sites will be existing sites ?	NO CHANGE.will be shared to successful bidder
677	12	3 Mobile ATM	Mobile should function according to bank requirement or up to 5000 km per month with any cost to the bank.	Since the bidder is going to cost for a mobile ATM based on transactions, we request the bank to please review the number of KMs the Mobile ATMs would be doing in a month. 5000KM seems to be very high and could inflate the cost.	NO CHANGE
678	12	3 Mobile ATM	Mobile should function according to bank requirement or up to 5000 km per month with any cost to the bank.	We request the bank to please share the Cities in which these Mobile ATMs will be deployed in	NO CHANGE.will be shared to successful bidder

679	13	4 project Completion	The entire activity viz. CD site preparation and delivery, installation & commissioning of CDs is to be completed within 30 days for Metro/Urban and 35 days for Rural/ Semi Urban from the date of confirmation of site by bidder or from the date of complete handing over of the site by the Bank whichever is earlier.	Given the bidder's experience, the preparation and delivery, installation & commissioning of CDs takes 45 days considering various dependencies. We request the bank to consider 45 days for Metro and 60 days for Semiurban/Rural excluding the bank dependencies.	NO CHANGE
680	13	4 project Completion	At existing sites, for replacement of ATMs TIS work and other procedures for operationalization of new ATMs to be completed within minimum downtime not exceeding 15 days. In case of CD installation only (i.e. without site preparation), the entire activity including delivery and complete installation of CD is to be completed within 20 days from the date of acceptance of order irrespective of location, or from the date of complete handing over of the site by the Bank whichever is later.	Given the bidder's experience, at existing sites, replacement of ATMs, TIS work and other procedures for operationalization of the ATMs takes 30 days with a downtime up to 25 days. The bidder would do its best efforts for the minimum downtime. We request the bank to consider 30 days with a downtime of up to 25 days excluding the bank dependencies.	Please refer corrigendum
681	15	4.11	Replacement of other assets will (ACs, UPS & Batteries etc.) and site preparation requirements will as per requirement/discretion of the bank on case to case basis and	Bidder assumes that all new ATMs will be installed with new UPS & Acs. How is this requirement applicable , please clarify.	NO CHANGE
682	35	6 Disposal of Old/Damaged/Vandalized CDs and/or other Assets such as AC & UPS :	Bank also proposes to replace old, obsolete and damaged ATMs/CDs/ACs/UPS which are beyond repair. Under the commercial bid format, Commercial bid is invited for quoting rates for disposal of our existing old ATMs/CDs/ACs/UPS (of any make) which may be in working/non-working condition at various locations of our Bank and which are old or which are damaged/ vandalized beyond repair.	We request the bank to provide the list of these assets with their make/model/age .	NO CHANGE.Will be provided to successful bidder.
683	61	19. PAYMENT TERMS AND CONDITIONS:	a) The payments shall be made by the Bank for successful financial and non-financial transactions of the cardholder at the proposed outsourced ATMs. There will be no profit sharing arising out of acquiring transactions.	We request the bank to share the last 3 years txs data for both financial & non-financial transaction	NO CHANGE

684	116	UPS INSTALLATION – SCHEDULE OF WORK	Supply, installation, testing and commissioning of 1 phase input/output online UPS complete with 3 KVA True on line UPS of	We request the bank to clarify if the UPS are required for on-sites also	NO CHANGE. Bidder will provide and maintain UPS and Batteries with necessary features for all Onsite/Offsite locations
685	149	regulatory agencies approved by the bank 5 Second Level Maintenance (SLM) /PREVENTIVE MAINTENANCE	v. Separate earthing will be provided by the Bidder for the CD including onsite CDs and Lobby CDs. The earthing is to be properly maintained by the Bidder. **The earthing is to be checked every month** and submit the reports to the CD link Branch with a copy to the respective Regional Office. Any damage due to faulty earthing will be at the sole risk and responsibility of the selected vendor(s). In case of re-earthing, it is the responsibility of the vendor to do re-earthing without any cost to the Bank. Separate earthing will be provided by the Bidder for the CD including onsite CDs and Lobby CDs. The earthing is to be properly maintained by the Bidder. The earthing is to be checked every quarter and submit the reports to the CD link Branch with a copy to the respective Regional Office. Any damage due to faulty earthing will be at the sole risk and responsibility of the selected vendor(s). In case of re-earthing, it is the responsibility of the vendor to do re-earthing without any cost to the Bank.	Some clause's in the RFP document mentions the earthing check to be done quarterly which is feasible against doing the check & reporting it every month. We request the bank to consider the earthing checking & reporting once a quarter in the PM reporting	Please refer corrigendum
686	116	AC INSTALLATION – SCHEDULE OF WORK	Supply and Installation of High Wall, three*** star and above Split air conditioners with cordless remote…	We request the bank to clarify if the ACs are required for on-sites also	NO CHANGE
687	119	Annexure 8A - 16	16. Average Offsite Rent is expected to be Rs. 25,000 per month based on location requirements.	We request the bank to confirm if this an average based on the actuals today for the sites in the scope?	NO CHANGE.This refers to exceptional locations

688	173	26 Preventative Maintenance	2.Portal to be provided by the vendor for detailing PM reports and related proofs to be uploaded for expediting the payment process wherein Bank officials can comment on the PM reports; however hard copy is also to be provided to the Central Office concerned. Delay in Preventive Maintenance for each ATM, the penalty will be Rs. 1500/- with no cap will be imposed on the vendor.	The penalty amount of Rs 1500 is very high, We request the bank to reduce the penalty to Rs 500 per missed quarterly PM	NO CHANGE
689	166	5 CAP ON PENALTY	The total Penalty recoverable for downtime that is not maintaining the uptime as per Service Level, cash outs attributable to the Vendor, delay in operationalization of services will be capped at 25% of the total payment due to the Vendor for under the Contract for the particular month. This Cap is not applicable for the following:- i. Recovery from the Vendor of the amount of transaction claim settlement done in the event of non-availability of EJ under Clause ii. Dues recoverable from the Vendor under Clause (Cash Management, Replenishment, Reconciliation (Shortage),cash fraud, fraud due to technical issues (including software/ application/ hardware issues), cash theft loss to the bank and related services) of this RFP. iii. Delay in EOD activity of ATM results in reconciliation arrears. Therefore for delay in daily EOD of ATM , vendor shall pay Rs.100/- per day per ATM for the delayed period as per clause iv. Recovery from the Vendor for disputed transactions settled / penalty paid due to the non-availability of camera footage as covered under clause v. Penalty/loss to bank due to non-compliance of RBI/regulator guidelines will be recovered from Vendor without any cap.	We request the bank to keep the overall penalty cap at 10% of the monthly payment and also remove the exclusions.	Please refer corrigendum
690	146	2. HELP DESK Services	a. Provide resources at Bank's Central Office as a single point of contact on all working days of the branch from 9.00 AM to 8.00 PM with adequate technical skills.	We request the bank to remove this clause as the Help Desk will be provided by the Bidder from the Bidder's premises.	NO CHANGE

691	12	SECTION III SCOPE OF WORK	n. Assignment of rent: in case of existing locations, assignment of existing rental agreements (irrespective of whether this is direct assignment or; first assignment to Bank and then to the bidder) cost shall be borne by the bidder.	Can the bidder assume all off-sites in the scope are existing sites ? If not, what % of off-sites will be existing sites ?	NO CHANGE.will be shared to successful bidder
692	14	4.3 Penalty for Delay in Operationalizing the Services	Shifting of sites approved by banks Central Office should be completed by Bidder without any additional cost to the bank within 30 days after date of sanction and thereafter penalty of Rs. 1000/- per day machine with maximum cap of Rs. 1 lakh will be recovered. Bank will not make any payment for sites not shifted within stipulated time.	Bidder need to know how many of shifting request one time or per month or per year should be considered. Also the bidder request the bank to change the shifting timeline to 60 days instead of 30 days and consider lowered of Rs 100/day capped at 1K.	NO CHANGE
693	13	4.3 Penalty for Delay in Operationalizing the Services	Entire project has to be completed within 6 months from the date of acceptance of purchase order.	Looking at the L1 qty of 2600, we request Bank to extend the timelines to 9 months.	Please refer corrigendum
694	16	7 Second, Third and Fourth CD installation at one site	In the event of availability of space and the transaction hits / dispense pattern, Bank may place order for installation of second, third and fourth CD at the existing location including that of e gallery. These additional CDs at such location will be required to be installed by the Vendor who has installed the first CD. Bank may at its discretion utilize the space available in ATM cabin for passbook printer, Cash Recycler and other digital services without any cost to the Bank.	Bidder need to know the number of sites where you would have more than one ATMs	NO CHANGE.will be shared to successful bidder
695	96	Annexure - 7	The vendor also agrees to install any Software selected by the Bank at no cost to the Bank.	There will be no 3rd party or Bank SW on these Machines as the HW & SW is managed by the Bidder under ATMaaS	NO CHANGE
696	119	Annexure 8A	8. In case of any of cash replenishment services not availed by Bank, Bank will recover 25% of invoice amount excluding the GST /taxes of respective site towards cash loading from monthly billing. Further, 25% amount shall be recovered from minimum guarantee sites also towards self/bank loading cost.	The bidder would like to know how many such sites should be considered.	NO CHANGE.Will be shared to successful Bidder.

