

RFQ for End to End Deployment of 3500 Cash Re-Cyclers inclusive of Managed Service under OPEX Model (RFQ Ref No BCC/DIGITAL/DBO/RFQ/115/02 dated 06.10.2023) Addendum – 01 Dated – 06.12.2023

Addendum:-

S.N.	Page	Point/Section	Clause in RFQ document	Clarification/Changes made
1	2	Last Date of Submission of RFQ response (Closing Date)	3:00 PM on 01st November 2023 at Mode: Online URL:https://www.tenderwizard.com/BOB	Date extended as per RFQ terms
2	3	10	Rs 4,41,00,000 (Rupees Four Crore and Forty One Lacs only) as per Annexure- 23. EMD should be valid for -12- months with claim expiry period of additional 6 months.	No change in EMD value. Further, EMD/PBG may be submitted as Insurance Surety Bonds as per GOI guideline dated 02.02.2022
3	10	3.6 Project Scope Work	During RFP stage, Bidder will be asked to provide commercials based on fixed cost basis with and without Machine and MS services including CRA managed and Branch Managed cash Recyclers. This is required to run the existing CRMs machines which are not yet due for replacement. Bidder will take over the machine and run on “as is where is” basis.	SLM activities will be taken care by Bank OEM
4	10	3.6	During RFP stage, Bidder will be asked to provide commercials based on fixed cost basis with and without Machine and MS services including CRA managed and Branch Managed cash Recyclers. This is required to run the existing CRMs machines which are not yet due for replacement. Bidder will take over the machine and run on “as is where is” basis	Bidder will provide the only Managed Services for existing machine and the ownership of the hardware along with AMC will be with Bank. commercial details will be shared in RFP process for MS services only hence health checkup may not be required
5	12	4	All the 3500 CRs are required to be deployed within -6- months from pilot machine live for the period of FIVE years from the date of SLA execution, which can be extended upto 2 (1+1) years, at the sole discretion of the Bank.	TIS is not required, Other clause remains same
6	16	6. Subcontracting	The selected service provider/vendor is allowed to subcontract non-core services, however in any case there will not be more than one subcontract allowed during the term of engagement. Even though it is subcontracted, the service provider will be solely responsible to the bank for the delivery of the services. Please note that no work/ services shall be subcontracted without prior intimation/permission from the Bank in writing.	As far as sub-contracting is concerned, there shall be no deviation in the clause as the Principal contractor is bound to take permission of the Bank to further sub-contract the work allotted by the Bank.
7	27	3. Verification of Local Content	Bidders shall source Cash Recycler Machines, Cash Dispenser, ACs, UPS, Batteries etc., and such other items which are available locally, only from Class I/ Class II local suppliers. Imported items shall not be supplied for aforesaid items.	UPS and Battery specification given separately as addendum
8	27		AC	AC supply not in the scope of the RFQ
9	37	1. Eligibility Criteria	Only Class I or Class II local supplier are eligible to bid as per guidelines on Public Procurement (preference to make in India) issued by Govt. of India and Local Content % for the "Cash Recycler \machine" will be considered. Document to Furnish: Only Class I or Class II local supplier are eligible to bid as per guidelines on Public Procurement (preference to make in India) issued by Govt. of India and Local Content % for the "Cash Recycler machine" will be considered	Certificate should be signed by Auditor of Bidder or OEM

