

Addendum For RFP Reference: NDCCB-IT/ATM/2024-2025 Dated 25.05.2024

S.No	Clause no	page no	Clause	Suggested Changes	Addendums
1	TABLE II Bidders Qualification Criteria point 3	6	The bidder has registered net profit (after tax) for the last 3 financial years (not inclusive of associate companies) as per audited accounts	Kindly consider "The bidder has registered net profit (after tax) for at least 1 year in the last 3 financial years (not inclusive of associate companies) as per audited accounts"	The bidder has registered net profit (after tax) for at least 1 year in the last 3 financial years (not inclusive of associate companies) as per audited accounts
2	TABLE II Bidders Qualification Criteria point 5	6	The bidder must have pan India presence with direct service centers or exclusive franchisee service centers or authorized service centers in at least 100 locations in India (covering all Regional Offices around 48, as on date of RFP).These locations should be staffed with support personnel with experience in service support of hardware /peripherals / equipment proposed to be procured under this bid.	Kindly consider "The bidder/ OEM must have pan India presence with direct service centers or exclusive franchisee service centers or authorized service centers in at least 100 locations in India (covering all Regional Offices around 48, as on date of RFP).These locations should be staffed with support personnel with experience in service support of hardware /peripherals / equipment proposed to be procured under this bid."	The bidder/ OEM must have pan India presence with direct service centers or exclusive franchisee service centers or authorized service centers in at least 100 locations in India (covering all Regional Offices around 48, as on date of RFP).These locations should be staffed with support personnel with experience in service support of hardware /peripherals / equipment proposed to be procured under this bid.
3	TABLE II Bidders Qualification Criteria point 6	6	Bidder should have supplied a minimum of 300 nos. of ATM of the proposed make and model in the last 3 years from the date of the RFP.	Kindly consider "Bidder/ OEM should have supplied a minimum of 300 nos. of ATM of the proposed make and model in the last 3 years from the date of the RFP."	Bidder/ OEM should have supplied a minimum of 300 nos. of ATM of the proposed make and model in the last 3 years from the date of the RFP.

4	TABLE II Bidders Qualification Criteria point 9	6	The bidder should submit PCI and PADSS Certificates bearing the OEM software name.	Kindly consider PCI and PADSS certificate of the OEM	The bidder should submit PCI and PADSS certificate of the OEM.
5	TABLE II Bidders Qualification Criteria	6	no mention of point 7 and 8	Required Clarity	No Content
6	TABLE II Bidders Qualification Criteria point 10	6	The bidder should submit a certificate issued by their company secretary, certifying that all the components/parts/assembly/ software quoted/used in the hardware were original/new components/parts/ assembly/software, and that no refurbished/duplicate/second hand components/parts/assembly/software were being used or would be used.	Kindly consider Self declaration from Bidder on bidder letter head that all the components/parts/assembly/ software quoted/used in the hardware were original/new components/parts/ assembly/software, and that no refurbished/duplicate/second hand components/parts/assembly/software were being used or would be used.	The bidder should submit a Self declaration from Bidder on bidder letter head that all the components/parts/assembly/ software quoted/used in the hardware were original/new components/parts/ assembly/software, and that no refurbished/duplicate/second hand components/parts/assembly/software were being used or would be used.
7	Bid Earnest Money Deposit (EMD)	8	Bidder has to submit the bid Earnest Money of Rs.50,000.00 (Fifty Thousand only) in the form of Electronic remittance to the account details mentioned in schedule of events	Request you to consider bank Guarantee instead of online payment transfer	Bidder has to submit the bid Earnest Money of Rs.50,000.00 (Fifty Thousand only) in the form of Electronic remittance or in the form of Bank Guarantee.
8	Supply-Terms and Conditions Validity of Rates	11	The rates will be valid for a period of 5 years, if not revised earlier, on review by the Bank.	As ATM is a third Party product, and rates may change as per changes by OEM hence request you to change the clause.	The rates will be valid for a period of 5 years, if not revised earlier, on review by the Bank.