697	119	Annexure 8A	9. Bank may deploy any additional machine like ATM, Cash Recyclers, and Passbook printer etc. at the onsite/offsite locations as per Bank business requirement and feasibility.	For other than Cash Dispensers, new price needs to be agreed between the bank & the bidder.	NO CHANGE
698	141	Incident Manageme nt System Features	m. The IM tool / other tool dashboards shall be published to bank for real time monitoring of alerts & resolution timelines. If required, custom dashboards shall also be created to suite bank requirements.	The bidder can provide a near real time dashboard for the incident status. The customized dashboard however the requirements & additional commercials needs to be agreed between the bidder & the bank.	NO CHANGE
699	9	Scope of Work	CDs should support API 2.00 or higher and as registered devices	Request Bank to provide more clarity	NO CHANGE.API 2.0 or higher is required for biometric devices as per UIDAI guidelines.
700	9	Scope of Work	The Cash Dispensers should accept EMV chip based cards and any hardware or software required for the same is part of Opex and no additional cost for the same will be paid by the bank. EMV certification to be done at no extra cost to the Bank and all costs for such certification are to be borne by the vendor(s) including professional/consultancy/testing/Rollout charges or any other charges(including license cost/renewal cost of kernel etc.) for any service provided for carrying out the EMV certification.	EMV certification is part of ATM switch and brands like VISA, Master, Rupay. This to be done by Bank and ATM OEM can provide required support. Request Bank to clarify the same	NO CHANGE
701	10	1.6	The Cash dispensers should function in a minimum of 3 languages English, Hindi and local language. Customer should have the option of selecting the language and all screens, receipts, voice guidance and any other customer interface should be as per selection made	As of now EN & HI is the only 2 languages available for voice guidance. However screens can be shown as standard selection based on switch download. Request Bank to confirm the same	NO CHANGE.Facility in regional languages to be provided as per RBI/regulator guidelines
702	89	1.1	8th Generation Intel® CoreTM i3 Processor or higher with minimum 3.3 GHz and 6 MB cache or above. Vendor to provide the supported OS/Patching related software/hardware upgrades without any cost to Bank during the contract period.	We currently offering processors which are certified for WIn10 1809 Intel 6th Gen 2.3 GHz or above with 6MB cache. Also this processor is 4 core processor. We request Bank to amend this as "6th Generation Intel® CoreTM i3/i5 Processor or higher with minimum 2.3 GHz and 6 MB cache or above"	Please refer corrigendum
703	89	1.5	The selected Bidder should provide CDs with at least Windows 10 or Linux with latest patches or above operating…..Windows operating system before expiry of extended support of Windows 10 from…	We are offering Windows 10 1809 which is supported till 9 Jan 2029. Hence request Bank to limit the support to the date	NO CHANGE

704	90	3.1	CEN L / UL 291 Certified Secure Chest Level 1 -Certificate of conformance to be enclosed…	We request Bank to amend the safe security as CEN 1 instead of UL 291 for better security	NO CHANGE
705	90	4.6	2 Double Pick Module, and 4 cassettes with lock & key and latch. Capable of shutting automatically when removed from the CD and should be capable of working even with 2 cassettes.	We request Bank to use Cassette with Latch instead of Lock & Key. This will allow to use one time seal when cassette swap to be implemented	NO CHANGE
706	90	4.7	Reject BIN or Divert cassette bin with lock and key with capacity to hold at least 200 notes	We request Bank to use the Divert bin with latch instead of Lock to be used under cassette swap	NO CHANGE
707	92	5.6	should be equipped with solution/device for protecting from Deep insert skimming and shimming, It should also have the provision to sense any suspicious anti-cloning attempted through insertion of wire	Request Bank to provide clarity on protection against insertion of wire	NO CHANGE.It should have provision to sense any suspicious anti cloning attemptes through insertion of wire/devices/object.
708	92	5.8	Card reader should be capable of disabling reading the magnetic stripe as and when required by the Bank. If physical visit is required for disablement, vendor to arrange the same at no additional cost to the Bank	The disable of mag stripe and use only EMV is function at the switch and ATM side is not controlled. Request Bank to remove this clause	Please refer corrigendum
709	92	6.1	15” LCD/LED or higher touch screen with standard bright and full screen Display. Touch display & FDK screen(Both Touch and FDK are required)	Request Bank to make FDK as an optional as this is a dated technology and does interfere with user selection on touch and new age functionality	Please refer corrigendum
710	92	6.2	Touch Screen Specifications: IP65 rating	This functionality is not applicable to lobby ATM hence request Bank to remove this clause	NO CHANGE.IP65 rating to read as Industry standard protective touch screen
711	94	6.10	Provide Text-to-Speech (TTS) support in English, Hindi and regional languages.	TTS is available only on EN & HI. Request Bank to amend the clause accordingly	NO CHANGE.Functionality is to be provided as per the RBI/regulator guidelines
712	94	6.12	Terminal should report status (FS) whether headphone is present/ not present in headphone jack, to the monitoring system	This functionality does not exists. Request Bank to remove this clause	Please refer corrigendum

713	95	7.1	Cash Dispenser must be capable of performing under extreme conditions. Temperature : Minus(-) 0 degree Celsius to plus (+) 50 degree Celsius (Without Air Conditioner) Humidity : 5 to 95 % RH (Without Air Conditioner)	Lobby ATMs are designed to work under 10 to 40C and 20 to 80RH. Request Bank to amend the clause accordingly	NO CHANGE
714	95	7.12	The Solution should be capable of notifying the Switch in case the DVSS camera is covered/ blocked by any means so that the Cash Dispenser does not dispense cash.	ATM application can send camera status however it cannot bring down the ATM if covered by someone. Request Bank to remove the clause	NO CHANGE.Vendor should provide Suitable alternate solution in cordination with ATM switch
715	96	7.22	Ability to support multiple NIC to enable multiple connections	Request Bank to remove this clause as ATMs are supplied with one NIC card / port	NO CHANGE.minimum one NIC to be provided however should have support for multiple NIC
716	98	10.4	Should provide necessary certificates/approvals from VISA, Master Card, Amex, Union Pay, Rupay, Discover including TQM(PCD) certificates. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank.	These certification are done as part of ATM switch and brands like VISA, Master, Rupay. This to be done by Bank and ATM OEM can provide required support. Request Bank to clarify the same	NO CHANGE
717	98	11.3	CD must also have biometric authentication functionality with finger print reader as per Aadhar 2.0 Level 0 specifications and same is required from the initial stage. The CD should support Bio-metric functions and integrated with the Bank's Biometric solution and UIDAI certified solution (Aadhar) without any additional cost to the Bank. Compliance/ Provisional testing certificate from STQC/ Aadhaar should be submitted with technical bid. The Biometric Scanner should be STQC Certified with minimum Level 0 compliance and upgradable to Level 1 at no additional cost to the bank	Currently L0 device what is available and released by Biometrics devices OEMs. L1 device is not available and don’t have complete spec and time to apply. Request bank to keep L1 device outside the RFP scope Additionally NPCI is not ready with Biometrics functionality to support hence It cannot be implemented unless back-end is ready	NO CHANGE.It should be provided as per NPCI/UIDAI guidelines.
718	99	13.2	L-3 Certification with MasterCard, Visa, Rupay or any other provider to be done by the service provider.	This comes under the Bank scope. Request Bank to confirm the same	NO CHANGE
719	99	13.3	CD Machine should be compatible since inception of project, with all NPCI existing or proposed functionalities like ICCW, BPPS, withdrawal through UPI and other value added services etc.	Requesting Bank to provide more clarity on the scope here	NO CHANGE

720	99	14.1	Co-ordinated LED Lights Indicators at Card Reader, Cash slot dispenser, Keypad, Receipt printer. The LED Lights at these places will blink accordingly during the course of transaction attracting the attention of the customer to that part of the machine	Request Bank to look into the details here.	NO CHANGE.It is as indicator for customer for transaction processing
721	104	70	OEM's native ATM Application should have firewall functionality. Vendor to provide Firewall on the machine, Anti-virus installation and time to time updation.	We are offering a Application Whitelisting solution instead of Anti-virus solution which don't require updation of .dat files. Request Bank to look into the same	NO CHANGE
722	9	1.1 Project Scope point #9	•CDs should be equipped with Biometric functionality and capable of integrating with Biometric Solution of the Bank or as per RBI/UIDAI guidelines	Biometric functionality would be enable as an when Bank backend infrastructure is ready.	NO CHANGE
723	102	38	Support NFC based transaction/contactless transaction	Contactless NFC functionality would be enable as an when Bank backend infrastructure is ready.	NO CHANGE
724	36	8	The system is subject to an Acceptance test. Bidder has to arrange for performing the Acceptance Test in the presence of official of the Bank at the time of installation of the CD machine or any other date and time mutually acceptable to the bank and bidder. Acceptance Test will have to be invariably performed by the Bidder after commissioning of the CD and in case of any deficiencies, the defective parts will be replaced / machine will be replaced by the bidder. Acceptance test will include physical, functional as well as technical testing.	We request Bank to confirm that testing will be as per the scope of the RFP and specifications called out in the RFP. If any changes required by the Bank in the specification/scope, commercials for same need to be mutually agreed with the Bidder. Also, this activity would require Field engineer visits which need to be paid.	NO CHANGE

725	36	9	9.1The bidder shall give acceptance within 5 working days from the date of receipt of the order. Bidder should provide centralized email address/s for enabling the ATM DEPT. Central Office to send the scanned copies of the Purchase Order through email. The date of sending such email will be deemed as the date of placing of order by the Bank. Bidders will respond by accepting the purchase order through email to the concerned Office maximum within 5 working days. 9.2 If email for acceptance of order/ any issue or query raised by the bidder before accepting the order, is not received within five days, then the PO will be deemed to have been accepted and in such cases the fifth day from the date of email of the Office will be deemed as the date of acceptance. 9.3Upon receipt of Purchase Order, bidder will ensure a visit to the site for which Purchase Order has been placed, if required, by an engineer/company representative to study the feasibility of installation of CD /Site Preparation and also suggest requirements / prerequisites for commissioning the ATM/CD Site Preparation.	We request Bank to confirm that testing will be as per the scope of the RFP and specifications called out in the RFP. If any changes required by the Bank in the specification/scope, commercials for same need to be mutually agreed with the Bidder. Also, this activity would require TIS team visits which need to be paid.	NO CHANGE
726	165	4.5	UAT and requisite certifications of machines to be completed within 60 days from date of acceptance of Purchase Order and in meantime identification of offsite locations and TIS related work should be carried out within specified 60 days. Subsequent delay in various testing/certification with bank switch and NPCI/VISA/MASTERCARD/UAT will be penalized, for dependency attributable to successful Vendors at rate of Rs. 5000/- per day, up to Rs.1,50,000 per ATM ,	Weekly / Mothly / Quaterly CD's requriment projection is required from Bank / Concern team to produce CD's to meet Delivery TAT. Required to factor 90 Days time line to establish infrastruce (One time) after getting Formal PO from Bank.	Please refer corrigendum

