

**Annexe - 1**

**Selection of Vendor for Supply, Installation and Maintenance of 9 ATMs for VDCCBL, Vijayapura – Clarifications  
issued in the Pre-Bid Meeting held at 11 am on 8.12.2017 at the office of VDCCBL**

<b>Sl. No</b>	<b>Ref. / clause No. in Tender Document</b>	<b>Details</b>	<b>Quires/Issues</b>	<b>Clarifications of VDCCBL</b>
1.	1.1 Background	This Request for Proposal (RFP) has been issued by the Bank for procurement of 8 ATMs & 1 ATM-cum-Cash Deposit Machine during the financial year 2017-18.	Request to confirm whether bank is looking for Cash Recycler also. As the Technical Specs and commercial table only speaks about ATM.	Bank intends to procure totally 9 ATMs. No Cash Recycler / Cash Deposit Machines will be procured through this Tender.
2.	1.3 - Eligibility	The Bidder should have supplied at least 1000 ATMs/CDs/BNAs/Cash Recyclers in India in the previous 3 financial years. The Bidder should have also executed a single order for supply of minimum of 100 /CDs/BNAs/Cash Recyclers to any Scheduled Commercial Bank under Capex model during the last 3 financial years.	Please revise as Bidder / OEM should have supplied at least 1000 ATMs/CDs/BNAs/Cash Recyclers in India in the previous 3 financial years. The Bidder should have also executed a single order for supply of minimum of 100 /CDs/BNAs/Cash Recyclers to any Scheduled Commercial Bank under Capex model during the last 3 financial years.	Not Agreed, No Change.
3.	2.1.6 EMD and Annexe-3A	The bidder shall pay an EMD of Rs.2 lakhs (Rupees Two Lakhs only) in the form of Demand Draft drawn in favour of Vijayapur DCCB Ltd., Vijayapur. The proposal shall be rejected EMD is not paid as prescribed format. The EMD shall be refundable no later than 30 (Thirty) days after completion of selection process	We understand EMD of unsuccessful bidder will be returned immediately after financial bid opening. Please clarify on bid security amount.  Please allow submission of performance security by way of BG issued by Scheduled Commercial Bank also.	EMD of unsuccessful bidders will be returned at the earliest but no later than 30 days after completion of selection process.  Bid Security or Performance Security shall be at 5% of contract value (and not Rs.5 lakhs) and the selected bidder shall submit the performance security by way of Bank

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				Guarantee as per Annexe – 3A issued by Nationalised Bank / Scheduled Commercial Bank.
4.	2.1.7	The Bidder should submit a Power of Attorney as per the format at Appendix – II, authorizing the signatory of the Proposal to commit the Bidder.	Please allow to submit Power of Attorney as per our company draft in which it will mentioned Employee Name with Designation and Emp id who is authorized to sign and submit and execute all the related documents for the contract. This will be on non Notarized and will be on Stamp paper.	Any standard Power of Attorney is acceptable.
5.	2.4 & 2.4.1	Right to accept and to reject any or all Proposals  2.4.1. Not with standing anything contained in this TD, the VDCCBL-Vijayapur reserves the right to accept or reject any Proposal and to annul the Bidding Process and reject all Proposals at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.	Rejection of proposals after submission should be with valid reasons. Banks to give the reasons to the rejected bidder with reason for rejection.	This is a standard clause. Acceptance / rejection / annulment will be with valid reasons only.
6.	2.20 – Item 2	Scope of Work  The vendor must ensure before delivery that operating system as specified in Annexe – 1C of Appendix - I, is hardened to block the services which are not required.	Request bank to share the hardening policy of the bank, if any or it will be as per OEMs standard Hardening policy which will be shared in our RFP Response.	Operating System as specified in Annexure 1C of Appendix-I is hardened to block the services which are not required or OEMs Standard Hardening Policy is also acceptable.
7.	Item - 3	The successful vendor will take total	Bidder responsibility will be only supply ATM. It is	The successful vendor will

