

CORRIGENDUM

RFP Reference No.: CSCB/IT/2022/05 dated 01/06/2022

REQUEST FOR PROPOSAL (RFP)

FOR

“Supply, Installation, Configuration, Commissioning, Integration and Maintenance/Technical Support of Micro-ATM Devices including Client Applications, FI Gateway, Services of AEPS and E-KYC”

(Hereafter called “Micro-ATM Solution”)

RFP Reference No: CSCB/IT/2022/05

RFP Document Fee: Rs.5000/-

EMD Amount: Rs. 5,00,000/-

Last Date for Bid Submission: 04/07/2022, 05:00 PM

Date of Technical Bid Opening: 05/07/2022, 03:00 PM

Date of Commercial Bid opening: 05/07/2022, 04:00 PM

| Section Number | Page Number | Point Number | Original Clause | Revised Clauses under corrigendum |
|----------------|-------------|--------------|---|---|
| 1 | 7 | 4 | The selected bidder to “Supply, Installation, Configuration, Commissioning, Integration and Maintenance/Technical Support of Micro-ATM Devices including Client Applications, FI Gateway, Services of AEPS and E-KYC” equipped with the Technical Specifications mentioned in this document with front end client application, FI Gateway Solution and integrate these devices with existing Core Banking Solution and Switching services | The selected bidder to “Supply, Installation, Configuration, Commissioning, Integration and Maintenance/Technical Support of Micro-ATM Devices including Client Applications, FI Gateway, Services of AEPS and E-KYC” equipped with the Technical Specifications mentioned in this document with front end client application, FI Gateway Solution and integrate these devices with existing Core Banking Solution and Switching services. Bank may take or may not take FI Gateway from the Bidder. If bank decides not to take the FI Gateway, the total cost quoted will be calculated and considered by excluding (minus) cost quoted for FI Gateway. |
| 5 | 8 | 18 | The bidder will be required to provide warranty for Three years and thereafter AMC, if bank so desires. The bidder should maintain an uptime of 99% on monthly basis for the proposed Micro ATM | The bidder will be required to provide warranty for Three years and thereafter AMC, if bank so desires. The bidder should maintain an uptime of 99% on monthly basis for the proposed Micro ATM |

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| | | | | <p>UPTIME The selected bidder shall ensure uptime of individual Micro ATMs (to be calculated on monthly basis) as mentioned below during warranty period: 99%</p> <p>Downtime for any particular micro ATM should not exceed more than 12 hours for a single incident of failure. Uptime shall be calculated on a monthly basis and shall be counted from the time the call is identified as a Warranty call requiring an Engineer's visit.</p> <p>Uptime percentage will be calculated as: (Available time - Downtime) x 100 (Available Time) Available time is time in hrs. cumulative over a month for individual Micro ATM, available for bank's usage and will excludes time taken to load Software, perform any maintenance services and/or calls identified as Bank preventable calls;</p> <p>Time for operational scheduled downtime; time when Equipment is not available due to events of force majeure, time taken for the engineer to reach the site, time taken to replenish cash and consumable, any type of jams, equipment not kept and/or maintained as per the required/ defined environmental conditions, re-certification, cash related snags, relocation, re-installation, power failure, any attached device failures, switch software failure, network failures, time to</p> |
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| | | | | <p>replenish cash, delays in the Vendor access to the micro ATMs for a reason not attributable to the Vendor, currency quality related issues, any third party related problem and any other non-MICRO ATM related failures. Downtime is the time in hrs. Cumulative over a month, for which a site is completely unavailable for the usage due to failure of the Vendor supported equipment.</p> <p>Selected bidder/s has to submit call report mentioning details of calls pending/disposed for all micro ATMs within 7 (seven) days from the close of every calendar month.</p> <p>Note: If the selected bidder/s fails to provide services which results in the uptime of Micro ATM below stipulated percentage, penalty will be applicable and will be deducted from the bill.</p> |
| <p>Additional Clause regarding to " Project/Delivery Timeline"</p> | | | <p>10 weeks from the date of Purchase order issued.</p> | |
| 35 | | <p>Annexure 10 NDA</p> <p>12. Dispute Resolution Mechanism</p> | <p>Dispute Resolution Mechanism: In the event of any controversy or dispute regarding the interpretation of any part of this agreement or any matter connected with, arising out of, or incidental to the arrangement incorporated in this agreement, the matter shall be referred to arbitration and the award passed in such arbitration shall be binding on the parties. The</p> | <p>Dispute Resolution Mechanism: In the event of any controversy or dispute regarding the interpretation of any part of this agreement or any matter connected with, arising out of, or incidental to the arrangement incorporated in this agreement, the matter shall be referred to arbitration and the award passed in such arbitration shall be binding on the parties. The arbitral proceeding shall be governed by the provisions of Arbitration and Reconciliation Act 1996 and the place of arbitration</p> |
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| | | | arbitral proceeding shall be governed by the provisions of Arbitration and Reconciliation Act 1996 and the place of arbitration shall be Chennai. | shall be Raipur (Chhattisgarh) . |
| 36 | 73 | Annexure 10 NDA 13. Jurisdiction | The parties to this agreement shall submit to the jurisdiction of courts in Chennai. | The parties to this agreement shall submit to the jurisdiction of courts in Raipur (Chhattisgarh) . |