

CORRIGENDUM - I - Ref No: HO/DBD/RFP/PUM/2021-22/03 Dated 16.08.2021- Supply, Installation,
Implementation and Maintenance of Passbook Updation Machines (PUMs) and
Bar Code Printers

S NO	RFP Page num ber	RFP Clause Name & No.	Existing Clause	Amendment in Clause
1	22	3	<p>PERFORMANCE BANK GUARANTEE: The service provider will have to submit Performance Bank Guarantee to Head office within one month of acceptance of purchase order amounting to 3 % of total cost of project i.e. Purchase Cost of PUM and Barcode printer X Total numbers of PUM and Barcode Printer as per ratio of L1, L2 & L3 service provider (L1/L2/L3) as per SLA & valid for (39 months) 3 years with 3 months claim period from the date of purchase order. Before expiry of the above mentioned PBG submitted for total cost of the 8500 machines; Successful bidder/bidders has to submit fresh Bank guarantee covering 3% amount of AMC for 7 year of PUM and Bar Code printers valid for (87 months) 7 years with 3 month claim period of total number of PUM and Bar code printer ordered through this RFP to L1, L2 & L3 service provider respectively.</p>	<p>The successful bidder has to submit the Performance Bank Guarantee (PBG), detailed as under:</p> <p>1. The service provider will have to submit Performance Bank Guarantee (PBG1) to Head office within one month of acceptance of empanelment letter / purchase order amounting to 3 % of total cost of project i.e. Purchase Cost of PUM and Barcode printer X Total numbers of PUM and Barcode Printer as per ratio of L1, L2 & L3 service provider (L1/L2/L3) as per SLA & valid for (39 months) 3 years with 3 months claim period from the date of purchase order.</p> <p>Before expiry of the above mentioned PBG submitted for total cost of the 8500 machines; Successful bidder/bidders has to submit fresh Bank guarantee (PBG2) covering 3% amount of AMC/Warranty for 7 year of PUM and Bar Code printers valid for (15 months) 1 years with 3 month claim period of total number of PUM and Bar code printer ordered through this RFP to L1, L2 & L3 service provider respectively. This BG should be submitted before expiry of the PBG submitted for total cost of the machines, failing which Bank will invoke PBG submitted against cost of the order machines to L1, L2 & L3 service provider. In case the successful bidder fails to submit the renewed PBG, Bank shall have full right to invoke the PBG. Successful bidder will submit the fresh Bank Guarantee (PBG2) covering 3% amount of AMC/Warranty for remaining pending period (i.e. time remaining for complete 7 year life) of PUM and Bar Code printers valid for (15 months) 1 years with 3 month claim period of total number of PUM and Bar code printer ordered through this RFP to L1, L2 & L3 service</p>

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				<p>provider respectively prior one month to expiry of existing PBG. Successful bidder will continue submit the PBG2 on same terms & condition for remain period of contract including AMC & Warranty. On increase of number of machines beyond the initial Purchase Order, fresh PBG required to be submitted to Head office, which will be reviewed quarterly.</p>