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		responsibility for supplying, installation of CDs and making them operational through interface with Bank's Switch.	banks Switch vendor responsibility to develop the interface and get the ATM connected to Switch. This is Standard Practice across ATM industry. Bank to Share the Switch detail and need to confirm is the Switch is Capable of handling DD 912 Protocol as per your technical requirement Annexe-1C page no 55 PROTOCOLS	supply ATM and the Bank will ensure development of the interface with Switch and ensure the ATM is successfully operational. The vendor has to co-ordinate with Bank and Switch in this matter.
8.	Item - 4	Talking ATM for ALL	It is banks responsibility to provide the required .Wav File/Audio Files to Switch Vendor. ATM will run/execute this Audio files as per Switch instruction.  System integration testing (By OEM & switch team) man days efforts cost is involved.	The successful vendor has to make provision for Talking ATM. The necessary .wav File / Audio Files will be provided by the Bank to Switch.
9.	Item - 5	The machines should have inbuilt software for enabling receipt printing in English as well as regional languages like Hindi & Kannada as per the Bank's norms.	This is Switch dependent. Bank to give bidder with the required images and the images will be copied in the machines. Switch calls regional language icons in txn response in place of the English receipt data.  Bidder can only confirm that receipt Printers supplied with the machines will be compatible for regional receipt printing.	The Bank will decide on the format, language and content of the receipts to be printed and share the same to the bidder for integration with ATMs.
10.	Item - 6	Vendor should undertake the shifting of ATMs from one place to another in case of requirement. The price quoted for the procurement by turnkey basis herein should be inclusive of all expenditures incidental to shifting including dismantling, packing, loading, unloading, unpacking, de-	Once the machine is delivered to end location as per the order, any shifting thereafter will be at mutually agreed cost.	Shifting of ATMs if at all required subsequent to the supply will be undertaken on mutually agreed cost between the Bank and the Bidder.

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		installation and reinstallation and transportation charges. The cost of transit insurance will be borne by the Bidder and should be included in the cost of the machine.	Post-delivery any shifting, degROUTING & grouting need to separate cost and cannot be factored in the Cash dispenser price and this shall be impact to bank due unnecessary cost loading and increase in CD Price . Request bank to consider this price case to case basis	
11.	Item - 7	As a part of deliverables, it is expected that the successful vendor 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 distribution) without any extra cost.	Any Software need to be installed need to tested and approved by OEM, this activity shall require the separate Field Visit and field visit rate shall be applicable , this cannot be factored in advance until and unless we can envisage	
12.	Item - 9	As a part of price bid for the project herein, Vendor should quote the rate for complete installation of DVSS / Alarm Panel including carpentry and electrical work, the cost of which should be included in the Commercials	Request bank to remove Alarm Panel from ATM vendor Scope. We will be providing Standard Sensor with the ATM.  ATM comes with one integrated camera; bank needs to get the cabling completed for second camera installation from the Banks Site Construction contractor since Site preparation is not in scope of RFP.  Bank need to provide us the clear site for Installation with all the Electrical, LAN Point and other Interior work complete, Bidder scope need to limited to Machine Installation and go live	The Price bid for the Project need to exclude cost and installation of DVSS / Alarm Panel, Carpentry, Electrical Work. These need not be included in the commercials. The site will be completely made ready by the Bank in all respects for installation of ATM.
13.	Item - 10	It will be also the responsibility of the	Request the bank to remove this requirement on the	The successful bidder has to

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		<p>vendor to provide the patch cord of required length (up to 5 meters) and attend the LAN cable issues from I/O port to ATM / ATM cum-Cash Deposit Machine / BNA under warranty and AMC period without any extra cost or visit charges to Bank. The damaged patch cord to be replaced without any extra cost during warranty and AMC period.</p>	<p>attending LAN cable issues at free of cost since the bidder do not have any control on this as it is a public place.  <u>Bank to give engineers visit charges for such cases.</u>  Bidder shall provide the LAN Cable upto 5 Meter, Maintaining the LAN Cable should be bank Scope during the contract period, any Lan Cable replacement shall be Charged.</p>	<p>provide the patch cord of upto 5 metres 3 times in a financial year free of cost.</p>
14.	Item - 11	<p>ATM/Cash dispensers should have vinyl wrapping as per Bank's branding. The vinyl wrap of the ATM will be on the lower front portion of the CD and Bank will provide the CDR file of the artwork. Bidder should ensure that vinyl wrap should have a life of minimum warranty period of 3 years plus 2 years of AMC. Provide the CDR file of the artwork. Bidder should ensure that vinyl wrap should have a life of minimum warranty period of 3 years plus 2 years of AMC.</p>	<p>We Suggest bank to go for ATM Standard Colour as per OEMs instead of Vinyl Wrap. Vinyl Wrap may look dirty/bad after few months/ a year.</p>	<p>Instead of Vinyl Wrap, ATM should have standard colour as per the requirement of the Bank which will be shared with OEM.</p>
15.	2.25	<p>No engineer visit charges will be borne by the Bank for upgradation of the Software / replacement of hardware component pertaining to CD for the purpose of enhancing their functionality to meet mandatory compliance. Vendor should complete such upgradation in all the ATMs,</p>	<p>This cannot be done at Free of Cost. Engineer visit charges need to be paid for the cases other than SLM and PM calls.   Upgradation of the Software / replacement of hardware component pertaining to CD for the purpose of enhancing their functionality to meet</p>	<p>Not Agreed, No Change.</p>

