



Amendment to RFP For Procurement, Installation and Maintenance of 550 Cash Dispenser Modules.
RFP Ref. No:-HO/DIT/CD/2018-19/125 dated 19.02.2019) Addendum-I dated 16.03.2019:

**Addendum-I to RFP for
Request For Proposal (RFP) for Procurement, Installation and Maintenance
of 550 Cash Dispenser Modules**



Allahabad Bank

RFP Ref No. HO/DIT/CD/2018-19/125 dated 19.02.2019



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Introduction

Bank had floated the RFP Ref No. HO/DIT/CD/2018-19/125 dated 19.02.2019 for Procurement, Installation and Maintenance of 550 Cash Dispenser Modules.

As per the terms of the RFP, a pre bid meeting was held on 27.02.2019, 15:30 Hrs IST. In response to the queries raised by the prospective bidders, Addendum-1 dated 16.03.2019 containing clarifications to the queries & amendments to the RFP document is issued herewith.

Amendments to the RFP :-

Revised Bid-Submission Schedule:

The time schedule for Bid-Submission is being revised as under:

Last date and time for sale of RFP	5 th April 2019 11:00 Hours IST
Last date & time for submission of Bids (Technical & Indicative Commercial)	5 th April 2019 13:00 Hours IST
Date & time of Opening of Technical Bid	5 th April 2019 15:00 Hours IST

Amendments to the RFP -

Sl. No	Section & Clause Ref. No./ Annexure No.	RFP Clause	Amended clause
1.	Page No.6, Point No.4, Section I, Eligibility Criteria	Bidder/OEM should have a minimum annual turnover of Rs.100 Crores from ATM/Cash Dispenser/Cash Recycler business in the Indian market for each of the last Five financial years.	Bidder/OEM should have a minimum average annual turnover of Rs.50 Crores from ATM/Cash Dispenser/Cash Recycler business in the Indian market for each of the last three financial years.



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2.	Page No.6, Point No.5, Section I, Eligibility Criteria	Bidder should have made operating Profit during the last Five financial years, i.e. 2013-14, 2014-15, 2015-16, 2016-17 & 2017-18.	Bidder should have made operating Profit during the last Three financial years, i.e. 2015-16, 2016-17 & 2017-18.
3.	Page No.9, Point No.1.13, Scope of Work	It will be the responsibility of the bidder to deploy the required screens in the Cash Dispenser whereas bank will provide the necessary screens. It is also a responsibility of the bidder to deploy the display screens in Cash Dispensers whenever Bank makes any modifications in screens (maximum six in a year) as part of the warranty/AMC services, without any extra cost to the Bank during the tenure of the contract.	It will be the responsibility of the bidder to deploy the required screens in the Cash Dispenser whereas bank will provide the necessary screens. It is also a responsibility of the bidder to deploy the display screens in Cash Dispensers whenever Bank makes any modifications in screens as part of the warranty/AMC services, without any extra cost to the Bank during the tenure of the contract.
4.	Page No.9, Point No.1.15, Scope of Work	Vendor should undertake the diversion of Cash Dispensers in case of requirement including all expenditures incidental to shifting including dismantling, packing, loading, unloading, unpacking, insurance and reinstallation and transportation charges, at no extra cost to the bank, if bank inform to vendor before delivery of the machine at said site.	Vendor should undertake the diversion of Cash Dispensers in case of requirement including all expenditures incidental to shifting including dismantling, packing, loading, unloading, unpacking, insurance and reinstallation and transportation charges, at no extra cost to the bank, if shifting is within state and bank has informed the vendor before delivery of the machine at the said site. If shifting is out of the state, Bank may pay shifting cost on mutual agreed basis.



