

AMENDMENTS						
S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Amendment
1	I - SCHEDULE SUMMARY - Bid Submission	3	10	Last Date and Time for Submission of Bids	Kindly extend the due of submission for 1-2 weeks	Revised Last Date of submission of Bids : 29.05.2023 / Monday : 3.00 PM
2	III . SERVICE LEVEL AGREEMENT - Integration Testing & User Acceptance Testing	12	2.1	In case, Bank needs to integrate Service Provider's solution/Servers with Bank's Systems/Server, the successful bidder should ensure the same without any additional cost to the Bank duly complying the Bank's IT guidelines.	Please elaborate on the integration part. Development efforts may be involved.	In case, Bank needs to integrate Service Provider's solution/Servers with Bank's Systems/Server, the successful bidder should ensure the same as per mutually agreed rates duly complying the Bank's IT guidelines.
3	III . SERVICE LEVEL AGREEMENT - Onsite and Offsite Resources:	13	4.3	Bank reserves the right to claim change in resource based on the performance of the resources	Since there is no separate line item pricing for such resource in the Commercial Bid, costs for such resources needs to be built in the per month per site price to be quoted by the Bidder. We, therefore, request Bank to confirm requirement of resources so Bidder can include the same in costing and/or Bank may also add a separate line item in the Commercial Bid format towards Resource requirement.	Clause stands deleted.
4	III. SERVICE LEVEL AGREEMENT - UPTIME	14	5.1	The bidder shall guarantee a 24x7x365 availability of the solution with monthly minimum uptime of 99.99 %.	Minimum uptime should be 98%. Since, telecom solution which would be used will be 4G sim card based solution and no service provider provides any assurances on uptime currently.	The bidder shall guarantee a 24x7x365 availability of the solution with monthly minimum uptime of 98 %.

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5	III. SERVICE LEVEL AGREEMENT - UPTIME	14	5.5	<p>Level 1 – Severity (Critical) - Within 2 hours of call reported</p> <p>Level 2 – Severity (Medium) - Within 3 hours of call reported</p> <p>Level 3 – Severity (Low) - Within 4 hours of call reported</p>	<p>Response and Resolution time to be reevaluated since it is quite aggressive and not practical in most scenarios.</p> <p>Suggested Changes:</p> <p>Level 1 – Severity (Critical) - Within 24 hours of call reported</p> <p>Level 2 – Severity (Medium) - Within 48 hours of call reported</p> <p>Level 3 – Severity (Low) - Within 72 hours of call reported</p> <p>Our Field Engineers will visit the site within the laid down TAT in all cases. However, often in the case of Severity 1 cases (major disruptions), there is a likelihood of damage to our panel, equipment and sensors. In such cases there may arise a need to replace/repair major components which may involve shipping from our assembly line and may cause delays. Every endeavour will be made to ensure the lowest possible down time of the system</p> <p>WE suggest to have practical resolution time i.e. 24 hrs., 48hrs. & 72 hrs. depending on severity & location.</p>	<p>If the system remains non functional for period beyond the permissible downtime, the penalties shall be applicable as below :</p> <p>(a) Failure above 24 hrs upto 48 hrs : 25% of Monthly charges</p> <p>(b) Failure above 48 hrs upto 72 hrs : 50 % of Monthly charges</p> <p>(c) Failure above 72 hrs upto 1 Week : 75 % of Monthly charges</p> <p>(d) Failure above 1 Week : 100 % of Monthly charges</p> <p>The above penalties are applicable per site.</p>

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6	III. SERVICE LEVEL AGREEMENT -Other Penalties	15	5.6.2 - 1	Non-compliance to regulator guidelines - Rs.5000 per calendar day from due date	<p>Penalty should be revised to Rs.500/- per calendar day from the due date.</p> <p>We request Bank to list down future compliance requirements which it envisages as would be most definitely be enforced by regulatory bodies so bidder can confirm feasibility and incorporate costs in his pricing. Else, we believe that Bank should insist upon Bidder's solution being compliant with regulatory guidelines as of date of submission of bid. Any changes or future additions need to be discussed between the Bank & the bidder/vendor and, if feasible, be implemented on mutually agreed Terms & Conditions, if feasible.</p>	Non-compliance to regulator guidelines - Rs.500 per calendar day, per site from due date.
7	III. SERVICE LEVEL AGREEMENT -Other Penalties	15	5.6.2 - 2	Delay in the Procurement of functionalities required by the Bank - Rs.2000 per calendar day from due date	Penalty should be revised to Rs.500/- per calendar day from the due date.	Delay in the Procurement of functionalities required by the Bank - Rs.200 per calendar day,per site from due date.
8	III. SERVICE LEVEL AGREEMENT -Other Penalties	15	5.6.2 - 3	Delay in addressing Security related observations - Rs.5000 per calendar day from due date	<p>Penalty should be revised to Rs.500/- per calendar day from the due date.</p> <p>Non-compliance to security related observations is too vague & is not exactly defined. In any case, we request that any such observations to be mutually discussed for feasibility, timelines and incremental cost/price implications before implementation. We request Bank to modify this clause accordingly.</p>	Delay in addressing Security related observations - Rs.500 per calendar day per site from due date.