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		wherever required, within 30 days of request from the Bank.	mandatory compliance shall be Time bond activity shall be as per approved field visit cost	
16.	2.25	Vendor should provide and install software in the ATM to monitor the health of surveillance systems and send reports to Managed Service centre of the vendor appointed by the bank. The system should be capable of sending auto alerts to banks ATM switch.	The scope is limited to Managed Service and request bank to exclude the same from the Scope	This Clause stands deleted
17.	2.25	Vendor will also supply the software in CDs to support central distribution from remote centralized location through standard interface. Vendor will provide licenses / rights in favor of the Bank to use all the software supplied by them already mentioned.	Need More clarity on support central distribution from remote centralized location through standard interface mentioned Scope	This Clause stands deleted
18.	2.25	The vendor should allow the Managed Service vendor to carry out First Level Maintenance (FLM) services and other related activities including connecting the alarm system, digital video surveillance system & hooter wiring in the ATMs.	Once machine is delivered it is banks asset. Any software to be loaded in machine needs to tested and verified with respective ATM OEM.	Not agreed, no change.
19.	2.25	On receipt of Bank's approval for parts replacement, repairs / replacement has to be carried out and completed within 72 hours, else, the delay will be counted as downtime and penalty will be levied @ Rs .1000/- per day for every day of delay beyond TAT up to	Request bank to relook on the penalty terms since these are at very higher side. Bank to revise the Penalty to 500 per day maximum limit shall be 2000 per Instance	On receipt of Bank's approval for parts replacement, repairs / replacement has to be carried out and completed within 96 hours, else, the delay will be counted as downtime and penalty will be levied @ Rs .500/-

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		maximum limit of Rs.25,000/- per instance.		per day for every day of delay beyond TAT up to maximum limit of Rs.20,000/- per instance.
20.	2.25	Intellectual Property (IP) Rights	Bank shall also protect the IPR used in the product of the Bidder and Bank shall be liable to indemnify the Bidder against all third party claims / damages arising out of infringement of IPR as the product are of the Bidder therefore all the software belongs to the Bidder.	Not agreed, no change.
21.	2.25	Solicitation of Employees	This clause will not be applicable in case of hiring through a public advertisement which is issued to public at large.	Not agreed, no change.
22.	2.25	The Bank reserves the right to change locations by giving proper notice before the delivery of ATM at site.	We request bank to be very sure on site readiness before giving the delivery instruction since once machine is invoiced and dispatched from Factory any change in location after that will be cost to the bank since this will charged by transporters as docket charges.	Not agreed, no change.
23.	2.29	Annual Maintenance Contract:	Would request following exclusions: <ul style="list-style-type: none"> <li>• Misuse by a customer or any other unauthorized person.</li> <li>• Untrained personnel doing end-of-day and related operations on the all machines.</li> <li>• Non-availability of keys which give access to the inside premises.</li> <li>• Problems caused by power cuts and improper switching on of machines after the restoration of power</li> <li>• Failure of communications</li> </ul>	Not agreed, no change.