9	Delay/Defect in the Vendor's Performance	11	The entire activity is to completed within 4-6 weeks' time from the date of order or the time period specified, if any, by bank in the order.	Request you to consider " 4-6 weeks time from the date when advance received "	The entire activity is to complete within 4-6 weeks' time from the date of order or the time period specified, if any, by bank in the order.
10	Payment Terms	12	90%paymentshall be released after successful installation of ATM at a specific site/ location mentioned in the purchase order. Balance 10% payment shall be released after expiry of warranty.	As hardware and services procured from third party hence request you to consider the payment terms as " 90% advance with PO and Balance 10% payment after delivery "	90% payment shall be released after successful installation of ATM at a specific site/ location mentioned in the purchase order. Balance 10% payment shall be released after expiry of warranty.
11	Delay/Defect in the Vendor's Performance	12	Any defect or delay in providing the supply and service as mentioned Above shall attract penalty@₹2000.00perday	As hardware and services procured from third party hence request you to consider the penalty clause	Any defect or delay in providing the supply and service as mentioned Above shall attract penalty@₹2000.00perday
12	ANNEXURE II DETAILS OF SUPPORT INFRASTRUCTURE AVAILABLE WITH BIDDER	23	Support Infrastructure required in Hyderabad, Warangal, Vijayawada, Nalgonda, Suryapet, Bhongir	Kindly change clause to " Support Infrastructure required in Hyderabad and Vijayawada "	Support Infrastructure required in Hyderabad, Vijayawada
13	Schedule of Events point 9	2	5% of Project Cost Performance Security in form of BG should be valid for 5 year(s) and three months from the effective date of the Contract.	As bank is already taking EMD with no advance payments, request you to waive off the requirement for Performance Security	5% of Project Cost Performance Security in form of BG should be valid for 5 year(s) and three months from the effective date of the Contract.

Sr. No	Page no	RFP Clause Name	RFP Point No	RFP Draft	Perto's remark	Addendums
1	5	OEM & BIDDER'S QUALIFICATION CRITERIA:	1	The OEM's for both ATM are registered as a company in India as per Company Act 1956 and should have been in operation, for a period of at least 5 years as on date of this RFP	Request bank to consider below clause: The OEM's/bidder for both ATM are registered as a company in India as per Company Act 1956 and should have been in operation, for a period of at least 3 years as on date of this RFP. Today as an OEM our channel partners will deal with co operative bank segment, so please consider above clause.	The OEM's for both ATM are registered as a company in India as per Company Act 1956 and should have been in operation, for a period of at least 5 years as on date of this RFP.
2	5	OEM & BIDDER'S QUALIFICATION CRITERIA:	2	The OEM's for ATM has registered an average turnover of at least Rs. 100 Crores (Rupees One Hundred Crores) and Rs. 50 Crores (Rupees Fifty Crores) respectively per financial year (Financial year shall mean an accounting period, of 12 months. Figures for an accounting period exceeding 12 months will not be acceptable) for the last 3 financial years, (not inclusive of the turnover of associate companies) as per the audited accounts.	Request bank to consider: The OEM's/Bidder for ATM has registered an average turnover of at least Rs. 100 Crores (Rupees One Hundred Crores) and Rs. 50 Crores (Rupees Fifty Crores) respectively per financial year (Financial year shall mean an accounting period of 12 months. Figures for an accounting period exceeding 12 months will not be acceptable) for the last 3 financial years, (not inclusive of the turnover of associate companies) as per the audited accounts. Today as an OEM our channel partners will deal with co operative bank segment , so please consider above clause.	The Bank has requested an average turnover of Rs.35 crore for OEM and Rs.35 crore for the other bidder.

3	5	OEM & BIDDER'S QUALIFICATION CRITERIA:	1	The OEM's for both ATM are registered as a company in India as per Company Act 1956 and should have been in operation, for a period of at least 5 years as on date of this RFP	Request bank to consider below clause: The OEM's/bidder for both ATM are registered as a company in India as per Company Act 1956 and should have been in operation, for a period of at least 3 years as on date of this RFP. Today as an OEM our channel partners will deal with co operative bank segment , so please consider above clause.	The OEM's for both ATM are registered as a company in India as per Company Act 1956 and should have been in operation, for a period of at least 5 years as on date of this RFP
4	5	OEM & BIDDER'S QUALIFICATION CRITERIA:	2	The Bidder has registered an average turnover of at least Rs. 50 Crores (Rupees Fifty Crores) per financial year (Financial year shall mean an accounting period of 12 months. Figures for an accounting period exceeding 12 months will not be acceptable) for the last 3 financial years, (not inclusive of the turnover of associate companies) as per the audited accounts.	Request bank to consider: The Bidder/OEM has registered an average turnover of at least Rs. 50 Crores (Rupees Fifty Crores) per financial year (Financial year shall mean an accounting period of 12 months. Figures for an accounting period exceeding 12 months will not be acceptable) for the last 3 financial years, (not inclusive of the turnover of associate companies) as per the audited accounts. Today as an OEM our channel partners will deal with co operative bank segment, so please consider above clause.	Request bank to consider: The Bidder/OEM has registered an average turnover of at least Rs. 35 Crores (Rupees Fifty Crores) per financial year (Financial year shall mean an accounting period of 12 months. Figures for an accounting period exceeding 12 months will not be acceptable) for the last 3 financial years, (not inclusive of the turnover of associate companies) as per the audited accounts. Today as an OEM our channel partners will deal with co operative bank segment, so please consider above clause.
5	6	OEM & BIDDER'S QUALIFICATION CRITERIA:	3	The bidder has registered net profit (after tax) for the last 3 financial years (not inclusive of associate companies) as per audited accounts (Financial year shall mean an accounting period of 12 months and turnover for 12 months will only be considered for the purpose of reckoning the eligibility).	Request bank to consider: Bidder/OEM should have positive net worth for last three financial year 2020-21, 2021-22 and 2022- 23	The bidder has registered net profit (after tax) for the last 3 financial years (not inclusive of associate companies) as per audited accounts (Financial year shall mean an accounting period of 12 months and turnover for 12 months will only be considered for the purpose of reckoning the eligibility).