727	13	4.1	The entire activity viz. CD site preparation and delivery, installation & commissioning of CDs is to be completed within 30 days for Metro/Urban and 35 days for Rural/ Semi Urban from the date of confirmation of site by bidder or from the date of complete handing over of the site by the Bank whichever is earlier.	Weekly / Mothly / Quaterly CD's requriment projection is required from Bank / Concern team to produce CD's to meet Delivery TAT. We request Bank to Consider 50 days for Metro/Urban and 60 days for Rural/ Semi Urban from the date of confirmation of site by bidder or from the date of complete handing over of the site by the Bank whichever is earlier.	NO CHANGE
728	89	1.3	1 1 TB or higher SATA HDD (for OS). 11 TB or higher SATA HDD (for Camera Images).	The OS and images for 6 months together can be accomodated in a 256GB HDD. The requirement for 1TB SSD is therefore not advisable as it will increase the overall price while providing the bank no practical benefit. Request the bank to therefore change the HDD requirement to 512GB SSD.	NO CHANGE
729	89	2.1	Software with CEN FS 3.10 or above /equivalent compliant layer (In case of Linu operating system) and cross vendor support, documentation, and terminal diagnostics/utilities and capable of running Multi-Vendor Software without any hardware changes. Testing, installation and Operationalization of same without any additional cost to the Bank	Request the bank to correct the specification to CEN XFS 3.10 throughout the document to provide clarity to all bidders	NO CHANGE. CEN FS 3.10 to be read as CEN XFS 3.10 where applicable.
730	91	5.3	Should provide necessary conformance /certificates/approvals from VISA, Master Card, Amex, Union Pay, Rupay, JCB, Discover including TQM(IFM) certificates or as per the bank requirement. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank.	All certifications and approvals from interchanges (Visa, MC, Amex, JCB, etc) will be provided by the interchanges to the banks directly. The bidder cannot provide these certificates without the support of the bank in working with the interchanges	NO CHANGE
731	96	7.25	Machine should print customer slip in HINDI and English and regional Languages.	The receipt printer will support printing of images which can provide the text in any language of the banks choice. The banks switch will need to be customized to print the appropriate images in the customer receipts. Request that the bank confirm the same	NO CHANGE

732	96	7.26	Printer driver/firm ware needs to support Hindi, English and regional Indian type fonts/specification.	Standard ATM receipt printers cannot support Unicode character sets. By default they can only provide support for ASCII characters. Any requirement to print in other indian languages will have to be implemented thru image based printing only. Request that the bank acknowledge the same.	NO CHANGE
733	96	7.30	EJ should be non-editable with encryption or with checksum or any other solution to prove the authenticity of EJ before a third party such as the Regulator (RBI), Courts, BankingOmbudsman, Police Authorities etc.	While the EJ file itself is not encrypted, it is still secure from tampering because the access to the EJ file is not available without administrator privileges. Request the bank to acknowledge the same	NO CHANGE
734	99	13.2	L-3 Certification with MasterCard, Visa, Rupay or any other provider to be done by the service provider.	EMV Level 3 certification can be supported by the bidder but the responsibility of ensuring the same will have to be with the network owner (bank) only. L3 certification requires not only changes at the ATM but also in the switch and in the interchanges to be enabled. The bidder has no control over the switch and the interchanges and therefore cannot ensure the same.	NO CHANGE
735	99	13.3	CD Machine should be compatible since inception of project, with all NPCI existing or proposed functionalities like ICCW, BPPS, withdrawal through UPI and other value added services etc.	The NPCI driven transactions will need to be supported by the switch vendor. The ATM vendor cannot ensure compliance to these requirements.	NO CHANGE
736	101	12	Software to support IF message emulation.	IFX specification cannot be supported along with DDC/NDC. Request the bank to remove this requirement.	Please refer corrigendum
737	102	14	Software to support ISO20022 message emulation	ISO message specification cannot be supported along with DDC/NDC. Request the bank to remove this requirement.	Please refer corrigendum
738	102-103	16-52	ATM Transaction List	ATM transaction support are controled thru the ATM switch. Support for these transactions will have to be implemented thru the switch vendor only and is not in the control of the bidder.	NO CHANGE
739	**11**	**2.on site CD's g**	Shutter and related infrastructure to be provided by vendor	Any core civil work & shutter remains part of basic agreement between LL & Other party.Request to include shutter as part of LL deliverables.	NO CHANGE

740	**11**	**2.off site CD's b**	The Vendor should construct ramp at all feasible locations. The ramp is required to be constructed at Off-site locations by the Vendor adhering to the specifications given.	Ramp ratio will 12:1 for feasibility as per guidelines.	NO CHANGE. To be provided as per regulators guidelines
741	13	4.2	At existing sites, for replacement of ATMs TIS work and other procedures for operationalization of new ATMs to be completed within minimum downtime not exceeding 15 days. In case of CD installation only (i.e. without site preparation), the entire activity including delivery and complete installation of CD is to be completed within 20 days from the date of acceptance of order irrespective of location, or from the date of complete handing over of the site by the Bank whichever is later.	For site preparation, we need 25 days for Metro/Urban & 30 days for Rural/Semi Urban subjected to, one month advance state wise projections for planning. Tech live & cash live timelines to be added seprately.	Please refer corrigendum
742	40	2.1.4	The Bidder shall provide for ground and fresh water for carrying out of the Site Implementation Services at its own cost. The Bank shall on no account be responsible for the expenses incurred by the Bidder for hired ground or fresh water obtained from elsewhere. The Bidder shall also arrange electrical power for the execution of the work.	Electrical power is basic requirement to initiate site preparations, request to add as part of LL scope.	NO CHANGE
743	115	4.1	Providing earth station comprising of 300 300 3mm copper plate with earthing resistance less than 2 ohms including watering PVC/GI pipe with funnel excavation back filling salt and coal filling in layers 10"10" masonry chambers with sand plaster, RCC or cast iron lid, earthing connectivity to be in 10/12 SWG copper wire in PVC conduit from bottom of the pit to the existing ground level complete.(ALL ISI MARKED & complete in all	Request to change with chemical earthing which has low maintenance compared to plate earthing. Specs for Chemical earthing is 2 mtr long, 50mm dia GI earthing with chemical & 10"x10" chamber.	NO CHANGE

744	34	3	3. INSURANCE: It is the sole responsibility of the Vendor to obtain adequate insurance cover for the Cash in transit, cash held in cassettes of CD/ATM machine, cash held in Vault, the assets of CD, UPS, AC, network equipment‟s and other infrastructure deployed for implementation of the project. The Vendor is responsible to reimburse the Bank the loss of Cash in transit, cash held in CD/ATM machine, cash held in Vault of CMA without waiting for settlement of Insurance claim. Such reimbursement should be done within 15 days of the incident. In case the Vendor does not reimburse such amount within 15 days, such cash loss will be recovered from the net payment due by the Bank to the Vendor along with 2% interest per month or part thereof. Insurance of Cash in CD, Cash in Transit and Cash in Vault a) The Vendor should ensure that the entire cash of the Bank handled by it, whether kept in the vault and /or in transit and / or held in CD is adequately insured. Insurance value should be as per the actual value of cash being handled at each Vault location and in Transit and held in CD. b) Vendor should submit copy of Cash insurance cover to the Bank as and when requested	Insurance for Cash in ATM to be Bank's responsibility unless cash loss is caused by Bidder or Subcontractors Employees either intentionally or by illegal acts.	NO CHANGE

745	38	2	2. COMPREHENSIVE INSURANCE 2.1 The Biddershallindemnifythe BankagainstallclaimswhichmaybemadeagainsttheBankby any member of the public, or third party in respect of anything which may arise in consequence of the Bidder carrying out the Site Implementation Services and shall at its own expense arrange to effect and maintain up to one month after the end of the Term with an office approved by the Bank a policy of insurance in the joint names of the Bank and the Bidder and deposit such policy or policies with the Bank from time to time during the currency of this Agreement. The Bidder shall also indemnify the Bank against all claims which may be made upon the Bank under the Workman‟s Compensation Act or any other statute in force during the currency of this Agreement or at common law in respect of any employee of the Bidder or any sub-contractor, and shall at its own expenses effect and maintain up to one month after the end of the Term a policy or policies of insurance in the joint names of the Bank and the Bidder as aforesaid. The Bidder shall be responsible for anything that maybe excluded fromthe insurance policies and also for all other damage to	Request Bank to provide exception to indemnities by agreeing to Bidder's Standard Indemnity provision. Please refer to sheet named Bidder's standard Indemnity.	NO CHANGE
746	61	18.9	**18.9 ACCEPTENCE AND PROJECT IMPLEMENTATION Schedule: CD would be treated as accepted when it completes 24 hrs of successful Operation and after the successful testing of the following transactions by the Bank – cash withdrawal, balance enquiry, mini statement and PIN change and all other value added services given/to be given by the Bank during the contract, subject to obtaining commencement certificate from Bank officials.**	Request Bank to confirm if this is the responsibility of the Bank's Switch provider?	NO CHANGE

747	62	20	Indemnity	The indemnity requested by the Bank is very broad. It involves liability arising from fraudulent transactions done by customers to the extent of INR 25 lacs per incidence. The Bidder should not be held liable for any fraudulent transactions done by the customer or third party. It is proposed that the Bidders indemnification and libaility obligations under the RFP or the Annexure 12 be limited to the indemnity provision stated in the sheet titled as "Bidder's Standard Indemnity". We request Bank to change the language of the indemnity clause referring to that sheet.	NO CHANGE
748	69	32	32- Bidder‟s liability Notwithstanding anything contained in this RFP document, the Bidder‟s aggregate liability in connection with obligations undertaken as a part of the project regardless of the form or nature of the actiongivingriseto suchliability(whetherincontract,tortorotherwise),shall be at actualsand limited to the value of the contract. The Bidders liability in case of claims against the Bank resulting from misconduct or gross negligence of the Bidder, its employees and subcontractors or from infringement of patents, trademarks, copyrights(if any) or breach of confidentiality obligations shall be unlimited. In no event shall the Bank be liable for any indirect, incidental damages or liability, under or in connection with or arising out of this tender and subsequent agreement or services provided on behalf of bank hereunder.	Request Bank to consider if the aggregate liability of the Bidder can be limited to fees / charges paid by the Bank for 12 months preceding the date of claim. Further, the Bidders liability will be unlimited for claims related to bodily injury or death / damage to tangible property of the Bank caused due to Bidders wilful misconduct or gross negligence. Also, request Bank to add the below lines to this clause : THE BIDDER WILL NOT BE LIABLE TO THE BANK , WHETHER IN AN ACTION IN CONTRACT, TORT, PRODUCT LIABILITY, STRICT LIABILITY, STATUTE, LAW, EQUITY, OR OTHERWISE, ARISING UNDER OR RELATED TO THIS AGREEMENT OR ANY ORDER, FOR: (A) INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES; (B) LOSS OF PROFITS OR REVENUE (OTHER THAN IN AN ACTION BY NCR TO RECOVER AMOUNTS OWED); OR (C) LOSS OF REPUTATION, GOODWILL, TIME, OPPORTUNITY, DATA, OR ACCESS TO DATA. RECOVERY OF PENALTY OR SERVICE CREDITS WILL BE BANK’S SOLE REMEDY AND BIDDER’S SOLE LIABILITY FOR SERVICE LEVEL FAILURE.	NO CHANGE