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			Further, warranty period of the machines shall start from the date of delivery and AMC will period of 4 years shall start from the date of warranty period expired. Further, in any event Bidder shall not be responsible for the consumables procured by the Bank on its own.	
24.	2.29	AMC charges will be 6% p.a. of the base cost (base cost = total cost of ATM less taxes) of ATM.	Request bank to change minimum AMC charges should be 10% on the unit cost. Mentioned AMC charges I,e 6% is very low and in some of PSB RFP vendors get disqualified for Quoting such low AMC	AMC can be quoted between 8% to 10% p.a. of the base cost (base cost = total cost of ATM less taxes) of ATM.
25.	2.29	No engineer visit charges, whatever the case may be, will be entertained during the period of Warranty & Annual Maintenance Contract.	Engineer Visit is a cost to any company. Any calls other than SLM and PM calls it will be on chargeable basis.	Not agreed, no change.
26.	2.29	In case any parts need to be replaced on chargeable basis as described, the Bank has the right to procure the same / equivalent part from the open market and hand over the same to the vendor.	Not acceptable. Any parts procured in open market and replaced OEM will not be responsible any damages and warranty becomes void. Upgradation of the Software / replacement of hardware component pertaining to CD for the purpose of enhancing their functionality to meet mandatory compliance shall be Time bond activity shall be as per approved field visit cost	In case any parts need to be replaced on chargeable basis as described, the Bank has the right to procure the same / equivalent part from the open market after due consultation with the vendor and hand over the same to the vendor.
27.	2.29	Bank may procure consumable items not covered under warranty/AMC on its own. Vendor will have to replace the parts/items at no extra cost to the Bank.	No, this comes under FLM category. Banks MS vendor need to carry out this activity.  We understand all the machines will be attached to branch (onsite ATM) and this activity can be carried out by branch people.	Not agreed, no change.



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			During installation all FLM related training will be given to branch executives.	
28.	3.5	Evaluation of Financial Proposal- In the event that the L1 Bidder withdraws its Proposal or is not selected for any reason in the first instance, the VDCCBL-Vijayapur may invite the L2 Bidder for negotiations.	Any rejections of Vendors should be before opening of Financial Bids and with Valid reasons.	Noted. Financial Bids of only Technically qualified Bidders will be opened and Financial Bids of unsuccessful Bidders will be returned to them unopened.
29.	Sec. 8 – Item 5	Loading of new screens in all the individual ATMs during the Warranty and AMC period. This job has to be done as a part of Warranty and AMC support services, without any extra cost / visit charges.	Any new Screens to be loaded after installation of the machine will be on chargeable basis or will be done during PM Calls.	Not agreed, no change.
30.	Sec.8- Item 8	ATMs should provide protection from Pests, Rats, rodents etc. starting from the date of delivery till the life of ATMs. Vendor will not be permitted to claim any part replacement cost on the ground of damage of ATM parts etc on account of pests, rats, rodents etc . We understand anti-rodent protection, restricts the entry of rodents, rats and pests inside the machine.	We provide Rat Mash with machines. It is responsibility of the bank to keep site clean. Request bank to exclude this clause as this shall not fall under ATM maintenance and this shall be bank responsibility to ensure ATM premises is protected from Pests, Rats, rodents etc, ATM OEM shall not take any responsibility on such site related issues	ATMs should provide protection from Pests, Rats, rodents etc. starting from the date of delivery till the life of ATMs. The Vendor should provide Rat Mash with machines to ensure the same.
31.	Sec. 8	Milestone of payment	Request bank to consider 1. Mobilisation Advance on signing the agreement-- 25% 2. After delivery of all 9 ATMs - - 75%	Agreement will be signed consolidated for all the 9 ATMs. Order for installations will be given for each of the individual 9 ATMs. Milestones for payment will be as follows:
			Request bank to modify the Payment terms as	

