



Amendment to RFP For Procurement, Installation and Maintenance of 250 Cash Dispenser Modules.
RFP Ref. No:-HO/DIT/ATM/CD/2019-20/133 dated 16.05.2019) Addendum-II dated 18.06.2019:

Addendum-II

Request For Proposal (RFP) for Procurement, Installation and Maintenance of 250 Cash Dispenser Modules



Allahabad Bank

RFP Ref No. HO/DIT/ATM/CD/2019-20/133 dated 16.05.2019



Amendment to RFP For Procurement, Installation and Maintenance of 250 Cash Dispenser Modules.
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Bank has floated RFP Ref No. HO/DIT/ATM/CD/2019-20/133 dated 16.05.2019 for Procurement, Installation and Maintenance of 250 Cash Dispenser Modules.

As per the terms of the RFP, pre bid meeting was held on 24.05.2019, 16:00 Hrs IST. In response to the queries raised by the prospective bidders, **Addendum-II dated 18.06.2019** containing clarifications to the queries & amendments to the RFP document is issued herewith.

I. Amendments to the existing clause of the RFP are as under :

Sl. No	Section & Clause Ref. No./ Annexure No.	RFP Clause	Amended clause
1.	Page No.6, heading (Background), Line No. 9	“referred to ask”	“referred to as “
2.	Page No.6, Point No.1, Section I, Eligibility Criteria	The bidder should be registered as a Company in India as per Company Act 2013	The bidder should be registered as a Company in India as per The Companies Act, 2013 or under any other previous Companies Act, which prevailed earlier.
3.	Page No.7, Point No.7, Eligibility Criteria	The production unit / factory of the brand of the Cash Dispenser being quoted should be ISO 9001:2008 certified. If the production unit is outside of India, it should meet equivalent international standard.	The production unit / factory of the brand of the Cash Dispenser being quoted should be ISO 9001:2008 or higher certified. If the production unit is outside of India, it should meet equivalent international standard.



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4.	Page No.8, Point No.1.9, Scope of Work	The bidder must provide comprehensive warranty of three years from the date of installation of Cash Dispensers at site & comprehensive AMC for four years. However bank have right to extend the Comprehensive AMC period for next two years on the same AMC price (i.e 7th year AMC price) & terms and conditions. The warranty & AMC will cover the Cash Dispenser and all parts of the Cash Dispenser. The bidder has to rectify the defects / replace the defective parts and equipment wherever required free of cost during the said warranty and AMC period. However during the period of AMC due to any force majeure reasons or due to any reasons attributable to Bank, Cassette, cassette lock, purge bin shall be replaced by Bank at mutually agreed price.	The bidder must provide comprehensive warranty of three years from date of installation of Cash Dispensers at site & comprehensive AMC for four years. However bank have right to extend the Comprehensive AMC period for next two years on the same AMC price (i.e 7th year AMC price) & terms and conditions. The warranty & AMC will cover the Cash Dispenser and all parts of the Cash Dispenser. The bidder has to rectify the defects / replace the defective parts and equipment wherever required free of cost during the said warranty and AMC period. However during the period of Warranty/AMC due to any force majeure reasons or due to any reasons attributable to Bank, the spare parts of CD shall be replaced by vendor as per the price finalised under the agreement.
5.	Page No.9, Point No.1.14, Scope of Work	The vendor should undertake the grouting of Cash Dispenser at all sites. Cash Dispenser have to be fixed on bolts into the concrete while installation of Cash Dispenser at new premises. In case of any challenge at existing site, Anchor fasteners should be used for grouting the Cash Dispensers.	The vendor should undertake the grouting of Cash Dispenser at all sites. Cash Dispenser have to be fixed on bolts into the concrete while installation of Cash Dispenser at new premises. In case of any challenge at existing site, chemical Anchor fasteners should be used for grouting the Cash Dispensers.
6.	Page No.9, Point No.1.19, Scope of Work	Cash Dispensers should have vinyl wrapping as per Bank's branding. The vinyl wrap of the ATM will be on the lower front portion of the ATM and Bank will provide the CDR file of the artwork. Bidder should ensure that vinyl wrap should have a life of minimum warranty period of 3 years plus 2 years of AMC and further 2 year extendable, if any.	Cash Dispensers should have vinyl wrapping as per Bank's branding. The vinyl wrap of the ATM will be on the lower front portion of the ATM and Bank will provide the CDR file of the artwork. Bidder should ensure that vinyl wrap should have a life of minimum 5 years. Any damage to the venyl wrap before 5 years from the delivery of CD, bidder will rectify the same free of cost.