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2	23	7	<p>DELIVERY AND IMPLEMENTATION: Bidder shall be responsible for complete installation and implementation of the PUMs and Barcode Printers ordered at site within 3-4 weeks from the date of issuance of purchase order (Here 3-4 weeks include the timeline of acceptance of order) without any installation cost to the Bank, if POs are placed by Circles / Zones for individual sites (i.e. quantity less than 10PUMs and 10 Barcode Printers) When Bulk PO is issued by Circles/ Zones/Head Offices (i.e. for 10or more than 10 PUMs and 10 Barcode Printers), rollout at all the sites has to be completed within 4-6 weeks from date of issuance of PO. Here, Bulk quantity will be considered as Bank as a whole quantity. However Bank has right to cancel or/and terminate the order or/and deduct the penalty from Billing Amount, if the same is not delivered and installed within 4-6 weeks.</p> <p>Bidder need to maintain detailed status of PO, Delivery, Installation, payment, Warranty Status, AMC Status and Call status for each machine at their level on web portal (for which Bank may ask for access the same). Bidder will provide portal for the same to maintain details of the machines</p>	<p>Bidder shall be responsible for complete installation and implementation of the PUMs and Barcode Printers ordered at site within 4-6 weeks from the date of issuance of purchase order (Here 4-6 weeks include the timeline of acceptance of order) without any installation cost to the Bank, if POs are placed by individual Circles / Zones for sites (i.e. quantity less than 10 PUMs and 10 Barcode Printers). However Bank has right to cancel or/and terminate the order or/and deduct the penalty from Billing Amount, if the same is not delivered, installed &implemented within 4-6 weeks. When Bulk PO is issued by individual Circles/ Zones or Head Offices (i.e. for 10 or more than 10 PUMs and 10 Barcode Printers), rollout at all the sites has to be completed within 6-8 weeks from date of issuance of PO. Here, Bulk quantity will be considered as Bank as a whole quantity. However Bank has right to cancel or/and terminate the order or/and deduct the penalty from Billing Amount, if the same is not delivered and installed within 6-8 weeks.</p> <p>Bidder need to maintain detailed status of PO, Delivery, Installation, payment, Warranty Status, AMC Status and Call status for each machine at their level on web portal (for which Bank may ask for access the same). Bidder will provide portal for the same to maintain details of the machines</p>
3	24	Annexure I - No 9	<ul style="list-style-type: none"> • AMC period shall cover free supply and replacement of spares, components, devices as well as labor except consumable item (i.e. ribbons only) required to repair a malfunctioning of PUM and Barcode Printer caused due to any reason (including but not limited to flood, earthquake, natural calamities and vandalism cases, 	<p>AMC period shall cover free supply and replacement of spares, components, devices as well as labor except consumable item (i.e. ribbons only) required to repair a malfunctioning of PUM and Barcode Printer caused due to any reason (excluding reasons as flood, earthquake, natural calamities and vandalism cases, short circuit, fire,</p>

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			man handling, short circuit, fire, damage, voltage fluctuation, electrical malfunctioning, destruction, theft, burglary, sacking etc.) and restore it to good operating condition without any additional cost to the Bank. Vendor may obtain suitable insurance to cover their liabilities under this clause. However, the Vendor shall not link claim of insurance to the provisioning of services under this clause, to implement the PUM and Barcode Printer. AMC period includes software support (and software reload) only to the extent required to repair failed or malfunctioning hardware. Further, it covers, inter-alia, free provision of spares, parts, kits, software, devices, drivers, as and when necessary to ensure that endpoint function in a trouble-free manner. Vendor shall correct any faults and failures caused due to any reason, in the equipment and shall repair and replace worn out defective parts of the PUM and Barcode Printer as and when requested by the Bank. Unserviceable spares, components, devices of the PUM and Barcode Printer caused due to any reason should be replaced free of cost by PUM and Barcode Printer provider within the aforesaid response/resolution time (if it affects/impacts the operation of the PUM and Barcode Printer) and within two working days (if it does not impact the operation of PUM and Barcode Printer)	damage, voltage fluctuation, electrical malfunctioning, theft, burglary, sacking, earthing) and restore it to good operating condition without any additional cost to the Bank. Vendor may obtain suitable insurance to cover their liabilities under this clause. However, the Vendor shall not link claim of insurance to the provisioning of services under this clause, to implement the PUM and Barcode Printer. AMC period includes software support (and software reload) only to the extent required to repair failed or malfunctioning hardware. Further, it covers, inter-alia, free provision of spares, parts, kits, software, devices, drivers, as and when necessary to ensure that endpoint function in a trouble-free manner. Vendor shall correct any faults and failures caused due to any reason, in the equipment and shall repair and replace worn out defective parts of the PUM and Barcode Printer as and when requested by the Bank. Unserviceable spares, components, devices of the PUM and Barcode Printer caused due to any reason should be replaced free of cost by PUM and Barcode Printer provider within the aforesaid response/resolution time (if it affects/impacts the operation of the PUM and Barcode Printer) and within two working days (if it does not impact the operation of PUM and Barcode Printer)"
4	24	Comprehensive Annual Maintenance Services 9	After the expiry of initial Warranty Service Period of 1 (One) year, Second Line Maintenance (Comprehensive Annual Maintenance Contract) for a period of 6(Six) years shall be effective. The payment for this service would be made on half yearly basis i.e. from April to September and October to March. The AMC prices are exclusive of Tax which will be	After the expiry of initial Warranty Service Period of 1 (One) year, Second Line Maintenance (Comprehensive Annual Maintenance Contract) for a period of 6(Six) years shall be effective. The payment for this service would be made on quarterly basis in arrears. The AMC prices are exclusive of TAX as GST which will be paid at actual by the Bank. The