749	62	33	33- Inspection, Audit and Review, Monitoring & Visitations (a)Inspection, Audit and Review	Request Bank to limit the audit scope to reviewing operational records and invoices related to the services. The Bank need to provide a reasonable notice of at least 60 days in advance prior to audit.	NO CHANGE
750	70		Cancellation of Order TheBank reservesitsrightto cancelthePurchaseOrder at anytime,in the event of delayin project beyond the specified period or non-compliance of the RFP terms or non-fulfillment of RFP functional requirements or severe bugs in the application or proposed system performance is not satisfactory. In addition to the cancellation of Purchase order, the Bank reserves the right to invoke the Bank Guarantee given by the Bidder to recover the damages	Request The Bank to provide a cure period of 60 days to remedy any breach or discrepancy attributable to the Bidder. Further, in the event of termination of the Agreement for any reasons whatsoever, the Bank should take over the ATM and Related Assets at a price determined by the Bidder as the ATMs and Related Assets will be deployed specifically for the Bank as per the specifications given by the Bank.	NO CHANGE

751	70		Termination 1. Termination forDefault The Bank, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Successful Bidder, may terminate this Contract in whole or in part: a. iftheSuccessfulBidderfailstodeliveranyorallofthedeliverables/milestoneswithin the period(s) specifiedintheContract, orwithinanyextensionthereof grantedbythe Bank; or; If the Successful Bidder failsto perform any other obligation(s) under the contract. b. If the Successful Bidder, in the judgment of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract. Corrupt practice means the offering, giving, receiving or soliciting of anything of value or influence the action of a public official in the procurement process or in contract execution; and “fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment oftheBank, and includes collusive practice amongBidders(priorto after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and Open competition.	Request the Bank to provide a cure period of 60 days to remedy any breach or discrepancy attributable to the Bidder. Further, in the event of termination of the Agreement for any reasons whatsoever, the Bank should take over the ATM and Related Assets at a price determined by the Bidder as the ATMs and Related Assets will be deployed specifically for the Bank as per the specifications given by the Bank.	NO CHANGE

752	71	4	4. Bank reserves the right to cancel the entire / unexecuted part of the Contract awarded at any time **without assigning appropriate reasons** in the event of one or more of the following conditions: a. Undue delay in Implementation / roll out of ATMs beyond the specified periods owing to the reasons attributable to the Vendor. b. Failure to integrate / implement the functionality as per the requirements contained in the RFP document. c. Discrepancies / non-conformance to RFP terms found in Technical Specifications of CDs. d. Breaches in the terms and conditions of the RFP / SLA. e. The average availability in three consecutive months of all the CDs taken together is less than 80%. f. Recurring Zero hits (standard exclusions and reasons attributable to the Bank will be excluded) of more than a month at more than 20% of the CDs for a period of 3 consecutive months. g. The general maintenance of the sites and equipment is poor and there is no improvement despite bringing it to the notice of the vendor by e-mails/other communication means repeatedly.	Request The Bank to provide a cure period of 60 days to remedy any breach or discrepancy attributable to the Bidder. Further, in the event of termination of the Agreement for any reasons whatsoever, the Bank should take over the ATM and Related Assets at a price determined by the Bidder as the ATMs and Related Assets will be deployed specifically for the Bank as per the specifications given by the Bank. **Also, sincerely request Bank to delete the Language of the clause highlighted in red**.	NO CHANGE

753	71	5	5. Termination for Insolvency If the Bidder becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, if the Bidder is a corporation, a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Bidder takes or suffers any other analogous action in consequence of debt; then the Bank will have the right, at any time ,to terminate the contract by giving written notice to the Bidder. If the contract is terminated by the Bank in terms of this Clause, termination will be without compensationtotheBidder,providedthatsuchtermination will not prejudice or affect anyright of action orremedywhich has accrued orwill accrue thereafter to the Bank. In case, the termination occurs before implementation in all the locations in terms of this clause, the Bank is entitled to make its claim to the extent of the amount already paid by the Bank to theBidder	In the event of termination of the Agreement for any reasons whatsoever, we request Bank to compensate by paying the termination feed and take over the ATM and Related Assets at WDV.	NO CHANGE
754	71	6	6. Termination – Key Terms & Conditions The Bank reserves the right to terminate the agreement with the Bidder / vendor at any time by giving ninety (90) days prior written notice to the Bidder. The Bank shall be entitled to terminate the agreement at any time by giving notice if the Bidder. a. has a winding up order made against it; or b. has a receiver appointed over all orsubstantial assets; or c. is or becomes unable to pay its debts asthey become due; or d. entersinto any arrangement or composition with or for the benefit of its creditors;	Request The Bank not to terminate the Agreement for its convenience or without assigning any reasons. If the Bank should desire to terminate the Agreement for its convenience then then request Bank to pay termination compensation to the Bidder and take over the ATM and other Related Assets as per the price mutually agreed between Bank and the Bidder. **Request Bank to delete The langauge in red.**	NO CHANGE

755	72	6	**CONSEQUENCES OF TERMINATION:**	Request The Bank to specify the scope of transistion services to be provided by the Bidder. In the event of termination of the Agreement for any reasons whatsoever, we request Bank to compensate by paying the termination feed and take over the ATM and Related Assets at WDV.	NO CHANGE
756	72	6	Exit Option and Contract Re-Negotiation a. The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions: i. Failure of the successful bidder to accept the contract and furnish the Performance Guarantee within specified time of receipt of purchase contract; ii. Delay in delivery, performance or implementation of the solution beyond the specified period; iii.Serious discrepancy in functionality to be provided or the performance levels agreed upon, which have an impact on the functioning of The Bank. Inability of the Vendor to remedy the situation within 60 days from the date of pointing out the defects by The Bank. (60 days will be construed as the notice period) b. In addition to the cancellation of purchase contract, Bank reserves the right to appropriate the damagesthroughencashmentofBidSecurity/PerformanceGuaranteegivenbytheVendor. c. The Bank shall have the option of purchasing the equipment from third-party Suppliers, in case such equipment is available at a lower price and the Vendor‟s offer does notmatch such	Request The Bank should provide a cure period of 60 days to remedy any breach or discrepancy attributable to the Bidder. Further, In the event of termination of the Agreement for any reasons whatsoever, we request Bank to compensate by paying the termination feed and take over the ATM and Related Assets at WDV.	NO CHANGE

757	73	6	Intellectual property rights ......The Vendor represents that a separate Agreement isrequired to be entered into by the Bank with Third-party Vendors either for statutory or proprietary reasons, notwithstanding the Vendor‟s obligationsforperformance.DuringtheTermofthisProject and,if applicable,duringtheReverse TransitionPeriod,Bank grantsVendor a rightto use at no cost or charge the Hardware orSoftware licensed to the Bank, solely for the purpose of providing the Services. The Vendor shall be responsible for obtaining all necessary authorizations and consents from third party licensors of Hardware and Software used byVendorin performing its obligations underthisProject.	Request The Bank to clarify and ellaborate more on the requirement fo signing separate agreement with the Third Party Vendors. Which are the third party vendors with whom the Bank wants to sign a separate agreement and what is the nature of the agreement to be signed.	NO CHANGE
758	76	6	Information Ownership AllinformationtransmittedbysuccessfulBidderbelongstotheBank.TheBidderdoesnot acquire implicit access rights to the information or rights to redistribute the information unless and until written approval sought in this regard. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately, which is provedtohavecaused due to reasons solely attributable to bidder. Any information considered sensitive by the bank must be protected by the successful Bidder from unauthorized disclosure, modification or access. The bank‟s decision will be final if any unauthorized disclosure have encountered.	Request The Bank to specify which which is the specific information that will belong to the Bank. Is it Transaction related information?	NO CHANGE

759	78	6	Compliance with Laws a) Compliance with all applicable laws: Vendor shall undertake to observe, adhere to, abide by, complywith theBank about alllawsinforce or as are or asmade applicable in future, pertainingto or applicable to them, their business, their employees or their obligations towards them and all purposes ofthisscope of work and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequencesthatmayoccurorariseforanydefaultorfailureonitsparttoconformorcomplywith the above and all otherstatutory obligations arising there from. 2. Compliance in obtaining approvals/permissions/licenses: Vendor shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully	We request Bank to pay for the security guards as per minimum wages and not to include the same in TCO.	NO CHANGE

760	79	6	Bank property All data or information supplied by the Bank to the bidderin connection with the services being provided by bidder („the software and Hardware‟) shall remain the property of the Bank or its licensors.Alldeliverablestothe extentpreparedbybidderhereunderfor deliverytotheBank(„the Deliverables‟)shallbethepropertyofthebidderandthebiddershallgrantto theBankaworldwide, non-exclusive, fully paid, royalty-free license to use, display, execute, reproduce, and distribute copies of the Deliverables for itsinternal use only, to the extent necessary for the intended use of the Deliverables. Except as otherwise provided herein above, if the bidder discloses any data or information to any unauthorized party the bidder agreesto indemnify and hold harmlesstheBank against all claims, causes of action, liabilities, losses, damages, costs, and resulting from such disclosure.	Request The Bank to specify that it will pay for the Deliverables created for the Bank.	NO CHANGE
761	125	Annexure 12	Letter of Indemity	Request Bank to replace this clause with Bidder's Standard Indemnity provision	NO CHANGE
762	9	CCTV/E-Survellience System	CCTV/E-Survellience system to be provided by bidder. ……………….Penalty will Rs. 500 per day (from 3rd day) for not providing CCTV footage within 2 days ………. Which ever is higher.	CCTV Footage penalty to be revised from Rs.500 to max Rs. 200. post considering the exclusions, if any.	Please refer corrigendum

