



UCO BANK

Department of Information Technology

Request for Proposal (RFP) For Supply, Installation & Maintenance of 600 Front Loading ATMs

RFP REF No. UCO/DIT/03/2015-16 Dated 01.04.2015

Pre-Bid Replies / Clarifications to Queries raised by the Bidder(s) and Amendments

S.N o.	Clause No / Page No	Terms & Conditions as per RFP	Queries by the Bidder (s)	Bank's Response
1	Page No : 16 Eligibility Criteria Sl.No 2	The bidder submitting the offer should have minimum annual turnover of Rupees 50 Crores per year during last three financial years i.e. 2011-2012, 2012-2013 and 2013-2014. This must be the individual company turnover and not of any group of companies.	Request the bank to modify the clause as "The bidder submitting the offer should have minimum annual turnover of Rupees 10 Crores per year during last three financial years i.e. 2011-2012, 2012-2013 and 2013-2014. This must be the individual company turnover and not of any group of companies"	The subject clause stands modified as under:  "The bidder submitting the offer should have a minimum annual turnover of Rs 10 Crore per year during last three financial years i.e. 2011-2012, 2012-2013 and 2013-2014. This must be the individual company turnover and not of any group of companies."
2	Page No : 16 Eligibility Criteria Sl. no 3	Bidder should be a profit (profit after tax) making company in any one of the last three financial years (2011-2012, 2012-2013 and 2013-2014).	Request the bank to modify the clause as "Bidder should have maintained a positive net worth".	The subject clause stands modified as under:  "Bidder should be a profit (profit after tax) making company in any one of the last three financial years (2011-2012, 2012-2013 and 2013-2014)"  <b>OR</b>  "Bidder should have maintained a positive net worth in the last three financial year (2011-2012, 2012-2013 and 2013-2014)"

3	Page No : 29 Price Sl.no1.2.20	Bidder shall pass on to the Bank all fiscal benefits arising out of reductions in Government levies viz. Sales tax, excise duty, custom duty, etc.	Request the bank to modify the clause as "Bidder shall pass on to the Bank all fiscal benefits arising out of reductions in Government levies viz. Sales tax, excise duty, custom duty, etc. Increase in Govt. levies can be claimed by bidder at actuals"	Requirement stands as per RFP.
4	Page No : 62 Technical Specification n Sl. No 15.1	Should operate in a range of temperature from -10 degree Centigrade to 45 degree Centigrade	Request the bank to modify the clause as "Should operate in a range of temperature from 0 degree Centigrade to 50 degree Centigrade"	The requirement stands modified as : "ATM must be configurable to suit stated requirements and must be capable of performing under extreme conditions i.e in the temperature range 5 to 50 degree centigrade".
5	Eligibility criteria point 2 , page 16	Eligibility Criteria audited Balance Sheet of 3 years including 2013-14	We follow the US Gap Accounting and the audited balance sheet for 2013-14 will only be available by July 2015. We shall submit the provisional balance sheet where the figures are captured for Bank to validate and shall undertake to submit the audited balance sheet by July 2015. Request for the same	In case Balance sheet for FY2013-14 is not available then Audited Balance sheet for FY 2010-11, 2011-12, 2012-13 and unaudited balance sheet of FY2013-14 to be submitted.

6	point 3.3.page 55	Alarm sensors for Chest Door Status, Duress Status, temperature status, vibration status and burglary alarm	We request for the Alarms Sensors to be only Chest Door Sensor which will send message to Switch. The Vibration and Temperature Sensors has to be compatible with Alarm Interface Kit and hence it is recommended to have a sensor which comes along with the Alarm Interface Panel. Only chest door sensors are standard with machine. Earlier Vibration and Temperature Sensors used to come from ATM Vendors, but has experienced that these have a challenge to integrate to the Alarm Interface panel sourced from Indian Market. Instead we suggest for Vibration and Temp Sensors to be taken as part of the Alarm Interface Panel, as and when Bank decides to install Alarm Panels	Requirement stands as per RFP.
7	Annexure-XI: page 55	Specification offered' to be mentioned.	Please note that in all the line item specification offered cannot be mentioned as the same is not applicable. Kindly amend the same so that wherever applicable the specification will be offered and rest will be kept blank	Bank expects that Bidder should mention the offered specification as per the requirement of the Bank. But if the same is not mentioned by the bidder then it will be construed that Bank's specified specifications are acceptable to Bidder.
8	Point 4.8 page 22	Selected bidder has to upgrade the OS version in future as and when it is available without additional cost to Bank during the contract period	OS upgrade comes at a cost from Microsoft and the end of life of these is beyond ATM OEMs control. Request for any such upgrade to be done at mutually agreed cost.	Requirement stands as per RFP.

9	Point 10.1Page 60	Should be capable of connecting with Banks Database / Core Banking Solution (CBS) using ISO 8083 & above message format / standard.	Please help confirm details on the requirements to connect the machine to CBS and transaction offerings using this connectivity.	It is clarified that machine should be capable of connecting with Bank's Database / CBS using ISO 8083 & above message format as per Banking Industry standard.
10	Point 11.3, Page 60	ATM should be provided with Anti-virus solution. Updating the Anti-Virus software will be the responsibility of the selected bidder also the bidder will be responsible for OS hardening, installation of service pack, and patch files	It is not possible to do periodic updates on Anti Virus Software on all the machines installed and hence not recommended on ATMs. We recommend for OS Hardening to be provided as default with white listing of USB Ports and request for this	The subject clause stands modified as under:  "ATM should be provided with Anti-virus solution <b>or equivalent solution</b> . Updation of the Anti-Virus software / provided solution from time to time will be the responsibility of the selected bidder. Bidder will also be responsible for OS hardening, installation of service pack, and patch files. In nutshell the ATM should be free from viruses / malwares etc. at all times". The USB port in the ATM should be disabled and shall be enabled by the bidder as per requirement of Bank or incase of Copy of DVR Image/Electronic Journal.

11	Point 14.2,Page 61,	<p>The solution must be integrated with the ATM and must have two channels DVR.</p> <p>"DVR provided must be... should support to add additional 2nd external camera..."</p>	<p>Please suggest the number of Cameras required by Bank. Hope the Bank wants the Cameras to be integrated to the CD and not on any external DVR</p> <p>Please clarify the meaning of two channels DVR. Is it mean that 1 internal and 1 external camera.</p> <p>Request to clarify if the machine to be provided with one inbuilt camera or one more lobby camera is also required</p>	<p>One Full Motion Digital Video Recorder (DVR) Camera should be inbuilt in the machine and should perform the functions given in the RFP technical specifications. In addition to that machine should also Support to add additional 2nd external camera for site surveillance. ATMs with pinhole camera installed inside with motion detection capability. The images captured by the cameras should be recorded either on a separate hard disc in the ATM or in an external DVR placed inside the ATM. Solution should be able to store Minimum <b>90 days</b> of video images at an average of 300 transactions per day in the hard disc at any point of time.</p>
12	Point 17.1,Page 62	<p>It should support 3 languages including regional language. Bidder has to provide &amp; maintain the required software at no additional cost to Bank. Audio/WAV files for voice guidance functionality to be provided by the selected bidder</p>	<p>How many regional language would bank support</p> <p>Request bank to provide Wav files Switch support required on the functionality enablement</p> <p>We request that the bank provided the Audio/WAV files for the voice guidance to customers of regional language.</p>	<p>It is clarified that ATM should support minimum 3 languages (Hindi, English and One Regional Language). The Regional Language support in ATM should be available for Bengali, Odiya, Tamil, Telugu, Kanda, Punjabi, Marathi, Gujarati, and Assamese. ATM machine should have the capabilities to support customer print receipt in English and Hindi.</p> <p>Audio/WAV files for voice guidance functionality to be provided by the selected bidder in consultation with the Bank at</p>

				no additional cost. Bank will inform the regional language text of the audio.
13	Point16.1 Annexure XI, Page 62	ATMs supplied by the bidder should have a provision to support Biometric functions and have the capacity to be integrated with the Bank's Biometric solution and UIDAI certified solution without any additional cost to bank	Hope the machines should only have the capability to support Bio Metrics as and when required by bank and not that the Bio Metric scanner to be provided now with the machine. Request to clarify	It is clarified that all the machines supplied by the Bidder should have the provision to support Bio-metric functions and have the capacity to be integrated with the Bank's Biometric solution and UIDAI certified solution without any additional cost to the Bank. The commercial for the Biometric kit to be quoted by the bidder in the optional items. Bank shall inform the selected bidder to upgrade the machine as per the requirement of the Bank any time during contract period.
14	point no. 18,1,Annex ure XI page 62  Page No.64Claus e No.18.1 Page No.22 Clause No.4.4	Grouting	<p>We recommend for Grouting to be done through Anchor fasteners. CD has the provision for 4 bolts and can be done. There are challenges to do grouting through concrete platforms as the site work is not done by us. The sites are generally handed over with flooring and for doing the concreting all these have to be dug, which will damage all the tiles already laid. Request for Grouting through Anchor Fastener.</p> <p>Request Bank to clarify if grouting activity has to be carried out by the bidder or the Bank will undertake the same and bidder has to only provide the grouting components as part of the ATM supply.</p>	It is clarified that as per the requirement of grouting work suggested by the selected bidder Civil work for grouting will be responsibility of the Bank, But grouting of ATM machine using grouting plate and anchor fasteners / bolts etc. would be responsibility of the selected bidder as a part of machine installation at no additional cost to Bank.