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			paid at actual by the Bank. The AMC services are to be provided on a 24*7 basis.	AMC services are to be provided on a 24*7 basis. Bidder will release invoice within 7 days after completion of quarter for payment."
5	25	Annexure I - No 11	Vendor shall confirm that they will service the PUM and Barcode Printer and also provide spares for a minimum period of Six (6) years post warranty. AMC shall be executed on the bank's approved format. Replacement of all parts of PUM and Barcode Printer shall be covered under AMC.	Vendor shall confirm that they will service the PUM and Barcode Printer and also provide spares for a minimum period of Six (6) years post warranty. AMC shall be executed on the bank's approved format. Replacement of all parts of PUM and Barcode Printer shall be covered under AMC other than Parts damaged due to reasons as flood, earthquake, natural calamities and vandalism cases, short circuit, fire, damage, voltage fluctuation, electrical malfunctioning, theft, burglary, sacking, earthing.
6	25	Annexure I - No 10	Vendors have to maintain the availability of all spare parts of PUMs and Barcode Printers for a minimum period of Ten (10) years in adequate quantity at each Zonal Office/ Circle Office location from the date of signing of contract. If the vendor is not able to maintain the spare parts of the PUMs and Barcode Printers for Ten (10) years, vendor shall have to replace the PUMs and Barcode Printers with new one for the remaining period at his own cost	Vendors have to maintain the availability of all spare parts of PUMs and Barcode Printers for a minimum period of Seven (7) years in adequate quantity at each Zonal Office/ Circle Office location from the date of signing of contract. If the vendor is not able to maintain the spare parts of the PUMs and Barcode Printers for Seven (7) years from the date of signing SLA. If Vendor fails to provide spare parts during AMC / Warranty period, vendor shall have to replace the PUMs and Barcode Printers without any cost to Bank.
7	26	Payment 13 (iv)	All expenses, duties, stamp duty, taxes (including GST), other charges / expenses if any, which may be levied in connection with execution of the Agreement shall be borne by the Service Provider only.	All expenses, duties, stamp duty, taxes (excluding GST), other charges / expenses if any, which may be levied in connection with execution of the Agreement shall be borne by the Service Provider only.
8	26	16. UPGRADES AND UPDATES OF PATCHES AND VA/PT CLOUSRE OF RMMS	The bidder shall be required to provide and implement all future patches/ updates and upgrades for the proposed Solution/RMMS/Appliance/hardware/OS/Firmware& software provided free of cost during contract period on urgent basis but not later than 30 days of Patch/Update/upgrade	The bidder shall be required to provide and implement all future patches/ updates and upgrades for the proposed Solution/RMMS/Appliance/hardware/OS/Firmware& software provided free of cost during contract period on urgent basis but not later than 30 days of Patch/Update/upgrade

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		SERVER AND PUM SYSTEM	available. Bank will not bear any cost for these future patches / upgrades and updates for all the proposed activity.	available. Bank will not bear any cost for these future patches / upgrades and updates for all the proposed activity. if any license cost is required for Upgradation of OS then Bank will bear the license cost of OS only. If upgrade is available during the contract then new supply will be equipped with new upgrades without any cost to Bank. Deployment of all third party software and its patches will be the responsibility of vendor. Bidder is responsible for development & deployment of patches related to upgrade & updates for Information Security, Application software, OS (Operating System), Antivirus application for pushing the patches centrally (without any cost to Bank) and in case centrally pushing does not happen (for all set of machines or for some specific machines), Bidder will develop patches for pushing centrally through RMM Server for deploying the patches. In case, central pushing fails / not feasible, then bidder will deploy the patches by field visit without any cost to Bank. Bidder is responsible for development & deployment of all these patches during the contract period without any cost to Bank. If build is required to be created due to Upgradation/replacement of any patch or application then Bidder will deploy the build in machines without any cost to Bank. The solution (software or hardware or both) provided by the successful bidder should not be declared end of sale within 5 years and End of support life within 10 years. If all the solution (software or hardware or both) is declared end of sale within 5 years, the successful bidder has to provide the upgraded version (software or hardware or both) free of cost, to the Bank.