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10	37	Annexure 02 - Compliance of Eligibility Criteria Point 2	Bidder should be managing at least 5000 Machines (ATM/CR/BNA) in India under CAPEX or OPEX Managed Services contract (for scope of work for Machines as contained in this RFQ) for at least THREE year for all Banks put together.	Clause modified as " Bidder should be managing at least 3000 Machines (ATM/CR/BNA) in India under CAPEX or OPEX Model for at least THREE year in last 5 years for all Banks put together.
11	37	Annexure 02 - Compliance of Eligibility Criteria Point 5	The Bidder should be a registered company in India and have registered average turnover of Rs. 300 Crore (from Indian Operations only) during the last three completed financial years – 2019-20, 2020- 21 and 2021-22* (Not inclusive of the turnover of associate companies) as per the Audited Financial Statements.	Clause modified as "The Bidder should be a registered company in India and have registered average turnover of Rs. 220 Crore (from Indian Operations only) during the last three completed financial years – 2019-20, 2020- 21 and 2021-22* (Not inclusive of the turnover of associate companies) as per the Audited Financial Statements.
12	38	8. Eligibility Criteria	The Bidder /s must have Machine monitoring system, which will be provided to the Bank to monitor the functionalities of the Machine from the Bank's Head Office, Zonal/Regional Offices and any of the office of the Bank in India.	Details provided in Scope of Work (Annexure 17). Approximate requirement is for 200 users , however , this count is not restrictive and may be extended. This will be without any additional cost to Bank.
13	38	Annexure 02 - Compliance of Eligibility Criteria	Bidder must be net profit (after tax) making entity (from Indian operations only) continuously for the last three years, that is financial years – 2019-20, 2020-21 and 2021-22*. OR The net worth of the bidder should be positive as on RFQ date AND also should not have eroded by more than 30% (thirty percent) in the last three years (as on RFQ Date).	Bidder should give undertaking that if selected, they will provide statement or confirmation of continued net worth of INR 1 Bn and above on a quarterly basis as part of outsourcing compliance.
14	39	Annexure 02 - Compliance of Eligibility Criteria Point 2	Bidder can submit the bid with maximum one OEM solution/product for application. OEM can authorize different bidders/SI to quote for the same product.	Since, OPEX model is more of a service rather than product so OEM and its authorized representative both are allowed to participate and there is no limit.
15	45	Annexure - 06	Pre-Contract Integrity Pact	Stamp duty to be paid on agreement is Rs. 100 in the State of Maharashtra.
16	47	Annexure 8- Section 8	Appointment of Independent External Monitors (IEM)	The Bank has appointed Independent External Monitors in consultation with the Central Vigilance Commission.
17	49	Annexure 7	Non-Disclosure Agreement	It should be stamped as an agreement and the same also contains the indemnity hence the stamp duty to be paid in State of Maharashtra shall be Rs. 600
18	58	Annexure - 12	Currently Rendering Incidence Management services for how many CRs / ATMs / CDs?	Bidder to obtain each client letter in the format of Annexure-12 with all the details.
19	65	1 Delivery, Installation and Operationalization of CRs with given specification	The Bank proposes to procure and install 3500 Cash Recyclers with front loading arrangements. Bank will provide site details for replacement/Managed Service of existing CRM and for deployment of new CRMs as per Bank business requirement. Site Rent including raw electricity will be provided by the Bank.	Bank will provide site's rental and electricity