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7.	Page No.16, Point No.12.4, Annual Maintenance Contract	<p>For spare parts / accessories ordered by the Bank, impacting the operation of Cash Dispenser, the response and resolution time will be four hours in metro/urban centre and 6 hours at other centre and for all other items which do not impact the operations of the Cash Dispenser, two working days. Penalties will be levied @ Rs.1000/- per incident per day subject to maximum of 10% of the TCO cost for incidents which affect the working/operations of the Cash Dispensers during warranty and maximum 50 % of the AMC amount of the particular machine during AMC period. The penalties will be recovered from any payment due to the vendor under any contract with the Bank. No penalties will be levied for delays on account of uncontrollable circumstances in difficult and extremely remote areas. Vendor will have to provide necessary confirmation that delay was beyond their control from the concerned Branch Official / Zonal officials. If vendor fails to resolve the problem within 45 days then Bank may ask to vendor to replace the machine with new machine with same or higher configuration at no extra cost to Bank.</p>	<p>During the warranty and AMC period, Vendor has to attend the complaints within four hours in metro/urban centre and six hours at other centres and problem will be rectified within 24 hours after lodging the complaints. If complaints not attended within prescribed time and Cash Dispenser is down for more than 24 hours due to reason attributable to vendor, penalties will be levied @ Rs.1000/- per incident per day subject to maximum of 10% of the TCO cost for incidents which affect the working/operations of the Cash Dispensers during warranty and maximum 50% of the AMC amount of the particular machine during AMC period. The penalties will be recovered from any payment due to the vendor under any contract with the Bank. No penalties will be levied for delays on account of uncontrollable circumstances in difficult and extremely remote areas. Vendor will have to provide necessary confirmation that delay was beyond their control from the concerned Branch Official / Zonal officials. If vendor fails to resolve the problem within 45 days then Bank may ask to vendor to replace the machine with new machine with same or higher configuration at no extra cost to Bank.</p>
8.	Page No.31, Point No.50.5, Payment Terms	Additional clause	Payment will be released within 30 days from the date of submission of all the undisputed relevant documents.



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9.	Page No.31, Point No.51.4, Liquidated Damages	For spare parts / accessories ordered by the Bank, impacting the operation of Cash Dispenser, the response and resolution time will be four hours in metro/urban centre and 6 hours at other centre and for all other items which do not impact the operations of the Cash Dispenser, two working days. Penalties will be levied @ Rs.1000/- per incident per day subject to maximum of 10% of the TCO cost for incidents which affect the working/operations of the Cash Dispensers during warranty and maximum 50 % of the AMC amount of the particular machine during AMC period. The penalties will be recovered from any payment due to the vendor under any contract with the Bank. No penalties will be levied for delays on account of uncontrollable circumstances in difficult and extremely remote areas. Vendor will have to provide necessary confirmation that delay was beyond their control from the concerned Branch Official / Zonal officials. If vendor fails to resolve the problem within 45 days then Bank may ask to vendor to replace the faulty machine with new machine with same or higher configuration.	During the warranty and AMC period, Vendor has to attend the complaints within four hours in metro/urban centre and six hours at other centres and problem will be rectified within 24 hours after lodging the complaints. If complaints not attended within prescribed time and Cash Dispenser is down for more than 24 hours due to reason attributable to vendor, penalties will be levied @ Rs.1000/- per incident per day subject to maximum of 10% of the TCO cost for incidents which affect the working/operations of the Cash Dispensers during warranty and maximum 50% of the AMC amount of the particular machine during AMC period. The penalties will be recovered from any payment due to the vendor under any contract with the Bank. No penalties will be levied for delays on account of uncontrollable circumstances in difficult and extremely remote areas. Vendor will have to provide necessary confirmation that delay was beyond their control from the concerned Branch Official / Zonal officials. If vendor fails to resolve the problem within 45 days then Bank may ask to vendor to replace the machine with new machine with same or higher configuration at no extra cost to Bank.
10.	Page No.33, Point No.55.2, Line no. 8, dispute Resolution	"The arbitration and reconciliation act 1996"	"The arbitration and Conciliation act 1996"
11.	Page No.33, Point No.57.1, Termination for Default	The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Bidder, may terminate this Contract in whole or in part, if the Bidder fails to perform any obligations(s) under the Contract.	The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default of 30 days sent to the Bidder, may terminate this Contract in whole or in part, if the Bidder fails to perform any obligations(s) under the Contract.