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			below 80% upon Delivery and 20% on completion of installation or one month from the date of delivery (For Installation delay due to bank dependency case )	1. Advance of 20% on order of each individual ATM. 2. Balance 80% of payment within 1 week of successful installation & working of ATM.
32.	Annex 1B	Functional Specification	All the function Specs are Functionality of ATM Switch.	
33.	Annexe 1B - Item 10	Three Language Display (English, Hindi and Kannada). (Vendor to provide and deploy screens for the languages as desired by Bank)	Screen to developed and designed by bank.	Three Language Display (English, Hindi and Kannada). (Vendor to deploy screens provided by the Bank in the languages as desired by Bank)
34.	Annexe 1B – Item 13	Receipt printing in Kannada and English is mandatory.	Receipt images to be provided by bank	Receipt printing in Kannada and English is mandatory and the format and content images will be provided by the Bank.
35.	Annexe 1B – Item 19	Should have facility to carry out housekeeping and maintenance of ATM.	No such functionality in ATM. Request bank to delete this requirement.	House keeping of ATM will be undertaken by Bank. Maintainance of ATM will be undertaken by vendor as per the AMC.
36.	Annexe 1B – Item 22	Should provide Audio guidance in all the three languages.(The required WAV files to be provided by the vendor).	Audio files to be provided bank and should be configured centrally at switch. System integration testing (By OEM & switch team) man days efforts cost is involved and to be agreed mutually.	Audio guidance in the desired languages will be available. The .wav / audio files will be provided by the Bank.
37.	Annexe 1B – Item 24	Should be enabled and capable for biometric authentication by recognizing finger print.	CD hardware is capable for biometric function but for integration/implementation testing with bank switch team will be required. Man days efforts cost involved. This will be at mutually agreed cost.	Should be enabled and capable for biometric authentication by recognizing finger print. The Integration / Implementation testing will be undertaken

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				separately with Bank Switch team lateron.
38.	OS	Multi tasking real time operating system. – MS Windows 7 / Linux or higher operating system with latest Service Pack.	Is bank is looking for open source OS? Most of the machines installed in India/worldwide is on Windows. Request bank to relook on the same.	Multi tasking real time operating system. With MS Windows 7 with latest Service Pack needs to be the standard OS.
39.	Annexe 1C – Tech. Specifications	UL 291 Certified Secure Chest Level-1 or CEN 1 certified Currency Chest should be integrated.	Our machines come with CEN L chest. Request bank to amend UL 291 or CEN L or higher currency Chest	UL 291 Certified Secure Chest Level-1 or CEN 1 certified Currency Chest or CEN L or higher Currency Chest should be integrated.
40.		S&G / Mass Hamilton or Equivalent/higher dual electronic combination lock of 6+6 digits or higher, having one time combination (OTC) option and audit trail without any hardware change. The OTC Lock should support Emergency Opening Code feature that can be used in the event of Lock / software malfunction, so as to avoid ATM Door drilling.	Request bank to confirm whether bank is looking for 6+6 Combination Lock or OTC lock. It is better to go for 6+6 combination lock since OTC lock may not be useful.	S&G / Mass Hamilton or Equivalent/higher dual electronic combination lock of 6+6 digits option and audit trail without any hardware change.
41.		The OTC Lock software should be capable of Real-Time updating of all ATM activities done across the country, including generation of Close seal, Duress openings & Lock Battery status etc.	Please clarify on the requirement	This Clause stands deleted

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42.		2 Spacers for any new currency introduced by RBI in future should be provided along with ATM.	Request bank to remove this requirement since there is no clarity on the future currencies to be introduced and same needs to be tested & upgraded and this will be at mutually agreed cost depending on the efforts	This Clause stands deleted
43.		Monitor should be capable of displaying graphic features such as animation, blinking, fade-in fade-out, sprinkle, horizontal & vertical scrolling and time & date.	Please clarify what is bank looking for with the mentioned feature?	Noted. No change.
44.		Hybrid Dip Reader for EMV Chip Smart Card and magnetic strip cards. CD should be ready for reading EMV chip data from EMV card with required integrated software.	EMV implementation/Integration testing with bank switch is required. Man Days efforts involved and will agreed mutually.	No Change
45.		EPP should be designed so as to prevent overlaying of fake pin pad.	Not Possible. Request bank to remove this clause	This Clause stands deleted
46.		Capable of Voice guidance to customer & digitalized WAV files in Indian accent for the same in all the three languages to be provided by the vendor as per the Annexure- L	Bank need to share the details from as below to develop the application, <ul style="list-style-type: none"> <li>- OP_CODE List For ON-US and OFF-US Transactions.</li> <li>- CLOSE_STATE List for successful and exceptional transactions.</li> <li>- ON-US and OFF-US CARD BIN's entries from FIT.</li> </ul>	No Change
47.		Maintenance Panel, Monitor to facilitate all operations related to housekeeping and maintenance of the CD.	Please clarify on the requirement	This Clause stands deleted