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20	65	Annexure 17 1.3	Bidder will provide UPS and required batteries with 4 hour backup at all the locations. Further, Bank may ask 8 hour battery backup if existing power supply is given geography is not sufficient.	Ideally 4 hours is sufficient but at few locations 8 hours may be required
21	65	2	Bank will provide network connectivity for Onsite locations and Bidder has to provide the required network connectivity (VSAT/4G/5G/other) for Offsite locations. Further for onsite locations where the existing Bank connectivity is not having sufficient bandwidth, bidder has to provide the connectivity.	Bidder to factor sufficient Bandwidth to run the CR machine and it should be upgraded without any cost to Bank.
22	65	Annexure 17- Scope of Work	Bidder will provide UPS and required batteries with 4 hour backup at all the locations. Further, Bank may ask 8 hour battery backup if existing power supply is given geography is not sufficient	Bidder to provided UPS and Battery at all sites
23	65	Annexure 17- Scope of Work Point 6	Cash recycling functionality has to be made available from ab-initio stage. Bidder have to provide user friendly seamless reconciliation process and reports out of the box.	Cash Recycling facility should be started from day one.
24	66	Annexure 17 1.19	The bidder must provide comprehensive warranty of 7 year from the date of installation of Cash Recycler. The warranty and AMC will cover the Cash Recycler, Image VSS systems e-surveillance system, and all parts of the Cash Recycler. The bidder will have to rectify the defects / replace the defective parts and equipment wherever required free of \ cost during the said warranty / AMC period.	Warranty/AMC should cover the extended period without any cost to Bank
25	67	31	The Bidder shall deliver Cash Recycler at the respective sites within four weeks from the date of receiving the intimation over e-mail / letter from the Bank. In case of existing sites, bidder should verify the earthing voltage and submit a report to the Bank to ensure proper earthing voltage to avoid damage to Cash Recycler parts. Bidder shall undertake site survey / verification to assess the feasibility of the site for installation of the Cash Recycler and submit a report without any additional cost to Bank. The delivery and operationalization of the machine including site survey / verification must be completed with a period of four to six weeks.	Site sourcing is not required so no change in clause
26	67	Annexure 17- Clause 26	In future, pursuant to RBI or any other regulatory authority's directives for any development / implementation for any functionality, or due to Industry level changes, (which may require software / hardware changes), the same should be implemented at all CRs without any additional cost in new as well as existing CRs	This clause applicable for CRMs supplied by the Bidder
27	67	Delivery, Installation and Operationalization of CRs with given specification - Point 36	36. Bidder should install remote monitoring systems/Agents to monitor the health of Cash Recyclers on a 24X7 basis and initiate trouble shooting. The system should be capable of sending alerts to Bank's switch/monitoring tool. Switch/ESQ feed will be provided for monitoring CR health status. The Bidder should do two way integration with the switch/HP- ESQ feed with their systems. This needs to be done for existing CRs also without any additional cost to Bank.	Bidder to provide all the MS services as per Scope defined in RFQ document

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28	67	Annexure 17- Scope of Work Point 32	For each CR site, the Bidder is expected to provide a minimum of one set of media and documentation for equipment including software license certificate.	Bidder to provide required documents and license of software
29	68	Delivery, Installation and Operationalization of CRs with given specificatio	45. Bank may take over the existing CR machine at Banks sole discretion at an aggregate value of Rs. 1,000/- per site at the end of the contract period at Banks Discretion. The BIDDER should ensure that assets of CRs, VSAT etc. deployed are free of all encumbrances for the Bank to take over on expiry of the Contract.	This clause is applicable after end of contract.
30	68	Annexure 17- Scope of Work Point 40	The Bidder should also undertake to deploy and manage centrally customized display screens in graphic mode in any language (Hindi, English and the local language like Gujarati, Marathi, Punjabi, Tamil, Malayalam, Telugu, Kannada, Oriya, Bengali etc.) and also for touch screen format for all transactions undertaken on Cash Recycler. It will be the responsibility of the Bidder to deploy the required screens in the Cash Recycler	Bank will provide required screen details with successful bidder
31	69	2. Managed Services of new and existing Cash Recycler machines.	The BIDDER will be responsible for reconciliation of cash and resolution of all related complaints received from customers as per SOP defined by the Bank Recon Team and as per TAT defined by the RBI	SOP will be finalied with the selected Bidder
32	69	2.A Cash Replenishment / Cash Evacuation/Cash Verification Services:	Cash offloading, cash loading, Cash verification, Cash optimization and Cash Forecasting will be the responsibility of the selected BIDDER. Any services mentioned under this agreement shall be outsourced to vendor/Sub-contractor who are fully complying with the criteria mentioned by RBI/MHA and other regulators time to time.	cash services are required for all CRMs
33	71	2. Managed Services of new and existing Cash Recycler machines. A. Cash Replenishment / Cash Evacuation/Cash Verification Services:	Bidder shall ensure following activity at all CRs irrespective of loading type i.e Bank managed or CRA managed without any cost to the Bank	OTP solution should be provided for self loading CRMs also.
34	71	First Level Maintenance (FLM) and Second Level Maintenance (SLM)	The BIDDER will be responsible for the maintenance of all CR Sites both on-site and off-site and replace all spares/equipment's/materials including consumables. The BIDDER to support /repair /replace/maintain all parts of the equipment's mentioned above irrespective of whether the parts are manufactured by the BIDDER or outsourced by it.	Bidder should install UPS with Isolation transformer/earthing to protect the damage. Bank will not bear any cost
35	71	B. First Level Maintenance (FLM) and Second Level Maintenance (SLM)	The BIDDER will be responsible for the maintenance of all CR Sites both on-site and off-site and replace all spares/equipment's/materials including consumables. The BIDDER to support /repair /replace/maintain all parts of the equipment's mentioned above irrespective of whether the parts are manufactured by the BIDDER or outsourced by it. Preventive Maintenance of Bank of Baroda Confidential CRs, UPS, Video Surveillance System etc. and	PM to be done on quarterly basis