763	11	OffSite CDs point e	Rent for the Offsite Site will be borne by the Vendor. In case of an off-site CD when Bank desires / insists on any specific Site and rent of which is higher than Rs. 25,000 per month, the Bank will bear the additional amount (i.e. monthly amount more than Rs. 25,000) by reimbursing the same to the Vendor. In other words, the minimum rent expected to be borne by the Vendor for any Off-site Site is Rs. 25,000 per month and any excess amount than this will be reimbursed to the Vendor in their monthly billing. However, the selection of such Off-site location is subject to the approval by the respective Zonal Manager	Request bank to cap or confirm the no of sites which would have the rent higher than Rs. 25,000/-	NO CHANGE
764	12	Offsite CDs point L	Bank may advise vendor for shifting of ATMs and vendor shall do the same without any additional cost to the Bank.	Request bank to confirm the no of sites which needs to be considered for shifting.	NO CHANGE
765	16	Point 5	Compliance of Statutory and other responsibility	Compliance of Statutory and other responsibility, sub point ii to be modified as - Vendor should also ensure that in case, RBI, IBA, NPCI, Master card, VISA, EMV company, Central /State govt. /Police authorities or any other law enforcement agency prescribed any new guidelines will be followed without any extra cost to the Bank till the signing of the contract. Any upgrades after that will be upgrade with mutually agreed rates.)	NO CHANGE
766	19	Eligibility Point no 6	The Bidder Should have supplied, installed and managing minimum 2000 Cash Dispenser in Public/Private Sector Bank (except RRB/Co-operative/Nagrik Sahkari Bank) in India during the last 3 years. The reserves the right to inspect such installations eligibility while evaluating the Technical Bids	Request bank to modify this clause : The Bidder Should have supplied, installed and managing minimum **1500** Cash Dispenser in Public/Private Sector Bank (except RRB/Co- operative/Nagrik Sahkari Bank) in India as on **31st March 2021**.	NO CHANGE
767	89	1.1	8th Generation Intel® CoreTMi3 Processor higher with minimum3.3 GHz and 6 MB cache or above. Vendor to provide the supported OS/Patching related software/hardware upgrades without any cost to Bank during the contract period.	**Requesting bank to remove this clause:** Having a LED in and around FDK will not help user.	NO CHANGE.Query is not relevant

768	89	1.2	8 GB DDR3 RAM or higher with scope to increase capacity, whenever required.	**Request bank to modify this clause :** Supports Windows 10 or **Linux**, the latest available Windows operating system (up gradation to the latest version at no extra cost to the bank)	NO CHANGE.Please refer point no .1.5 page no 89
769	89	1.6	OS Hardening (with local firewall) guidelines issued by the OS supplier and the Bank's IS Policy should be strictly followed.	**Request bank to modify this clause :** OEM's native ATM Application should have firewall functionality. Vendor to provide Firewall on the machine **to take care of intrusion detection, port scans and other common virus attacks., terminal security solution/software, time-Based admin access software or** Anti-virus installation and time to time updation. **Justification:** Vortex Ecoteller ATMs that run on linux based SWAVE application software are equipped with intrusion detection, whitelisting, firewall and OS hardening as per PADSS3.2. Hence we do not require Antivirus solution.	NO CHANGE
770	89	2.2	Software with drivers (for non-FS devices), API documentation, and terminal diagnostics/utilities.	**Requesting bank to clarify:** Request bank to clarify whether this is NON-XFS	NO CHANGE.It is NON -XFS
771	89	2.4	OEM/Service provider is required to provide latest OS and Cen FS application version to support Regulatory requirement or Bank's need to support applications during the contract period.	**Requesting bank to clarify:** Request bank to clarify whether this is CEN-XFS	NO CHANGE.It is NON -XFS
772	90	4.5	Indication (visible/audible and software) of proper insertion of all cassettes	**Requesting bank to modify the clause as:** Indication (visible/audible/software) of proper insertion of all cassettes	NO CHANGE

773	92	6.2	Touch Screen Specifications: IP65 rating	**Requesting the bank to remove this clause or modify as:** Industry Standard Protective Touch Screen or IP54 touch screen. **Justification:** Considering ATMs will not be in open environments.	NO CHANGE.Please read this as industry standard for Touch screen
774	95	7.10	Cash Dispenser must be capable of performing under extreme conditions. Temperature : Minus(-) 0 degree Celsius to plus (+) 50 degree Celsius (Without Air Conditioner) Humidity : 5 to 95 % RH (Without Air Conditioner)	**Requesting bank to modify the clause as:** Cash Dispenser must be capable of performing under extreme conditions. Temperature : **5 degree** Celsius to plus (+) **45 degree** Celsius (Without Air Conditioner) Humidity : **10 to 90 % RH** (Without Air Conditioner)	NO CHANGE
775	98	10.1	Contactless Card integration-RBI CIRCULAR FOR CASH WITHDRWAL The NFC contactless module with support Contactless Card integration (Hardware and Software) supporting up to ISO 14443 Type A/Type B, MiFare, ISO 21481 and ISO/IEC 18092 or higher. In case of any new guidelines or the regulator mandates newer specifications, the service provider should provide required support for hardware/software without any additional cost to the bank during the contract period.	**Requesting bank to modify the clause as:** **CD should have Capability** for Contactless Card integration. The NFC contactless module with support Contactless Card integration (Hardware and Software) supporting upto ISO 14443 Type A/Type B, MiFare, ISO 21481 and ISO/IEC 18092 or higher. In case of any new guidelines or the regulator mandates newer specifications, the service provider should provide required support for hardware / software based on a mutually agreed cost to the bank during the contract period.	NO CHANGE

776	99	14.1	Co-ordinated LED Lights Indicators at Card Reader, Cash slot dispenser, Keypad, Receipt printer. The LED Lights at these places will blink accordingly during the course of transaction attracting the attention of the customer to that part of the machine	**Requesting the bank to remove this clause or modify as:** Co-ordinated LED Lights Indicators at Card Reader, Cash slot dispenser, Receipt printer. The LED Lights at these places will blink accordingly during the course of transaction attracting the attention of the customer to that part of the machine. *****Having a LED in and around keypad will enable fraudsters to mount any kind of spying device near the EPP, which is a security risk.**	Please refer corrigendum
777	99	14.4	Keypad: Whenever the machine needs input from Keypad	**Requesting bank to remove this clause:** Having a LED in and around keypad will enable fraudsters to mount any kind of spying device near the EPP, which is a security risk.	NO CHANGE
778	99	14.5	FDK Keys: Whenever the machine needs input from FDK keys.	**Requesting bank to remove this clause:** Having a LED in and around FDK will not help user.	NO CHANGE
779	103	53	Supports Windows 10 or the latest available Windows operating system (up gradation to the latest version at no extra cost to the bank)	**Request bank to modify this clause :** Supports Windows 10 or **Linux**, the latest available Windows operating system (up gradation to the latest version at no extra cost to the bank)	NO CHANGE

780	104	70	OEM's native ATM Application should have firewall functionality. Vendor to provide Firewall on the machine, Anti-virus installation and time to time updation	**Request bank to modify this clause :** OEM's native ATM Application should have firewall functionality. Vendor to provide Firewall on the machine **to take care of intrusion detection, port scans and other common virus attacks., terminal security solution/software, time-Based admin access software or** Anti-virus installation and time to time updation. **Justification:** Vortex Ecoteller ATMs that run on linux based SWAVE application software are equipped with intrusion detection, whitelisting, firewall and OS hardening as per PADSS3.2. Hence we do not require Antivirus solution.	NO CHANGE
781	138	Annexure 16, n	Cash loading, cash maintenance, cash optimization as per requirements of Bank and cash forecasting.	Bank to confirm the count of cash fills in a month moreover the cash denomination wise cash dispense details are required for 12 months for cash forecasting.	NO CHANGE
782	138	Annexure 16, o	Providing drop box facility and arranging collection of instruments.	Bank to confirm the count of sites which has cheque drop box facility and the cut off time for cheque collection and submission with the bank	NO CHANGE
783	147	EJ Pulling Services Point H	CD wise EJ should be stored in the EJ server of the Vendor at a centralised location for minimum period pf 12 months. Bidder to ensure EJ pulling from the ATM at………………………………………..confirmation of the Bank's ATM Cell Head Office.	EJ storage period to be revised from 12 months to 6 months.	NO CHANGE
784	149	5. Second Level Maintenance/Preventive Maintenance- Point iv	Preventive maintenance should be ………………….@ Rs. 500/- Per ATM , for delay in PM per month. This penalty shall not form part of penalty capping clause.	penalty to be revised from Rs.500 to max. Rs.200..	Please refer corrigendum

785	154	C. Cash Pick up and Loading Activities IV	Once cash requirements are assessed, give advance information a day before or at least two hours, to the Cash Feeding Branch/Currency Chest and the approximate time by whichthedeliveryof cashisgoingtobetaken.The cashin anycasehastobepickedup during the business hours of the Branch/office.	Request to the bank to provide cash within 45 minutes post CRA visit to the bank nodal branch/currency chest to perform the activities according to MHA	NO CHANGE
786	154	C. Cash Pick up and Loading Activities V	Bidder to count the cash and then take delivery of cash. Mismatches if any, are to be brought to the knowledge of the concerned at the time of taking delivery of the Cash. Also, Mutilated/Forged/Soiled notes, if any, are to be identified while taking delivery of the cash and be brought to the notice of the concerned	Request to the bank to provide separate space to the CRA for cash counting in the bank premises	NO CHANGE
787	154	C. Cash Pick up and Loading Activities VII	Bidder/his agent invariably should replenish the cash as per system in vogue i.e. updating the counters, Admin and should submit them along with EOD to the Cash Feeding Branch immediately or at the most on net Bank Working Day	Bank to provide sufficient admin cards and to stock spare admin cards with the concerned nodal branches/currency chest to handle exigency	NO CHANGE
788	155	C. Cash Pick up and Loading Activities X	Bidderto submit,bythe endofthe day, a statement givingdetails ofCashtaken, Cash loaded to CDs, Cash remitted back, Cash held in their chest etc., as per the proforma specified by the Bank, for cash reconciliation purposes.	Request to the bank to modify the clause as reports submission on T+1 as by the time the routes are completed and back to the respected vaults/locations.	NO CHANGE
789	155	C. Cash Pick up and Loading Activities XII	With regard to cash loading the procedure as given by theBank from time-to-time needs to be followed.	Request to the bank to share the EOD and cash replenishment precedures	NO CHANGE
790	156	Appendix I 1.5 (b)	CD Balancing:- At the time of end of day activityCRA willreconcile physical cash in the CD cassettes and in the purge bin (reject bin) with the ADMIN balance (end cash shown denomination wise in ADMIN slip). Delay in EOD activity of ATM results in reconciliation arrears. Therefore for delay in daily EOD of ATM , vendor shall pay Rs.100/- per day per ATM for the delayed period	Request to the bank to consider the exclusion like technical issue with the lock, SLM, force majuere etc	NO CHANGE

