

CORRIGENDUM NO. 1

Date: 04/01/2022

AMENDMENT TO RFP NO RMGB/IT/02/2021-22 Dated 24/12/2021: REQUEST FOR PROPOSAL FOR Supply, Installation and Annual Maintenance Contract (4 Year AMC) of 1500 Micro ATM cum AEPS Device for RMGB

Following amendment / modification have been made in tender documents:

S N	Page No. & Point No.		Existing Para mentioned in RFP	Revised Para in RFP
1	Page No. - 27, Annexure - C Point No. - 2	Liquidated Damages	The Bank expects installation of systems at the site within 45 Days of the work order. However, if the vendor commits delay in delivery or installation, within the said period, the vendor will be liable to pay a sum of 1% (one percent) of the order value per site for each week of delay beyond the scheduled installation date by the way of liquidated damages.	The Bank expects installation of systems at the site within 60 Days of the work order. However, if the vendor commits delay in delivery or installation, within the said period, the vendor will be liable to pay a sum of 1% (one percent) of the order value per site for each week of delay beyond the scheduled installation date by the way of liquidated damages. If device is not available at the time of onsite visit for AMC services, then Rs. 250 per visit will be paid by the bank.
2	Page No. - 27, Annexure - C Point No.- 4		Vendor will provide software/module to the bank for monitoring & management (MDM/ TMS) of the devices.	Vendor will provide software/module to the bank for monitoring & management (MDM/TMS) of the devices. Server for MDM/TMS system will be hosted in India only.
3	Page No.- 36, Annexure - D Point No. - 2	Criteria	The bidder should not have been blacklisted barred by any Public Sector Bank, RBI/NHB, any PSU or IBA for any reason viz. delay in providing services/ Support under such contracts at the site, at the time of bidding.	The Bidder/ OEM should not have been blacklisted barred by any Public Sector Bank, RBI/NHB, any PSU or IBA for any reason viz. delay in providing services/ Support under such contracts at the site, at the time of bidding.





4	Page No.– 39, Annexure - F Point No. - 13	Device Specification	Bidder should provide the propriety Device management terminal/portal to manage/ control devices to the bank.	Bidder should provide the propriety Device management terminal/portal to manage/ control devices to the bank. Server for MDM/TMS system will be hosted in India only.
5	Page No.– 36, Annexure - D Point No. - 5	Criteria	<p>Criteria</p> <p>The bidder should have minimum 3 year of business Experience of supply & installation of micro ATM enable with secured biometric Scanner/readers enabled with mag-strip and chip card readers in India. The bidder/OEM should have supplied such minimum 1000 micro ATMs in at least 2 Scheduled Commercial Banks/ Financial Institutions/Fintech in India during last 3 years.</p> <p>Proof to be submitted</p> <p>Bidder should have Certificate of such experience from related Bank/FIs to be furnished of same device for which bidder participate.</p>	<p>Criteria</p> <p>The bidder should have minimum 3 year of business Experience of supply & installation of micro ATM enable with secured biometric Scanner/readers enabled with mag-strip and chip card readers in India. The bidder/OEM should have supplied minimum 1000 micro ATMs in at least 2 Scheduled Commercial Banks/ Financial Institutions/Fintech in India during last 3 years.</p> <p>Proof to be submitted</p> <p>Bidder should submit the Certificate of such experience obtained from related Bank/FIs.</p>
6	Page No.– 22, Point No.- 29 b)	Payment Receipt Terms	b) No advance/ mobilization amount will be paid to the vendors. 90% of the cost of Device will be allowed after installation, successful commencement of the device after submission of bills, and verification of quantities.	b) No advance/ mobilization amount will be paid to the vendors. 90% of the cost of Device will be allowed after installation, successful commencement of the device after submission of bills, and verification of quantities. Remaining 10% of amount will be released after receiving the PBG in specified format.
7	Page No.– 31, Annexure - C Point No. - 7	Third Party Maintenance	Third Party Maintenance- AMC service to be provided by the vendors through their own engineers and not through their dealers / distributors/ stockiest /franchisees etc. (including individuals and third party firms/companies)	Third Party Maintenance- AMC service to be provided by the vendors through their own/ OEM engineers and not through their dealers / distributors/ stockiest /franchisees etc. (including individuals and third party firms/companies)

8	Page No.– 32, Annexure - C Point No. - 15	Uptime Guarantee	<p>Vendor will have to ensure a minimum uptime of 99% for all Micro ATM cum AEPS devices at all times. The total downtime will be calculated as the period an item was not working 48 hours in a day will be taken for calculation of Micro ATM cum AEPS devices Uptime Efficiency.</p> <p>Micro ATM cum AEPS devices uptime efficiency shall be computed as under- (Total Time - Down Time) / (Total time) * 100</p> <p>Where downtime is the time involved while any Micro ATM cum AEPS devices System is inoperative or operates inconsistently or erratically.</p>	<p>Vendor will have to ensure a minimum uptime of 99% for all Micro ATM cum AEPS devices at all times. The total downtime will be calculated as the period an item was not working 8 hours in a day will be taken for calculation of Micro ATM cum AEPS devices Uptime Efficiency.</p> <p>Micro ATM cum AEPS devices uptime efficiency shall be computed as under- (Total Time - Down Time) / (Total time) * 100</p> <p>Where downtime is the time involved while any Micro ATM cum AEPS devices System is inoperative or operates inconsistently or erratically.</p>
9	Page No.– 35, Annexure - C Point No. – 30	Certification	<p>**no specific para available**</p>	<p>All Hardware Certification for operationalization of services in these Micro ATM devices will be done by bidder only whereas software certification will be done by the ASP with the support of bidder.</p>