			<p>Process of Grouting to be clarified; whether it is to be done by bank or bidder; if by bank what assistance is required.</p> <p>Please clarify that the Grouting will be done by the vender or by bank. (In case bank will do the grouting then it will be the responsibility of bank to avoid damage.)</p>	
15	Submission of Bids-point NO. 1.2.4 Page 8	Annexure to be included in Technical Bid	Annexure-XVI -Acceptance Certificate can be submitted by selected bidder only after the supply and installation. So kindly amend the BID	Acceptance Certificate to be submitted by the selected bidder after successful installation, operationalisation and acceptance of the machine duly signed by the Branch Head / Designated Bank Official.
16	5.11, Functionality, Page 28	Card Less Transaction	Please note that CD is capable of for being used for this function depending on "Switch Functionality" , so request to change it to 'Capable of card Less Transaction'	Machine should have the requisite functionality to support Cardless Cash Withdrawal Transaction.
17	Delivery & Installation- 5.5.4 , page 24	The installation of machine will be deemed to complete when all the Hardware/Software / products specified in Annexure-XI have been supplied, implemented and made operationalised as per the specifications and satisfactory acceptance	In the event of the Equipment not being installed for any reason not on account of any fault and/or delay on behalf of the selected bidder within 10 days of delivery to the site in spite of giving written information or email communication regarding issues leading to non installation of the Equipment to the Bank , the same	Requirement stands as per RFP.

		given by the Bank. The Bidder has to resolve any hardware, system software, related problems during successful installation and operationalisation of the machine before the final sign off/verification.	shall be considered as <b>deemed installation and the Bank shall be liable to pay to the selected bidder the amounts as stated in the invoice as per the payment terms &amp; condition mentioned herein.</b> Request The Bank also to sign the <b>Deemed Installation Certificate as per the format to be shared by the selected bidder.</b> It is to be agreed that non-signing of the Deemed Installation Certificate by the Bank shall not absolve the Bank from making payments as stated herein. Request bank to kindly incorporate the same & amend the RFP accordingly.	
18	5.9 WARRANTY & AMC page 26	warranty 1 year from installation	The period of warranty will be 1 year from the date of installation/ Deemed installation. Please amend the RFP	Requirement stands as per RFP.
19	5.7 payment terms page 25	PAYMENT TERMS	70% of the value of the equipment will be paid after delivery, completion of successful installation of the ATM and the same going live on UCO Bank' s network or on deemed installation . The payment will be made on receipt of the invoices along with duly certified installation report from the respective Branch Head. We request to add 'Deemed Installation Certificate' in lieu of Installation Report in case the ATMs are not installed due to reasons beyond vendor's control within 10 days of delivery.	Requirement stands as per RFP.



20	Point no. 4.4 Page no. 21	The successful bidder should provide & install all the software and other utilities required for facilitating the ATM Managed services (including but not limited to EJ Pulling and software installation/distribution) for the new ATMs procured through this tender, without any extra cost. EJ client will be provided by Bank and selected bidder has to install the same at no additional cost to Bank. Selected bidder also required to copy the necessary software, screens etc as per the requirement of Bank without any additional cost to bank.	We request the Bank to consider EJ pulling facility by the selected bidder also. This would help the bank to have faster TAT. This would also help the bidder to do remote monitoring and provide more uptime.	Requirement stands as per RFP.
21	Point no. 5.5 Page no. 24	The selected bidder shall deliver the machines within Six Weeks in North East Area and in states where road permit is needed and within Four weeks in rest of the country from the date of receipt of the order from the Bank, failing which the Bank reserves its right to levy liquidated damages.	We request the bank to keep the delivery time within 6 weeks throughout the country.	Requirement stands as per RFP
22	Point no. 5.6 Page no. 25	The selected vendor will be required to remove/replace the old ATMs/CDs of Diebold, Wincor, NCR, Vortex Make as per requirement of the Bank. Bank will release the payment to the vendor after adjustment	We request the bank to provide the details like brand make and model along with the locations. This would help us to arrive for this movement.  Request bank to do provide the ATM make/ Year, Model for these ATM's.	It is clarified that Old ATMs/CDs already installed in the Bank is of Diebold, Wincor, NCR & Vortex Make. These machines may be replaced / removed as per requirement of the Bank anytime during contract period. It is also

		of the cost of old ATMs/CDs (buyback cost) finalized as per RFP, wherever applicable. The Purchase Order will specify whether it is replacement order under buyback.	Request Bank to provide the quantities of old ATM/CDS to be removed along with make and model i.e. Diebold, Wincor, NCR etc. Also kindly let us know whether these machines are currently grouted or not.  Please clarify this clause as there is no mention of buyback else were in the RFP. There is no Line item for buyback in the commercial as well.	clarified that some of these machines might be grouted. The cost for buyback is to be quoted in optional item column given in the commercial bid.
23	Point no. 4.2 Page no. 55	Multimedia Dispensing Capability (Cash, coupons, stamps, vouchers etc.)	Please consider that the function of dispensing is only for Cash not including coupons, stamps etc.	RFP clause is self explanatory and Requirement stands as per RFP.
24	Point no. 4.6 Page no. 55	Technical Specifications: Minimum 4 programmable secured cassettes with lock and key the currency Cassette should be standard / convenience type with all safety provisions for external sealing (Number Tag/ lock).	We request the bank to consider currency cassettes with latch also.	Requirement stands as per RFP
25	Point no. 4.7 Page no. 55	Secure Divert cassette bin with lock and key. (The currency Cassette should be standard / convenience type with all safety provisions for external sealing (Number Tag/ lock))	We request the bank to consider Divert cassettes with latch also.	Requirement stands as per RFP
26	Point no. 4.10 Page no. 57	Currency bin/Cassettes tamper indication.	Please remove the tamper indication	Requirement stands as per RFP

27	Point no. 5.8 Page no. 57	Bar Code reader compatibility (The ATMs should have the capability to read barcode and allow barcode based transactions/coupon dispensation)	Please let us know bank requirement, whether bank needs to have bar code reader as upgrade in future	The ATMs should have the capability to read barcode and allow barcode based transactions / coupon dispensation.
28	Point no. 5.9 Page no. 57	Card Reader slot must have anti skimming design/ anti-skimmer.	Please let us know bank requirement, whether bank needs ant skimming card reader or design	RFP clause is self explanatory and requirement stands as per RFP.
29	Point no. 6.3 Page no. 57	Intel Q67 Express Chipset with Intel/OEM Motherboard or equivalent of higher.	<p>Please let us know Intel H61 with Intel Motherboard which is the equivalent Intel Q67 series.</p> <p>Chipset available with us is Q45 so request bank to amend accordingly</p> <p>Request for Bank to change this clause as "Intel Chipset with standard Motherboards". We will provide Gigabyte mother Board with Intel chip set. Please consider and confirm. Chipset is Processor dependent. We will provide i3 processor in ATMs which is higher compare to core to duo.</p>	The bidder need to supply Intel Q67 Express Chipset with Intel/OEM Motherboard / equivalent or higher.
30	Point no. 6.9 Page no. 57	One parallel port, 3 or more USB ports accessible from front side, onboard audio (Machine should have the compatibility so as to support the functionality and specification defined in the RFP.)	<p>We request to remove the parallel port.</p> <p>Parallel port is no more offered in PC Technology today and there are no devices exists which can be operated using this port. Request Bank to remove the parallel port from the requirement</p>	Machine should have the compatibility so as to support the functionality and specification defined in the RFP.
31	Point no. 6.10 Page no. 57	DVD Writer with latest specification and with controller card.	Please let us know the bank requirement in detail for DVD writer.	It is clarified that DVD writer would be primarily used to take backup of camera images and

				for other purposes.
32	Point no. 7.3 Page no.58	Capable of Voice guidance to customers in multiple languages including English, Hindi etc. Audio/WAV files for voice guidance functionality to be provided by the selected bidder in consultation with the Bank at no additional cost. However bank will inform the regional language text of the audio.	<p>We request that the bank provided the Audio/WAV files for the voice guidance to customers of regional language.</p> <p>Voice guidance is available only in English and Hindi languages. Please confirm that voice guidance solution will be confined to English and Hindi only.</p>	Audio/WAV files for voice guidance functionality to be provided by the selected bidder in consultation with the Bank at no additional cost. However bank will inform the regional language text of the audio.
33	Point no. 9.4 Page no. 59	Minimum 40 columns thermal /Dot Matrix Printer to print audit trail as per Bank's requirement. If journal printer runs out of paper or gets jammed or becomes non-functional, ATM should not function.	We request the Bank to remove JP module, as bank is aware now EJ pulling is done by the vendor or MS.	Requirement stands as per RFP
34	Point no. 12.1 Page no. 60	Color Branding as per Banks requirement. Stickers are to be pasted at necessary places like "Cash Dispense place", Receipt Dispense place etc.	<p>1. Please let us know</p> <p>2.Please let us know the bank provide the stickers or not.</p>	It is clarified that ATM Machine to be supplied by the selected bidder as per the technical specifications given in the RFP including color branding and stickers etc.