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9	27	ONSITE TECHNICAL SUPPORT (OTS) 17.	<p>One resource (with minimum experience of 3 Years) should be provided by Vendor to manage MIS, Call complaints/monitoring etc., faster resolution of issues at no extra cost to the Bank. Alternate arrangement of resource will be managed by the Service provider only. The CBS Server / Desktop / Landline will be provided by the Bank but the Software / tool will be provided by the Vendor. The MIS will be provided as per the requirement and at the frequency decided by the Bank. The Vendor's resource will be stationed at DBD, HO or the bank's premises decided by the Bank.</p> <p>These supports are required for support period of Ten (10) years. The resources will be at the disposal of the Bank. Bidder's Staff should have proper identity verification including Background Police verification. This resource shall</p>	<p>One resource (with minimum experience of 3 Years) should be provided by Vendor to manage MIS, Call complaints/monitoring etc., faster resolution of issues at no extra cost to the Bank. Alternate arrangement of resource will be managed by the Service provider only. The CBS Server / Desktop / Landline will be provided by the Bank but the Software / tool will be provided by the Vendor. The MIS will be provided as per the requirement and at the frequency decided by the Bank. The Vendor's resource will be stationed at DBD, HO or the bank's premises decided by the Bank.</p> <p>These supports are required during period of AMC & Warranty of PUMs supplied. The resources will be at the disposal of the Bank. Bidder's Staff should have proper identity verification including Background Police verification.</p>
10	27	15. Insurance	<p>The hardware/equipment to be supplied under the contract period shall be fully insured amount equal to 110 percent of the value of the product till installation and implementation of the system by the bidder against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery, installation, implementation and valid for the period of one month after delivery of the products at the defined destination. Bank will not be responsible for any loss to bidder on account of non-insurance to any equipment or services. All expenses towards insurance shall be borne by the successful bidder. The vendor shall, however, arrange for a maximum insurance of 60 days after delivery, in case installation is delayed due Bank.</p>	<p>The hardware/equipment to be supplied under the contract period shall be fully insured amount equal to 110 percent of the value of the product till installation and implementation of the system by the bidder against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery, installation, implementation and valid for the period of seven days after delivery of the products at the defined destination. In case installation is delayed and there is any damage found during installation then Bidder will be responsible and ensure to replace the part/machine at its own cost. Bank will not be responsible for any loss to bidder on account of non-insurance to any equipment or services. All expenses towards insurance shall be borne by the successful bidder.</p>

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11	28	PENALTY CLAUSE 18	It is hereby clarified that the maximum penalty is for all the PUMs and Barcode Printers put together for each Circle/Zone/Bank and not to be capped at per PUM and Barcode Printer level.	It is hereby clarified that the maximum penalty is for all the PUMs and Barcode Printers put together for each Circle and not to be capped at per PUM and Barcode Printer level. "
12	32	25. INFORMATION SECURITY	Successful Bidder upon selection will comply with all the present and future provisions of the Information Security Policy/Guidelines of RBI, Respective Govt. Agencies and the Bank and provide such regulatory requirements at no additional cost to the Bank during the contract period. The Solution may be audited by RBI/any other Regulatory Authority and any observation pointed out by these bodies have to be complied by the successful bidder within the timelines stipulated by the regulatory agencies, without any additional cost to the Bank. The offered solution shall be subjected to Bank's audit through off-site and on-site scrutiny at any time during the contract period. The auditors may be internal/ external. The successful bidder should provide solution and implementation for all the audit points raised by Bank's internal/external team during the contract period, within the stipulated timelines, without any extra cost.	Successful Bidder upon selection will comply with all the present and future provisions of the Information Security Policy/Guidelines of RBI, Respective Govt. Agencies and the Bank and provide such regulatory requirements at no additional cost to the Bank during the contract period. The Solution may be audited by RBI/any other Regulatory Authority and any observation pointed out by these bodies have to be complied by the successful bidder within the timelines stipulated by the regulatory agencies, without any additional cost to the Bank. The offered solution shall be subjected to Bank's audit through off-site and on-site scrutiny at any time during the contract period. The auditors may be internal/ external. The successful bidder should provide solution and implementation for all the audit points raised by Bank's internal/external team during the contract period, within the stipulated timelines, without any extra cost. During the contract period, if such upgrade received then bidder will supply hardware and software with upgrades available at that time without any additional cost to Bank. In case the OS declared End-of-Support, then Bank shall bear license cost of upgraded OS only.
13	33	26. SIGNING OF PRE CONTRACT INTEGRITY PACT	The bidder should submit Original Executed Integrity Pact along with the technical BID. The Integrity Pact must be executed on stamp paper of Rs.100 and must be signed by all the witnesses also. The Performa of Integrity Pact is as per (Annexure-XIII).	The bidder should submit Original Executed Integrity Pact along with the technical BID. The Integrity Pact must be executed on stamp paper of Rs.200 and must be signed by all the witnesses also. The Performa of Integrity Pact is as per (Annexure-XIII).

