



Odisha Gramya Bank

H.O-At- Gandamunda, P.O.: Khandagiri, BBSR -30

RFP No. : OGB/ITD/ATM/CRM/008/2019

Corrigendum No: 1

(i) . The pre bid queries raised by various bidders and the corresponding response or clarification from the Bank.

Sl.	Clause No. and Page No.	RFP Term	Banks Revised Amendment
1	Clause : 3 & Page No - 40	The bidder should have registered operating profit (after tax) for at least one (1) financial year (Financial year shall mean an accounting period of 12 months. Figures for an accounting period exceeding 12 months will not be acceptable) in the immediate preceding 3 financial years as per audited accounts. In case of bidders whose financial year falls other than April- March of the year and final audited accounts yet to be published, provisional results of 2018-19 (self-certified) should be attached.	The bidder should have registered profit for at least one (1) financial year (Financial year shall mean an accounting period of 12 months. Figures for an accounting period exceeding 12 months will not be acceptable) in the immediate preceding 3 financial years as per audited accounts. In case of bidders whose financial year falls other than April-March of the year and final audited accounts yet to be published, provisional results of 2018-19 (self-certified) should be attached.
2	Clause : 1.5 & Page No - 8	The security system includes 4 CCTV cameras, Burglar Alarm system, DVSS and monitor for the external CCTV.	No Change.
3	Clause : xxv & Page No - 12	ATMs or CRMs supplied and installed should have Hardware for the biometric devices (fingerprint & retina scan).This software for the biometric devices is optional and as per the industry standard subject to the regulations of RBI and NPCI. For the future implementation of the software, cost may be at a mutually agreed price.	ATMs or CRMs supplied and installed should have provision for Hardware and software for the biometric devices (fingerprint & retina scan).This software and Hardware for the biometric devices is optional as long as such technology not available in the market and as per the industry standard subject to the regulations of RBI and NPCI. Once such technology available in the market with any ATM/CRM, then the bidder has to implement the Hardware and software, at a mutually agreed price.
4	Clause: 25.04 - Page # 47	Separate Hard Disk for DVR recording (1TB) and above.	No Change, this the requirement for the external DVR.
5	Clause: 8 - Page # 43	Remote login facility for such utilities like Remote load of screens, to shutdown / start cash dispenser to make cash dispenser clear fitness etc.	Remote login facility to ATM not required. Bidder should provide mechanism for Remote shutdown and reboot using the UPS.UPS system should support remote access and reboot using the Bank's network. UPS must have ethernet port.
6	Clause: 24.12 - Page # 44	ATM machine should come with a pre-installed GPS Tracking System to identify ATM location in case of theft etc. (Bidder to suggest its proposed working and roll out in its technical bid). This line item is optional as long as such technology not available in market. Once any such product available in the market with any of the ATM/CRM, then the vendor has to implement the device at a mutually agreed price with the Bank. No separate labor cost will be given during that time for the installation of the GPS device.	Clearly mentioned in the RFP that the said item as optional as long as such technology not available in the market.