35	Point 5.4 Page 23	The vendor, within 30 days from the date of purchase order will have to furnish a Performance Bank Guarantee, format as per Annexure-III of the RFP, issued by any scheduled commercial bank equivalent to 10% of the average cost of the ATMs (Average cost of 600 ATMs each) valid for 51months	Request bank to reduce the PBG of 10% of 600 TAM for duration of 12 months and add a new BG during AMC of 10% cost of AMC post that.	Requirement stands as per RFP
36	Point 5.7 Page 25	70% of the value of the equipment will be paid after delivery, completion of successful installation of the ATM and the same going live on UCO Bank"s network.	Request the bank to modify the payment term to "70% of the value of equipment on delivery" since there are certain dependencies to make the machine live from the Bank end.  Request bank to consider 70% of ATM cost on delivery, and remaining 30% within 7 days from delivery if the installation is delayed due to reasons not attributable to the NCR. Further we also request the Bank to kindly delete the requirement of Bank guarantee as the contract performance guarantee of 10% of the contract value will be valid for 51 months.	Requirement stands as per RFP

37	Point 5.12 Page 29	Bidder shall pass on to the Bank all fiscal benefits arising out of reductions in Government levies viz. Sales tax, excise duty, custom duty, etc.	Request the bank to also add "Bank shall borne the cost due to increase in Government levies viz sales tax, excise duty, custom duty, etc"	Requirement stands as per RFP
38	Page No.55 Clause No.3.1 Physical & Mech Spec	ATMs offered must be certified UL291...	As per the current standards we offer CEN 1 safe machines which are stronger than UL 291 Level 1. Request Bank to amend the clause as "UL291 / CEN 1 safe..."	ATMs offered must be UL291 Level 1/CEN 1 secured certified chest.
39	Page No.57 Clause No.6.2 Terminal Processor	Linux / Microsoft Windows 7 ... block all other services / ports to prevent all external attacks on the CDs	As per the current industry standard process we provide hardened OS. We also provide enable firewall as part of OS installation. There is no anti-virus s/w at the terminal and bank to confirm if AV is required and also will bank be providing the same and mechanism by which AV getting updated to ATMs	Please refer reply given in Sl. 10 above.
40	Page No.57 Clause No.6.1 Terminal Processor	Intel Core 2 Duo 2.2 GHz/Intel Dual Core with 1.66 GHz or above.	Current standards are ATOM 1.66 GHz (2 cores / Dual core) or i3 2.0 GHz (2 cores) or above. Request Bank to specify the requirement with more clarity. Current spec specified is very wide and fall into 2 different category of processor	Please refer reply given in Sl. 29 above.
41	Page No.57 Clause No.6.13 Terminal Processor	101 keys Keyboard integrated with Mouse operations (no separate mouse). In case of key board not integrated with mouse, bidders can provide separate mouse.	Request the bank to remove clause. ATMs can be fully operated without an additional keyboard or mouse. Also the presence of a keyboard at the ATM is a security concern.	Requirement stands as per RFP.

42	Page No.58 Clause No.7.1 Customer Display Unit	SVGS compliant 10" & above LCD... with touch & 8 or more operational or functional display keys...	With technology advancement in touch screen and user able to use touch based smart phone, touch screen has become more advance functionality. Adding one more FDK will lead to complicated user interface and limit the user to use FDK instead of touch. Request Bank to consider this and make Touch screen as mandatory and FDK as an optional for OEM to provide if the solution requires FDK to work correctly	Requirement stands as per RFP.
43	Page No.58 Clause No.8.1 EPP PIN Pad	The PIN PAD must be rugged spill proof... PCI 1.3 or later	Current PCI standard is PCI 3 hence request Bank to make this as a mandatory requirement so that Bank can meet PCI DSS requirement as specified in the PCI guidelines	Requirement stands as per RFP.
44	Page No.60 Clause No.11.1 General Requirements	Cabling during ATM deployment... maximum 20 meters in each...	<p>Since site preparation is not done as part of the ATM deployment, network cable should be done by the Bank or site preparation partner. Request Bank to look into the same. Machine will have a 5Mtr CAT5 cable which can be plugged to a network port provide by the Bank / vendor.</p> <p>Request for Bank to change this clause as 5 meters. 5 meter is more than enough for ATM connection at site.</p>	It is clarified that the selected bidder need to provide a LAN cable of maximum 20 meters in each site to make at the time of ATM installation to make it functional.
45	Page No.62 Clause No.15.1 Environmental Capabilities	Should operate in a range of temperature from -10 degree Centigrade to 45 degree Centigrade	ATMs in the offer are recommended to operate in 10 to 40C. Request Bank to consider this and amend the clause accordingly	<p>The requirement stands modified as :</p> <p>"ATM must be configurable to suit stated requirements and must be capable of performing under extreme conditions i.e in the temperature range 5 to 50</p>

				degree centigrade" .
46	Page No.62 Clause No.15.2 Environmental Capabilities	Should be capable of operating in range of relative humidity conditions from 10%to 90%	ATMs in the offer are recommended to operate in 20 to 80RH. Request Bank to consider this and amend the clause accordingly	Requirement stands as per RFP
47	Page No.62 Clause No.17.1 Visual Impaired Kit...	ATMs installed should be talking ATMs for persons with visual impairment. It should support 3 languages	As per IBA guidelines and solution capability we can support English & Hindi. Bank to confirm to the same	Requirement stands as per RFP
48	Page No. 23Contract period	The vendor need to execute a Service Level Agreement (SLA) with UCO Bank covering all terms and conditions of this RFP, Pre-bid Response and subsequent addendum/corrigendum. SLA will cover performance and availability of the solution deployed for a period of one year from the date of each installation and acceptance by the bank. The performance of the vendor shall be reviewed monthly, if not found satisfactory, Bank may terminate the contract at its	This is contradictory to clause RFP RESPONSE VALIDITY PERIOD page 14 where bid validity is for 180 days.	It is clarified that ATM price should remain valid for a period of one year from the date of agreement.



		sole discretion by giving three months notice without assigning any reasons. Any offer falling short of the contract period is liable for rejection. The vendor however shall keep the price valid for a period of one year from the date of agreement		
49	Page No. 24 DELIVERY AND INSTALLATION	The selected bidder shall deliver the machines within Six Weeks in North East Area and in states where road permit is needed and within Four weeks in rest of the country from the date of receipt of the order from the Bank, failing which the Bank reserves its right to levy liquidated damages	Request to extend the said time limit to eight weeks & six weeks respectively.	Requirement stands as per RFP
50	Page No. 25 PAYMENT TERMS	20% of the value of the equipment after 30 days of live run The balance 10% of the equipment will be paid after the warranty period or on submission of a performance Bank Guarantee (BG) to the Payment Authority for equivalent amount and tenure and an installation report duly certified by Branch along with acceptance certificate as per Annexure XV	Live run will have bank dependency. Hence request the bank to change the clause as "20% value of the equipment after 30 days of live run or 45 days from the date of delivery, whichever is earlier."	Requirement stands as per RFP

51	Page No. 26WARRANTY & AMC	Warranty should not become void if UCO BANK buys any other supplemental hardware from a certified third party and installs it with these equipments. However, the warranty will not apply to such hardware items installed	Bidder has no control on the supplemental hardware hence warranty will not applicable. What does Bank refer by certified third party? Certified by ATM OEMs?	Requirement stands as per RFP
52	Page No. 26ANNUAL MAINTENANCE CONTRACT	Should UCO BANK decide to do so, the selected bidder is expected to maintain the ATMs supplied for 2 (Two) years after the expiry of warranty period. Comprehensive on-site maintenance charges, for the post warranty period, must be quoted in the Commercial Offer/bid. The selected bidder is expected to ensure same maintenance standards as during warranty period. After the expiry of AMC period (2 years after 1 year warranty), Bank reserve the right to enter into the AMC for further period of 2 years with mutually negotiated terms and condition. The selected bidder is also expected to make available the spare parts for the systems for the AMC period. Thereafter, selected bidder will give at least twelve months notice prior to discontinuation of support services. If any of the	As machine gets older the AMC rates will not be the same for additional two years, hence request bank to keep the AMC rates quoted to be valid only for 2 years after warranty.	Requirement stands as per RFP

		peripherals, components etc. are not available or difficult to procure or if the procurement is likely to be delayed, the replacement shall be carried out with equipment of equivalent capacity or higher capacity at no additional charges to UCO BANK, during the currency of warranty period and AMC		
53	Page No. 27ANNUAL MAINTENANCE CONTRACT	The AMC payment will be made by respective Zonal Offices on quarterly basis in arrear subject to satisfactory services rendered by the bidder. Also at the time of claim of AMC payment, bidder has to submit the preventive maintenance certificate and undertaking mentioning delivery of DVR images for the quarter to concerned branch, to Zonal Offices/Branches along with invoice	We request bank to make payment annually in advance and from Central office. All the invoices along with supporting documents can be submitted to Central Office.	Requirement stands as per RFP

54	Page No. 29 Price	The commercial bid must include all hardware equipments along with system configuration, Model no, part no & price tag covering warranty period of 1 year with additional 2 years AMC. The Price Bid also must include all applicable taxes such as Sales/Service/VAT / Waybill etc. The Octroi /Entry Tax will be paid extra, wherever applicable on submission of actual Tax receipt. While filling up the price information in the commercial bid, Bidders to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.	Request the bank to consider the quote excluding all applicable taxes.	Requirement stands as per RFP
55	Page No. 30 LIQUIDATED DAMAGE	UCO BANK reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by UCO BANK to the bidder. Liquidated damages will be calculated per week on per site basis	Request bank to not to adjust from payments, this can be recovered after clarifications provided by the bidder.	Requirement stands as per RFP
56	Page No. 32 ORDER CANCELLATION	The Bank reserve its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the Bank alone	Request bank to provide the notice period before cancellation of order.	It is clarified that Bank may terminate the contract at its sole discretion by giving two months notice without assigning any reasons.