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			other site infrastructures are to be carried out at least once a quarter to ensure uninterrupted machine service.	
36	73	E. Incident Management, Help Desk Service and Monitoring Tool and MIS service	a) The BIDDER will be responsible for Online and real time monitoring of CRs to ensure desired 98% for Metro and Urban areas and 97% for Semi-Urban and Rural areas. Bidder should provide remote monitoring tool at Bank's site or site specified by the Bank for observing the health and status of all the CRs outsourced/deployed by the bidder.	Bidder to extend the access of remote monitoring tool to Bank for daily monitoring as per Bank requirement
37	75	G. Other Points-	Bidder should have a mechanism to capture the login and log out time of Cash Replenishment agency (CRA) in their system for particular Cash Recycler Machine (CRM) and MSPs to monitor the CRA login activity and share the report on daily basis with Bank.	Bidder should provide CR machine login/logout report on daily basis as per bank requirement.
38	78	16	QR code Enabled Cash deposit/ Withdrawal/ Fund Transfer	Bidder to provide end to end middleware server and softwares etc as per Bank requirement for UPI(ICCW) based withdrawal.
39	79	Point 21 Functional Specifications	Videos detailing transaction steps	Machine should be able to display video on the screen for transactions type decided by Bank
40	80	Technical Specifications - Processor & Hardware - Point 1.1	9th Generation Intel® Core™ i5 Processor or higher with minimum 3.3 GHz and 3 MB cache or above. Vendor to provide the latest processor and OS/patching related software/ hardware upgrades without any cost to the Bank during the contract period.	Please read processor speed as Minimum 3.0 GHz or above.
41	82	Point 3.4 Technical Specifications	Machine should be IBNS compliant.	This functionality is optional. Intelligent banknote neutralisation systems (IBNS) are cash protection systems to secure banknotes against unauthorised access and machine should be capable to comply with above requirement in future
42	83	4.8	Cash Recycler must also have the readiness to start BAR code / QR code based transactions	CR should have up gradation capability
43	83	Point 4.8 Technical Specifications	Cash Recycler should have Contactless Card integration capability	NFC Hardware also required
44	84	5.6	EPP Pin Pad Should be with Braille Embossing.	Machine should comply with regulatory requirement for Braille embossing
45	88	7.12	Storing & Searching facility on image data at a later date	Image should have Serial Number of the Note
46	95	21.18	CR should have capability ab-initio to support Biometric, NFC / Contactless Card Reader, UPI QR Code based Inter-operable Cardless Cash Withdrawals (ICCW), Contactless Card Reader as required by the Bank in future. The Bidder to provide support for integration for the Biometric, NFC / Contactless Card Reader, UPI QR Code based Inter-operable Cardless Cash	CR should have up gradation capability for QR code reader.