7	Clause 1.5 (b)-xii & Page No - 11	there must be at least one inbuilt camera in CD/CRM machine which should capture on real-time basis. Mechanism should be there to store video footage and still images for at least 6 Months.	No Change
8	Clause 1.5 (b)-xiii & Page No - 11	Vault locks of the CD/CRM machines should require two separate passwords to get unlocked. Bidder should ensure replacement of vault lock battery before it gets exhausted but within a maximum period of 6 months. Bank shouldn't face any obstacle in operation due to breakdown of vault lock for any technical reason.	No Change
9	Clause 1.5 (b)-xx & Page No - 11	CCTV cameras to be maintained on monthly basis. In case any issue such as physical /software or setting issue is there with CCTV Bidder need to replace the CCTV without any extra cost within 2 working days.	CCTV cameras to be maintained on Quarterly basis. In case any issue such as physical /software or setting issue is there with CCTV Bidder need to replace the CCTV without any extra cost within 2 working days.
10	Clause : 1.8.1 & Page No - 16	Vendor need to replace the UPS batteries every 2 years from the date of commissioning of the UPS	Bidder has to maintain the UPS backup time as per the Section-c (UPS technical specification) of ANNEXURE-G throughout the contract period. Thus, Vendor need to replace the UPS batteries every 2 years or upon failure from the date of commissioning of the UPS which ever is earlier.
11	Clause : 1.8.2.1 & Page No - 18	Bank in proper working condition and ensure minimum uptime of 97.5%, and maximum downtime per instance for each CD/CRM should be less than four hours for metro/urban centers and six hours for other centers, counted by the Bank from the time the fault is reported failing which a penalty of Rs. 200/- (Rupees Two hundred only) per hour subject to a cap of Rs. 1000/- per day will be deducted by the Bank	No Change
12	Clause : 1.8.2.1 & Page No - 18	In case of failure of the Selected Bidder, a penalty of Rs.70/- per hour per other equipment would be charged. The daily cap on the penalty will be Rs 500/- per day.	No Change
13	Clause : 2.9 B & Page No - 33	The system should drive an automatic process (fault diagnosis, fault segregation, fault ticket generation, assigning owner to the ticket, and call to action, dispatches, progress monitoring, escalation and call closure) to record any type of fault without manual intervention	The system should drive an process (fault diagnosis, fault segregation, fault ticket generation, assigning owner to the ticket, and call to action, dispatches, progress monitoring, escalation and call closure) to record any type of fault with manual intervention
14	Clause : 1.4 & Page No - 7	a) Bidder should do needful to complete the Delivery of ATM/CRM security system and earthing as per the below schedule: (i) Within 3 weeks from the date of issuance of work order in case the site is Urban and Semi Urban (ii) 4 Weeks from the date of issuance of work order incase the site is in rural area	a) Bidder should do needful to complete the Delivery of ATM/CRM security system and earthing as per the below schedule: (i) Within 4 weeks from the date of issuance of work order in case the site is Urban and Semi Urban (ii) 4 Weeks from the date of issuance of work order in case the site is in rural area
15			Only EMD is exempted as per the Government guidelines. Bid cost should be submitted along with technical bid.
16	Clause : Commercial Bid & Page 67		No Change
17	1.8.1 Penalty for Delay in Commissioning: Page 16	If the delay is beyond 5 weeks for any site, the payment of all the sites will be withheld till the commissioning is completed and the Bank reserves the right to invoke the performance guarantee submitted by the successful bidder	No Change