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14	44	ELIGIBILITY CRITERIA OF THE BIDDER ,no 3	The Bidder should have installation base of 3000 PUMs all across in India. Out of which atleast 1000 PUMs supplied in at least 3 Banks/Financial Institutes during last one year as on date of submission of bid. The certificate to this effect from the Institution should be furnished along with Technical bid.	The Bidder should have installation base of 3000 PUMs all across in India. Out of which atleast 1000 PUMs supplied in at least 3 Banks/Financial Institutes during last one year as on date of submission of bid. The certificate to this effect from the Institution should be furnished along with Technical bid. (If any bidder falls under MSE(as per guidelines issues by Ministry of MSME ,GOI and Startups (as Defined by Department of Industrial Policy and Promotion) subject to meeting of quality& technical specifications and making suitable provisions in the bidding document (Rule 173 (i) of GFR 2017) then such criteria will be not applicable.)
15	44	Annexure III	Eligibility Criteria no 5 The bidder should have at least 1 support office in each state and one resource in specified Circle Office locations to provide service to all Branches. (List of Circle Offices is attached annexure XXIX). In case bidder is not having support offices in such places, bidder should be establish support office at all these places within three month of award of the contract. An undertaking to this effect be submitted by the vendor	The bidder should have at least 1 support office in each state and support resource in specified Circle Office locations to provide service to all Branches.(List of Circle Offices is attached annexure XXIX).In case bidder is not having support office in any state , bidder should be establish support office at those state within three month of award of the contract. An undertaking to this effect be submitted by the vendor
16	57	TECHNICAL SPECIFICATIONS ANNEXURE -XI	Brightness: 1000Nits	Brightness: 500Nits & above
17	57	TECHNICAL SPECIFICATIONS ANNEXURE -XI	Factory Fitted Touch Monitor with IP 65 rating (Dust Tight and protected against water projected from a nozzle)	Touch Screen (Monitor) (Dust Tight and protected against water projected from a nozzle)
18	57	Annexure XI	PUM will be capable of running Multi-Vendor Software without any hardware/ Operating System changes.	PUM should be capable of running Multi-Vendor Software without any hardware/ Operating System changes. In future, if Bank implements Multi-Vendor Software, bidder has to make hardware / software compatible with Multi-

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				Vendor Solution without any cost to Bank.
19	57	Annexure XI	The Operating System on kiosk should be GUI based (TCP/IP/TLS 1.2 and above enabled) and supported by OS provider	The Operating System on Kiosk should be GUI based (TCP/IP/TLS 1.2 and above enabled) and supported by OS provider. TLS certificate shall be provided by Bank and Bidder will import on FOC Basis
20	57	Annexure II & Processing Platform	Intel based system- Intel i7, 8th generation or above, 3.4 GHz or above 3MB Cache or above, 8 GB DDR3 RAM, 1X500 GB HDD , Gigabit Network Interface, min 4 USB, 2x Serial and 1x Parallel Ports for connection of the required peripherals, 1 HDMI port, 1x VGA, 10/100/1000 mbps Ethernet card and audio port, Inbuilt SMPS to work on 230V 50 MHz power supply or external adapter ROHS certified, Mouse and Keyboard (Standard OEMs), OS hardening (with Firewall)	Intel based system- Intel i3, 9th generation or above, 3.4 GHz or above 3MB Cache or above, 8 GB DDR3 RAM, 1X500 GB HDD , Gigabit Network Interface, min 2 USB, 2x Serial and 1x Parallel Ports for connection of the required peripherals (Serial & parallel ports are optional), 2 HDMI port, 1x VGA, 10/100/1000 mbps Ethernet card and audio port, Inbuilt SMPS to work on 230V 50 MHz power supply or external adapter ROHS certified, Mouse and Keyboard (Standard OEMs), OS hardening (with Firewall)
21	58	Touch Screen (Monitor)	Operating Temperature : from -16degree C up to 60 degree C	Operating Temperature : from -5 degree C up to 50 degree C
22	59	Annexure XI	Should be able to take Remote Console through RMS Application by just providing IP address to: perform OS Patching, Edit Group policy /Registry and other activities.	Should be able to take Remote Console through RMS Application by just providing IP address to: perform OS Patching, Edit Group policy /Registry and other activities. For which no license/software cost will be borne by Bank
23	61	Annexure XI	Remote loading of Patches as and when needed like OS/ Firmware/ anti-virus updates etc.	Remote loading of Patches as and when needed like OS/ Firmware/ anti-virus updates etc. Bidder need to maintain the same through RMMS server, if updations of these patches is feasible from central pushing. In Case central pushing is not feasible then development & deployment of patches will be done by bidder by field visit without any cost to Bank