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9	III. SERVICE LEVEL AGREEMENT -Other Penalties	15	5.6.2 - 4	Failure to deploy onsite support personnel with sound knowledge / Failure to deploy onsite support when the existing personnel is on long leave - Rs. 5000 per calendar day if proper replacement is not provided within 5 working days from the date reported by the Bank.	Penalty should be revised to Rs.500/- per calendar day. We request Bank to drop this, unless Bank clarifies need for Onsite Resource since it's seeking Solution as a Service to be delivered form bidder/vendor's premises.	Clause stands deleted.
10	III. SERVICE LEVEL AGREEMENT -Other Penalties	16	5.6.2 - 12	Shifting/Reinstallation in case of dismantled/relocated ATM/Cash Recycler/eLobby sites to new location	Requesting Bank to lower this penalty to Rs.200/- per day and applicable if delay beyond 10 days (within City), 20 days (within State) & 25 days (across States), subject to a maximum of 1000/- for any instance. We request Bank to modify this clause accordingly.	Penalty of Rs 100/- per day from the 16th day of placement of Delivery instructions
11	III. SERVICE LEVEL AGREEMENT -Other Penalties	16	5.6.4 & 5.6.5	However, the penalties/loss amount referred above at S. No. 6, 9, 11, 12; will be recovered fully to the extent of 100% from all the outstanding bills of the Service Provider and residual recovery amount, if any, will be recovered from the future bills and/ or by invoking the performance bank guarantee.	The right to set off dues would be an additional burden to the Bidder. Hence we suggest to waive off this clause. Requesting Bank to modify this to: However, the penalties/loss amount referred above at Sr. No. 6, 9, 11, 12; will be recovered up to 30% from monthly fees for such site/s attracting these panalties.	Computation of all penalties at respective Zonal Offices. All penalties shall be recovered concurrently from the total bill payable to the vendor for the particular month, subject to the maximum of 50% of the bill payable.

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12	III. SERVICE LEVEL AGREEMENT - Payment Terms	17	6.1	Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, HSN Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.	Will not be feasible to provide the warranty certificate to the bank since material orders are consumed for various different orders. This is an Opex model contract, where all AMCs and Warranty is in the scope of Service provider. Hence this clause should be excluded.	POD duly signed by BM /Officials and UAT (as per Bank format) attested by Branch is mandatory.
13	III. SERVICE LEVEL AGREEMENT - Payment Terms	17	6.2	The solution provider has to submit installation report/ UAT Form report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.	Serial number on invoice is not feasible to mentioned. Serial number can be contained in Installation reports.	The solution provider has to submit original installation report/ UAT Form report (as per Bank format) duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment for the first month post implementation. Scanned copy to be submitted to CO: Security Dept for records.
14	VII - General Terms & Conditions - Responsibilities of the Selected Bidder	34	4.2	The Bank will call for Audited Balance Sheet of the selected Bidder at any point of time during warranty period and the selected Bidder shall provide the same.	Not relevant to services covered under RFP. Request Bank to remove this clause.	The Bank will call for Annual Audited Balance Sheet of the selected Bidder at any point of time during the contract period and the selected Bidder shall provide the same.

