

## **CORRIGENDUM**

Please refer to our Request for Qualification (RFQ) Reference: RFQ/HO/DB/ATM/113/85 published on **23<sup>rd</sup> Feb 2021** inviting eligibility and technical bids for **“End to End Deployment of ATMs inclusive of Managed Service & TIS under OPEX Model”**.

Following amendments to the RFQ document are made with immediate effect: -

**1. Revised Dates for RFQ Bid submission are as under:**

Last Date to download the RFQ Document: 20/03/2021 up to 15:00 hours.

Last date and time for Bid submission: 20/03/2021 up to 15:00 hours.

Date of Opening of Eligibility Bid & Technical Bids: 20/03/2021 at 15:30 hours.

- 2. Additional Clause - Annexure - A**
- 3. Manufacturer’s Authorization Form (MAF) - Annexure B**
- 4. Certificate of Local content – Annexure C**
- 5. Replies to the Pre-bid queries –Annexure D**

**Note: Queries which are not replied is considered as “No change”.**

**General Manager & Head (Digital Banking, Payment Business & Intl. IT Operations)**

**Date : - 10.03.2021**

**Place :- Vadodara**

**Annexure- A- Addition of Clause**

<b>Page No</b>	<b>Section/Point no</b>	<b>Additional Clause</b>
68 and 91	6. Compliance of all Regulatory Requirement  4. Software Support	Bidder will ensure implementation of ICCW (Interoperable Card less Cash Withdrawal through ATM). Any Modification of the software, deployment of server, Change of Configuration pertaining to ATM for the purpose of rollout / enhance the functionality of ICCW will be done by bidder at no cost to BANK.
83 & 56	14. CARD READER with EMV / PCIDSS COMPLIANT  1.d EMV Enabled Card Reader	Bidder will also ensure that ATM machine are having Dip Smart Card Reader with anti-skimming and anti-shimming device installed and integrated with the card reader. Further, it should be equipped with inbuilt dip protection plate or equivalent solution / device for protecting from Deep insert skimming and shimming attack on ATMs  In case, any EMV enabled card reader are faulty and causing fall back transaction at switch then Bidder will replace the faulty card reader of all such ATMs as per list shared by Bank / NPCI within T+1 basis. For any loss to Bank or penalty imposed by NPCI / VISA / Master etc. or any regulatory authority for fall-back transactions then bidder will be solely responsible for such loss / penalty.
56	1.ATM procurement, installation	One Test machines to be supplied under the contract to be provided by the bidder free of cost for testing and maintenance of such test machine will be done by bidder without any cost to Bank.  ATMs should be installed in such a way that, they are flushed into the wall / false wall and all the electrical power points, LAN cables, UPS Batteries, Modems are kept concealed behind the false-wall to create a back room.
62	4. (v) Storing video footage	Storing of Images of Video Verification (6 Months). Bidder to preserve & provide the CCTV footages (images and videos) & ATM's DVSS images for all disputed transactions / vandalism / Theft cases, till they are closed / resolved even beyond the period of 6 months, if required.  CCTV camera should be provided in main ATM room, outside the ATM room, in the ATM Back room and a hidden Pin Hole Camera at a suitable concealed location inside the main ATM room. All Cameras should be of IP Cameras with High Resolution (HD 1920 x 1080 pixel 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. While viewing the site in real time through CCTV surveillance from Command centre of the vendor, there should be no interruptions due to connectivity / Bandwidth related issues