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48.		Should be capable of being connected to Bank's Base 24 switch and switch of other networks – using existing device handlers at no additional cost to the bank.	Please reconfirm on the banks ATM Switch vendor	Should be capable of being connected to Bank's Switch.
49.		The software should have the utility for converting files containing transaction details into ASCII format	Our EJ logs are in plain text format no need to do any conversion	The software should have the utility for converting files containing transaction details into ASCII format / encrypted format for preservation.
50.		The software roadmap should include support for remote key transport and XFS as well as IFX message standards	Please elaborate on the requirement.	This Clause stands deleted
51.		Software for Electronic Journal pulling by Managed Service vendor DVSS monitoring software	MS Vendor Scope. Request bank to remove this clause	No Change
52.		Configurable Bar Code reader software, DVSS monitoring software and EMV card reader software.	Is bank looking for Bar code reader and software? DVSS monitoring software is MS Scope , request bank to remove this scope	No Change
53.		Should be capable of interface with the Bank's Switch.	It is Switch vendor responsibility to develop the interface for ATM. Request bank to remove this clause	No Change
54.		Should also provide support for third party software and upgradation and distribution at no extra cost to the bank.	Please clarify on the requirement	No Change

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55.		Should have remote diagnostic agent to diagnose problems with the machine including, but not limited to part failure. This service including proactive rectification of problems reported by remote diagnostic agent will have to be provided mandatorily at no extra cost to the bank	Request bank to clarify what bank is looking with specs. We don't have such utilities.	This Clause stands deleted
56.		Remote Key Loading Feature.	Request bank to confirm on the requirement of this feature. We feel the same will be not required since such applications are required for banks who deploy machine on PAN india basis and have large ATM installation base.  Request bank to remove this clause since bank will be not using this feature and not required also. This will save bank on the commercials.	This Clause stands deleted
57.		Support for Advance Encryption Standard in future without any additional hardware.	Please clarify on the requirement	No Change
58.		CD should be provided with Anti-virus solution to facilitate blocking of malicious codes/traffic entering the CD.	We provide hardened OS. Anti- virus incase required should be banks responsibility.	This Clause stands deleted
59.		Alternatively, the vendor should provide CD specific firewall to take care of intrusion detection, port scans and other common virus attacks.	We provide hardened OS.	This Clause stands deleted
60.		UIDAI certified finger print scanner	The integration testing requires 4-6 weeks based on	UIDAI certified finger printer

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		<p>with STQC Certified for Aadhaar enabled Payment System in the fascia with required software/application support to be provided.</p> <p>(The details of the certified scanners are available in uidai PORTAL. Some of the models are : Morpho /MS01350E, Morpho /MS01350E2, Morpho /MS01300E, Mnatra/MFS100, CSD-200, FM220 and Realscan G1)</p>	<p>the readiness from switch &amp; hence involves the additional efforts. Currently we are using "Secugen U20" (SQTC approved) Biometric scanner.</p>	<p>scanner with STQC Certified for Aadhaar-enabled Payment System should be available for integration at a later date.</p>
61.		<p>Should operate in a range of Temperature from 5 degree Centigrade to 45+ degree centigrade.</p> <p>Should be capable of operating in range of relative humidity conditions from 5% to 95%</p>	<p>Pease consider Temperature : 5 to 40 degree Celsius; Humidity : 20 to 80</p>	<p>No Change</p>
62.		<p>Annexe – 1D</p>	<p>It is difficult to get reference letters as per the format given in RFP. Every bank has their own formats and we will be submitting the same with details on deployment with Satisfactory services</p> <p>All the PSU bank has there own Standard format for Reference Letter and request bank to consider the same</p>	
63.		<p>Annexe – 2A</p>	<p>Please confirm how bank decide on L1 Bid.</p>	<p>The Financial Proposal (Appendix – V) should include</p> <p>1. Supply of 9 ATMs / CD with three year warranty.</p>

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				<p>2. Two digital video surveillance systems with 3 years warranty and other installation activities.</p> <p>3. AMC for CDs for 2 years – Front loading.</p> <p>4. AMC for Two digital video surveillance systems for 2 years.</p> <p>The proposal is exclusive of GST and other applicable taxes from time to time.</p> <p>The break-up of cost submitted by the bidder in Annexe – 2A is only for reference of VDCCBL and enabling to arrive at the cost in case of addition / deletions based on requirements.</p> <p>The evaluation of financial proposal shall be made only based on Appendix – V.</p>
64.	2.8.1	Termination of Agreement	This clause should be mutual. Further, Bidder shall also be entitled to terminate the contract by giving 30 days prior notice in case Bank fails / delayed in making payment to the bidder.	These are standard clauses and can be considered for modification in line with the standard business practice, at the time of execution of



