



# CHAITANYA GODAVARI GRAMEENA BANK

(A Government undertaking sponsored by Union Bank of India)

Head Office, Raghu Mansion, 4/1, Brodipet, Guntur-522 002, A.P.  
Reference No: 099/51/RFP/2024-25/09, Date: 05.11.2024

## Addendum - I

**Sub:** Request for Proposal (RFP) for Supply, Installation and Maintenance of 300 Micro-ATMs at Bank Branches / Offices and BC Points across Bank)

Tender Reference : 099/51/RFP/2024-25/09, Date: 05.11.2024  
Date of Addendum : 19.11.2024

### **Purpose of Addendum:**

Amendments in RFP document ----- Page Nos - 13,14,17,25,44,68

Clarifications in RFP document ----- Page Nos - 14,15,21,45,68

### **Amendments:**

Page No. in RFP	Current Clause details as per RFP	To be amended as
13	Bidder/ OEM has to Buy back the existing Micro ATM devices; the amount will be deducted from L1 bid amount.	Bidder/OEM has to buy back the existing micro-ATM devices during the validity of RFP
14	e) Providing service and onsite support during warranty and post warranty period as per Bank's requirement without any extra cost to the bank.	Providing service and onsite support during warranty as per Bank's requirement without any extra cost to the bank
17	The company should have a minimum of 4-5 offices/ Service Centre's in our Bank operating areas in Andhra Pradesh and able to provide the warranty/ AMC services at the locations, where the equipment's are supplied, either directly or through their authorized representatives or through their OEM representatives.	The company should have a minimum of 4-5 offices/ Service Centre's in Andhra Pradesh and able to provide the warranty/ AMC services at the locations, where the equipment's are supplied, either directly or through their authorized representatives or through their OEM representatives
25	50% of the cost of the equipment will be paid against proof of delivery of equipment and production of invoice, delivery challans and 50 % on installation and submission of Bank Guarantee.	75% of the cost of the equipment will be paid against proof of delivery of equipment and production of invoice, delivery challans and 25 % on installation and submission of Bank Guarantee
44	As add on or inbuilt IRIS should be STQC certified	The clause may be treated as removed from the RFP document
68	Existing Commercial Bid form-B	Updated commercial bid Form-B: provided as annexure.







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## Clarifications:

Page No.	Clause	Clarification sought	Clarification given
14	The bidders shall ensure that Micro ATM should support all the existing application of Bank and also any other application which bank may implement in future. Any additional requirement regarding hardware and software, after entering the contract will not be entertained by the Bank. The Bidder shall be responsible for the same. The cost of any additional hardware and software, if required, should be included in the bill of material.	We understand that the supplied Micro ATM complies with the Technical Specifications outlined in Annexure 7. Additionally, we assume that the Bank will engage its existing application provider to coordinate with the hardware vendor for any additional application support that may be required in the future. Please Confirm.	No change in RFP Terms & Conditions
15	Vendor will provide software/module to the bank for monitoring & management(MDM/ TMS) of the devices.	Whether Bidder need to provide MDM	Bidder has to provide MDM
15	The bidder should arrange temper glass for display, sticker logo / letter as prescribed by Bank and sticker should not be fade at least five years.	A tempered glass screen protector is not necessary for the Visiontek VA21 device, as the plastic body surrounding the display provides adequate protection. Additionally, the device is IP54 certified. We kindly request your consideration of this point	No change in RFP Terms & Conditions
15	Bidder/ OEM has to Buy back the existing Micro ATM devices; the amount will be deducted from L1 bid amount.	Please let us know the Qty. for buy back. Make & Model of the existing Micro ATM devices. Bidder has to quote the price for buy back? Please Clarify	Following are the details of existing devices,make & Model : Approx. 260 units, Manipal Group Transline IDSURV TPS 900 Android Micro-ATMs
	A Bidder should supply, install, configure, testing, commission & Annual Maintenance for 300 Micro ATMs integrated with	We understand that, the bidder's scope includes supplying Micro ATMs that meet the specifications in Annexure 7 and providing hardware maintenance for five	No change in RFP Terms & Conditions







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15	biometric scanners/Card-readers & micro-printer, Pin pad as per the specifications given in this RFP, including warranty, annual maintenance, required/guaranteed uptime, handholding, etc.	years. And understand that any remaining tasks will be jointly managed by the Bank's application provider and the hardware vendor. Could you please confirm if our understanding is correct?	
15	Vendor to ensure that the Micro ATM machines supplied or proposed to be supplied should be compatible with the bank's FI gateway any other FI gateway service provider in future and bank 's ATM switch and get certified from approved authority at their own cost.	FI gateway service provider in future and bank 's ATM switch and get certification is under the scope of Bank's Application provider. We request to the bank, to remove the certification scope under the bidder' scope.	No change in RFP Terms & Conditions
15	Vendor has to provide necessary SDK software technical details related to Micro ATM machine. Vendor is responsible for any customization required in the application wherever by our technical Service Provider or other authorized vendors involved in the project. The Micro ATM should be capable of operating in the latest version of Android OS.	The application scope falls under the responsibility of the Bank's application provider. We request that this clause be modified accordingly.	No change in RFP Terms & Conditions
15	Vendor will bring in all the required technology and infrastructure, including software, personnel, technical services; maintenance, provide training and operational support during the Contract period.	We understand that the bidder's scope includes supplying Micro ATMs with hardware compliant with Annexure 7 and providing hardware maintenance for five years.  Could you please clarify the required technology and infrastructure, including software, personnel, technical services, as well as any training and operational support to be provided during the contract period?	No change in RFP Terms & Conditions