18	1.9 BANK GUARANTEE: Page 19	a. Within 15 (Fifteen) days (exclusive of holidays) of the date of acceptance of the Purchase Order, the Successful Bidder shall furnish a bank guarantee (for delivery) for a period of 6 months with a claim period of 12 Months from the date of expiry of guarantee for an amount equivalent to 20% of the order value in the format as per Annexure K	No Change
19		e) Similarly, one month prior to expiry of the guarantee (for delivery), the successful bidder shall furnish a fresh Bank Guarantee (for performance) for an initial period of 66 months for an amount equal to 10% of the order value covering the period of comprehensive on-site warranty (as per format enclosed in Annexure L) with a claim period of 12 Months from the date of expiry of guarantee. The validity of the guarantee period shall cover the warranty expiry date of the last system supplied. This is equally applicable to Hardware/equipment procured under clause 1.10 of this RFP	No Change
20	1.10 PROCUREMENT OF ADDITIONAL ATMS/ CRMS AND OTHER HARDWARE - Page 20	1) Bank reserves its right to procure additional ATMS/ CRMs and all the hardware or accessories per ATM site over and above the quantity mentioned as per Annexure-G in this RFP from the awardees of the contract for supply to its Head Office, Regional offices, Branches and other offices located across the Country as per the additional terms and conditions stipulated below 2) The Bank may exercise this option for a period of 2 (Two) years from the date of acceptance of the purchase order at the pre-determined price. Head Office will directly place orders with the supplier	No Change
21	Page7,1.4Pre-dispatch Inspection	Pre-dispatch inspection of ATMs/CRMs will be done at factory or other locations within India/abroad by a team of officers from bank	No Change
22	Page7,1.4 aPre-dispatch inspection, Delivery etc	Bidder should do needful to complete the delivery----- within 3 weeks and 4 weeks as per work order in urban and rural areas respectively	a) Bidder should do needful to complete the Delivery of ATM/CRM security system and earthing as per the below schedule: (i) Within 4 weeks from the date of issuance of work order in case the site is Urban and Semi Urban (ii) 4 Weeks from the date of issuance of work order incase the site is in rural area
23	Page8,1.4 d -do-	If the delivery schedle is not maintained a penalty of 0.5% for each week subject to max. penalty of 5.%-----	No Change
24	Page8,1.5Installation--	The security system includes 4cctv cameras, Burglar alarm system,DVSS and monitor for the external CCTV	External DVSS need not to be integrated with the ATM.
25	Page9,1.5 a iiiThe selected bidder-----	The bidder shall undertake to ensure that the site is ready as per requirements before delivery and installation of Hardware	Bank shall advise the bidder regarding the site readiness.
26	Page9,1.5 a xiv - do-	At no condition wiring of ATM,CCTV camera, Power socket should be visisble to normal public	Concealing the wiring is the responsibility of the bidder.
27	Page10,1.5 b iiiInstallation and maintenance	Loading multiple screens/ bank Produc screens/screens for other value added services like moble top up, utility bill payment etc	Bidder may consider the Number as 7 times a year.

28	Page12,1.5 cCD Documentation	i. One document should be provided having individual pictorial presentation for each function for the operations like cash replenishment, EJ retrieval, troubleshooting, Error codes and there corresponding meaning, and TMK Checksum retrieval.	Here pictorial presentation shows demo in terms of images/ screenshots of the workflow or process of operations like cash replenishment, EJ retrieval, troubleshooting, Error codes and there corresponding meaning, and TMK Checksum retrieval
29	Page13,1.5 dTraining	The duration of training may be at least for 3 days.	No change.
30	Page13,1.5 eproject management	i. All liaison work for the successful installation of CDs/CRMs including for site preparation will have to be done by the bidder	As it is a turnkey project. Bidder has to do end to end coordination and implementation as per the RFP to implement the project.
31	Page16,1.7 xivComprehensive on site warranty and AMC	i. Bidder need to have a separate back to back contract with the OEMs for the entire contract period (i.e 7 years) towards the warranty and AMC support for all the hardware supplied as per this RFP.Bidder need to submit the copy of the agreement once the Bidder is selected as L1. Original documents should be submitted along with PO acknowledgement. If such document is not provided, Bank may hold the payment of the concerned Hardware.	Bank need to make sure there is uninterrupted service from the bidder throughout the contract period. So the bidder need to have back to back arrangements with the OEMs for the complete project life. Thus Bank need testimonials as proof of such arrangements. So, no amendments to the clause.
32	Page16,1.8.1Penalty for delay in commissioning	If this delivery schedule is not maintained, penalty will be imposed as per the clause 1.4(f) of this RFP.	No Change
33	Page16,1.8.1	UPS and batteries supplied at all the ATM sites should provide minimum 8 hours of back up throughout the project irrespective of load and local conditions of voltage level	Clarified else where.
34	Page17,1.8.2.1Calculation of downtime	All calls logged up to 5 PM has to be attended on the same day and calls logged after 5 PM should be attended within a period as per clause 1.8 and the Table 2.28-A.	All calls logged up to 3 PM has to be attended on the same day and calls logged after 3 PM should be attended within a period as per clause 1.8 and the Table 2.28-A.
35	Page17,1.8.2.1Penalty for downtime	failing which a penalty of Rs. 200/- (Rupees Two hundred only) per hour subject to a cap of Rs. 1000/- per day will be deducted by the Bank for the period in excess of 4/6 hours,	No Change
36	Page18,1.8.2.1Penalty for downtime	Penalty for UPS will be charged in the same mechanism as CDs/CRMs. For any other equipment like Security system, Fire extinguishers, service should be provided	Fire extinguishers is not a part of the RFP.
37	Page19,1.9Bank Guarantee	Within 15 (Fifteen) days (exclusive of holidays) of the date of acceptance of the Purchase Order, the Successful Bidder shall furnish a bank guarantee (for delivery) for a period of 6 months	No Change
38	Page20,1.11 aPayment terms	a) Payment shall be released within 60 working days from the date of submission of required documents in full.	No Change
39	Page21,1.11 bPayment terms	Payment shall be released by, on submission of proof of document such as installation cum warranty certificate along with ATMS/ CRMs configuration report	No Change
40	Page23,1.14 iEnvelop-1	Annexure – C should be submitted by the bidder duly signed by Authorized person. Annexure-C is for the details of price breakup and it has no role in deciding L1 bidder	Annexure – P(part-2) should be submitted by the bidder duly signed by Authorized person. Annexure-P(part-2) is for the details of price breakup for on call resolution or other for future references.
41	Page25,1.14.II and 1.15Commercial evaluation and splitting of purchase order	The Bidder who is identified as L1 will be eligible for the award of contract	The Purchase order will be issued to the L1 Bidder. However Bank reserves the right to split the order. However in case of splitting L1 bidder shall be awarded with 70% of the order.