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			Request bank to provide the Curing Period of 30 days before Declaring breach of contract	agreement with selected bidder.
65.	2.8.2	Payment upon Termination	Further, upon termination due to whatsoever reason, Bank shall forthwith pay the outstanding dues to the Bidder without any demur.	
66.	2.9	Cancellation of Assignment	Bank shall forthwith refund the security to the Bidder.	
67.	General		Request for Word Format of the RFP and also the Pre Bid Replies as the same is required for Preparation of Response.	Agreed. Will be provided on specific request.
68.	General	Project period	Whether all 9 ATMs will be installed during 2017-18.	Even though installation of 9 ATMs is targeted to be completed in 2017-18, it may extend upto September 2018 and the selected bidder is required to extend the validity period of agreement accordingly.
69.	1.4	Extension of last date for submission of proposal	Requesting bank to keep minimum 15 working day's time for Response Submission from the date Pre Bid Replies.	Noted. The proposal due date for submission of bids stands revised as 26.12.2017 at 3 pm. Accordingly, the opening of technical proposals will be at 11.30 am on 27.12.2017.
70.	Appendix – A - Draft Service Agreement	Clause – 6 - milestone for payment	The milestone for payment specified in clause 6 is not matching to the assignment.	The payment milestone shall be as specified in Sec.8 (Terms of Reference). The erroneous milestone to be replaced.
71.		Clause – 8 –Financial proposal	Please clarify whether the financial proposal is	Yes, the financial proposal shall exclusive of GST and

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			exclusive of GST	other taxes applicable from time to time.
72.	Clause 2.8 & 2.9 of Sec.2	Marking and submission of proposals	Please clarify on method of marking and submission of proposals	Bidders shall submit Technical & Financial Proposals in separate sealed envelopes. Details are at Annexe – 1A.

**(a) Technical Proposal**

Bidders shall submit the Technical Proposal in a sealed envelope. A Tech proposal shall containing the following:

1. EMD for Rs.5 lakhs in the form of DD
2. Letter of proposal as per format - Annexe – 1 of Appendix – I
3. Details of Bidder and Technical capacity as per Annexe – 1A - 1D of Appendix – I.
4. Financial Capacity of the Bidder along with supporting documents as per Annexe – 2B of Appendix – I.
5. Power of Attorney as per format Appendix – II.
6. Completion certificate as per Annexe – 3B.
7. OEM authorisation letter (if applicable) as per Annexe – 3D.
8. Service centre location mapping as per Annexe – 3F.
9. Pre-contract integrity pact as per Annexe – 3G.
10. Copy of Registration Certificate.
11. Copy of PAN & GST Registration Certificate
12. Supporting Documents as mentioned in clause 1.3 of Sec. 1
13. Concept Plan and methodology as per Appendix – IV.
14. Other documents as required in tender document.

Address of the Bidder along with the contact number to be printed on the envelope and envelope should be superscribed as **'Technical proposal for supply of ATMs for VDCCBL'**.

**(b) Financial Proposal**

As part of Financial Proposal following documents should be submitted in a separate envelope duly sealed:

1. Financial proposal as per format Appendix – V.
2. Break-up of financial proposal as per Annexe – 2A of Appendix – I, comprising supply & erection of ATM / CDs, AMC, optional items and labour charges. All the cells in Annexe – 2A should be filled in by the bidders.

Address of the Bidder along with the contact number to be printed on the envelope and envelope should be superscribed as **'Financial proposal for supply of ATMs for VDCCBL'**.

Both the envelopes containing Technical Proposal and Financial Proposal should be placed in an outer envelope and duly sealed. Address of bidder with contact number to be printed on the outer envelope and the envelope to be superscribed as **'Proposal for Supply of ATMs to VDCCBL'** and addressed to CEO, VDCCBL-Vijayapura and delivered at the office of VDCCBL, Vijayapura, before the due date for submission.