

Corrigendum

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 Page No	RFP Clause No.	Existing Clause	Revised Clause
1	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	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. For PBG purpose,order value to be worked out on 120 average successful hits in ratio of 70:30 (Financial/Non financial)per ATM per day
2	10	1.9	1.9. The bidder should have their own support offices / resident engineers in a minimum of 100 major Centers,	Clause no 1.9 page no. 10 to be read as "The bidder should have their own support offices / franchise support offices /resident engineers in a minimum of 100 major Centers

3	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.	L1,L2,L3 bidders will be identified after reverse auction process.Order will be placed in the ratio 50:30:20 subject to L2 and L3 match prices of L1,in case L2 bidder is not willing/able to match the quote of L1 bidder then the offer will be extended to L3 bidder or in that order to the next.In case, other than L1 bidder,only one bidder matches L1 price then order will be placed to 2 successful bidders in ratio of 60:40 (L1 and other successful bidder),in rare event no other bidder is ready to match with L1 quote,Bank at its discretion may ask L1 bidder to execute 100% of order
4	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	For offsite locations the selected vendor(s) will have to provide VSAT with sufficient bandwidth not less than 16 kbps and should be upgradable for smooth functioning and other requirement for ATM services as per scope of RFP without any additional cost to bank
5	89	1.1	8th Generation Intel® Core™ 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.	6th Generation Intel® Core™ i5 Processor or higher with minimum 2.3 GHz or higher and 6 MB cache or above. This is minimum specification and vendor to provide the supported OS/Patching related software and hardware upgrades without any cost to Bank during the contract period.
6	90	3.2	S&G / MAS Hamilton (KABAMAS-CEMCON) (or an equivalent make, of high international reputed) , 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.	S&G / MAS Hamilton (KABAMAS-CEMCON) (or an equivalent make, of high international reputed) , 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 and should be UL and VDS Certified

7	90	4.6	2 Double Pick Module, and 4 cassettes with lock & key and latch.	2 Double Pick Module, and 4 cassettes with lock & key
8	91	4.18	Double pick module with four currency cassettes (with lock and key / latch)	Double pick module with four currency cassettes (with lock and key)
9	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	clause deleted
10	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)	15" LED or higher touch screen with standard bright and full screen Display. Touch display preferably with FDK screen
11	94	6.12	Terminal should report status (FS) whether headphone is present/ not present in headphone jack, to the monitoring system	clause deleted
12	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.	The solution must be capable of monitoring from a central location/portal. 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.
13	101	12	Software to support IF message emulation.	Clause is deleted
14	102	14	Software to support ISO20022(ML) message emulation	Clause is deleted
15	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.	clause is deleted

16	116	UPS INSTALLATION – 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/Tritronics/ Switing AVO/ Consul/ Numeric make with 4 hrs.	Supply, installation, testing and commissioning of 1 phase input/output online UPS complete with 2 KVA or higher (depending upon power supply conditions of the site) True on line UPS of EMERSON/DB/Hirel/Tritronics/ Switing AVO/ Consul/ Numeric make with 4 hrs.
17	118	Indicative Commercial Bid.	ANNEXURE –8a	Revised Commercial bid Format Annexure 8 a
18	61/62	Point No, g,h,i,j	Payment Terms	Refer point no 10 to 13 of Revised Commercial bid Format
19	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.	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. 25% amount shall be recovered from minimum guarantee sites also towards self/bank loading cost.
20	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.	p) Pest control by using rodent material (provided by service provider) should be done at site once in a Quarter
21	149	regulatory agencies approved by the bank 5 Second Level Maintenance (SLM) /PREVENTIVE	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.	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.