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24	62	Annexure XII	<p>S. No Description Max %age defined in the RFQ without warranty</p> <p>7 Cost of Touch Screen 5%</p> <p>8 Cost of Monitor with Touch Screen 7%</p> <p>11 Cost of Hard Disk 3%</p> <p>12 Cost of Printer Head of Barcode printer 15%</p>	Kindly refer the revised annexure XII mentioned below
25	62	Items Description(TABLE B) 1-3	<p>Buy Back Rate</p> <p>Buy Back Rate of Passbook Updation Machine</p> <p>Buy Back Rate of Bar Code Printer</p>	<p>Buy Back Rate of Passbook Updation Machine (Buy back location may differ within the Circle from the location where new machines would be delivered)</p> <p>Buy Back Rate of Bar Code Printer (Buy back location may differ within the Circle from the location where new machines would be delivered)</p>
26	87	(e) Penalty for delay in shifting of PUM	(e) Penalty for delay in shifting of Passbook Updation Machine and Barcode Printer from one place to another: Rs. 500/- per day beyond the stipulated time (i.e. within 7 days from the date of intimation of shifting). Stipulated time will commence from the date of order for shifting /Obtention of E-Way Bill, wherever required, is obtained	Penalty for delay in shifting of Passbook Updation Machine and Barcode Printer from one place to another: Rs. 500/- per day beyond the stipulated time (i.e. within 2 week for shifting & installation (with grouting, if required) within City and 3 weeks for shifting & installation (with grouting, if required) with in state or interstate days from the date of intimation of shifting). Stipulated time will commence from the date of order for shifting /Obtaining of E-Way Bill, wherever required, is obtained
27	89	23	However if Bank desires to shift /install the equipment to a new site, the Vendor shall be informed of the same immediately. The Vendor is required to get the machine with or without Bar Code Printer shifted, installed, connect it with the RMMS and make it operational at the earliest but not later than one week if shifted within the state or two weeks if shifted outside the state. The period of one / two weeks will be counted from the date of order to the Vendor /E-Way bill is obtained	However if Bank desires to shift /install the equipment to a new site, the Vendor shall be informed of the same immediately. The Vendor is required to get the machine with or without Bar Code Printer shifted, installed, connect it with the RMMS and make it operational at the earliest but not later than two week if shifted within the state or three weeks if shifted outside the state. The period of two / three weeks will be counted from the date of order to the Vendor /E-Way bill is obtained

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			(wherever applicable). The Bank shall bear the charges for such shifting and the Vendor shall provide necessary arrangement to Bank in doing so. The terms of this agreement, after such shifting to the alternate site and reinstallation thereof, would continue to apply and binding on the Vendor. However, vendor cannot charge for the shifting /relocations order placed before the equipment is delivered to Bank premises specified originally	(wherever applicable). The Bank shall bear the charges for such shifting and the Vendor shall provide necessary arrangement to Bank in doing so. The terms of this agreement, after such shifting to the alternate site and reinstallation thereof, would continue to apply and binding on the Vendor. However, vendor cannot charge for the shifting /relocations order placed before the equipment is delivered to Bank premises specified originally.
28	116	Scope of Work - 20	Passbook Updation Machines (PUMs) and Barcode Printers should have branded as per the specifications to be provided by the Bank.	Passbook Updation Machines (PUMs) should be branded as per the specifications provided by the Bank.
29	116	Scope of Work - 14	The bidder will be responsible for complying with all the security policies/ OS/ Firmware Patches/Updates and upgrades of bank (both kiosk and server end) at no extra cost.	The bidder will be responsible for complying with all the security policies (Advised by Regulatory authorities and Bank)/ OS/ Firmware Patches/Updates and upgrades for kiosk and RMMS server (provided by bidder) at no extra cost to Bank.
30	116	Scope of Work, XXIV, 17	If required by Bank, DC/DR set up will be installed by the Bidder within 30 days from the date of intimation. Bidder has to provide DC/DR set up at no extra cost to bank.	If required by Bank, DC/DR set up for RMMS will be installed by the Bidder within 30 days from the date of intimation. Bidder has to provide DC/DR set up at no extra cost to Bank.
31	117	33) VI) Information Security and Audit Related	Successful bidder should conduct DR drill activity twice a year to ensure business continuity and uninterrupted services to the Bank.	Successful bidder should conduct DR drill activity (if DR is setup) twice a year to ensure business continuity and uninterrupted services to the Bank.
32	117	Scope of Work - 30	The Bidder will carry out the grouting (Wall base or Floor base) and de grouting activity of PUMs as per Banks guidelines at the locations where it is required by Bank, at no extra cost to Bank	Clause shall be modified as "The Bidder will carry out the grouting (Floor base) and de grouting activity of PUMs as per Banks guidelines at the locations where it is required by Bank, at no extra cost to Bank