42	Page32,2.28 aResponsibility for fault free operation	Such data will have to be provided within 24 hours from the requisition by the bank failing which the penalty clause will be invoked	Such data will have to be provided within 24 working hours from the requisition by the bank failing which the penalty clause will be invoked.
43	Page32,2.28 gResponsibility for fault free operation	f) Successful bidder should arrange for change of password & Replacement of electronic or mechanical lock or break opening of lock of ATMS/ CRMs without any additional cost to Bank on account of any reason thereof (excluding the case of burglary, theft or force major).bidder should arrange for change of password	No Change
44	Page32,2.28 bResponsibility for fault free operation	Bank shall not pay any additional charges during the tenure of contract for any maintenance activity, Repairs, replacement of all spares ATMS/ CRMs , Connectivity equipment, electrical, consumables Spare part etc	Bank shall be providing the VSAT.
45	Page33,2.29 fHelp Desk and Incident Management	The Bidder shall provide ATMS/ CRMs Uptime/ downtime / SLA report within 24 hrs as desired by Bank as and when required	Yes, ej pulling and ATM service is included in the scope of the RFP. Carefully go through the RFP.
46	Page34,2.35 iOther terms and conditions	The Bank shall have the right to withhold any payment due, to the SB (Selected Bidder), in case of delays or defaults on the part of the SB. Such withholding of payment shall not amount to a default on the part of the Bank.	No Change
47	Page35,2.35 ixOther terms and conditions	SB shall not be entitled to any compensation for any loss suffered by it on account of delays in commencing or executing the work-----	Clarified else where.
48	Page39,ANNEXURE C	My company will be producing attested copy of the agreement with all the suppliers for the service and support in AMC and warranty period within 15 days of acceptance of Purchase Order. In case of noncompliance Bank may hold payment against my invoices.	No Change
49	Page40,Item 7- Ann- DANNEXURE D	Bidder to provide a list of service center/franchises with full details with address and contact of service engineers as in Annexure Q of the RFP along with the technical bid. (Documentary proof should be attached).	Documentary proof is not mandatory. However, bidder should produce the Employee ID, area wise local official address as documentary proof on demand from Bank.
50	Page42,Note ANNEXURE-E	This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the Bidder in its bid.	This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the testimonial from manufacturer supporting the authorization of the person signing. It should be included by the Bidder in its bid.
51	Page56,C-Spec of UPS	More than 1 KVA single phase input & output, on-line double conversion unit with facility for Automatic Switch Over to battery and Visa-Versa without any delay.	No Change
52	Page75,TableI- 1Annexure-S	Performance security etc	This is regarding the EMD. Bidder should submit the EMD as per the RFP.
53	Page,Annexure V&W	Letter of undertaking and Non-disclosure agreement	No Change. Letter of undertaking and Non-disclosure agreement should be signed with the selected L1 bidder. However bidder has to provide declaration along with technical document.
54	Page45,13.5Annexure -G	ATM should have capability gradation at a future date for enabling transactions through Contact less cards or NFC cards which only needed to be waved close to the reader and enter PIN to operate, so that it act as deterrent against any kind of skimming here data from the card is copied and misused. ATM should also have capability to integrate QR code scanner	ATM should have Provision or capability to up gradation at a future date for enabling transactions through Contact less cards or NFC cards which only needed to be waved close to the reader and enter PIN to operate, so that it act as deterrent against any kind of skimming here data from the card is copied and misused. If in future Bank needs to implement the NFC system, then