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			Withdrawals (ICCW), Contactless Card Reader as required by the Bank in future without any additional cost to the Bank. The NFC contactless module with support Contactless Card integration (Hardware and Software) supporting upto ISO 14443 Type A/Type B, MiFare, ISO 21481 and ISO/IEC 18092 or higher. In case of any new guidelines or the regulator mandates newer specifications, Bidder should provide required support for hardware/software	
47	96	25	These coordinated LED lights but can be explored at keypad area and FDK (if present) by the OEMs in future. Bank would like to have backlit keypad and FDK for its future procurements.	Machine should have indicating light for EPP

A. Power Conditioning Equipment's

Item	Specification
UPS with batteries	2KVA UPS of reputed make with 4 hours battery backup on full load (Does not include bypassing equipment like servo stabilizer and isolation transformer). BIDDER to calculate the VAH for 2KVA UPS with 4 hours backup.
UPS	SNMP Card to enable remote monitoring
Voltage stabilizer for UPS (as per requirement)	Voltage stabilizer of reputed make of required capacity
Isolation Transformer (as per requirement)	Isolation transformer of reputed make

B. UPS:

Topology - On-Line (Standalone UPS with single set Battery Bank)
Technology – IGBT
Redundancy - Redundant capability with optional automatic redundant switch
Input Voltage - Single Phase Input 230V, Range - -30% to +21%
Input Frequency - Frequency Range - 45 - 65Hz Autosensing
Output Voltage - Single / Three Phase Output, Range - 220 - 230VAC, Regulation - +/- 1% Static, 5% for Dynamic Loads
Output Frequency - Frequency Range - 50 Hz, Frequency Regulation - +/- 0.1% synchronized to battery
Output Wave Form - Pure Sinusoidal
Crest Factor < 3:01
Overload ratings - 105% infinite.
Transfer Time (with Full Load) - < 0ms
Bypass – Automatic
Noise Level - < 50dB
Efficiency - Overall at Full Load - 92% Minm.
Power Factor - 0.7 pf for 2 KVA
Indication - Input Mains ON, System Overload, Battery Low, Mains Fail, Inverter Fault, Inverter Trip, Battery Trip, Load on Battery, Load on Bypass
Alarm - Battery Low, InverterON(Mains Fail), Inverter Fault
Metering - Output Voltage, Output Current
Interface - DOS/Unix/Netware/Windows with necessary H/W and S/W
Power Management software to be compatible with Windows 98/NT/2000/XP, Novel Netware, Sun Solaris Linux
Battery - SMF Batteries with Back-up time upto 4 Hrs.with suitable Rack to house Batteries
(Pls specify no. of batteries & its V/AH rating in each category)
Battery Make - Rocket / Panasonic / Exide / Hitachi / CSB / Amar Raja(Johnson Control)

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Warranty – Two Year On-Site on UPS and Two Year On-site on Batteries.
Certification/ Approvals - International Std. Certifications viz. UL /CE/ TUV / ERTL
Safety - IEC 60950, EN 50091-1-1 , UL 1778
LED - On line, On battery, Overload, Fault, Replace battery and bypass operation
Audible Alarms - On battery, Low battery, Overload etc
Remote Monitoring/power Mgmt facility -Internal SNMP Card (Provision) for monitoring thru web remotely.
Other Features - Graceful server shutdown, Paging / email facility. Real time graphical display of power
UPS Status, Access should be password protected with MD5 authentication security. Should integrate with popular NMS like IBM Tivoli, HP Open View, TNG Unicentre etc.
Capability to add management cards (remote management, additional ports, temp/humidity monitor)
Should be able to do a Cold Start

Clarification of all Pre-bid queries is enclosed as separate Annexure. All other Terms & Conditions are same as per our RFQ No. BCC/DIGITAL/DBO/RFQ/115/02 dated 06.10.2023.