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5.	Page No.10, Point No.2.9, Scope of Work	The vendor to obtain transit insurance cover for the Cash Dispenser from factory/godown/warehouse to the delivery site and such insurance cover should be available for transit time plus 30 days.	The vendor to obtain transit insurance cover for the Cash Dispenser from factory/godown/warehouse to the delivery site.
6.	Page No.10, Point No.2.10, Scope of Work	The Cash Dispenser should be upgradeable to support any additional services that Bank may introduce at a later date at no extra cost, if software development & hardware changes are not required which will be paid on mutually agreed rate except regulatory requirement. For Regulatory requirement Bank will pay only Hardware cost, if any, on mutually agreed rate.	The Cash Dispenser should be upgradeable to support any additional services that Bank may introduce at a later date at no extra cost, if hardware changes are not required. Bank will pay only Hardware cost, if any, on mutually agreed rate.
7.	Page No.14, Point No.12.1, Annual Maintenance Contract	The vendor is expected to provide Comprehensive Annual Maintenance contract without any visit charges and part replacement charges and maintain the Cash Dispenser supplied including DVSS, Alarm Systems and spare parts for the next 7 years, i.e, 3 years warranty, 4 years AMC. The same maintenance standards are expected during warranty period as well as during AMC period. The payment for AMC would be made quarterly in arrears. Taxes will be paid at actual. Bank may have right to extend the AMC period for next two years.	The vendor is expected to provide Comprehensive Annual Maintenance contract without any visit charges and part replacement charges and maintain the Cash Dispenser supplied including DVSS and spare parts for the next 7 years, i.e, 3 years warranty & 4 years AMC. The same maintenance standards are expected during warranty period as well as during AMC period. The payment for AMC would be made quarterly in arrears. Taxes will be paid on actual. Bank will have the right to extend the AMC period for the next two years at the same AMC price of 7 th Year at its discretion.



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8.	Page No.18, Point No.18.8, Bid Security / Empanelment (Performance) Security	The Bid Security of the unsuccessful bidders will be discharged upon completion of bid-evaluation process. The Successful bidder(s), however will be required to submit the empanelment security for the period of empanelment as per clause 17.12.	The Bid Security of the unsuccessful bidders will be discharged upon completion of bid-evaluation process. The Successful bidder(s), however will be required to submit the empanelment security for the period of empanelment as per clause 18.12.
9.	Page No.37, Point No.4, Eligibility Criteria	Bidder/OEM should have a minimum annual turnover of Rs.100 Crores from ATM/Cash Dispenser/Cash Recycler business in the Indian market for each of the last Five financial years. Details of documents submitted: Audited financial Balance sheet copies for 2013-14, 2014-15, 2015-16, 2016-17 & 2017-18 (ATMs/Cash Dispenser turnover should be certified separately by CA)	Bidder/OEM should have a minimum average annual turnover of Rs.50 Crores from ATM/Cash Dispenser/Cash Recycler business in the Indian market for each of the last three financial years. Details of documents submitted: Audited financial Balance sheet copies for 2015-16, 2016-17 & 2017-18 (ATMs/Cash Dispenser turnover should be certified separately by CA)
10.	Page No.37, Point No.4, Eligibility Criteria	Bidder should have made operating Profit during the last Five financial years, i.e. 2013-14, 2014-15, 2015-16, 2016-17 & 2017-18. Details of documents submitted: Audited financial Balance sheet copies for 2013-14, 2014-15, 2015-16, 2016-17 & 2017-18	Bidder should have made operating Profit during the last Three financial years, i.e. 2015-16, 2016-17 & 2017-18. Details of documents submitted: Audited financial Balance sheet copies for 2015-16, 2016-17 & 2017-18
11.	Page No.38, Point No.8, Eligibility Criteria	PO copies from Banks in India to be submitted along with performance certificate as per Annexure - E.	Self certification as per Annexure – E with proper supporting documents from respective Banks.
12.	Page No.40, Annexure C, Point No.1, Functional Specification	Dispensing currency note of Rs. 50, 100, 200, 500 and 2000. Should be capable to integrate with Bank's ATM switch (IST) and B@nks-24 for Direct debit from customers account.	Dispensing currency note of Rs. 50, 100, 200, 500 and 2000. Should be capable to integrate with Bank's ATM switch (IST) for Direct debit from customers account.