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12.	Page No.34, Point No.63.1,Idemnity	<p>The Bidder shall, at its own expense, defend and indemnify the Bank against all third party claims for infringement of patent, trademark, design or copyright arising from use of products or any part thereof supplied by vendor. Vendor will provide infringement remedies and indemnities for third party products, on a pass through basis. The vendor shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the vendor shall be fully responsible to pay such compensation along with all costs, damages and attorney's fees and other expenses that a court may finally award, in the event of the matter being adjudicated by a court or that is included in a vendor approved settlement. The Bank will issue notice to the vendor of any such claim without delay and provide reasonable assistance to the vendor in disposal of such claim, and shall at no time admit to any liability for, or express any intent, to settle the claim. The vendor shall also reimburse all incidental costs, which the Bank incurs in this regard.</p>	<p>The Bidder shall, at its own expense, defend and indemnify the Bank, its employees, personnel, officers, directors, representatives (hereinafter collectively referred to as "Personnel") against all third party claims for infringement of patent, trademark, design or copyright arising from use of products or any part thereof supplied by vendor. Vendor will provide infringement remedies and indemnities for third party products, on a pass through basis. The vendor shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the vendor shall be fully responsible to pay such compensation along with all costs, damages and attorney's fees and other expenses that a court may finally award, in the event of the matter being adjudicated by a court or that is included in a vendor approved settlement. The Bank will issue notice to the vendor of any such claim without delay and provide reasonable assistance to the vendor in disposal of such claim, and shall at no time admit to any liability for, or express any intent, to settle the claim. The vendor shall also reimburse all incidental costs, which the Bank incurs in this regard.</p>
13.	Page No.39, Point No.11 & 12, Annexure – B – Eligibility Bid Template: under column Details of document submitted	Certificate from company secretary or external auditor to be submitted.	Certificate from company secretary or external auditor or the CFO to be submitted.



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RFP Ref. No:-HO/DIT/ATM/CD/2019-20/133 dated 16.05.2019) **Addendum-II dated 18.06.2019:**

14.	Page No.62, Annexure D, Point No.17.4, Technical Requirement	The Vendor must ensure before delivery that operating system is encrypted and hardened to block the services which are not required. The Vendor has to provide comprehensive white listing solution to prevent the machine from any cyber-attack, intrusion, virus, worm, malware, Trojan any other malicious software or similar vulnerability known as on date as well as future emergence.	The Vendor must ensure immediately after Tech live of machine that operating system is encrypted and hardened to block the services which are not required. The Vendor has to provide comprehensive white listing solution to prevent the machine from any cyber-attack, intrusion, virus, worm, malware, Trojan any other malicious software or similar vulnerability known as on date as well as future emergence.
15.	Page No.64, Annexure D, Point No.20.4, Technical Requirement	Support to add additional 2 nd external camera for site surveillance.	Support to add minimum one external camera for site surveillance.
16.	Page No.66, Annexure D, Point No.22.2, Technical Requirement	UIDAI certified finger print scanner/reader Level 1 with STQC Certified for Aadhaar enabled Payment System in the fascia with required software/application support to be provided. As there is L0 certification is available from UIDAI, bidder may submit the same. After finalisation of L1 certification by UIDAI, vendor has to submit L1 certificate without any additional cost to the Bank. However cost of hardware may be paid by Bank on mutually agreed cost. (The details of the certified scanners are available in UIDAI PORTAL. Some of the models are : Morpho /MS011200E, Morpho / MS011200E2, Morpho / MS01300E, Mnatra/MFS100, CSD- 200, FM220 and Realscan G1).	UIDAI certified finger print scanner/reader Level 1 with STQC Certified for Aadhaar enabled Payment System in the fascia with required software/application support to be provided. As there is L0 certification is available from UIDAI, bidder may submit the same. After finalisation of L1 certification by UIDAI, vendor has to submit L1 certificate & related software without any additional cost to the Bank. However Cost of L1 devices will be paid by the Bank on mutually agreed cost. (The details of the certified scanners are available in UIDAI PORTAL. Some of the models are : Morpho /MS011200E, Morpho / MS011200E2, Morpho / MS01300E, Mnatra/MFS100, CSD- 200, FM220 and Realscan G1).
17.	Page No.101, Annexure S, 1 st paragraph 5 th line, Non Disclosure Agreement	“successors and assigns of the One Part ”	“successors and permitted assigns of the One Part ”