6	6	OEM & BIDDER'S QUALIFICATION CRITERIA:	5	The bidder must have pan India presence with direct service centers or exclusive franchisee service centers or authorized service centers in at least 100 locations in India (covering all Regional Offices around 48, as on date of RFP).These locations should be staffed with support personnel with experience in service support of hardware / peripherals / equipment proposed to be procured under this bid.	Request bank consider: bidder/ OEM must have pan India presence with direct service centers or exclusive franchisee service centers or authorized service centers in at least 100 locations in India (covering all Regional Offices around 48, as on date of RFP).These locations should be staffed with support personnel with experience in service support of hardware / peripherals / equipment proposed to be procured under this bid.	The bidder/ OEM must have pan India presence with direct service centers or exclusive franchisee service centers or authorized service centers in at least 100 locations in India (covering all Regional Offices around 48, as on date of RFP).These locations should be staffed with support personnel with experience in service support of hardware /peripherals / equipment proposed to be procured under this bid.
7	6	OEM & BIDDER'S QUALIFICATION CRITERIA:	6	Bidder should have supplied a minimum of 300 nos. of ATM of the proposed make and model in the last 3 years from the date of the RFP.	Request bank to consider: Bidder/OEM should have supplied a minimum of 300 nos. of ATM of the proposed make and model in the last 3 years from the date of the RFP.	Bidder/ OEM should have supplied a minimum of 300 nos. of ATM of the proposed make and model in the last 3 years from the date of the RFP.
8	7	Scope of work	7	The Complete Maintenance of ATM (First Level and Second Level) will be responsibility of the bidder.	Please clarify us what's mean by FLM activity?	FLM Activity describes that, Maintenance activity should be directly escalated to the service provider without any delay in service interruptions.
9	12	Payment terms	point no 2	Balance 10% payment shall be released after expiry of warranty	if we give you BG can bank release the remaining 10% payment , please clarify	Balance 10% payment shall be released after expiry of warranty
10	13	Technical bid	1.1	Operator Panel / consumer screen for updating the cash counter, FLM activities etc. ATM should have supervisory Menu which provides an interface for day to day Operations.	What's mean by FLS activity?	FLM Activity describes that, Maintenance activity should be directly escalated to the service provider without any delay in service interruptions.

11	13	Technical bid	2.2	ATMs to be enabled with Voice Guidance with Text to-Speech fully fledged voice guidance solution for the visually impaired persons. This should be in line with IBA/ Govt of India guidelines for enabling visually impaired persons to transact at ATMs. ATM should have support for Text to Speech or any in built feature through which visually impaired is guided for all ATM transactions which a normal person does at ATMs. The visually impaired person should be able to hear account balance and should also be able to Do cash withdrawals for any amount.	TTS in Hindi & English only. Please confirm switch is ready for integration or not.	ATMs to be enabled with Voice (In Hindi, English, Telugu)Guidance with Text to-Speech fully fledged voice guidance solution for the visually impaired persons. This should be in line with IBA/ Govt of India guidelines for enabling visually impaired persons to transact at ATMs. ATM should have support for Text to Speech or any in built feature through which visually impaired is guided for all ATM transactions which a normal person does at ATMs. The visually impaired person should be able to hear account balance and should also be able to Do cash withdrawals for any amount.
12	15	Technical bid	6.1	Intel Pentium i3 or higher with a minimum clock speed of 2.5 GHz of higher, 4 MB Cache or above and minimum 8 GB DDR III Ram.	Request bank to consider: 12th Gen i5 processor with 4.0 Ghz or above with 8GB RAM	Intel Pentium i3 or higher with a minimum clock speed of 2.5 GHz of higher, 4 MB Cache or above and minimum 8 GB DDR III Ram.
13	19	Technical bid	other features	No additional charges shall be paid for EMV testing. All ATMs should be EMV card compliant.	Bank need to carry basic testing while installing new ATM vendor machine with the help of switch. So POC with machine is bank's responsibility	No additional charges shall be paid for EMV testing. All ATMs should be EMV card compliant.

RFP clause	query	Addendums
The Bank has requested an average turnover of Rs.100 crore for OEM and Rs.50 crore for the other bidder.	Requesting bank to consider Rs.35 Crore for both the cases.	The Bank has requested an average turnover of Rs.35crore for OEM and Rs.35 crore for the other bidder.