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13.	Page No.40, Annexure C, Point No.20, Functional Specification	Should have the diagnostic tools for <ul style="list-style-type: none"> • monitoring cash position and CD status giving comprehensive error reporting including DVSS & Alarm System to Bank's switch	Should have the diagnostic tools for <ul style="list-style-type: none"> • monitoring cash position and CD status giving comprehensive error reporting including DVSS to Bank's switch
14.	Page No.41, Annexure C, Point No.24, Functional Specification	Should be capable of Audio guidance in all the three languages. (The required WAV files to be provided by the bank).	Should be capable of Audio guidance in all the three languages. (The required WAV files will be developed by vendor with consultation of Bank).
15.	Page No.42, Annexure D, Point No.3.1, Technical Requirement	UL 291 Level 1 or higher /CEN1Safe Certified Secure Chest or higher for the CD currency chest (Certificate issued in favour of the vendor by these agencies to be provided by the vendor as part of the bid document)	UL 291 Level 1 or higher /CEN1Safe/ CEN L Certified Secure Chest or higher for the CD currency chest (Certificate issued in favour of the vendor by these agencies to be provided by the vendor as part of the bid document)
16.	Page No.43, Annexure D, Point No.3.6, Technical Requirement	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. Locking mechanism to comply with standards like UL 437 VDS class etc.	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.



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17.	Page No.44, Annexure D, Point No.5.12, Technical Requirement	All cassettes to be capable of holding and dispensing Rs.50, Rs.100, Rs.200, Rs.500, Rs.2000 denomination legal tender notes. If there is any new currency introduced by RBI in future, corresponding currency cassettes should be calibrated along-with ATMs without any additional cost to the Bank. The dispenser should have Additional Divert Cassette for rejected notes.	All cassettes to be capable of holding and dispensing Rs.50, Rs.100, Rs.200, Rs.500, Rs.2000 denomination legal tender notes. If there is any new currency introduced by RBI in future, corresponding currency cassettes should be calibrated along-with ATMs without any additional cost to the Bank, if additional hardware is not required. The dispenser should have Additional Divert Cassette for rejected notes.
18.	Page No.45, Annexure D, Point No.6.5, Technical Requirement	Software/firmware/licence for using SMART card functionality on CD (EMV kernel v 4.0 standards compliant or higher compatible with windows 10 and Windows 7 and other software.	Software/firmware/licence for using SMART card functionality on CD (EMV kernel v 4.0 standards compliant or higher compatible with windows 10 and Windows 7(for ATM based on Windows operating system) or Linux OS (for ATM based on Linux operating system) and other software.
19.	Page No.45, Annexure D, Point No.6.6, Technical Requirement	CD should work using any Bank's Debit / Credit cards, without cards, using Aadhaar based authentications through biometric also. CD should recognize the Chip cards which includes EMV Cards, Biometric authentication and accordingly display the screen, voice prompts. In future if Bar code or QR code is required by the Bank, vendor have to provide with required hardware /software at mutually	CD should work using any Bank's Debit / Credit cards, without cards, using Aadhaar based authentications through biometric also. CD should recognize the Chip cards which includes EMV Cards, Biometric authentication and accordingly display the screen, voice prompts. In future if Bar code or QR code is required by the Bank, vendor has to provide with required hardware /software at mutually agreed price.



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20.	Page No.47, Annexure D, Point No.7.3, Technical Requirement	Microsoft Windows 10 Professional with 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. Windows 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 Bank on timely manner as and when required.	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.
21.	Page No.54, Annexure D, Point No.13.1.6, Technical Requirement	The solution shall be able to set BIOS and Windows Password Centrally	The solution shall be able to set Windows/Linux Password Centrally.



