



Punjab & Sind Bank

(A Government of India undertaking)

Addendum No. 2 Dated: 11.07.2024

Selection of vendor for end to end deployment of 300 offsite ATMs under OPEX Model for 5 Years including allied services & compliances of regulatory requirement

GeM BID No: GEM/2024/B/4999001 Dated:31.05.2024

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Punjab & Sind Bank
(A Govt. of India Undertaking)
Where service is a way of life

Addendum - 1

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Punjab & Sind Bank
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Where service is a way of life

Introduction

Bank has published the Tender No: GEM/2024/B/4999001 Dated:31.05.2024 for “Selection of vendor for end to end deployment of 300 offsite ATMs under OPEX Model for 5 Years including allied services & compliances of regulatory requirement”.

Following amendments have been made to RFP clauses. All other terms and conditions of the RFP shall remain unchanged.

Modification in RFP Clauses

S.N	Page No	Clause No	RFP Clause	Revised/Modified Clause
1	5	Introduction	Bidder should offer a Model as per the Technical Specifications provided in the RFP document which will be supported for a period of at least 7 years after installation. Bank may seek for a POC of complete functionality of machine before placement of order begins. Bidder should also provide routine and type test certificates from any reputed test lab in India / abroad.	Bidder should offer a Model as per the Technical Specifications provided in the RFP document which will be supported for a period of at least 7 years after installation.
2	15	Chapter 3: Instruction to Bidder	Bidder will install proposed ATMs latest model which is having minimum installed base of 500 ATMs in Banks in India as on date of Bid submission.	Bidder will install proposed ATMs model with latest technology. Bidder should have the experience of having minimum installation base of 500 ATMs/CRMs of the same model in Banks in India as on date of Bid submission.
3	31	2.25	Bidder need to provide bank guarantee to the extent of 5% value, of average cash handled (picked from bank for ATMs/evacuated from ATMs) on daily basis.	Clause deleted
4	31	3.25	Bidder will need to provide bank guarantee for 15 months (1-year validity with 3-months claim period) within 30 days of accepting the work order to cover risks associated with handling bank's cash, transportation of cash, its storage & any other consequence arising out of breach of agreement terms.	Clause deleted

5	35	3.3	<p>Service Level Agreement (SLA)</p> <p>On the completion of selection process, the successful bidder(s) shall be required to enter into a contract with Bank and need to execute a comprehensive Service Level Agreement (SLA) with Bank within thirty (30) days of issuance of Purchase Order or within such extended period, as may be specified by the Bank. This contract shall be based on this RFP document (read with Addendums /Corrigendum / Clarifications), LOI, Purchase Order, the bidder's offer document with all its enclosures, modifications arising out of negotiation / clarification etc. and such other terms and conditions as may be determined by Bank to be necessary for the due performance of the work, as envisaged herein and in accordance with the bid. However, the terms and conditions of Purchase Order and RFP (read with Addendums / Corrigendum /Clarifications) shall constitute a binding contract till such time the formal contract is signed by the Bank and the Bidder.</p>	<p>On the completion of selection process, the successful bidder(s) shall be required to enter into a contract with Bank and need to execute a comprehensive Service Level Agreement (SLA) with Bank within thirty (30) days of issuance of Purchase Order or within such extended period, as may be specified by the Bank. This contract shall be based on this RFP document (read with Addendums / Corrigendum / Clarifications/ Prebid query response), LOI, Purchase Order, the bidder's offer document with all its enclosures, modifications arising out of negotiation / clarification etc. and such other terms and conditions as may be determined by Bank to be necessary for the due performance of the work, as envisaged herein and in accordance with the bid. However, the terms and conditions of Purchase Order and RFP (read with Addendums / Corrigendum /Clarifications/ Prebid query response) shall constitute a binding contract till such time the formal contract is signed by the Bank and the Bidder. The successful bidder may have to sign multiple contracts with the State Nodal Offices at each State in India as per GST Rules.</p>
6	37	Chapter 4: Scope of Work	<p>Selected Bidder will not install its White Label ATM(s) or any ATM of other Bank with whom they are having arrangements within vicinity of 200 meters in Metro, 500 meter in Urban area and 1 KM in Semi urban area and should not adopt any such policy/practice which may affect the hits of the Bank ATM.</p>	<p>Clause deleted</p>
7	38	4.1	<p>ATM SITE SELECTION SPECIFICATIONS : Entrance/exit of ATM should have a roller shutter with embedded Central Locking System.</p>	<p>It must be ensured that no ATM is situated at an isolated location. Entrance/exit of ATM should have a roller shutter with embedded Locking System</p>
8	44	E-S URVEILLANCE SYSTEM	<p>Detection of intrusion of ATM/adjoining premised</p>	<p>Detection of intrusion of ATM premises/ Backroom</p>

9	44	E-S URVEILLANCE SYSTEM	CCTV monitoring of ATM/CD room	CCTV monitoring of ATM room with latest technology/camera resolution.
10	45	Sr. 31, Air Conditioners	1.0T High Wall Split ACs with EER (Energy Efficiency Ratio) rating of at least 3.50, cordless remote, with stabilizer, timer, caging and temperature display system. From reputed brands having pan India presence. Copper, drain pipe length not exceeding 10ft (with complete installation).	1.0T High Wall Split ACs with EER (Energy Efficiency Ratio) rating of at least 3 Star, cordless remote, with stabilizer, timer, caging and temperature display system. From reputed brands having pan India presence. Copper, drain pipe length not exceeding 10ft (with complete installation).
11	46	4.2	Bank may have periodic review of technology in every half year. In case any of the models becomes obsolete, the bidder will ensure the latest machines are available, at no extra cost to Bank.	Clause deleted
12	48	4.3 MANAGED SERVICES	B. HOUSEKEEPING SERVICES	HOUSEKEEPING SERVICES: Cleaning of both customer area & back room and immediate surroundings; cleaning of ATM, LCD/CRT screen, air conditioners, signage (including external signage), floor, glass, walls, cleaning of waste paper basket, etc., to ensure that the ATM presents a neat and clean appearance. All surfaces shall be maintained clean and particularly glass surfaces shall be maintained sparkling clean. - Pest control/anti-rodent treatment shall be undertaken minimum once every quarter. Regular sanitization of premises.