85	22 Power	CDs to be provided with internal battery backup which will be required for preserving the last state of the machine in the event of loss of power supply. This is required to achieve safeguarding the corruption of ATM Software.
82	10 Currency Cassette	Reject BIN or Divert cassette bin with lock and key with capacity to hold at least 200 notes.  The currency Cassette shall be compatible for cassette-swap implementation with lock and key.
59	3.1 Offsite location	The site should be at the ground floor and on the main road at the prominent locations like corporate outlets, market places, malls, etc.  The area of site shall be 80 - 100 Sq Ft. suitable for installation of ATMs. Customer area should be 70% of total site area.  Bidder will not install its White Label ATM(s) within the vicinity of 500-1000 metre of Bank of Baroda ATM.  Bidder shall conduct site identification exercise and offer suitable site in the vicinity of locations desired by the Bank. Vendor cannot refuse installation of ATM at the site desired by the Bank.
63	5.1 Cash Services	Bank at its discretion may withdraw the cash services defined in the RFQ from the successful bidders and go for self-loading during the currency of the contract, in view of the business requirements. All costs related to such takeover / migration shall be borne by the bidder in such eventualities.
57	2. Network	The minimum bandwidth in case of VSAT last mile at each location for each ATM should have dedicated 64 Kbps with 100% concurrency (demand as on today). Per ATM bandwidth requirement should match with the day to day requirement. Any software or application up gradation or application demands the bandwidth, the same should be made adequately available to cater to the day to day requirement within the contract period. The same is applicable for other last mile also.
93	1. machine site	Paneling at entrance and walls to 7ft. / 8 ft. height made of 2" x 2" Aluminum box section with 5mm ISO Aluminum Composite Panel (ACP). Exterior Paneling of shutter with 4 mm Aluminum Composite Sheet with trap door and all accessories.
64	5.2 FLM	Bidder shall conduct monthly performance reviews with Bank at Region / Zone and HO at mutually agreed schedules, dates and locations and representatives from both Bank and Vendor shall attend such performance reviews. Meeting agenda items shall include, but not be limited to, Downtime statistics, service levels, missed problems and no fault found incidents as reported by the Vendor Management Centre.

63	5.1 Cash Replenishment	<p>ATM serviced under this RFQ shall be equipped with the Mas Hamilton / KABA / S&amp;G Lock / Securam (OTC) / equiv. system. CRA shall (a) cooperate in implementation of the OTC system (b) Implement central and mobile based OTC solution (c) activate OTC lock to route mode during Initial Currency Load (d) acquire, implement and operate the one-time combination dispatch software in route mode (e) make its records available as necessary to investigate any operational issue or loss.</p> <p>Bidder/CRA shall start cash replenishment service only after successful activation of Mas Hamilton / KABA / S&amp;G lock / Securam / equiv. system (OTC) in route mode.'</p> <p>The CRA shall have necessary infrastructure and software required to generate and communicate one time password to its joint custodians at site. CRA shall mandatorily use OTC system for cash related activity at all sites.</p>
New	Annexure-C	<p><b>CERTIFICATE OF LOCAL CONTENT</b></p> <p>The 'Class-I Local supplier' /'Class-II Local supplier' shall provide a Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number with seal.</p>



## Annexure B – Manufacturer’s Authorization Form (MAF)

No. \_\_\_\_\_

dated \_\_\_\_\_

**The General Manager  
(Head- Digital Banking, Payment Business & International IT Operations)**

Bank of Baroda

Digital Banking Department

1<sup>st</sup> Floor, Baroda Bhawan,

R. C. Dutt Road, Alkapuri,

Vadodara – 390007 Gujarat

Dear Sir,

RFQ Reference No. \_\_\_\_\_

We \_\_\_\_\_ who are established and reputable manufactures of \_\_\_\_\_ having factories at \_\_\_\_\_ and \_\_\_\_\_ do hereby authorize M/s \_\_\_\_\_ (Name and address of Bidder) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer for our \_\_\_\_\_ model ATM.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the equipment and services offered against this invitation for tender offer by the above firm. In case of M/s \_\_\_\_\_ is out of service due to any reason, we will make alternative arrangement for the service and maintenance of our product on same terms and condition.

Yours faithfully,

(Name)

For and on behalf of

M/s \_\_\_\_\_

(Name manufactures)

**Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person / Authorised Signatory of the manufacturer.**



## Annexure –C - CERTIFICATE OF LOCAL CONTENT

(Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number with seal.)

Date:

**The General Manager  
(Head- Digital Banking, Payment Business & International IT Operations)**

Bank of Baroda

Digital Banking Department

1<sup>st</sup> Floor, Baroda Bhawan,

R. C. Dutt Road, Alkapuri,

Vadodara – 390007 Gujarat

Dear Sir,

**Ref.: RFQ/HO/DB/ATM/113/85 published on 23rd Feb 2021**

Bidder Name: \_\_\_\_\_

This is to certify that proposed \_\_\_\_\_ <services as per scope of work> is having the local content of \_\_\_\_\_ % as defined in the above mentioned RFQ and amendment thereto.

2. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 – Revision vide Order No. P-45021/2/2017-PP (BE-II) dated May 29, 2019.

Signature of Statutory Auditor/Cost Auditor

Registration Number:

Seal

Counter-signed:

Bidder



**Annexure- D - Replies/responses to Pre-bid Queries of RFQ for “End to End Deployment of ATMs inclusive of Managed Service & TIS under OPEX Model” are given as separate annexures**