57	Page No. 36 EXIT OPTION AND CONTRACT RE-NEGOTIATION	The Bank will reserve a right to re-negotiate the price and terms of the entire contract with the Selected Bidder at more favorable terms in case such terms are offered in the industry at that time for projects of similar and comparable size, scope and quality	Since the bidder needs to quote the no-regret price and be the lowest among other bidders to get the deal, request the Bank not to re-negotiate the price and terms.	Requirement stands as per RFP
58	Page No. 38 TERMINATION	The Bank shall be entitled to terminate the agreement with the Selected bidder at any time by giving ninety (90) days prior written notice to the Selected bidder	Termination should be for a cause and after providing the selected bidder with the cure period to rectify the issue/ represent.	Requirement stands as per RFP
59	Page No. 38 EFFECT OF TERMINATION	However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be applicable to Selected Bidder	Request bank to pay for the services provided and the AMC for that period.	Requirement stands as per RFP
66	Page No. 27 CD Uptime & Penalty	The BIDDER shall ensure that each CD gives 99% uptime. Procedure for calculation of Uptime for the CD Machine is as under	Request Bank to exclude the reasons not attributable to the selected bidder while calculating the uptime for the machine	Requirement stands as per RFP

67	Page No. 61ATM SURVEILLANCE	The solution should be able to store the images in a digital format. The solution must be able to capture the transaction information – such as the date & time –along with the images and same should be stored. The image stored should be in high compression JPEG format and must be stored for minimum 180 days with an average of 600 transactions per day	As an industry practice the images are stored for a period of 90 days. Hence request the Bank to consider a period of 90 days for storage of the images.	It is clarified that The images captured by the cameras should be recorded either on a separate hard disc in the ATM or in an external DVR placed inside the ATM. Solution should be able to store Minimum <b>90 days</b> of video images at an average of 300 transactions per day in the hard disc at any point of time. The other terms of the clause remain the same.
68	Page No.24Clause No.5.5.1	5.5.1 The selected bidder shall deliver the machines within Six Weeks in North East Area and in states where road permit is needed and within Four weeks in rest of the country from the date of receipt of the order from the Bank, failing which the Bank reserves its right to levy liquidated damages.	Considering that the machines required are color customized which has a longer lead time and also being Rear access which are not commonly used and has a longer lead time to get the parts, Request this to be extended to 9weeks in North eastern area and road permit locations , and 7 weeks in the rest of the country along with site readiness checklist. Also Request bank to agree for a running forecast of 90 days to be provided to plan production, and restrict penalty only to the extent of the forecasted units	Requirement stands as per RFP
69	Page No.30 Clause No.5.14	Liquidated Damages	delivery lead times & LD	Requirement stands as per RFP

70	Page No.24 Clause No.5.5.8	5.5.8 The successful bidder is required to transport the Goods to a specified place of destination within India, defined as the Project Site, transport to such place of destination in India, including insurance and storage, shall be arranged by the bidder, and the related costs shall be included in the quoted Price. Cost for obtaining necessary road permits and other related permits will be the responsibility of selected bidder.	Our Risk and title passes to customer on Delivery at the site , and hence request the insurance to be restricted upto the point of delivery in the site, and bank to arrange insurance until installation and acceptance . While as a vendor, we would be assisting in all possible means to arrange the Road permits, there are certain states where the customer has to apply and download the permits "online" and request bank to take the ownership of those permits. Additionally in some states where LBT registration numbers are to be declared for delivering machines in that state, it would be bank's responsibility to provide those details for enabling the delivery. Liasoning will be done by us, but responsibility will be with the purchaser. Also in states where permits are issued online thro website, then it will be the responsibility of the customer to provide the permits and take care of the tax payments related to them., as vendors do not have access or not allowed to download / Additionally all tax payments done to procure Permits / Forms should be reimbursed on providing original tax receipts.	Requirement stands as per RFP
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71	Page No.30 Clause No.5.14	In case the delivery & installation is delayed beyond the scheduled time from the effective date, "Liquidated Damage for Late Delivery & Installation"; 0.5% of undelivered equipment (s) for each calendar week of delay or part thereof subject to maximum of 10% of order value will be imposed and will be deducted from the bill amount.	Request this to be in line with the lead time specified above and the Maximum penalty to be restricted to 5% of the order value, for the specific cases only where there is a delay	Requirement stands as per RFP
72	Page No.31 Clause No.5.15	The Selected bidder will obtain the Insurance covering all the risks during transit, storage, installation, commissioning, testing and handling including third party liabilities for the equipment supplied for all risks up to date of installation and acceptance of the system. The cost of the same will be borne by the selected bidder. The Selected bidder has to submit a copy of the insurance document so that the Bank may get a new insurance cover after the delivery, installation and acceptance of the system.	Our Risk and title passes to customer on Delivery at the site , and hence request the insurance to be restricted upto the point of delivery in the site, and bank to arrange insurance until installation and acceptance . We are covered under a global insurance cover for all our goods, and we will be providing a Policy cover note copy as a single document.	Requirement stands as per RFP



73	Page No.24 Clause No.5.5.7	The equipment are considered accepted (commissioned and operationalised) after signing the Acceptance Test Plan (ATP) document jointly by the representative from the Bank and engineer from the successful bidder.	If equipment installation & acceptance test delayed by a bank beyond 7 days after equipment delivery, we request bank to consider deemed acceptance of ATM machines for the purpose of start of warranty period / release of payments.	Requirement stands as per RFP
74	Page No.26 Clause No.5.9	WARRANTY The Selected bidder shall provide warranty for all the ATMs. The period of warranty will be 1 year from the date of installation.	Request Bank to consider period of warranty of 1 year from the date of installation or 7 days post delivery, if installation is delayed due to reasons not attributable to the Bidder	Requirement stands as per RFP
76	Page No.57 Clause No.6.2	Linux/Microsoft Windows 7 or higher operating system with latest service pack capable of multi-tasking real time operations and software to control all activities of the CD. (Linux/ Windows 7 or higher) OS to be hardened to allow only the required services/ports and block all other services/ports to prevent all external virus attacks on the CDs.	For protecting against virus it requires third party antivirus software. Please confirm if the vendor has to supply Antivirus software.	The subject clause stands modified as under  "The selected bidder has to provide the Antivirus Solution or equivalent solution to the ATMs. Updation of the Anti-Virus software / provided solution from time to time will be the responsibility of the selected bidder. Bidder will also be responsible for OS hardening, installation of service pack, and patch files. In nutshell the ATM should be free from viruses / malwares etc. at all times"

78	Page No.62 Clause No.14.1	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. One Full Motion Digital Video Recorder (DVR) Camera should be inbuilt in the machine and should perform the functions given in the RFP technical specifications. In addition to that machine should also Support to add additional 2nd external camera for site surveillance. ATMs with pin-hole camera installed inside with motion detection capability. The images captured by the cameras should be recorded either on a separate hard disc in the ATM or in an external DVR placed inside the ATM. Solution should be able to store Minimum 6 months of video images at an average of 300 transactions per day in the hard disc at any point of time.	Request the bank to restrict the number of cameras to 2- one inside the Atm and the other outside the ATM.	One Full Motion Digital Video Recorder (DVR) Camera should be inbuilt in the machine and should perform the functions given in the RFP technical specifications. In addition to that machine should also Support to add additional 2nd external camera for site surveillance. ATMs with pinhole camera installed inside with motion detection capability. The images captured by the cameras should be recorded either on a separate hard disc in the ATM or in an external DVR placed inside the ATM. Solution should be able to store Minimum <b>90 days</b> of video images at an average of 300 transactions per day in the hard disc at any point of time.
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79	Page No.21 Clause No.4.1	The switching interface may be changed as per requirement of the Bank and same will be intimated to the selected bidder in advance. Selected bidder to provide the required support to commission the ATMs with new switching interface without any additional cost to the Bank.	We request the Bank to modify this clause to mean that all support required to commission the ATM with the switch interface till the date of RFP submission will be with no extra cost to the Bank and any changes thereafter in the switch interface requiring additional support from bidder in commissioning of ATM will be mutually agreed between the successful bidder and the Bank.	Requirement stands as per RFP
80	Page No.21 Clause No.4.3	4.3. It is the responsibility of the selected bidder to deploy the existing and new (if any) display screens in ATMs as and when decided by the Bank during the contract period at no additional cost to the Bank.	Screens can be pushed from the switch. If engineer visit is required to deploy the same is chargeable basis Request Bank to clarify and confirm the same.	Requirement stands as per RFP

81	Page No.21 Clause No.4.4	4.4. The successful bidder should provide & install all the software and other utilities required for facilitating the ATM Managed services (including but not limited to EJ Pulling and software installation/distribution) for the new ATMs procured through this tender, without any extra cost. EJ client will be provided by Bank and selected bidder has to install the same at no additional cost to Bank. Selected bidder also required to copy the necessary software, screens etc as per the requirement of Bank without any additional cost to bank.	All Screens and EJ client provided by the Bank will be part of the Software build prepared for installing the ATMs and will be incorporated at the time of ATM installation. If subsequently, engineer visit is required for re-installation, etc, then the same is chargeable basis. Request Bank to clarify and confirm the same.	Requirement stands as per RFP
82	Page No.22 Clause No.4.7	Connectivity with Bank's Electronics Financial Switch.	We understand, by the term <b>"Connectivity with Bank's Electronics Financial Switch."</b> Bank expects the Bidder only to ensure that the CD is integrated with Bank's switch and all the transactions are carried out successfully. Bidder is not expected to provide network connectivity infrastructure and Bandwidth charges for the offsite as well as onsite CDs, and the same will be arranged by the Bank. Request Bank to kindly confirm the same.	The bidder should ensure that ATMs supplied under this RFP should have the Acceptance / Compatibility testing with the Bank's present ATM Switch Service Provider (Base 24), which may be changed by Bank anytime during contract period. The Bandwidth & Network connectivity will be provided by the Bank.