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18.	Page No.101, Annexure S, 2 nd paragraph 3 rd line, Non Disclosure Agreement	“successors and assigns, of the Other Part ”	“successors and permitted assigns, of the Other Part ”
19.	Page No.101, Annexure S, 3 rd paragraph 4 th line, Non Disclosure Agreement	“Maintenance of 250 Cash Dispenser Modules”	“Maintenance of 250 Cash Dispenser Modules”
20.	Page No.103, Point No.10, Indemnity	The Vendor will indemnify the Bank against all actions, proceedings, claims, suits, damages and any other expenses for causes attributable to Vendor in connection with purchase of Hardware/software/goods under this contract. The total liability of the Vendor under the contract will not exceed the total cost of the project.	The Vendor will indemnify the Bank, its employees, personnel, officers, directors, representatives(hereinafter collectively referred to as “Personnel”) against all actions, proceedings, claims, suits, damages and any other expenses for causes attributable to Vendor in connection with purchase of Hardware/software/goods under this contract. The total liability of the Vendor under the contract will not exceed the total cost of the project.
21.	Page No.103, Point No.11, Dispute Resolution Mechanism	In the event of any controversy or dispute regarding the interpretation of any part of this agreement or any matter connected with, arising out of, or incidental to the arrangement incorporated in this agreement, the matter shall be referred to arbitration and the award passed in such arbitration shall be binding on the parties. The arbitral proceeding shall be governed by the provisions of Arbitration and Reconciliation Act 1996 and the place of arbitration shall be Kolkata.	In the event of any controversy or dispute regarding the interpretation of any part of this agreement or any matter connected with, arising out of, or incidental to the arrangement incorporated in this agreement, the matter shall be referred to arbitration and the award passed in such arbitration shall be binding on the parties. The arbitral proceeding shall be governed by the provisions of The Arbitration and Conciliation Act, 1996 as amended from time to time and the place of arbitration shall be Kolkata.



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22.	Page No.44, Point No.3.6,	S&G / KABA or equivalent/ higher dual electronic combination lock of 6+6 digits or higher, having one time combination (OTC) option and code generation and audit trail capability without any hardware change. Password to be changed at the time of installation of ATM and certified to this effect in the ATM installation certificate.	<p>S&G / KABA or equivalent/ higher dual electronic combination lock of 6+6 digits or higher, having one time combination (OTC) option and code generation and audit trail capability without any hardware change. Password to be changed at the time of installation of ATM and certified to this effect in the ATM installation certificate.</p> <p>Further the Dual electronic digital one time combination lock with code generation and audit trail capability provided by the bidder must comply with RBI circular RBI/2018-19/214 DCM (Plg.)No.2968/10.25.007/2018-19 dated 14.06.19. All CDs provided by the bidder shall be operated for cash replenishment only with digital one time combination (OTC) locks.</p>
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23.	Page No.48, Point No.7.3	Linux/Microsoft Windows 10 Professional downgradable to Windows 7 with latest Service Pack and Patches capable of multitasking real time operations and software to control all activities of the ATM. Operating System should be upgraded with latest version as and when required and mandated at no extra cost to Bank. ATM operating system should be upgraded with latest service pack and patches at no extra cost to the Bank on a timely manner as and when required. The ATM should have a supported version of the operating system. In case Bidder uses any open source software, end to end technical support by OEM/Technical Solution provider should be available during the contract period. The documents of OEM/Technical Solution provider regarding back-to-back support should be provided by the Bidder. All IS security/ Patches related advisories issued Statutory/Regulatory bodies should be implemented within the stipulated timelines at no additional cost to the Bank.	Linux/Microsoft Windows 10 Professional downgradable to Windows 7 with latest Service Pack and Patches capable of multitasking real time operations and software to control all activities of the ATM. Operating System should be upgraded with latest version as and when required and mandated at no extra cost to Bank. ATM operating system should be upgraded with latest service pack and patches at no extra cost to the Bank on a timely manner as and when required. The ATM should have a supported version of the operating system. In case Bidder uses any open source software, end to end technical support by OEM/Technical Solution provider should be available during the contract period. The documents of OEM/Technical Solution provider regarding back-to-back support should be provided by the Bidder. All IS security/ Patches related advisories issued Statutory/Regulatory bodies should be implemented within the stipulated timelines at no additional cost to the Bank. In case the OS running on the CDs provided by the bidder is Windows 7, the same needs to be upgraded to Windows 10 Professional before 31.12.2019, at no additional cost to the Bank.
24.	Page No.49, Point No.7,19	Additional clause	Installation of OS patches within a week of its release should be ensured by the vendor.
25.	Page No.49, Point No.7,20	Additional clause	Connectivity through Wi-Fi, Dongle and Bluetooth should not be possible on the CDs.