791	156	Appendix I 1.5 (c)	Cash Replenishment:- Cash Replenishment means CASH ADD i.e. additional cash to be replenished will be added in the CD cassettes OR Cassette Swap method in major CRA as and when required, and the management and reporting of all cash placements in the manner and amounts the BIDDER‟s cash management tool specifies. If cash replenishment is scheduled for a particular CD the administrative maintenance and CD balancing activity shall be performed along with cash replenishment.	Request to the bank to arrange the additional currency cassettes to adopt cassette swap method	NO CHANGE
792	157	Appendix I 1.6 (f)	Vault Balancing. On a daily basis, BIDDER will provide CRA‟s records of cash received and cash disbursed to and from the vault with the previous day‟s verified records.	Bank to confirm the vault limit	NO CHANGE
793	157	Appendix I 1.6 (1.13)	Indent information should be provide in advance so that Branches will arrange the same in require denomination	Bidder can share the tentative cash requirement on T, and detailed cash indent will be shared on T+1 for vaulting locations	NO CHANGE
794	158	Appendix I 1.6 (1.20)	CRA agency should tally the physical cash with both the counters and ensure that every EOD physical cash should be tally with counters.	As per the industry standard the physical cash will be tallied with the ATM counters in view of flucations at the switch level	NO CHANGE
795	158	Appendix I 1.6 (1.21)	Solid notes or torn notes or rat cut notes should be replace with Branch immediately and reload the fresh notes in ATM	Request to the bank to modify the clause as submission of torn, soiled notes on fortnightly or monthly basis	NO CHANGE
796	159	2. Insurance 2.2	THE BANK, however,shall insure the Cash in CD	Bank to confirm the insurance coverage limit for cash in each ATM	Please refer corrigendum
797	163	1	Uptime Calculation & Standard Exclusions	Exclusion points need more clarifications, such as Force majeure, area electrical issues, vandalism etc…	NO CHANGE
798	164	2.1	Penalties will be levied @ Rs 100/- per hour per ATM /CD for any downtime beyond 2 % in a month, after taking into account all the exclusions provided in the above paragraph calculated on a monthly basis	Rs 100/- per hour per to be revised to Rs 50/- Per day	NO CHANGE
799	164	2.2	Cash out penalty	Cash out penalty levied on hourly basis to revised to Rs 250, Rs 500 & Rs 1000	Please refer corrigendum
800	165	4.4 Consumabl es	Consumbles are required …………………….from all consumables shall be recovered from the vendor.	penalty for consumables to be excluded as ATM is operational during RP Out & JP is replaced by EJ. Also, even to be considered, this needs to be revised to max. Rs. 400.	NO CHANGE

801	165	4.4	Consumables	Penalty to be revised to Rs 100/- per incident	NO CHANGE
802	166	5	**CAP ON PENALTY :- iv.** Recovery from the Vendor for disputed transactions settled / penalty paid due to the non-availability of camera footage as covered under clause	Cases during suspected transactions miscreants usually malignant CCTV surveillance and then further carry Unauthorised transactions. Which could be of any amount; in such cases service provider couldn't be liable for recovery of the losses.	NO CHANGE
803	166	5	CAP on Penalty	Penalty cap to be reivsed to 10% of the total billing payment for the month	Please refer corrigendum
804	General	General	Settlement of Chargeback/Customer Claims TAT	Request bank to clarify the same.	NO CHANGE
805	General	General	Deduction Data - Need to understand the recovery process on Physical Shortage/Customer Claims	Request bank to clarify the same.	NO CHANGE
806	General	General	Delay in Settlement of Chargeback/Customer Claims- Penalty	Request bank to clarify the same.	NO CHANGE
807	89	1.1	8th Generation Intel® CoreTM i3 Processor or higher with minimum 3.3 GHz and 6 MB cache or above. Vendor to provide the supported OS/Patching related software/hardware upgrades without any cost to Bank during the contract period.	i3 with 3.3 GHz doesn't exit, please consider 3.2GHz	Please refer corrigendum
808	90	3.2	S&G / MAS Hamilton (KABAMAS-CEMCON) (or an equivalent make, of high international repute) , Centrally/Remote controlled dual electronic combination lock of 6 + 6 digits with capability for one- time combination(OTC) and audit trail without any hardware change. Should be UL 437 VDS Certified.	UL 437 VDS is for physical Keys what is not apply for electronic lock, please consider: S&G / MAS Hamilton (KABAMAS-CEMCON) (or an equivalent make, of high international repute) , Centrally/Remote controlled dual electronic combination lock of 6 + 6 digits with capability for one- time combination(OTC) and audit trail without any hardware change. **Should be UL &VDS Certified**.	Please refer corrigendum
809	90	4.6	2 Double Pick Module, and 4 cassettes with lock & key and latch. Capable of shutting automatically when removed from the CD and should be capable of working even with 2 cassettes.	2 Double Pick Module, and 4 cassettes with latch & seal . Capable of shutting automatically when removed from the CD and should be capable of working even with 2 cassettes.	Please refer corrigendum
810	90	4.7	Reject BIN or Divert cassette bin with lock and key with capacity to hold at least 200 notes.	Reject BIN or Divert cassette bin with latch & seal with capacity to hold at least 200 notes.	NO CHANGE

811	91	4.18	Double pick module with four currency cassettes (with lock and key / latch) Four Pick Module with 4 cassettes configuration with latches capable of shutting automatically when removed from the CD and should be capable of working even with 2 cassettes.	Double pick module with four currency cassettes (with latch & seal) Four Pick Module with 4 cassettes configuration with latches capable of shutting automatically when removed from the CD and should be capable of working even with 2 cassettes.	Please refer corrigendum
812	92	6.2	Touch Screen Specifications: IP65 rating	ATM use stander Touch screen what is resistant for inside use. IP65 is for through wall where ATM is installed in outside. Please consider: "Touch Screen for Indian Lobby environment".	NO CHANGE.Please read this as industry standard for Touch screen
813	94	7.3	Grouting-: Drilling 10”-12” holes in the flooring and hammering metal sleeves in these holes. Putting in Anchor fasteners - min. 8” long anchor fasteners, preferably of Fischer make. Applying resin adhesive (Araldite) over the finished bolt positions for improved bonding.(exception may be provided in highly secure areas, if RBI guidelines permit the same.). Bidder should arrange the ATM engineer and required support team and complete grouting activity without any cost to the Bank	Please consider: Grouting-: Drilling 10”-12” holes in the flooring and hammering metal sleeves in these holes. Putting in Anchor fasteners - min. 8” long anchor fasteners, preferably of Fischer make. Applying resin adhesive (Araldite or **Loctite) in the screw thread** for improved bonding.(exception may be provided in highly secure areas, if RBI guidelines permit the same.). Bidder should arrange the ATM engineer and required support team and complete grouting activity without any cost to the Bank	NO CHANGE
814	103	55	Provide Text-to-Speech(TTS) support in English, Hindi and regional languages.	As at this moment, TTS is available in Market only English and Hindi are please consider: Provide Text-to-Speech(TTS) support in English, Hindi and regional in languages in audio format.	NO CHANGE.Functionality to be provided as per RBI/regulatory requirement
815	98	10.1	Card integration-RBI CIRCULAR FOR CASH WITHDRWAL The NFC contactless module with support Contactless Card integration (Hardware and Software) supporting up to ISO 14443 Type A/Type B, MiFare, ISO 21481 and ISO/IEC 18092 or higher. In case of any new guidelines or the regulator mandates newer specifications, the service provider should provide required support for hardware/software without any additional cost to the bank during the contract period.	Please clarify bank need NFC card reader along with machine. Or machine should have compatible for NFC	NO CHANGE