83	Page No.22 Clause No.4.8	<p>4.8 Selected bidder has to upgrade the OS version in future as and when it is available without additional cost to Bank during the contract period. Moreover, in case the existing version of the OS is declared end of support/ end of life during the contract period, the selected bidder will be required to replace it with similar available or higher version of OS.</p>	<p>Bidder will provide free of cost updates (hot-fixes, patches etc) for proprietary software from OEM for ATMs to address inherent software issues (such bugs, security vulnerabilities, etc) for ensuring that the ATMs meet the functionalities stipulated in the RFP. Any additional functionality/ies which is not clearly spelt out in the RFP specification that may require a change in the proprietary software from OEM for ATM will be charged at mutually agreed rates. The terms of upgrade will be as per the terms of the third party SW provider</p> <p>Any upgrades to the hardware in order to support higher versions of the operating system will be chargeable to the Bank on mutually agreeable commercial terms.</p>	The selected bidder will have the responsibility for OS Hardening, installation of service packs and patch files. In nutshell the ATM should be free from viruses / malwares etc. at all times and remain updated in all respect.
84	Page No.23 Clause No.5.3	<p>5.3 CONTRACT PERIOD The contract period for Supply, Installation &amp; Maintenance of 600 Front Loading ATMs will be for a period of Four Years from the date of Agreement (SLA). The machines shall carry warranty for a period of 1 year from each installation and accepted by the Bank.</p> <p><b>Contract Period:</b> The performance of the vendor shall be reviewed monthly, if not found</p>	<p>In section 1.2.16 on Page 9 bank has asked for the 1 year of Warranty + 2 Years of AMC after initial 1 year of Warranty period. But in this section Bank has mentioned contract period as 4 years. Request Bank to clarify for what period should the Warranty and AMC for each machine be supported by the Bidder and the consequent contract period.</p> <p>Bank may terminate the contract if the vendor has breached the terms of the contract and such breach is not cured within 90 days of the Bank notifying such breach to the vendor.</p>	Requirement stands as per RFP

		satisfactory, Bank may terminate the contract at its sole discretion by giving three months notice without assigning any reasons.	Also please confirm that such Termination will not affect the payment of machines already delivered and successfully installed.	
86	Page No.23 Clause No.5.4 - PERFORMANCE BANK GUARANTEE	The vendor, within 30 days from the date of purchase order will have to furnish a Performance Bank Guarantee, format as per Annexure-C of the RFP, issued by any scheduled commercial bank <b>equivalent to 10% of the project cost valid for 51 months from the date of purchase order.</b> Upon furnishing the Performance Bank Guarantee, the EMD of the vendor shall be returned. The Performance Bank Guarantee shall act as a security deposit and either in case the vendor is unable to start the project within the stipulated time or start of the project is delayed inordinately beyond the acceptable levels, the Bank reserves the right to forfeit the same. Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the vendor is not able to fulfill any or all conditions specified in the document or is	Request Bank to clarify whether the PBG equivalent to 10% of the project cost to be submitted for <b>51 months (4 years of Contract period + additional 3 Months) or for 39 months period (3 years of Contract period + additional 3 Months)?</b> This is noteworthy that all obligations of the vendor will finish within 36 months of machine installation (1 yr warranty + 2 yr AMC), so the BG can be valid for 39 months only ( 3 months claim period). There is no obligation of bidder after 39 months required to be fulfilled so request bank to amend the PBG term to 39 months	Requirement stands as per RFP

		unable to complete the project within the stipulated time. This is independent of the LD on Delivery and installation.		
88	Page No.26 Clause No.5.9	<p><b>WARRANTY</b></p> <p>During the warranty period the Selected bidder should maintain the acceptance criteria and shall be responsible for all costs relating to service, maintenance (preventive and corrective), technical support and transport charges from and to the sites in connection <b>with the maintenance of the solution or any components/ parts there under, which, under normal and proper use and maintenance thereof, proves defective in design, material or workmanship or fails to conform to the specifications, as specified.</b> The Selected bidder should inform the bank about the end of life of the product proposed. Selected bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories etc.</p>	<p>Request Bank to exclude cassettes, locks, purge-bins and also the consumable printer stationary, ribbons, paper rolls, cartridges, batteries etc. from the scope maintenance as these are consumable items. Also Cassettes, locks and purge bins are handled by CIT agencies on daily basis and their actions are beyond the control of Bidder, hence Bidder should not be held liable for replacing such consumable items that are handled and possibly damaged by CIT agencies.</p> <p>Bidder shall replace these items during warranty period only if they are proved to be damaged due to natural wear and tear. Request Bank to confirm on the same.</p> <p>Further, the supplemental hardware can be supported by the Bidder provided the same is certified by the OEM vendor to be supported along with the ATM</p>	Requirement stands as per RFP

		<p>covered by the offer. Selected bidder must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. <b>During the warranty period selected bidder shall maintain the equipment and repair/replace all the defective components at the installed site, at no additional charge to UCO BANK. Warranty should not become void if UCO BANK buys any other supplemental hardware from a certified third party and installs it with these equipments.</b> However, the warranty will not apply to such hardware items installed. The obligations under the warranty expressed above shall include all costs relating to labour, spares, maintenance (preventive &amp; unscheduled) and transport charges from site to manufacturer's works and back for repair/replacement at site or any part of the equipment which under normal &amp; proper use and maintenance proves defective in design, material or fails to conform to the specifications.</p>		
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89	Page No.27 Clause No.5.9.2 Annual Maintenance Contract	<p>Should UCO BANK decide to do so, the selected bidder is expected to maintain the ATMs supplied for 2 (Two) years after the expiry of warranty period. Comprehensive on-site maintenance charges, for the post warranty period, must be quoted in the Commercial Offer/bid. The selected bidder is expected to ensure same maintenance standards as during warranty period. After the expiry of AMC period (2 years after 1 year warranty), Bank reserve the right to enter into the AMC for further period of 2 years with mutually negotiated terms and condition.</p> <p>The AMC payment will be made by respective Zonal Offices on quarterly basis in arrear subject to satisfactory services rendered by the bidder. Also at the time of claim of AMC payment, bidder has to submit the preventive maintenance certificate and undertaking mentioning delivery of DVR images for the quarter to concerned branch, to Zonal Offices/Branches along with invoice.</p>	<p>Request Bank to exclude cassettes, locks, purge-bins and also the consumable printer stationary, ribbons, paper rolls, cartridges, batteries etc. from the scope of maintenance as these are consumable items. Also Cassettes, locks and purge bins are handled by CIT agencies and their actions are beyond the control of Bidder, hence Bidder should not be held liable for replacing such consumable items that are handled and possibly damaged by CIT agencies. Bank should bear the cost for the same if these are damaged or need to be replaced during normal wear and tear of the equipment. Request Bank to make the AMC payment also from Head office as in case for Hardware payment, as raising Zonal wise AMC invoice will be cumbersome process for the Bidder. Also, request bank to make AMC payment quarterly in advance as per the industry standards</p>	Requirement stands as per RFP
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90	Page No.27 Clause No.5.10 Uptime	Uptime Percentage: Metro & State Capital Centers:99% Urban Centers (Other than Metro & State Capital Centers):98% Semi urban & Rural Centers:97% Downtime for any particular ATM should not exceed more than 4 hours for a single incident of failure.	We request Bank to allow bidders to maintain following uptime SLA for all practical reasons, which shall exclude the downtime caused by Cash Replenishment activity, scheduled downtime during preventive maintenance, Banks Host down, Switch down, network down, power failure beyond the max. backup hours supported by UPS, Vandalism and force majeure cases, any other reasons not attributable to the Bidder: Metro & State Capital Centers: 97% Urban Centers (Other than Metro & State Capital Centers): 96% Semi urban & Rural Centers: 95%	Requirement stands as per RFP
91	Page No.28 Clause No.5.11 Functionality Required	Multi-lingual screens (minimum 3 languages) as per UCO Bank's requirements to be supported.	Request Bank to list out the exact languages	English, Hindi and local language of the state where ATM is installed.
92	Page No.28 Clause No.5.11 Functionality Required	Utility Bill Payment facility-using a fund transfer route	This also requires backend infrastructure and Switch integration. Is the Bank ready with the relevant Backend infrastructure and Switch support for Utility Bill payments ?	Requirement stands as per RFP
93	Page No.28 Clause No.5.11 Functionality Required	Railway Ticketing	This also requires backend infrastructure and Switch integration. Is the Bank ready with the relevant Backend infrastructure and Switch support of Railway Ticketing?	RFP clause is self-explanatory.