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S NO	RFP Page number	RFP Clause Name & No.	Existing Clause	Amendment in Clause
33	121	ANNEXURE - XXVI	iv) Penalty for Late Delivery and Installation/implementation: Penalty at the rate of 2% per week of order amount, maximum 10% will be charged for late delivery. For this purpose the period will commence from the date of order / issuance of E-Way Bill, wherever required, is obtained (Less delivery period) up to the date of last item delivered, provided the need for issuance of E-way Bill is informed to the concerned Circle Office, well in time.	iv) Penalty for Late Delivery and Installation/implementation: Penalty at the rate of 1% per week of order amount, maximum 10% will be charged for late delivery. For this purpose the period will commence from the date of order / issuance of E-Way Bill, wherever required, is obtained (Less delivery period) up to the date of last item delivered, provided the need for issuance of E-way Bill is informed to the concerned Circle Office, well in time.
34	24	Warranty Period	The PUM and Barcode Printer supplied shall be under a comprehensive warranty of 1(ONE) year from the date of successful installation and implementation of the PUM and Barcode Printer in the bank's office. During the period of warranty the vendor shall in addition to attending to bank calls for repairs/maintenance, conduct quarterly preventive maintenance and no charges shall be payable for such PUMs and Barcode Printers including parts replaced or requiring replacement	The PUM and Barcode Printer supplied shall be under a comprehensive warranty of 1(ONE) year from the date of successful installation and implementation of the PUM and Barcode Printer in the bank's office. During the period of warranty the vendor shall in addition to attending to bank calls for repairs/maintenance, conduct quarterly preventive maintenance and no charges shall be payable for such PUMs and Barcode Printers including parts replaced or requiring replacement (excluding reasons as flood, earthquake, natural calamities and vandalism cases, short circuit, fire, damage, voltage fluctuation, electrical malfunctioning, theft, burglary, sacking, earthing)
35	28	Penalty	The equipment's are to be delivered within stipulated time from the date of order i.e. in case of single order (i.e. less than 10 machines) it will be 3-4 weeks Days from date of order and in case of bulk order (i.e. 10 or more than 10 machines) from HO/ZO/CO it will be delivered within 4-6 weeks from date of order of the machine. For this purpose delivery means delivery of all the ordered equipment's i.e. PUM, Barcode Printer including power cables, racks/stand at the site.	The equipment's are to be delivered within stipulated time from the date of order i.e. in case of single order (i.e. less than 10 machines) it will be 4-6 weeks Days from date of order and in case of bulk order (i.e. 10 or more than 10 machines) from HO/ZO/CO it will be delivered within 6-8 weeks from date of order of the machine. For this purpose delivery means delivery of all the ordered equipment's i.e. PUM, Barcode Printer including power cables, racks/stand at the site.

ANNEXURE-XII

Performa for Indicative Commercial Offer

Amount in Rs

<u>S.No</u>	<u>Mandatory Items Description(TABLE A)</u>	<u>Unit Rate (INR)</u>
1	Passbook Updation Machine (PUM) (without warranty)	
2	Bar Code Printer (without warranty)	

<u>S. No</u>	<u>Items Description(TABLE B)</u>	<u>Unit Rate (INR)</u>
1	Buy Back Rate of Passbook Updation Machine (Buy back location may differ within the Circle from the location where new machines would be delivered)	
2	Buy Back Rate of Bar Code Printer (Buy back location may differ within the Circle from the location where new machines would be delivered)	
3	Visit Cost (in case visit required by Bank)	
		Insert value in % only
4	Warranty Cost of Passbook Updation Machine in terms of %	
5	Warranty Cost of Bar Code Printer in terms of %	
6	Comprehensive AMC Cost for Passbook Updation Machine (PUM) per year for next 6 years after end of warranty period in terms of %. (12-15% of unit rate of Passbook Updation Machine without warranty)	
7	Comprehensive AMC Cost for Barcode Printer per year for next 6 years after end of warranty period in terms of % (12-15% of unit rate of Bar Code Printer without warranty)	