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22.	Page No.54, Annexure D, Point No.13.1.16, Technical Requirement	All ATMs should be adequately hardened and only white listed necessary services should run on the machines. No malware including viruses, worms & Trojans should be able to enter the machine and affect the ATM and the network.	The OS hardening of the ATM machine must be done. All ATMs should be adequately hardened and only white listed necessary services should run on the machines. Application whitelisting must be done to ensure that only software which has been designated authorized is allowed to run, any code not included on the application whitelist is blocked from running. It must be ensured that only authorized code can run and the authorized code or memory of the machine cannot be tampered with or hijacked.
23.	Page No.55, Annexure D, Point No.13.1.18, Technical Requirement	ATMs should have enabled dynamic windows password.	ATMs should have enabled dynamic windows/Linux password.
24.	Page No.56, Annexure D, Point No.13.2.11, Technical Requirement	CDs Windows OS should be configured to work in a locked down / restricted mode (with non admin rights).	CDs Windows/Linux OS should be configured to work in a locked down / restricted mode (with non admin rights).
25.	Page No.56, Annexure D, Point No.13.2.12, Technical Requirement	The Windows admin password must be dynamic which must expire within specified period so as to be replaceable at specific intervals. There should be a separate Admin User ID password with restrictive access so that unauthorized persons should not be able to get access to the system admin and BIOS password. The Operating System should have the provision for parameterization to log critical changes & incidents for monitoring purposes	The Windows/Linux admin password must be dynamic which must expire within specified period so as to be replaceable at specific intervals. There should be a separate Admin User ID password with restrictive access so that unauthorized persons should not be able to get access to the system admin and BIOS password. The Operating System should have the provision for parameterization to log critical changes & incidents for monitoring purposes.



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26.	Page No.58, Annexure D, Point No.14.1, Technical Requirement	Only permitted applications to be run in the Machines using Sandboxing concept.	Only permitted applications to be run in the Machines using Sandboxing/ similar concept.
27.	Page No.58, Annexure D, Point No.14.9, Technical Requirement	Setting of BIOS and Windows Password Centrally	Setting of Windows/Linux Password Centrally
28.	Page No.60, Annexure D, Point No.20.1, Technical Requirement	DVR (Digital Video Recorder) provided must be able to capture image of the customer, when the customer enters the ATM room and also when the customer does a transaction at the ATM. ATMs should be with pinhole camera installed inside with motion detection capability. The images captured by the cameras should be recorded on ATM hard disc. In addition, one external camera should be attached to ATM and Images/videos captured by the same will be stored at ATM hard disc. Solution should be able to store Minimum 6 months of video images at an average of 600 transactions per day in the hard disc at any point of time. Additionally provision for 2nd external camera for site surveillance must be available.	DVR (Digital Video Recorder) provided must be able to capture image of the customer, when the customer enters the ATM room and also when the customer does a transaction at the ATM. ATMs should be with pinhole camera installed inside with motion detection capability. The images captured by the cameras should be recorded on ATM hard disc. In addition, one external camera should be attached to ATM and Images/videos captured by the same will be stored at ATM hard disc. Solution should be able to store Minimum 6 months of video images at an average of 600 transactions per day in the hard disc at any point of time.



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29.	Page No.61, Annexure D, Point No.20.3, Technical Requirement	The machine should have the facility to allow uploading of images from the machine to a central server or central location provided by Bank, as and when required by the Bank. The central server and it's operating system including other software like database, application etc. will be provided by the bidder. Bidder will submit specification of the Server & Required Software's in separate sheet along with bid.	The machine should have the facility to allow uploading of images from the machine to a central server or central location provided by Bank, as and when required by the Bank. The central server and it's operating system including other software like database, application etc. will be provided by the bidder. Bidder will submit specification of the Server & Required Software's in separate sheet along with bid. The specification must cater the requirement of minimum 1000 CDs/ATMs/CRs.
30.	Page No.63, 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. (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 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)