94	Page No.28 Clause No.5.11 Functionality Required	Facility to top-up mobile phones	This also requires backend infrastructure and Switch integration. Is the Bank ready with the relevant Backend infrastructure and Switch support of mobile top-ups?	RFP clause is self-explanatory.
95	Page No.28 Clause No.5.11 Functionality Required	Any other newly developed applications	Request Bank to list out all the applications	RFP clause is self-explanatory.
96	Page No.29 Clause No.5.13 Penalty	If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.	Request Bank to clarify if this penalty is over and above the SLA penalty and other liquidated damage stipulated in the RFP. Request Bank to cap all these penalties to 10% of the monthly AMC charges payable to the bidder for the specific machines, as the Bidder cannot pay penalties higher than the AMC fees payable by the Bank on an ongoing basis.	Requirement stands as per RFP
97	Page No.29 Clause No.5.13 Penalty	<p>PENALTY</p> <p>Ø SLA violation will attract penalties.</p> <p>Ø Any ATMs including the software components / hardware equipments that are reported to be down on a given date should be repaired immediately. The resolution</p>	<p>Request bank to define the penalty clause more clearly.</p> <p><b>Bank has mentioned that the penalty for every drop by 1% in Uptime, will be 1% for each machine and Rs. 500/- for drop of uptime by 1%. This should be 1% of AMC value per month as uptime measurement is monthly. Request Bank to clarify</b></p>	Requirement stands as per RFP

	<p>should not exceed 4 hours from the time of registering a complaint. <b>The successful bidder(s) to ensure the above mentioned uptime to be calculated on monthly basis for machines. In case the Vendor fails to meet the required uptime, there will be a penalty of Rs.500/- (Rupees Five Hundred only) upto 1% per downtime i.e If required uptime is 99% and the vendor' s reported uptime of 98% then penalty will be 1% for each machine.</b> The Bank expected that the vendors reported uptime should not be less than 90%. Bank reserves the right to invoke the performance security. The fault reporting by the Bank and/or its representative or agent will be through a telephonic message or any other mode as Bank may decide.</p> <p>Ø Notwithstanding anything contained above, no such penalty will be chargeable on the Vendor under the above clauses for the inability occasioned, if such inability is due to reasons entirely attributable to the Bank.</p> <p>Ø During warranty period, the penalty would be recovered from the vendor from the</p>	<p><b>Request Bank to revise the maximum penalty as 10% of the monthly AMC charges payable to the bidder for the default machines, as the Bidder cannot pay penalties higher than the AMC fees payable by the Bank on an ongoing basis.</b></p>	
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		<p>retention amount (Amount kept in terms of BG.</p> <p><b>Ø The sum total of penalties will not exceed 10% of the Total Cost of Ownership (TCO) within the contract period. Thereafter, the contract/purchase order may be cancelled and Performance Bank Guarantee may be revoked.</b></p>		
98	Page No.29 Clause No.5.13 Penalty	<p>If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to <b><u>recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance</u></b></p>	<p>The Bank is requested to define the penalty / liquidated damages that the Bank intend to charge the bidder. The Bank is also requested to clarify if these penalty / liquidated damage is over and above the SLA penalty and other liquidated damage stipulated in the RFP.</p>	<p>The RFP clause is self explanatory and requirement stands as per RFP</p>

99	Page No.31 Clause No.5.18 ACCEPTANCE TESTING	<p>The Bank will carry out the acceptance tests for testing hardware and peripherals, software, and other equipment supplied by the selected bidder as a part of the Supply, Installation &amp; Maintenance of 600 ATMs. The Vendor shall assist the Bank in all acceptance tests to be carried out by the Bank. The provisioned items will be deemed accepted only on successful acceptance of those products and the vendor would need to provision insurance of those items till successful acceptance. <b>The Bank at its discretion may modify, add or amend the acceptance tests which then will have to be included by the vendor.</b> The Vendor shall arrange for the tests at the relevant sites in the presence of the officials of the Bank. The Vendor should ensure that the tests will involve trouble-free operation of the complete system apart from physical verification and testing and that there shall not be any additional charges payable by the Bank for carrying out this acceptance test.</p>	Request Bank to share the current Acceptance criteria for the test. We suggest any changes done to the Acceptance Criteria should be mutually discussed and agreed between Bank and the bidder.	Please refer to <b>Annexure-XVI.</b>
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100	Page No. Clause No. Additional Query	Cabling during ATM deployment	Cabling to connect the ATM to the nearest LAN port located in the same room at standard 5 mtr distance is included as per industry practice. Request Bank to confirm same.	It is clarified that cabling inside the ATM room will be done by the Bank, however, selected vendor will be required to supply a LAN cable of 20 Meters for making ATM operational.
101	Page No.22 Clause No.PART –IV 4. SCOPE OF WORK	Duplication & mis-numbering of clauses	The clauses listed out in this section are duplicate, with error in numbering. Request Bank to clarify which clause are to be considered for scope of work under this RFP	The numbers should be read in sequence. All the clauses mentioned should be cover under scope of work.
102	Page No.23 Clause No.5.2	Banks is not obligate to purchase all the quantity of the ATMs as mentioned above. Bank reserves the right to alter the quantities at any time without prior notice to the selected vendor(s).	The tendering process is based on L1 prices which are quoted by bidders basis the quantities indicated vide the RFP. The prices are valid for +/- 10% variation on quantities. Request Bank to confirm for the same	Yes. But it is clarified that Bank is not obligate to purchase all the quantity of the ATMs as mentioned in the RFP. Bank reserves the right to alter the quantities at any time without prior notice to the selected vendor(s).
103	Page No.33 Clause No.5.19	The Bank reserve its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the Bank alone:	The Bank is requested to provide 30 days cure period before exercising this right. We therefore propose that the clause may be revised as under: - The Bank reserve its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the bank by giving a written notice of 60 days, in the event of such situation is not rectified by the Vendor within 60 days from the date of receipt of intimation from the Bank with respect to such situation.	Requirement stands as per RFP

104	Page No.33 Clause No.5.20'	Indemnity	The ATM and Software supplied by the Vendor has appropriate patent and copyright protection. Considering that these products are supplied by Vendor to global customers, Vendor offer a detailed indemnity clause to its customers in respect of any third party IP infringement claims against its products. The indemnity offered by Vendor is benchmarked against the indemnity offered by top technology companies. The indemnity covers (a) payment of damages, costs and expenses that are awarded by a court against the Bank; (b) payment of any settlement amount that the Bank is required to pay; and (c) modification / replacement of infringing products or refund of amount paid by the Bank against the infringing product. We therefore recommend the following changes in clauses 5.20. as per enclosed indemnity document	RFP clause is self-explanatory.
105	Page No.36 Clause No.5.26	<b>The Bank shall have the option of purchasing the equipment from third-party suppliers, in case such equipment is available at a lower price and the Selected Bidder's offer does not match such lower price.</b> Notwithstanding the foregoing, the <b>Selected Bidder shall continue to have the same obligations as contained in this scope document in relation to such</b>	ATM prices are decided upon the (a) contract length i.e. deployment period; (b) commitment of minimum quantity; (c) configuration; and (d) terms and conditions such as payment term, LD, support requirement, taxes, AMC commitment etc. Therefore we cannot agree to the Bank's requirement of passing on better prices to Bank without such qualifications neither we can agree to comply with the obligations as	It is expected that Bidder to provide best competitive pricing of the ATM Machines in response to the Bid.



		<p><b>equipment procured from third-party suppliers.</b> As aforesaid the Bank would procure the equipment from the third party only in the event that the equipment was available at more favorable terms in the industry, and secondly, The Equipment procured here from third parties is functionally similar, so that the Selected Bidder can maintain such equipment. The modalities under this right to re-negotiate /re-procure shall be finalized at the time of contract finalization.</p>	<p>contained in the scope document in relation to equipment procured from third party. Thus we propose following clause instead of existing clause 5.26 of the RFP: Bidder represents that the prices of all ATM ordered by the Bank from the Bidder will be, at the time of purchase, comparable to or better than the prices being offered by it to any governmental end-user customer of the Bidder engaging in a similar overall volume of business with Bidder who purchases the same or similar ATM in like committed quantities, and within similar time frames, within the same geographic area, and under terms and conditions substantially similar to those between Bidder and Bank. Bank's sole remedy in the event of a breach of this representation is to receive like or comparable prices for ATM.</p>	
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106	-----	New clause requested by the Bidder	We request the Bank to kindly accept addition of following limitation of liability clause: "IN NO EVENT WILL BIDDER BE LIABLE TO BANK FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES, OR FOR LOSS OF PROFITS OR REVENUE, LOSS OF TIME, OPPORTUNITY OR DATA, WHETHER IN AN ACTION IN CONTRACT, TORT, PRODUCT LIABILITY, STATUTE, EQUITY OR OTHERWISE. BIDDER WILL NOT BE CUMULATIVELY LIABLE TO YOU FOR ANY AMOUNT GREATER THAN THE PURCHASE PRICE, FEES AND CHARGES SET FORTH IN THE APPLICABLE ORDER."	Query not admissible.
107	Page No.62 Clause No.14.9	DVR image backup shall online for 3 months in the machine and thereafter image backup to handed over to link branch preferably in DVD at the time of preventive maintenance. The blank DVD will be provided by the concerned Branch / Zonal Offices.	Copying of the images onto a DVD will require a huge amount of ATM downtime and is therefore not practical. The ATM provides the functionality to create copies of the images in the primary and secondary hard disks by default. Request the bank therefore to remove this requirement.	Requirement stands as per RFP
108	Page No.10 Clause No.1.2.20	Further, subsequent to the orders being placed, the Bidder shall pass on to the Bank all fiscal benefits arising out of reductions in Government levies viz. Sales tax, excise duty, custom duty.	Request the Bank to allow the bidder to pass on any increase / decrease in Government levies as these by nature cannot be predicted and cannot be absorbed by the bidder as these are statutory in nature.	Requirement stands as per RFP