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15	VII - General Terms & Conditions - Force Majeure	37	8	Force Majeure	The Force Majeure definition should also include, Pandemic and notifications issued by governmental or semi-governmental bodies from time to time. We request Bank to modify this clause accordingly.	8.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, Pandemic, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the bidder, resulting in such a situation
16	Anexure-5	53	3	3 similar completed works costing not less than the amount equal to 40% of estimated cost. 2 similar completed works costing not less than the amount equal to 50% of the estimated cost. 1 similar completed work costing not less than the amount equal to 80% of the estimated cost.	Project Estimated cost – not mentioned Kindly mention	Work Experience during last 3 years ending 31.03.2023 in carrying out similar works and who fulfil following criteria 3 similar completed works costing not less than the amount equal to Rs 35 Crores. 2 similar completed works costing not less than the amount equal to Rs 45 Crores. 1 similar completed work costing not less than the amount equal to Rs 75 Crores.
17	Anexure-5	54	8	The bidder should be providing e-Surveillance system to deter crime for a minimum of 1500 Sites including installations for at least in 2 PSB/PVB ATMs in India as on 31/12/2022 with at least 600 Sites in any one PSB/PVB	This clause needs more clarity in understanding hence it should be written as : The bidder should be providing e- Surveillance system to deter crime for a minimum of 1500 Sites including installations for at least in 2 Public Sector Banks / Private Sector banks or ATMs in India as on 31/12/2022 out of which at least 600 ATM Sites in any one Public Sector Banks / Private Sector banks Request to amend requirement as Public Sector Banks / Private Sector banks or ATMs & NBFC (Non Banking Financial Companies)	The bidder should be providing e-Surveillance system to deter crime for a minimum of 1500 ATM Sites including installations for at least in 2 PSB/PVB ATMs Sites in India as on 31/03/2023 with at least 600 ATM Sites in any one PSB/PVB

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18	Anexure-5	54	10	The Central Monitoring Station Infrastructure must be in place in India and be owned by the bidder, monitoring a minimum of 1500 sites in Two PSBs/Pvt. Bank as on 31/12/2022, with capability to scale up by a minimum 3500 sites or the number of sites for which orders are placed with the vendor, whichever is higher, within a period of 60 days from the placement of order/ Letter of Intent.	This clause is already taken care by clause no 8 as mentioned above as far as Central monitoring of 1500 nos sites is concerned , however since this clause also pertains to Central Monitoring Station Infrastructure, it should be amended as follows : The Central Monitoring Station Infrastructure must be in place in India and be owned by the bidder, with capability to scale up by a minimum 3500 sites or the number of sites for which orders are placed with the vendor, whichever is higher, within a period of 60 days from the placement of order/ Letter of Intent	The Central Monitoring Station Infrastructure must be in place in India and be owned by the bidder, monitoring a minimum of 1500 ATM sites in Two PSBs/Pvt. Bank as on 31/03/2023, with capability to scale up by a minimum 3500 ATM sites or the number of sites for which orders are placed with the vendor, whichever is higher, within a period of 60 days from the placement of order/ Letter of Intent.
19	Anexure-5	55	14	Documents related to BCP/DRP should be vetted by respective auditors	can we submit self-attested undertaking in our letterhead.	Documents related to BCP/DRP shall be in the form of self attestation by the competent authority / authorised personnel of the Service Provider in the Company / Agency Letter Head. Bank reserves the right to verify the authenticity at any point of time prior to award of contract and / or during the entire contract duration.
20	Anexure-5	55	17	Certificate of Financial Soundness from Bankers of bidders to be furnished (Solvency Certificate) as on 31/01/2023.	Kindly mention the value of solvency certificate	Certificate of Financial Soundness from Bankers of bidders to be furnished (Solvency Certificate) as on 31/03/2023.
21	Annexure – 6	57	2	Note: Wireless sensors would be carrying extra weightage and all sensors should be temperature resist.	Requesting you to kindly consider wired / wireless solution as an option whichever is suitable as per site & available at OEM sites. Wireless sensor/solution requirement is rising up now a-days, but with that overall solution cost / maintenance cost will be increased.	SL.No. 2 Note: All sensors should be temperature resist.

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22	Annexure – 6	57	3.b	Cameras – One 2 mega pixel IP Dome IR Camera – for front Lobby One 2 mega pixel IP Bullet IR Camera – for out- side ATM room One 2 mega pixel IP hidden Camera with mirror One 2 mega pixel IP Camera IR – front / Back lobby	Add features to the camera: Vandal Proof Dome Camera	Vandal Proof Dome Camera
23	Annexure – 6	58	3.g	Use of 2-Way Audio to deter the attempted crime and the system should be highly capable of clear voice/sound quality and there should be no disconnection even if the connectivity is lost with the command center.	Please clarify	Use of 2-Way Audio to deter the attempted crime and the system should be
24	Annexure – 6	58	3.h	SL.No. 3)h - Image / Video Items : Pre-recorded messages should be played with minimum 60 seconds or more to avoid any theft/burglary or any suspicious activity.	Requesting to specify the trigger alert criteria on which pre-recorded mesaage to be played for 60sec. Suspicious activity is general term and system needs to feed with exact conditions for triggering the pre-recorded message	Pre-recorded messages should be played with clear voice/sound quality for minimum 60 seconds or more to avoid any theft/burglary or any suspicious activity.
25	Annexure-7	60	1.2	16 – 32 Zone Alarm Panel with UL/FCC/CE Certification	It should be BIS Certified for all equipments.	16 – 32 Zone Alarm Panel with BIS/UL/FCC/CE Certification