		ready for future requirements of scanning QR code from mobile phones by simply attaching a reader.	cost shall of mutually agreed terms. ATM should also have provision or capability to integrate QR code scanner ready for future requirements of scanning QR code from mobile phones by simply attaching a reader.
55	Page47,24.4Annexure -G	There should be a tracking / database maintained for the Password issued to every ATM and retained for minimum of 12 months.	The ATM / CRM supplied may have provision for SRA token or equivalent security mechanism to login to the Atm machine. In case such technology is available in the ATM industry, then the same should be implemented at a mutually agreed terms.
56	Page48,25.19Digital Video Surveillance System	The system shall have minimum four(4) cameras and at least one camera installed Inside the CD. Make and model of the DVSS system should be clearly mentioned in the bid offer document.	No Change, This the requirement for the external DVR. There is no need of any integration with the ATM/CRM machine.
57	Page35,2.35Other conditions	SB shall take all risk Insurance coverage for its employees, technical resources, representatives or any person acting on his behalf during the contract period to cover damages, accidents and death or whatever may be.	SB shall take all risk Insurance coverage for its employees, technical resources, representatives or any person acting on his behalf during the contract period to cover damages, accidents and death or whatever may be. Bank is not liable for any kind of mis hap or loss to the employees of the bidder during the contract period.
58	Page9,Scope a.1	Site preparation	Bank is responsible for TIS.
59	Page10,a. xxiScope	Bidder will be held responsible for any loss in ATM premises due to theft / robbery/ physical damage	No Change
60	Page10,b	ATM vendor would provide necessary support to make ATMs/CRMs compatible with new switch provider.	No Change
61	Page11,xii	CCTV image	No Change
62	Page15,1.7	Warranty & AMC	No Change
63	Page17,1.8.1	shifted to new premises	Clarified elsewhere.
64	Page23,1.3.3	Line item wise lowest price will be awarded for each spare parts of ATMs, UPS and ACs after negotiation at a mutually agreed price	No Change
65	Page42,Annexure E	MAF	No Change
66	Clause : xxv & Page No - 12	ATMs or CRMs supplied and installed should have Hardware for the biometric devices (fingerprint & retina scan).This software for the biometric devices is optional and as per the industry standard subject to the regulations of RBI and NPCI. For the future implementation of the software, cost may be at a mutually agreed price.	ATMs or CRMs supplied and installed may have (optional) Hardware and software for the biometric devices (fingerprint & retina scan). Required Hardware & Software for the biometric devices are optional and as per the industry standard subject to the regulations of RBI and NPCI. For the future implementation, cost may be at a mutually agreed price.
67	Clause : Commercial Bid & Page 67		No Change
68	Page 7 Clause 1.4	Delivery	a) Bidder should do needful to complete the Delivery of ATM/CRM security system and earthing as per the below schedule: (i) Within 4 weeks from the date of issuance of work order in case the site is Urban and Semi Urban (ii) 4 Weeks from the date of issuance of work order in case the site is in rural area
69	Page No. 9 Point No. a (iv)	The bidder is responsible for supply and delivery, transportation, transit insurance, storage and installation, insurance up to acceptance by the bank, installation and commissioning of CDs/CRMs /hardware at sites including integration, acceptance testing, documentation, warranty, annual maintenance.	The bidder is responsible for supply and delivery, transportation, transit insurance, storage and installation, of CDs/CRMs /hardware at sites including integration, documentation or 7 days from the date of delivery whichever is earlier.