109	Page No.10 Clause No.1.2.16	<p>The Price Bid should also include all applicable taxes such as Sales/VAT/Service/Waybill etc. RFP REF No. UCO/DIT/03/2015-16 Dated: 01/04/2015 Page: 10 /73</p> <p>as per Annexure-XIX &amp; XX. The Octroi/ Entry Tax will be paid extra, wherever applicable on submission of actual tax receipt</p>	<p>Request Bank to modify the same to "The quoted prices should be in Indian Rupees only and inclusive of all Taxes, Statutory levies (duties/insurance/freight etc.) except Sales Tax (CST/LST)/Service Tax/VAT/WCT/ (or any other taxes that may be levied by government during the rate contract period in lieu of these taxes), Octroi /Entry Tax /Road Entry Permit charges which will be paid on actual basis</p>	<p>The subject clause stands as under: ""The quoted prices should be in Indian Rupees only and inclusive of all Taxes, Statutory levies (duties/insurance/freight etc.) except Sales Tax (CST/LST)/Service Tax/VAT/WCT/ <b>(or any other taxes that may be levied by government during the rate contract period in lieu of these taxes)</b> as per as per Annexure-XIX &amp; XX, Octroi /Entry Tax /Road Entry Permit charges will be paid on actual basis wherever applicable on submission of actual tax receipt"</p>
110	Page No.37 Clause No.5.26	<p>The Bank shall have the option of purchasing the equipment from third-party suppliers, in case such equipment is available at a lower price and the Selected Bidder"s offer does not match such lower price. Notwithstanding the foregoing, the Selected Bidder shall continue to have the same obligations as contained in this scope document in relation to such equipment procured from third-party suppliers. As aforesaid the Bank would procure the equipment from the third party only in the event that the equipment was available at more favourable terms in the industry, and</p>	<p>We submit to the Bank that the clause amounts to rendering the tendering process void since once the Bank has accorded the order to the L1 bidder, the same is subject to ongoing negotiations with the selected Vendor or any third party bidders also. We strongly urge the Bank to remove this clause</p>	<p>Requirement stands as per RFP</p>

		secondly, The Equipment procured here from third parties is functionally similar, so that the Selected Bidder can maintain such equipment. The modalities under this right to re-negotiate /re-procure shall be finalized at the time of contract finalization.		
111	Page No.16 Clause No.4	Bidder should have executed the order for at least 50 Rear Loading / Through the wall ATMs in any Public Sector / Private Sector / Co-operative Bank"s in India during the last three years.	Request the Bank to modify the same as "Bidder should have executed atleast 20 Rear Loading / Through the wall ATMs in Public Sector / Private Sector / Co-operative Bank"s in India during the last three years."	The query is related to Rear Loading of ATMs which is separate RFP and hence response to this query would be responded separately.
112	Page No.22 Clause No.4.7	The successful bidder should provide & install all the software and other utilities required for facilitating the ATM Managed services	Request Bank to specify if bidders need to provide the SW clients for ATM managed services	Requirement stands as per RFP
113	Page No.24 Clause No.5.5.1	Delivery period	The delivery period should be from the date of acceptance of the order by the vendor.	Requirement stands as per RFP
114	Page No.58 Clause No.7.1	10" and above Color LCD display	We request the Bank to modify the requirement to 15" and above as per the latest available models in the international and Indian markets. Bank deserves latest technology solution at optimal costs and 10" screens impact the software look & feel & overall customer experience very drastically.	Requirement stands as per RFP
117	Page No. Clause No.	Extension of time for submission of bids	Request Bank to provide min. 4 weeks after the issue of clarifications for preparation of EMD and bids	Query not admissible. The Last date of Bid submission will remain the same.

118	Page No. 21 Clause No.43	It is the responsibility of the selected bidder to deploy the existing and new (if any) display screens in ATMs as and when decided by the Bank during the contract period at no additional cost to the Bank.	This activity involves engineer visit to site so this have to be done on mutually agreed commercial.	Requirement stands as per RFP.
119	Page No.23, Part V 5.1 Order Details	The Bank intends to procure 600 ATMs with a provision to support UIDAI enabled Biometric finger print scanners in future whenever Bank decides to implement the same.	We request for Split in the Order procurement in the Ratio as per banks discretion.	Requirement stands as per RFP.
120	Page No.23, Part V 5.2 Right to Alter Quantities	The Bank reserves the right to alter the number of ATMs specified in the tender in the event of changes in plans of the Bank. Any decision of BANK in this regard shall be final, conclusive and binding on the bidder. The bank reserves the right to place order for additional 10% ATMs at L1 cost during the contract period with the same terms and conditions. Banks is not obligate to purchase all the quantity of the ATMs as mentioned above. Bank reserves the right to alter the quantities at any time without prior notice to the selected vendor(s).	Once the order is placed and is accepted by the Bidder, then the order cannot be altered by the Bank.	Requirement stands as per RFP.

121	Page No.24, Clause No.5.5.2	the delay is caused by any action pending from the Bank end, the corresponding period will not be considered while calculation of delay period	<p>Delay should also not be considered in cases where once the equipments have left the premises of the Bidder and then the Bank has requested for a diversion.</p> <p>Any diversion given by bank after 2 days of site intimation, will be charged @ a fixed rate of Rs.8000/-</p>	Requirement stands as per RFP.
122	Page No.24, Clause No.5.5.1	Delivery & Installation	Our Company would do CST billing, and Permits should be provided by bank OR delivery period is to be extended by another 4 weeks.	Requirement stands as per RFP.
123	Page No.24, Clause No.5.5.4	The installation of machine will be deemed to complete when all the Hardware/Software / products specified in Annexure-XI have been supplied, implemented and made operationalised as per the specifications and satisfactory acceptance given by the Bank	<p>We request the bank to provide satisfactory acceptance on the same day when all the Hardware / Software / products specified in Annexure-XI have been supplied, implemented and made operational.</p> <p>There needs to be certain timelines to this. Else it shall be deemed acceptance.</p>	Requirement stands as per RFP.
124	Page No.24, Clause No.5.5.7	The equipments are considered accepted (Commissioned and Operationalised) after signing the Acceptance Test Plan (ATP) document jointly by the representative from the Bank and engineer from the successful bidder.	We request the bank to clarify the timelines for Acceptance Test Plan to be conducted.	Requirement stands as per RFP.

125	Page No.24 & 25, Clause No.5.5.7 & 5.7	Delivery & Installation & Payment Terms	In case site is not ready and any other bank dependency, 90% payment to be released after 30 days of such shipment. Balance 10% can be released post making the machine live and submission of BG.	Requirement stands as per RFP.
126	Page No.24 & 25, Clause No.5.5.8	The successful bidder is required to transport the Goods to a specified place of destination within India, defined as the Project Site, transport to such place of destination in India, including insurance and storage, shall be arranged by the bidder, and the related costs shall be included in the quoted Price.	Insurance shall be only till the time delivery. Once delivered the title shall be transferred to the Bank.	RFP Clause is self explanatory and requirement stands as per RFP.
127	Page No.24, 25&31 Clause No. 5.5.8,5.8 & 5.15	Delivery & Installation; Paying Authority & Insurance	In case of machines not getting delivered due to bank dependency, insurance of consignment will cease after 35 days of dispatch or 7 days of delivery whichever is earlier. Cost of any damages thereof will have to be borne by bank.	Requirement stands as per RFP.
128	Page No.25, Clause No. 5.7	Payment terms	In case of any delay in making payments by the Bank, the Bidder shall be entitled to withhold its supply/ services to the Bank..	Requirement stands as per RFP.
129	Page No.26, Clause No. 5.9	Warranty should not become void if UCO BANK buys any other supplemental hardware from a certified third party and installs it with these equipments Warranty & AMC	Warranty shall become void in case there are changes to the equipment which is done without the prior written consent of the Bidder. Warranty should be for 1 year from installation or 15 months from delivery, whichever is earlier.	Requirement stands as per RFP.

131	Page No.27, Clause No. 5.9 Warranty & AMC	The AMC payment will be made by respective Zonal Offices on quarterly basis in arrear subject to satisfactory services rendered by the bidder	AMC payments to be released from central office (not from zonal office) , quarterly in advance . Clause 5.13 : SLA penalty to be capped at 5% and every drop of 1% in uptime should attract Rs.250/- as the penalty.	Requirement stands as per RFP.
132	Page No.29, Clause No. 5.13	Cap of 10% TCO	CAP Should be 5% of AMC value for that period.	Requirement stands as per RFP.
133	Page No.30, Clause No. 5.14	Liquidated Damage	Delivery penalty to be capped at 5%. Any delay in delivery beyond 4 weeks of dispatch of mcs due to bank dependency will attract the demurrage charge of Rs.750/- per day.	Requirement stands as per RFP.
134	Page No.31, Clause No. 5.15	The Selected bidder will obtain the Insurance covering all the risks during transit, storage, installation, commissioning, testing and handling including third part liabilities for the equipment supplied for all risks up to date of installation and acceptance of the system.	Insurance shall be till the delivery only. Once delivery is done, title shall be passed on to the Bank. Bidder shall not be responsible once the delivery is done.	Requirement stands as per RFP.
135	Page No.32, Clause No. 5.19	ORDER CANCELLATION	The Bank shall not be liable to cancel the order in case the order is placed and is accepted by the Bidder. Once order is accepted by the Bidder then the Bank shall have to accept the equipments and make payments for the same.	Requirement stands as per RFP.



