

Addendum to the Request for Proposal For Supply, Installation and Maintenance of Terminal Security Solution for ATMs & Cash Recyclers**RFP Reference Number: HO/DB/ATM/111/ Dated 9th February 2019****Bank Responses / Clarifications/Changes Date: 26 February 2019**

Sr. No.	Page No.	Clause No	Original RFP Clause	Bank's Responses / Clarification/ Change
1	34	1) 1.10	The proposed solution should conform to all regulatory, statutory, legal acts and rules more particularly Cyber Security and IT examination Cell (CSITE), RBI Advisory No. 3/2017 dated 06.03.2017 & cir.no.RBI/2017-18/206 DBS(CO).CSITE/BC.5/31.01.015/2017-18 dated 21/6/2018 and any other advisory / guidelines received from RBI/NPCI/CERT-IN or any regulatory solution security requirements from time to time.	No change
2	39	1) 1.25.2	Any additional channel/product introduced by the bank within the contract period should be covered in Terminal Security Solution. The bank will not be liable to pay additional cost for any such scenarios. The bidder is expected to integrate such channels/products to the Terminal Security Solution at no additional cost to the Bank	No change
3	44	E.3) 1.1	Penalty for not maintaining of Uptime of 99.90% will be Rs.15,000/- for every 0.01% deviation subject to a maximum of 50% of contract value will be levied. Beyond this, Bank shall have the option of cancelling the orders and / or invoking Bank Guarantee, with a thirty days' notice, unless delay is due to Bank's dependency or reasons beyond control of both Bidder/Bank.	No change
4	36	Section E1: Scope of Work	1.20. Security Solution should be PCI-DSS compliant both at client and server end.	TSS application should have VAPT certificate/Core Review Certificate from CISA Certified auditor.

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5	48	Annexure- 2	<p>1 Bidder should be a registered company in India under Company Act 1956/ 2013 and Should have been in the business of Terminal Security in India for at least 3 years as on 31-01-2019 and should have generated profit during last three years.</p> <p>Should have a positive net worth in each of the Financial Year ending 31-03-2016 and 31-03-2017 and 31-03-2018.</p> <p>Should have annual turnover of minimum 100.00 Crore in each of the Financial Year ending 31-03-2016 and 31-03-2017 and 31.03-2018.</p>	<p>Bidder should be a registered company in India under Company Act 1956/ 2013.</p> <p>Should have a positive net worth in each of the Financial Year ending 31-03-2017 and 31-03-2018 and should have generated profit during last two years and Should have annual turnover of minimum 50.00 Crore in each of the Financial Year ending 31-03-2017 and 31.03-2018.</p>

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6	49	Annexure- 2	2 The applicant should have implemented Terminal Security for a minimum of 500 ATM/CR Machines of at least 2 reputed Scheduled Commercial Bank with minimum 1000 branches in India as on 31-12-2018 with a minimum of 250 sites in a single Bank. (The Bank reserves the right to inspect such installations while evaluating the Eligibility cum Technical Bid and in case of any negative feedback from the clients, Bank reserves the right to disqualify the vendor).	The applicant should have implemented or under implementation of Terminal Security for a minimum of 250 ATM/CR Machines of at least 1 reputed PSU/Private sector Banks/Co-op Bank/small finance bank, with minimum 500 ATMs implementation of the TSS solution in India as on 31-12-2018 . (The Bank reserves the right to inspect such installations while evaluating the Eligibility cum Technical Bid and in case of any negative feedback from the clients, Bank reserves the right to disqualify the vendor).
7	44	E - 4 - 1.2	Penalties will be levied @ ₹50,000/- per instance for any loss bank has suffered due to frauds taken place during the down time or non-availability or non- functionality of TSS and if Entire Terminal System (ATMs/Cash Recyclers) is down because of TSS. In addition to this, please refer to INDEMNITY Clause in case of fraud amount exceeds per instance value.	Penalties will be levied @ ₹50,000/- per instance for any loss bank has suffered due to frauds taken place during the down time or non-availability or non- functionality of TSS and if Entire Terminal System (ATMs/Cash Recyclers) is down because of TSS. In addition to this, please refer to INDEMNITY Clause in case of fraud amount exceeds per instance value.
8	44	E.6 Delivery period	Delivery of Hardware & Software Licenses for the proposed solution Architecture & Design Complete Installation of the proposed solution at DC & DR System Integration Testing & User Acceptance Testing of the proposed solution Installation at ATMs/Cash Recyclers	Complete solution to be implemented on all BOB's ATMs and Cash recycler with in five months from the date of issuance of PO.
Bank Clarification				
9	43	E.2	Payment terms	updated sheet enclosed
10	53	Annexure- 5	Technical bid criteria and technical evaluation format	updated Annexure -5 is enclosed
11	Bid submission date			Last date of bid submission extended to : 08th March 2019
All other terms and conditions of the RFP will remain unchanged.				