816	19	Section IV point no 6	<u>Eligibility:-</u> Bidder should be a net profit-making firm (before ta) in minimum 2 years profit in last 3 years (2018-19,2019-20 and 2020-21).	<u>Eligibility:-</u> Bidder should be a net profit-making firm (before ta) in minimum 1 years profit in last 3 years (2018-19,2019-20 and 2020-21).	NO CHANGE
817	19	Section IV point no 9	<u>Eligibility:-</u> The Bidder should have supplied, installed and managing minimum 2000 Cash Dispenser in Public / Private Sector Bank (except RRB/Co- Operative Bank/ Nagrik Sahkari Bank) in India during the last 3 years. The Bank reserves the right to inspect such installations eligibility while evaluating the Technical Bids.	The Bidder should have supplied, installed and managing minimum 1000 Cash Dispenser in Public / Private Sector Bank (except RRB/Co- Operative Bank/ Nagrik Sahkari Bank) in India during the last 3 years. The Bank reserves the right to inspect such installations eligibility while evaluating the Technical Bids.	NO CHANGE
818	15	4.17	For offsite locations the selected vendor(s) will have to provide VSAT with sufficient bandwidth for smooth functioning and other requirement for ATM services.	Request Bank to define minimum bandwidth required per site so that all bidders will be on same platform while bidding	Please refer corrigendum
819	135	2.3 b.	The vendor should provide reliable and uninterrupted connectivity for offsite CDs using leased line fiber/copper, MPLS , FF, UBR/ CDMA / VSAT. Newer technologies like WiMa, 4G, 5G etc. will also be acceptable subject to the clearance from Bank‟s Information Security Department.	Bank has mentioned 3G/4G connectivity as a media option for last mile conneciivty. Pls confirm,Is Bank looking for 4G link with Private APN SIM with Voice and calls disabled considering the security requirement.	NO CHANGE
820	135	2.3 b.	The vendor should provide reliable and uninterrupted connectivity for offsite CDs using leased line fiber/copper, MPLS , FF, UBR/ CDMA / VSAT. Newer technologies like WiMa, 4G, 5G etc. will also be acceptable subject to the clearance from Bank‟s Information Security Department.	Since 3G technology is considered to be obsolete. It is advisable bank should strictly go for 4G links.	NO CHANGE
821	135	2.3 b.	2.3 b. The vendor should provide reliable and uninterrupted connectivity for offsite CDs using leased line fiber/copper, MPLS , FF, UBR/ CDMA / VSAT. Newer technologies like WiMa, 4G, 5G etc. will also be acceptable subject to the clearance from Bank‟s Information Security Department.	Will be there a need to have 2 or more ATMs at site? Should all VSAT/4Grouter /lease line routers have 2 on board LAN ports to connect 2 ATMs at site and avoid external switch which is generally a point of failure. Pls confirm.	NO CHANGE
822	135	2.3 c.	Vendor should also arrange for backhaul from service providers. For connecting to the Bank‟s ATM Switch and DR at Hyderabad.	Can service provider use an existing backhaul links available between service provider Noc to Bank DC & DR and upgrade these links as per rfp requirement.	NO CHANGE.Feasibility to be checked by successful bidder for using existing Backhaul link however cost of upgaration to be borne by the Bidder

823			New Query	Bank is looking for higher uptimes at each site. We suggest bidder to provide primary and Back up connectivity at each site on different media. Pls confirm	NO CHANGE
824			New Query	In case 3G/4G link, . Shall bidder to provide Dual SIM connectivty from alternate telco at each site to meet the required site uptime? Pls confirm	NO CHANGE
825	114	2.8	Providing and fixing 40mm PVC conduit of ISI make with saddling complete for connectivity from dish antennae on the roof top to the CD. (All ISI mark & complete in all respect)	Is it mandate to provide conduit for VSAT cable or It is only a recommendation from bank to the Bidder and bidder can decide othe options instead PVC . Pls confirm.	NO CHANGE.Vendor to provide the PVC conduit for VSAT cable
826	135	2.1	The Network connections shall have TLS, IPsec end-to-end encryptions configured at routers to ensure secure data transmissions and should support AES 256, 3DES, GCM, SHA2 or any latest encryption which bank may ask as per requirement in future during the contract period.	We understand form the clause that the Bank is looking for Network connectivity with End to End IPSec (Remote ATM site till DC/DR) which support latest encryption standards like GCM, SHA2. Pls confirm.	NO CHANGE
827	9	14	CCTV/E-surveillance system to be provided by bidder. The footage should be provided to the Bank as when required, within two working days from the date of demand. In case of loss incurred by the Bank for non-availability of same, will be recovered from the bill for managed services without giving any notice. Penalty will be Rs.500/ per day (from 3rd day) for not providing CCTV footage within 2 days (from the date of request by the bank for providing specific ATM CCTV camera footages) or actual compensation paid to the customer/s, whichever is higher.	This clause regarding E-Surveillance /CCTV should not be acceptable to EPS, as there is no cap on penalty amount.	Please refer corrigendum
828	9	7	The Cash Dispensers should accept EMV chip based cards and any hardware or software required for the same is part of Opex and no additional cost for the same will be paid by the bank. EMV certification to be done at no extra cost to the Bank and all costs for such certification are to be borne by the vendor(s) including professional/consultancy/testing/Rollout charges or any other charges(including license cost/renewal cost of kernel etc.) for any service provided for carrying out the EMV certification.	Vendor shall be responsible for compliance cost as on date on Go-Live. Any future compliances which will attract additional costs shall be mutually agreed at that time. To be added in all the above compliance related clauses.	NO CHANGE

829	9	8	All regulatory/Statutory guidelines issued by RBI/NPCI/Cert-in or any other such agency/organization as regards to ATM infrastructure to be complied with by Bidder.	Vendor shall be responsible for compliance cost as on date on Go-Live. Any future compliances which will attract additional costs shall be mutually agreed at that time. To be added in all the above compliance related clauses.	NO CHANGE
830	10	1.2	Ensuring compliance of CDs to statutory, RBI/VISA/MASTERCARD/NPCI/GoI etc. and all other requirements, from time to time, at no extra cost for new CDs.	Vendor shall be responsible for compliance cost as on date on Go-Live. Any future compliances which will attract additional costs shall be mutually agreed at that time. To be added in all the above compliance related clauses.	NO CHANGE
831	10	1.4	All CDs should also be fully EMV (Europay Master Visa) certified and enabled including having requisite **latest hardware and pre-installed EMV software during the contract period**.	Vendor shall be responsible for compliance cost as on date on Go-Live. Any future compliances which will attract additional costs shall be mutually agreed at that time. To be added in all the above compliance related clauses.	NO CHANGE
832	10	1.5	The successful Bidder shall have to enable the voice facility (Text to Speech) as per IBA transaction flow guidelines to help the visually challenged persons in all CD. The facility should be for English and Hindi languages. Based on further RBI/IBA guidelines the other languages should be enabled without any cost to the Bank. There should not be any separate charges for implementing the said activity.	Vendor shall be responsible for compliance cost as on date on Go-Live. Any future compliances which will attract additional costs shall be mutually agreed at that time. To be added in all the above compliance related clauses.	NO CHANGE
833	13	4.2 (last Para)	Vendor to ensure that at the time of ATM ROLLOUT , all the ATMs/CDs and its related licenses‟(Applicable for ATM Machine and related software, hardware and firmware,anti-virus etc.) are confirming compliance to all RBI/GOV/NPCI or any statutory regulator guidelines and advisory applicable or in effect till that date. All the RBI related existing guidelines like Cassette swap , MHA guidelines, VLAN,TLS,TSS,EMV, OS Hardening, Anti skimming, TLS etc. need to be implemented from the go live of the project and also should comply future RBI guidelines issued time to time till the validity of the contract without any additional cost to the bank.	Vendor shall be responsible for compliance cost as on date on Go-Live. Any future compliances which will attract additional costs shall be mutually agreed at that time. To be added in all the above compliance related clauses.	NO CHANGE
834	15	4.21	Bidder should comply with all the guidelines issued by RBI/IBA/Govt of India and any other regulatory authority issued from time to time	Vendor shall be responsible for compliance cost as on date on Go-Live. Any future compliances which will attract additional costs shall be mutually agreed at that time. To be added in all the above compliance related clauses.	NO CHANGE

835	16	5 (ii)	Vendor should also ensure that in case, RBI, IBA, NPCI, Master card, VISA, EMV company, Central /State govt. /Police authorities or any other law enforcement agency prescribed any new guidelines will be followed without any extra cost to Bank during the contract period.	Vendor shall be responsible for compliance cost as on date on Go-Live. Any future compliances which will attract additional costs shall be mutually agreed at that time. To be added in all the above compliance related clauses.	NO CHANGE
836	19	Eligibility Criteria - Point No 11	The bidder / OEM shall provide **free of cost any up gradation** in the Operating System / software / application / firmware required for proper functioning of the devices **throughout the Contract Period**. The bidder / OEM shall submit such declaration along with the technical bid	Vendor shall be responsible for compliance cost as on date on Go-Live. Any future compliances which will attract additional costs shall be mutually agreed at that time. To be added in all the above compliance related clauses.	NO CHANGE
837	20	Eligibility Criteria - Point No 18	Bidder should be ready to comply with future RBI or any other regulatory authority requirements without any additional cost to Bank for entire contract period.	Vendor shall be responsible for compliance cost as on date on Go-Live. Any future compliances which will attract additional costs shall be mutually agreed at that time. To be added in all the above compliance related clauses.	NO CHANGE
838	10	1.8	The Bank reserves the right to extend the contract for period of two years after the expiry of five years at the same rates and the selected vendor will be bound to provide the required services as defined in this RFP.	Rates for extended period of 2 years shall be mutually agreeable in view of escalation in cost for services.	NO CHANGE
839	10	1.10	In case any part of the work / process is required to be out-sourced by the successful bidder, the bidder shall seek prior approval of the Bank.	Vendor shall be allowed to sub-contract without Bank's consent for all or any services under the contract i.e. CRA, E-Surveillance, SLM etc.	NO CHANGE
840	12	2 (n)	Assignment of rent: in case of existing locations, assignment of existing rental agreements (irrespective of whether this is direct assignment or; first assignment to Bank and then to the bidder) cost shall be borne by the bidder.	Not acceptable being onerous, as there can be events where assignments are sought by the Bank without any fault or shortcoming on part of vendor.	NO CHANGE
841	13	4.2	Subsequent delay in various testing/certification with bank switch and NPCI/VISA/MASTERCARD/UAT will be penalized, for dependency attributable to successful Vendors at rate of Rs. 5000/- per day maximum up to Rs.1,50,000 per ATM and after that bank may take deemed action including cancellation of the contract.	Testing delay related penalties (per day at 5K) poses serious threat to revenue. To be reviewed by IT operations/Team	Please refer corrigendum
842	13	4.2	Entire project has to be completed within 6 months from the date of acceptance of purchase order.	Any delay due to reasons which not attributable to Vendor shall be excluded from this period.	Please refer corrigendum