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31.	Page No.68, Annexure F, Point No.9, Commercial Bid Template	If any Bidder quotes the rate more than prescribed limit in the Table 2 (Consumable Items), Bank will fix the item cost as per Table 2 i.e 7% of the unit price of Cash Dispenser for ATM Lockable Cassettes & 8% of the unit price of CD for the ATM Volt Lock with Labour Charges.	If any Bidder quotes the rate more than prescribed limit in the Table 2 (Consumable Items), Bank will fix the item cost as per Table 2 i.e 7% of the unit price of Cash Dispenser for four (4) ATM Lockable Cassettes & 8% of the unit price of CD for the ATM Volt Lock with Labour Charges.
32.	Additional Clarification	All the 550 CDs should comply the Guidelines on Control Measures for ATMs as per RBI circular no: DBS(CO).CSITE/BC/5/31.01.015/2017-18 dated 21.6.2018. The following security features should be implemented in the CDs such as BIOS password, disabling USB ports, disabling auto-run facility, applying the latest patches of operating system and other softwares, terminal security solution, time-based admin access, anti-skimming, whitelisting solution and all CDs should have a supported versions of OS.	



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33.	Additional Clarification	<p>Bidder is responsible for the end to end Implementation of the Terminal Security Solution including integration with various systems to meet the requirement of security solution for 550 CDs.</p> <p>The bidder should ensure that the Terminal Security Solution does not have a performance impact on transaction processing and other security measures like EMV , ASD etc in Cash Dispenser. Solution should comply with all RBI/NPCI/CERT-IN and any regulatory requirement stipulated guidelines issued from time to time without any additional cost to the Bank. The bidder will configure and functional testing and customize Terminal Security Solution provided by them, Intrusion Protection, Access protection and Hard Disk Encryption (Network access configuration, ATM user success configuration, Sensitive data protected and all the data encrypted. The Solution shall be implemented at DC and DR Site. There shall be automatic Service/component level fail over without any data loss. The Solution shall be Web Based.</p> <p>The Solution shall include application/database/server hardware/any other hardware/Rack etc. As applicable. The Hardware shall be sized to ensure that RAM & CPU Utilization shall not exceed more than 70% at any given point of time during the contract period. In case of violation, the hardware shall be upgraded by the bidder to meet the same without any additional cost to the Bank during the currency of the agreement. The RTO & RPO between DC & DR shall be less than 15 Minutes and 1(one) hour respectively.</p>
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Also, the following deletions have been made to the corresponding clauses of the RFP:

Sl. No	Section & Clause Ref. No./ Annexure No.	RFP Clause	Clause Deleted
1	Page No.48, Annexure D, Point No.7.13, Technical Requirement	101 keys Keyboard integrated with Mouse operations (no separate mouse).	The clause stands deleted.
2	Page No.58, Annexure D, Point No.14.13, Technical Requirement	Investigate and report suspicious activities like deviating or non-consistent transaction or event patterns which are caused by unauthorized system usage.	The clause stands deleted.



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Clarifications to Pre-Bid Queries:

Sl. No	Section & Clause Ref. No./ Annexure No.	RFP Clause	Clarification
1	Page No.59, Annexure D, Point No.14.20, Technical Requirement	Onsite personnel should have the necessary experience to handle the solution.	Server will be managed or maintained by the Bank, however vendor will provide onsite support or/and proper training as and when required by the Bank.
2	Page No.8, Point No.1.2, Scope of Work	Cash Dispenser should be able to dispense minimum Rs.50, Rs.100, Rs.200, Rs.500 and Rs.2000 denominations notes of old and new sizes.	Capable of dispensing old as well as new notes but at any moment any cassette may dispense either old or new notes.
3	Page No.9, Point No.1.11, Scope of Work	The Bank proposes to connect these to its IST Switch. The successful vendor will take total responsibility for supplying, installation of Cash Dispenser and making them operational with integration to IST switch within one month from the date of letter of intent.	Charges for testing with IST switch will be payable by the bank to switch vendor directly, however any bidder/OEM support required for testing, bidder will arrange free of cost.
4	Page No.67, Annexure F, Point No.2.2, commercial Bid template	License fee (Corporate or user specific as defined in RFP) including OS / Data Base / Application licenses	Including License fee and the AMC fee of the App server and database server etc..
5	Page No.67, Annexure F, Table 2, Commercial Bid template	ATM Lockable Cassettes (maximum 7% of the value of A)	Price quoted by bidder will be cost of four (4) cassettes.



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

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

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