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26	Annexure-7	60	1.5	<p>Built-In Internal SMPS and Battery with minimum 12 Hours backup for alarm panel for Alarm Panel, Router, Microphone, Speaker, NVR and 1 IR Vandal Proof Dome Camera + 1 IR Vandal Proof weather proof Bullet Camera + 1 IP Based Vandal Proof Camera + 1 hidden Camera with mirror. All Cameras should be of High Resolution and should be able to record clear images and video in the scenario of dull light at ATM site or the bright light from the background.</p> <p>While viewing the site in real time through CCTV surveillance from Command centres of the vendor, there should be no interruptions due to connectivity/Bandwidth related issues</p>	<p>In the Point No. 1.9 "Built-In Internal SMPS and Battery (8 Hours) for router, NVR, 4 Cameras, Microphone and speakers" - Kindly clarify whether you need 8 hrs backup or 12 hours as mentioned in point no. 1.5. OR you need 8 hours backup for router, NVR, 4 Cameras, Microphone and speakers and 12hours backup for alarm panel.</p>	<p>Point 1.9 :Built-In Internal SMPS and Battery (12 Hours) for router, NVR, 4 Cameras, Microphone and speakers.</p>
27	Annexure-7	62	2.15	Ser 2.15) PIR Motion Sensor/ Occupancy Sensor	It can be done more accuratley with camera analytics. Kindly add camera analytics as option.	2.15: PIR Motion Sensor/ Occupancy Sensor/Camera analytics
28	Annexure-9	70	1.u	Site and Geography identification for installation of system would be done absolutely at the discretion of the Bank. Similarly, any addition of the site should not attract any additional commercial.	We request Bank to clarify what 'addition of the site' this clause refer to. We request Bank to modify this clause to allow for additional commercials as per mutually agreement	Site and Geography identification for installation of system would be done absolutely at the discretion of the Bank.

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29	Annexure-9	72	7	Pre-recorded message of minimum 60 seconds should be played to deter any theft/burglary or any suspicious activity	Please specify if the messages are required in the regional language also besides Hindi and English.	Pre-recorded message of minimum 60 seconds should be played with clear audio to deter any theft/burglary or any suspicious activity. Such Messages shall be in Regional Language, Hindi and English.
30	Annexure-9	73	12.d	Service Provider should provide site audit report having details of all assets deployed by the Bank at site (Monthly).	Monthly changes in deployment of equipment at the site are unlikely. All functional issues at the site will be checked on a daily basis through our system of health check and regular maintenance. As such, the frequency of a detailed Site Audit Report being quarterly may please be considered.	Monthly Health Monitoring Reports shall be submitted by MSP to respective Zones. Preventive maintenance of atleast 25 % of allocates Sites shall be done once every 3 months and the remaining allocated sites distributed per Quarter. All Such reports shall be duly authenticated by the Branch Officials and submitted to ZO.
31	Annexure 10	75	Formula under Column 2	Total Price Including GST (Price per ATM per month x 60 x 4900 x GST per ATM per month)	As this is the TCO over 5 years of the contract, we believe that this should correctly read as: Total Price Including GST (Price per ATM per month + GST) x 60 x 4900 We request Bank to modify this formula accordingly	Total Price Including GST (Price per ATM per month + GST) x 60 x 4900)
32	Annexure-24	98	MeitY Form-1	vii. Sale Price of the product: viii. Ex-Factory Price of the product: ix. Freight, Insurance and handling: x. Total Bill of Material:	Sales price can't be stated (not even indicative) since this document is part of technical bid & any pricing information in technical bid ddisqualfies bid. Needs to be dropped. We request Bank to modify this clause accordingly.	Clause stands deleted.
33	Annexure-25	100	Vendor Risk Assesment	IV) BUSINESS POSITION: Industry position of firm (like Gartner listing, etc.,) and whether firm is in better position or best position or not in better position	Request Bank to clarify if any GQ/IDC ratings apply for the industry.	Clause stands deleted.