843	14	4.5	Bank may at its discretion depending upon requirement place order/indent for lesser number than what is defined in this RFP and the selected vendor(s) shall have no recourse in the matter. The quantities mentioned in this RFP are only illustrative. Bank will vary quantities as per requirement and the selected vendor(s) shall be bound to accept the same without recourse.	Reduction of numbers of ATMs shall not be permitted as it will result in financial/revenue losses to the vendor.	NO CHANGE
844	14	4.9	The selected vendor(s) will be bound by the clauses of this RFP and subsequent SLA and penalties for deficiency of service will be payable as decided by the bank and the selected vendor(s) will have no recourse in the matter.	This clause is highly onerous. Vendor should have some recourse to protect its interest by way of holding mutual discussions.	NO CHANGE
845	14	4.10	Any loss suffered by the bank due to any malware attack or any other fraudulent method at the ATM (CD) level will be recoverable by the bank from the selected vendor(s). As such the selected vendor(s) will have to ensure that the ATMs (CD) provided meet all security requirements and have robust systems in place to prevent such incidents. The Vendor should supply equipment and related software which is free from embedded malware/Virus. It will be vendor responsibility to update, maintain and monitor the same without any addition expenses to the bank.	There shall be limitation of liability as vendor cannot have unlimited liabilities towards ever-increasing malware attacks / frauds.	NO CHANGE
846	19	Eligibility Criteria - Point No 5	The bidder must be either the Original Equipment Manufacturer (OEM) of Cash Dispenser or its authorized representative in India. In case bidder is an authorized representative, an authorization letter from manufacturer as per Format (Manufacturer‟s Authorization Letter) to this effect should be furnished.	EPS is not falling under this criteria . EPS Business to review. Also check other points relating to positive net-worth, net profit making entity etc. under same table.	NO CHANGE
847	33	37. BANK‟S RIGHTS:	The Bank reserves the right to modify any part of the tender or cancel the RFP/tender before submission of bids Bank reserves the right to cancel the entire Bidding / procurement process at any stage without assigning any reason whatsoever.	No termination/ cancellation for convenience shall be permitted.	NO CHANGE
848	35	Section VI clause 4	RIGHT TO ALTER QUANTITIES Bank reserves the right to alter the quantities specified in the tender. Central Bank of India also reserves the right to delete one or more items from the list of items specified in tender	Any financial impact on Vendor shall be considered /compensated.	NO CHANGE

849	40	General Conditions Clause 2	-	Bank’s obligations for providing cash, connectivity, electricity, switch driving etc. are missing.	NO CHANGE.Please refer scope of work page no 11
850	44	7. ASSIGNMENT	The Bidder shall execute the Site Implementation Services and the Bidder shall not directly or indirectly sub-contract any part of the Site Implementation Services without prior written consent of the Bank and no sub-contracting shall relieve the Bidder from the full and entire responsibility of the performance of the Site Implementation Services.	Vendor shall be allowed to sub-contract without Bank’s consent not only for SIS but for other services i.e. CRA, E-Surveillance, SLM etc.	NO CHANGE
851	62	(l)	Payments to the bidder will be made on monthly basis and aggregated basis by the Bank centrally after submission of invoices along with the monthly downtime reports, after deducting applicable Liquidated Damage (LD), uptime penalty or any other charges levied for delay/no service as mentioned in RFP/Terms of agreement, if any	07 days timeline should be agreed for Bank within which Vendor invoices shall be paid. In case of delayed payment there shall be penal interest @ 1.5% per. month and beyond 90 days delay in payment Vendor shall have right to suspend services without any liability.	NO CHANGE
852	62	19.3	Minimum Guarantee for low hits ATMs with 95 % or more Uptime.	Operations team to take note. Additionally, Exceptions to uptime missing. Compensation to vendor for reasons attributable to Bank is to be included.	Please refer corrigendum
853	62	20	INDEMNITY :	Vendor to be indemnified against any losses arising for reasons attributable to the Bank.	NO CHANGE
854	66	27	Force Majeure	FM to include: “terrorist attacks, cyber-attacks and break out of Epidemics/ Pandemics or any other similar unforeseen events.”	NO CHANGE
855	66	28	DISPUTE RESOLUTION MECHANISM AND REMEDIES	Any dispute which is not settle for more than 30 days can be referred to Arbitration.	NO CHANGE

856	67	28 (Last Para)	The bidder agrees that, in addition to all other remedies provided at law or in equity, the Bank shall be entitled to injunctive relief, restraining order, right of recovery, specific performance, or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the vendor from committing any violation or enforce the performance of the covenants, obligations and representation contained in this Agreement (including RFP/PO). These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.	Injunctive relief rights to be available for Vendor as well	NO CHANGE
857	68	31. LIQUIDATED DAMAGES	The Bank will consider the inability of the bidder to deliver or install the equipment within the specified time limit, as a breach of contract and would entail the payment of Liquidation Damages on the part of the bidder. The liquidation damages represent an estimate of the loss or damage that the Bank may have suffered due to delay in performance of the obligations (relating to delivery, installation,	Vendor shall be responsible only for actual damages therefore this clause to be deleted as same includes incidental non-quantifiable losses too.	NO CHANGE
858	70	Cancellation of Order	The Bank reserves its right to cancel the Purchase Order at any time, in the event of delay in project beyond the specified period or non-compliance of the RFP terms or non-fulfillment of RFP functional requirements or severe bugs in the application or proposed system performance is not satisfactory. In addition to the cancellation of Purchase order, the Bank reserves the right to invoke the Bank Guarantee given by the Bidder to recover the damages.	Not acceptable to be deleted being arbitrary and onerous.	NO CHANGE
859	70	Termination		There are no grounds of termination available for vendor in case vendor is constrained or desires to terminate due to reasons attributable solely to Bank. Elaborate unilateral termination rights are only available to bank. Vendor also must have right for termination in case of delay or non-payment by Bank or other reasons attributable solely to Bank.	NO CHANGE

860	70	Assignment		New Entity after merger, consolidation or corporate reorganization shall be deemed to be responsible to perform Bank’s obligation under the RFP/Agreement	NO CHANGE
861	89	1.1	8th Generation Intel® CoreTM i3 Processor or higher with minimum 3.3 GHz and 6 MB cache or above. Vendor to provide the supported OS/Patching related software/hardware upgrades without any cost to Bank during the contract period.	i3 with 3.3 GHz doesn’t exit, please consider 3.2GHz	Please refer corrigendum
862	90	3.2	S&G / MAS Hamilton (KABAMAS-CEMCON) (or an equivalent make, of high international repute) , Centrally/Remote controlled dual electronic combination lock of 6 + 6 digits with capability for one- time combination(OTC) and audit trail without any hardware change. Should be UL 437 VDS Certified.	UL 437 VDS is for physical Keys what is not apply for electronic lock, please consider: S&G / MAS Hamilton (KABAMAS-CEMCON) (or an equivalent make, of high international repute) , Centrally/Remote controlled dual electronic combination lock of 6 + 6 digits with capability for one- time combination(OTC) and audit trail without any hardware change. **Should be UL &VDS Certified**.	Please refer corrigendum
863	90	4.6	2 Double Pick Module, and 4 cassettes with lock & key and latch. Capable of shutting automatically when removed from the CD and should be capable of working even with 2 cassettes.	2 Double Pick Module, and 4 cassettes with latch & seal . Capable of shutting automatically when removed from the CD and should be capable of working even with 2 cassettes.	Please refer corrigendum
864	90	4.7	Reject BIN or Divert cassette bin with lock and key with capacity to hold at least 200 notes.	Reject BIN or Divert cassette bin with latch & seal with capacity to hold at least 200 notes.	NO CHANGE
865	91	4.18	Double pick module with four currency cassettes (with lock and key / latch) Four Pick Module with 4 cassettes configuration with latches capable of shutting automatically when removed from the CD and should be capable of working even with 2 cassettes.	Double pick module with four currency cassettes (with latch & seal) Four Pick Module with 4 cassettes configuration with latches capable of shutting automatically when removed from the CD and should be capable of working even with 2 cassettes.	Please refer corrigendum
866	92	6.2	Touch Screen Specifications: IP65 rating	ATM use stander Touch screen what is resistant for inside use. IP65 is for through wall where ATM is installed in outside. Please consider: "Touch Screen for Indian Lobby environment".	NO CHANGE.Please read this as industry standard for Touch screen

867	94	7.3	Grouting-: Drilling 10”-12” holes in the flooring and hammering metal sleeves in these holes. Putting in Anchor fasteners - min. 8” long anchor fasteners, preferably of Fischer make. Applying resin adhesive (Araldite) over the finished bolt positions for improved bonding.(exception may be provided in highly secure areas, if RBI guidelines permit the same.). Bidder should arrange the ATM engineer and required support team and complete grouting activity without any cost to the Bank	Please consider: Grouting-: Drilling 10”-12” holes in the flooring and hammering metal sleeves in these holes. Putting in Anchor fasteners - min. 8” long anchor fasteners, preferably of Fischer make. Applying resin adhesive (Araldite or **Loctite) in the screw thread** for improved bonding.(exception may be provided in highly secure areas, if RBI guidelines permit the same.). Bidder should arrange the ATM engineer and required support team and complete grouting activity without any cost to the Bank	NO CHANGE
868	103	55	Provide Text-to-Speech(TTS) support in English, Hindi and regional languages.	As at this moment, TTS is available in Market only English and Hindi are please consider: Provide Text-to-Speech(TTS) support in English, Hindi and regional in languages in audio format.	NO CHANGE.Functionality to be provide as per RBI/regulatory guidelines
869	98	10.1	Card integration-RBI CIRCULAR FOR CASH WITHDRWAL The NFC contactless module with support Contactless Card integration (Hardware and Software) supporting up to ISO 14443 Type A/Type B, MiFare, ISO 21481 and ISO/IEC 18092 or higher. In case of any new guidelines or the regulator mandates newer specifications, the service provider should provide required support for hardware/software without any additional cost to the bank during the contract period.	Please clarify bank need NFC card reader along with machine. Or machine should have compatible for NFC	NO CHANGE.Vendor to provide all requisites for NFC functionality
870	180	Annexure 8 a	Pricing model / Indicative commercial Bid	Pricing model is suggested to be on fixed monthly model considering decrease in number of transactions or combination of variable plus fixed.	NO CHANGE

871	5	Section 1 - Point no 8 & 9	PBG: Successful bidder has to furnish Performance Bank Guarantee in Bank‟s format (Annexure 14) of amount equivalent of 10% of the order value issued by any Scheduled Commercial Bank in India(Other than Central Bank of India), in favor of the Bank within 30 days from the date of Purchase Order . Performance guarantee should remain valid during the currency of the contract. The guarantee should also contain a claim period of 1 year from the last date of validity period.	We request bank to consider PBG as 3% of annualised contract value.	Please refer corrigendum
872	1 &5	Section 1	EMD - Rs. 200.00 Lakh (Rs. Two Crore only)	Bank can consider Bid security declaration as per the new RBI guideline instead of EMD.	Please refer corrigendum