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21	The SLA covers the complaints on both hardware and software components.	We understand that the software-related tasks will be managed by the Bank's application provider / Developer. Please confirm if this understanding is correct	SLA shall cover both hardware & software components. No change in RFP Terms & Conditions
45	Certification: Product Certifications: CE, RoHS, STQC, IP54, Drop Test, Bump Test, Vibration Test. Payment Certifications: PCI PTS, EMV Contact, EMV contactless, Visa payWave, MasterCard Paypass, Rupay & NCMC complied, Discover, Amex, JCB, etc		No change in RFP Terms & Conditions
68	Expected delivery period should not exceed 3 weeks from the date of acceptance of Purchase Order.	Since the Micro-ATM should be built-in L1 certified Biometric Scanner to please amend the delivery timelines to 6-8 Weeks	No change in RFP Terms & Conditions

All the other terms and conditions of the RFP read with Addendum-I remain unchanged.

Place: Guntur

Date: 18.11.2024



  
P MARUTHI RAM  
GENERAL MANAGER







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## COMMERCIAL BID FORM-B (Revised)

Name of Bidder :

Address of Corporate Office :

**TABLE I. Total Cost of Ownership (with 5 years' warranty)**

SI No	Item of purchase	Make/ Model	Unit Price (a)	GST/taxes /any other charges (b)	Buy back price ©	Unit price incl. of GST [d= a+b-c]	(e)	Total Price [f = e*d]
1	Micro ATM						300 Quan tity	

\*Quantities mentioned above are purely indicative. Total quantities would be 300 (with variance of +25% or -25%)

Note: It is the discretion of the bank to avail buyback option. The bank may issue purchase order to the bidder with or without buyback price as per the requirements of the bank

### **OTHER TERMS & CONDITIONS:**

#### **Supply and Installation:**

Expected delivery period should not exceed 3 weeks from the date of acceptance of Purchase Order.

The quoted price should be all-inclusive price (i.e., including Technical Service Charges, if any, Excise Duty, GST, any other applicable duties and taxes, Packing, Freight and Forwarding, Transit Insurance, Local transportation, Hamali Charges, completing the Road permit formalities, if required, Installation and warranty period charges. The total price shall also include Technical/User Manuals, Driver/ Utility Compact Disk) and shall be applicable uniformly to any part of Andhra Pradesh since the Micro ATMs are to be delivered Two Locations in Andhra Pradesh. No additional charges/ management fee of any kind will be reimbursed.

Bank's Standard payment terms are only applicable. No advance will be paid against the Purchase Order. As per the present policy, 50 % of the cost of the equipment will be paid against proof of delivery of equipment and production of invoice, delivery challans and remaining 50 % will be paid after installation. In the case of a situation where the vendor could not install the equipment procured due the problem of site not ready for a period of one month from the date of delivery, the successful bidder should give an undertaking letter agreeing that the installation will be done under PO terms as & when required by the bank. Bank will not consider any other payment terms even if it is mentioned in the offer letter.





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The prices quoted shall be valid for a minimum period of 180 Days from the last date for submission of offers and applicable for the quantity projected for procurement by the bank.

Bank reserves the right to charge penalty for delayed deliveries at the rate of 0.50% per week without prejudice to its other rights, if not delivered as per the agreed terms & conditions of delivery schedule as per Bid submitted. The penalty may be increased to 1% per week for the delay beyond 2 weeks from the stipulated delivery date. However, the penalty will be a maximum of 5% of the total order value. Also, Bank reserves right to cancel the Purchase Order not executed as per terms of offer under this tender documents and initiate steps de-empanel the bidder from the empaneled list if the agreed time lines for delivery are not met by the bidder or defaults in supply of equipment under the Purchase Orders placed.

The bank has the right to place order partially or full, as per the item-wise commercials quoted in **COMMERCIAL BID FORM-B**.

The Bank will be free to either reduce or increase the quantity to be purchased on the same terms and conditions. The Bank reserves the right to alter quantities.

The Bank reserves the right to stagger the deliveries depending upon the readiness of sites at various locations.

Bank reserves the right to reject this invitation, in part or full, or cancel the entire procurement process at any stage without assigning any reason. In such a case, bank will not entertain any correspondence in the matter.

We hereby affirm our commitment to adhere to the information presented above and the stipulations outlined in your tender documentation.

Yours sincerely

Authorised Signatory:

Name:

Designation:

Date:

Company Seal