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26.	Page No.63, Point No.18.7	Additional clause	It is the bidder's responsibility to provide full support for integration of the CDs with the ATM Switch, NPCI, VISA, Master etc. for EMV, antiskimming, VG, Terminal Security, RBI Control Measures, OTC Lock and other functionalities as per the scope of the RFP, at no extra cost to the Bank
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II. The following RFP clauses stand Deleted:

Sl. No	Section & Clause Ref. No./ Annexure No.	RFP Clause	Clause Deleted
1	Page No.11, Point No.2.20, Terms of execution of work	The vendor shall provide refresher training once every quarter for the period of contract which includes the AMC and the extended AMC period at no extra cost. It should cover all the topics mentioned in the training clause of the RFP.	Clause deleted
2	Page No.66, Annexure D, Point No.21.4, Technical Requirement	Power off Timer of 3 Mins after forced Switch Off of CDs.	Clause deleted
	Page No.49, Annexure-D – TECHNICAL REQUIREMENTS sub point no 7.13	101 keys Keyboard integrated with Mouse operations (no separate mouse)	Clause deleted

III. Clarifications:

Sl. No	Section & Clause Ref. No./ Annexure No.	RFP Clause	Clarification
1	Page No.61, Annexure D, Point No.14.19, Technical Requirement	24 x 7 support to be made available from the Technical Assistance Centre (TAC).	Bidder will maintain the Technical Assistance Centre (TAC)
2	Page No.70, Annexure-F, Table 2 Consumable Items	ATM Volt Lock with Labour Charges (maximum 8% of the value of A)	Cost of new volt lock including labour charges for replacement.



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IV Further to the above, the bid schedule is extended as under:

Bid Particulars	Bid Schedule
Last date and time for sale of RFP	04 th July 2019 11:00 Hours IST
Last date & time for submission of Bids (Technical & Indicative Commercial)	04 th July 2019 13:00 Hours IST
Date & time of Opening of Technical Bid	04 th July 2019 15:00 Hours IST
Date & Time of Opening of Indicative Commercial Bids	To be notified subsequently to the eligible Bidders
Date and time of Online Reverse Auction	Will be intimated to the technically qualified bidders.

All the documents submitted by the bidders should contain RFP reference number. Further, for all other queries/requests submitted by the bidders in the Pre-Bid Meeting or elsewhere, for change i.e. addition/modification/deletion in the existing clauses of RFP, the **Bank's response is 'No Change'**.

Amendment incorporated through this addendum will override the concerned RFP clause/terms & condition issued earlier. All other terms and conditions of the RFP document remain unchanged. Please treat this Addendum as an integral part of the RFP document issued. *No further queries pertaining to this Addendum will be entertained.*

(Chief Manager-IT)
Allahabad Bank, Head Office
Kolkata (WB)

*****End of the Document*****