22	166	Appendix K point no.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.	The total Penalty recoverable for downtime that is not maintaining the uptime as per Service Level and cash outs attributable to the Vendor will be capped at 20% of the total payment due to the Vendor for under the Contract for the particular month. Capping will be done at aggregate level for ATMs/CDs, not for each ATM/CD
23	164	2.2 Penalties		Penalty mentioned in Page no 164 point no 2.2 for cash out or penalty levied by RBI/regulatory bodies for cash out whichever is higher shall be recovered. Cash out/other penalty applicable from time to time as per RBI/regulator shall be recovered on actuals. Cash out penalty presently prescribed by RBI is Rs.10,000/- per ATM for defined period.
24	164	APPENDIX-K (2.4)	2.4 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.	Vendor shall be charged penalty @ Rs.500/ per day (from 3rd day) with cap of Rs. 2000/- 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 customers/regulators , whichever is higher.
25	164	APPENDIX-K(2.5)	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.	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 with penalty cap of Rs. 2000 per ATM
26	149	5 Preventative Maintenance (point no IV)	The details shall inter alia 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	The details shall inter alia include due date of PM and date when done. Vendor shall be liable for penalty @ Rs.1500/- Per ATM , for delay in PM per month . This penalty shall not form part of penalty capping clause

27	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.	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 30 days.
28	12	3	Mobile ATM - Minimum contract period shall be for 6 months.	Mobile ATM - Minimum contract period shall be for 12 months however Bank reserves its right to shift to the locations as per its requirement
29	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	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) for onsite locations and Rs. 25,000 per month (without GST) for offsite locations or actual invoice amount as per approved rates (without taxes) whichever is higher
30	13	Project completion	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.	UAT and requisite certifications of machines to be completed within 75 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. 2000/- per day for first 15 days (from 76th day) and thereafter will Rs. 5,000/- per day for next 15 days (from 91st day)with maximum up to Rs.1,00,000 per ATM and after 30 days (from 106th day) that bank may take deemed action including cancellation of the contract.

31	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.	Bid Security Declaration should be provided by Bidder (Annexure 1 Bid Security Declaration is in place of Annexure 1 Bank Guarantee)
32	Page n	SECTION III SCOPE OF WORK	Installation of entire project to be completed within 6 months from the date of acceptance of purchase order.	Installation of entire project to be completed within 9 months from the date of acceptance of purchase order in case of single successful vendor executes 100% quantity and 6 months from the date of acceptance of purchase order in case it is allotted to 2/3 vendors,
33	119	4	The bidder should quote per transaction rate for successful financial transactions in INR. The rate quoted to be excluding GST.	Yearly average hits in last 3 years are 100 to 120 per day per day
34	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.	The network connectivity so provided should be from a single Network service provider for any particular mode of connectivity.However Bank may consider two network service provided on case to case basis.
35	156	APPENDIX -I, 1.5,b	(b) 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.	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.However Bank may at its discretion consider exceptional cases where EOD is not feasible daily due to genuine reason. Further any penalty paid on account of delay in settling of dipsute transactions on account of non submission of EOD report will be recovered from Vendor

36	21	4	All reference documents must be dated on or after the date of RFP.	All reference documents must be dated on or after the date of RFP.However Reference documents specified in point no .6 & 7 of Eligibility criteria should not be later than from 1st April 2021
37	82	Annexure 2	We confirm that this offer is valid for a minimum period of 10 days from the last date for submission of RFP to the Bank	We confirm that this offer is valid for a minimum period of 180 days from the last date for submission of RFP to the Bank.Please refer point no 14 page no 28
38	1,129	Annexure 13 A	Integrity Pact	Bank has appointed Independent External Monitor (hereinafter referred to as IEM) for this pact, whose name and e-mail ID are as follows: IEM Names: 1) Shri Trivikram Nath Tiwari Email ID: trivikramnt@yahoo.co.in 2)Shri Jagdip Narayan Singh Email ID: jagdipsingh@yahoo.com
39	105	Annexure 7 a	ATM related Applications	Vendor to provide functionality wherein currency denomination (not amount) is available on ATM screen as per Bank requirement
40	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	Clause is deleted
41	159	2. Insurance 2.2	THE BANK, however,shall insure the Cash in CD	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.Limits to be reviewed time to time to ensure adequate insurance is available and to share policy details to the Bank