70	Page No. 10 Point No. a (xix)	Bidder need to analyze the voltage sufficiency in the site for the hardware during preliminary site inspection, which is provided before work order. Bidder should take care that ATM should not be down for any voltage fluctuation in the local area. Voltage stabilizer should be provided as per the requirement of the site.	No Change
71	Page No. 10 Point no. a xxii	All the materials used in the spares of ATM and other equipment should be pest resistant. If the machine is having any spare part which is having edible or consumable material (such as rubber, latex, gum etc), and the same is damaged by pests such as ants, termites then Bank is not responsible for the same. Bidder need to replace the spare part of the hardware free of cost if damaged by pest attack.	No Change
72	Page no. 10, a, Xxiii	Bidder will be held responsible for any loss in ATM premises due to theft / robbery/ physical damage, if the incident not available in the CCTV footage.	No Change
73	Page 10, b, i	The bidder shall ensure that the operating system is hardened to block the services which are not required .Vendor need to ensure that there is no loss of journal data in case of OS crash or Hard-drive crash. In case of any crash of OS/Hard drive, Vendor need to recover data at its own cost. If such incidence occurs more than twice, Bank has all the right to ask for the replacement of that ATM machine/CRM without any additional cost.	The bidder shall ensure that the operating system is hardened to block the services which are not required .Vendor need to ensure that there is no loss of journal data in case of OS crash or Hard-drive crash. In case of any crash of OS/Hard drive, Vendor need to recover data at its own cost. If such incidence occurs more than 4 times, Bank has all the right to ask for the replacement of that ATM machine/CRM without any additional cost.
74	Page No 11 Point no b (xvi)	All engineering changes generally adopted hereafter by the Bidder for equipment similar to that covered by this agreement, shall be made to the equipment at no cost to the Bank.	All engineering changes (excluding 3rd party products or license and Hardware) generally adopted hereafter by the Bidder for equipment similar to that covered by this agreement, shall be made to the equipment at mutually agreed cost .
75	Page No 47 & 54 Sr. No. 24.12 & 23.12 (Cash Recyclers)	ATM machine should come with a pre installed GPS Tracking System to identify ATM location in case of theft etc. (Bidder to suggest its proposed working and roll out in its technical bid). This line item is optional as long as such technology not available in market. Once any such product available in the market with any of the ATM/CRM, then the vendor has to implement the device at a mutually agreed price with the Bank. No separate labor cost will be given during that time for the installation of the GPS device.	No Change
76	Page no. 49 Point 30	Top locking provision of the shutter should be there so that shutter can't be closed by unauthorized person.	Stands deleted
77	Page no. 49 Point 31	The CD should be enabled with Voice Guidance (Hindi / Odia and English) feature capable of guiding visually challenged as per IBA guidelines.	The CD should be enabled with Voice Guidance (Hindi / Odia and English) feature capable of guiding visually challenged as per IBA guidelines. However, visually impaired solution may be provided in Hindi/English language.

(ii) . The schedule of the Bid process has been revised .Please find the revised schedule as follows:

1.1. SCHEDULE OF BIDDING PROCESS:

S. No	Description of Information/ Requirement	Information / Requirement
1.	Tender Reference Number	RFP OGB/ITD/ATM/CRM/008/2019
2.	Date of Issue of RFP	29-10-2019
4.	Pre Bid Meeting	13-11-2019
5.	Last Date and Time for Submission of bids along with supporting documents along with BG/DD ,EMD etc.	12-12-2019 , 6PM
6.	Date, Time and venue for opening the Technical bid.	13-12-2019 , 11 AM
7	Date, Time and venue for opening the Commercial bid.	Will be intimated to technically short-listed bidders.