136	Page No.33, Clause No. 5.20	Indemnity	The Bank shall indemnify the Bidder in case of any infringement of intellectual property rights of the Bidder and/ or its licensor whether done by the Bank and/ or its employees, officers and agents. The Bank shall be liable to the tune of the claim made upon the Bidder for such infringement.	Requirement stands as per RFP.
137	Page No.38, Clause No. 5.28	The Selected bidder shall have right to terminate only in the event of winding up of the Bank.	The Bidder shall also have the right to terminate in case of non – payment or delayed payment.	Requirement stands as per RFP.
138	Page No.55, Clause No. 3.3	Duress Status connection to Alarm panel	We request to clarify Duress Status.	Threat or force alarm signal.
140	Page No.58, Clause No.7.1 Customer display Unit	SVGA compliant 10" (Ten Inch) and above color LCD Display with touch screen having 8 or more operational or functional display keys. Vandal Screen with Privacy Filter, Triangular screen support. Facility to display graphics	We request the bank to amend this clause to 15" ( Fifteen Inch and above color LCD Display with touch screen having 8 or more operational or functional display keys	Requirement stands as per RFP
142	Page No.21 Scope of work 4.3	It is the responsibility of the selected bidder to deploy the existing and new (if any) display screens in CDs as and when decided by the Bank during the contract period at no additional cost to the Bank.	Frequency to deploy the screens at ATM needs to be finalized. We suggest twice in a Year. Please confirm.	Requirement stands as per RFP

143	Page No.22Scope of work 4.8	Selected bidder has to upgrade the OS version in future as and when it is available without additional cost to Bank during the contract period. Moreover, in case the existing version of the OS is declared end of support/ end of life during the contract period, the selected bidder will be required to replace it with similar available or higher version of OS	Any upgrade in OS version involved commercials. Request for Bank to consider any change in OS version as chargeable at mutual agreed cost as when available.	It is clarified that the selected bidder will have the responsibility for OS Hardening, installation of service packs and patch files at additional cost to Bank during entire contract period. In nutshell the ATM should be free from viruses / malwares etc. at all times and remain updated in all respect.
144	Page No.55Annexure –XI Technical offer/Point 3.1	ATMs offered must be certified UL291 Level 1 / Level 2 Or Equivalent chest with combination lock and key. Vendor to mention certification type.	We will provide UL291 Level 1 certified chest with Dual electronic combination lock (6+6). We will provide Electronic lock on safe and maniacal lock on service door. Keys for safe door are not required, request for Bank to remove Key option from safe. Please confirm.	Requirement stands as per RFP.
145	Page No.56Annexure –XI Technical offer/Point 4.6	Minimum 4 programmable secured cassettes with lock and key the currency Cassette should be standard / convenience type with all safety provisions for external sealing (Number Tag/ lock).	Request for Bank to elaborate the requirement on external sealing methods.	Requirement stands as per RFP
146	Page No.56Annexure –XI Technical offer/Point	Reading capability for track 1 & 2 i. e. EMV Level 1 and 2 compliance version 4.0 or later.; Write capability on Smart Card.	Our card reader is EMV 4.0 level 1 certified. For Level 2 (for Application Software) - Required certificate will be provided by us to ensure conformance to the latest EMV	It is clarified that Bidder is required to meet the given EMV certification requirement at time of submission of RFP and necessary certificate to be

	5.3,5.4,5.5, 5.6	Conformance to VISA card EMV's latest specification; mention the version readiness for both the levels, Level 1 (for Card reader Hardware) & Level 2 (for Application Software). It will be responsibility of the vendor to ensure the conformance to VISA / MasterCard / RuPay Card EMV's latest specification mention the version readiness for both the levels, Level 1 and Level 2.	certification at no cost to the Bank the contract period including AMC period. We will deploy/enable this solution when switch is ready for EMV transactions. Please consider and confirm.	submitted along with the Bid. The Bidder should not assume and wait for switch readiness.  Bidder to note that Bank will not accept any undertaking / confirmation in the absence of EMV Compliance certificate and Bid submitted with such undertaking letter / deviation will be summarily rejected.
148	Page No.57 Annexure – K Technical offer/Point 5.8	Bar Code reader compatibility (The ATMs should have the capability to read barcode and allow barcode based transactions/coupon dispensation)	Request for Bank to remove this clause as no one is using this functionality in ATMs as on date.	The ATMs should have the capability to read barcode and allow barcode based transactions / coupon dispensation.
149	Page No.57 Annexure –K Technical offer/Point 5.9	Card Reader slot must have anti skimming design/ anti-skimmer.	Anti skimming design is mandatory or optional. Please confirm. More clarification required on anti-skimmer. Bank is looking for Anti skimming slot only or Anti Skimming Device that will detect and resist/prevent skimming attacks on ATM by send instant alerts. Please clarify.	It is clarified that Card Reader slot must have anti skimming design/ anti-skimmer.
151	Page No.58 Annexure –K Technical offer/Point 8.2	Must be Triple DES Compliant for MasterCard, VISA, Rupay and EMV card standards	EMV is applicable for Card readers not for EPPs. Please confirm. Our EPP is PCI 2.0 Certified.	Requirement stands as per RFP

152	Page No.59 Annexure –K Technical offer/Point 9.3	The printer supports multilingual customer receipt printing as per customers choice of language	This is switch dependent activity to support customer language. Is switch provide local language data to print ? Please confirm.	Requirement stands as per RFP. ATM machine should have the capabilities to support multilingual Customer receipt printing.
153	Page No.59 Annexure –K Technical offer/Point 10.1	Should be capable of being connected to branch data base/Bank's centralized data base using ISO 8083 or above message format/standard	As ATM is directly connected with ATM Switch for cash and non-cash transactions, request you to clarify on the functionalities/services which needs to be connected with branch data base/Banks centralized data base. If ATM needs to be connected with above database, we understand required message format with be shared by bank with the vendor? Kindly confirm.	Machine should be capable of connecting with Bank's Database / CBS using ISO 8083 & above message format / standard.
155	Page No.61 Annexure – K Technical offer/Point 14.1  Page No. Annexure – K Technical offer/Point 14.2	DVR (Digital Video Recorder) provided must be able to capture image of the customer when the customer enters the CD room and also when the customer does a transaction at the CD.  The solution must be integrated with the CD and must have two channels DVR	Request for Bank to change this clause as USB/ DVR option. In our ATM, camera surveillance application works with USB based camera to capture images of the customer for transaction and motion. Our application also support additional USB camera for site surveillance. We can manage two cameras for surveillance system (one mounted inside the ATM and other in ATM room) as mentioned in RFP without DVR channel system. Please consider.	It is clarified that Camera supplied should be motion camera internally inbuilt / fitted with the Machine.
157	Page No. Annexure – K Technical offer/ Point	Support to add additional 2nd external camera for site surveillance.	External Camera is required mandatorily or only support for adding 2nd camera in future. Please confirm.	RFP Clause is self explanatory

	14.5			
158	Page No.61 Annexure –K Technical offer/Point 14.6	Functionality to upload images manually to a central server	We understand central server will be deployed/are in place by bank and relevant information required to upload images, will be provided by bank at the time of UAT.	The machine should have the facility to allow uploading of images from the machine to a central server or central location at Bank's EFT switch center as and when required by the Bank. The central server shall be deployed by Bank.
159	Page No.9 Point - 1.2.16	The Price Bid should also include all applicable taxes such as Sales/VAT/Service/Waybill etc. As per Annexure-XIX & XX. The Octroi/ Entry Tax will be paid extra, wherever applicable on submission of actual tax receipt.	We request bank to make the templates as "Exclusive of All Taxes" & the same will be paid extra on actual. Which will help vendor to get the commercial approvals quickly from Govt. Departments on behalf of bank & the same will also minimize delivery time.	Requirement stands as per RFP
160	Page No.30 Point - 5.13	The resolution should not exceed 4 hours from the time of registering a complaint. The successful bidder(s) to ensure the above mentioned uptime to be calculated on monthly basis for machines. In case the Vendor fails to meet the required uptime, there will be a penalty of Rs.500/- (Rupees Five Hundred only) upto 1% per downtime i.e If required uptime is 99% and the vendor's reported uptime of 98% then penalty will be 1% for each machine.	We request bank to make the penalty of Rs. 250 /-	Requirement stands as per RFP

162	Page No.27Point - UPTIME (5.10)	Required uptime for Metro & State Capital Centers (99%) / Urban Centers (Other than Metro & State Capital Centers) (98%) / Semi urban & Rural Centers (97%)	We request bank to consider the Uptime of 98%, 96% & 95% respectively.	Requirement stands as per RFP
163	Addendum	New Clause	---	Any bidder having unsatisfactory service record with the Bank till the time of Bid submission date, Bank reserves the right to reject such bid either during evaluation stages or before final selection of the bidder without assigning any reason.

**Note:** The selected vendor will be required to sign an Integrity Pact (IP) with the Bank as per recent CVC guidelines for which format would be shared on a later date with the selected vendor. All other terms and conditions given in the RFP will remain unchanged.

Place: Kolkata  
Date: 20.04.2015

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