***Warranty cost of PUM & Bar code printer cannot be greater than the comprehensive annual AMC cost of per year**

<u>S.No</u>	<u>Incidental Items Description (TABLE C)</u>	<u>Max Percentage</u>	<u>Unit Rate (INR)</u>
1	Cost of Passbook Printer Ribbon/Cartridge	2% of PUM Unit Cost without Warranty	
2	Cost of Barcode Printer Ribbon/Cartridge	2% of Bar Code Printer Unit Cost without Warranty	
3	Cost of Barcode Stickers (per 1000 stickers)	5% of Bar Code Printer Unit Cost without Warranty	
4	Shifting Cost of PUM with Barcode Printer with accessories including De-installation and Re-installation (within City)	5% of PUM + Bar Code Unit Cost without Warranty	

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5	Shifting Cost of PUM with/without Barcode Printer including De-installation and Re-installation (within State)	10% of PUM + Bar Code Unit Cost without Warranty	
6	Shifting Cost of PUM with Barcode Printer with accessories including De-installation and Re-installation (within Country)	15% of PUM + Bar Code Unit Cost without Warranty	
7	Cost of Touch Screen	5% of PUM Unit Cost without Warranty	
8	Cost of Monitor with Touch Screen	7% of PUM Unit Cost without Warranty	
9	Cost of Printer Head of PUM	15 % of PUM Unit Cost without Warranty	
10	Cost of Mother Board	15 % of PUM Unit Cost without Warranty	
11	Cost of Hard Disk	5 % of PUM Unit Cost	
12	Cost of Printer Head of Bar Code	30 % of Bar Code Printer Unit Cost without Warranty	

Break up of Taxes and Duties:

Sr. No.	Name of activity/Services	GST%	
1			
2			
3			
4			
5			
6			
7			
	Grand Total		
Signature			
Seal of Company			

Kindly mention break up for Software, Hardware, Installation, Support services, AMC etc.

Note:-

- i. If the cost for any line item is indicated as zero or blank, then Bank may assume that the said item is provided to the bank without any cost. All cost is quoted in INR only.
- ii. In case of any discrepancy between figures & words, the amount in words shall prevail.
- iii. Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.
- iv. Bank is not bound to place any minimum order for any item. The quantity will also be as per requirement.
- v. We have ensured that the price information filled in the Commercial Offer at appropriate column is without any typographical or arithmetic errors. All fields have been filled in correctly.
- vi. Lowest Bidder (L1) will be determined by the price discovered through Reverse Auction, which will be conducted on a TABLE A, given above under Annexure XII, which consists of all mandatory services mentioned in Indicative Commercial Bid Format.
- vii. Bidder shall be allowed for participation only after accepting the Base Price, Decrement Value and L1 price discovered/decided for Table B.
- viii. Bidder shall provide the rate for Table C within the break up given by the Bank.
- ix. Bank shall declare the final price of All TABLE A, B and as per the price break up of Bidder, commercial for Table C shall be fixed.
- x. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which is conditional and/or qualified or subjected to suggestions.
- xi. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which contain any deviation in terms & conditions or any specification.
- xii. We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.
- xiii. Please note that any Commercial Offer which is conditional and/ or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated XX/XX/2021 and subsequent pre-bid and amendments.

Company Seal
Authorized Signatory
Date
Name & Designation:
Mobile

GENERAL TENDER DETAILS

<u>FP for Supply, Installation, Implementation & Maintenance of Passbook Updation Machines (PUMs) and Barcode Printers</u>		
1.	Last date and time for sale of Bidding Documents	28-09-2021 Till 14:00 Hrs
2.	Last date and time for Online bid submission (both Technical & Commercial) (Hash submission)	28-09-2021 Till 14:00 Hrs
3.	Last date and time for Bid Re-Encryption	28-09-2021 from 17:01 Hrs to 29-09-2021 to 14:00 Hrs
4.	Time for submission of technical supporting document (Hard Copy)	28-09-2021 from 17:01 Hrs to 29-09-2021 to 14:00 Hrs
5.	Date and Time of Technical Bid Opening	29-09-2021 16:00 Hrs

*Rest details are same as per RFP document.