13	49	C CONSUMABLE REPLENISHMEN T	<p>Supply and Replenishment of consumables such as paper roll, printer ribbons, inkjet cartridge, bidder shall replenish consumables essential to ensure uninterrupted operation as necessary without limitation on quantity. . The bidder will be responsible for the maintenance of all ATM/Sites both on-site and off-site and replace all spares/equipment's/materials including consumables . Proactive Replenishment of all varieties of Paper Rolls i.e. paper rolls for Receipt, Printer, Printer Ribbons/ Cartridges, ATM ribbons or any other consumables required at ATM sites. Cost of these consumables will be borne by the bidder. The receipt shall be printed by the bidder as per Bank' branding. Appropriate good quality Receipt printer paper shall be supplied and installed by the Bidder/bidder as per machine model. Supply and replenishment of Ink Cartridges with basic preventive maintenance twice a month. Based on the monitoring and on the past usage trend, the selected bidder should proactively draw a schedule for replenishment of consumables for each ATM and carry out the same.</p>	<ul style="list-style-type: none"> • Supply and Replenishment of consumables such as paper roll, bidder shall replenish consumables essential to ensure uninterrupted operation as necessary without limitation on quantity. • The bidder will be responsible for the maintenance of all ATM/Sites and replace all spares/equipment's/materials including consumables • Cost of these consumables will be borne by the bidder. The receipt shall be printed by the bidder as per Bank' branding. • Appropriate good quality Receipt printer paper shall be supplied and installed by the Bidder/bidder as per machine model. • Based on the monitoring and on the past usage trend, the selected bidder should proactively draw a schedule for replenishment of consumables for each ATM and carry out the same.
14	50	4.3 F	Centralized monitoring and control over access to safes.	Centralized monitoring
15	51	4.3 G	f. Providing status of uptime of ATMs and data to the Bank on a regular basis, as per requirement.	Providing status of uptime of ATMs and data to the Bank on weekly basis.
16	54	4.3 M	Follow up with Bank's Team for ensuring that ATMs are not down due to any network issue	Clause deleted
17	55	CASH SERVICES	· Bidder will provide the portal access for real time update/report of cash management activity like Admin Activity, Cash loading, Cash Offloading and EOD reports without any cost to the Bank.	Clause deleted

18	57	A. CASH REPLENISHMENTS AND FORECASTING SERVICES FOR ALL THE OFFSITE ATMS	All reports from cash handling agencies & deliverables (CBR, C3R, DLR, Cheques, Retained cards, JP and EJ Logs) should be submitted within cut off time specified by bank. Bank follows a rigorous process of reconciliation on daily basis hence it is important for bidder to ensure all required reports are submitted without delays.	All reports from cash handling agencies & deliverables (CBR, C3R, DLR, Retained cards and EJ Logs) should be submitted within cut off time specified by bank. Bank follows a rigorous process of reconciliation on daily basis hence it is important for bidder to ensure all required reports are submitted without delays.
19	68	5.8	The bidder will raise monthly invoices for the services at ATM locations on respective Zonal Offices as per agreed contractual rates. The payments will be released by Zonal Offices within thirty (30) days from the date of receipt of Invoices after proper verification of invoices. No advance payment will be made. Payment shall be made in arrears, by Head Office after verification of supported documents. Payment will be made after deducting TDS as per Income tax guidelines. Service Provider shall submit the invoice within 7 days at the end of the quarter along with the supported documents.	<ul style="list-style-type: none"> The bidder will raise monthly invoices for the services at ATM locations on respective Zonal Offices as per agreed contractual rates. The payments will be released by Zonal Offices within thirty (30) days from the date of receipt of Invoices after proper verification of invoices. No advance payment will be made. Payment will be made after deducting TDS as per Income tax guidelines. Service Provider shall submit the invoice within 7 days at the end of the month along with the supported documents
20	69	5.8	The Bank may withhold payment of any amount that it disputes in good faith for the services rendered, related to erroneous invoice and may set-off penalty amount which service provider owes the Bank under the Agreement	<ul style="list-style-type: none"> Bank will provide cure period of 15 days, post which, the Bank may withhold payment of any amount that it disputes in good faith for the services rendered, related to erroneous invoice and may set-off penalty amount which service provider owes the Bank under the Agreement.
21	70	5.11	<p>5.11 UPGRADES AND UPDATES:</p> <p>A. REGULAR UPGRADES & UPDATES</p> <p>Bidder shall maintain and upgrade the Systems during the Contract Period so that the System shall, at all times during the contract Period, meet or exceed the specifications in the Project Documents and the performance requirements as set forth in this Agreement. Bidder shall have the Operational maintenance obligations e.g. Central Monitoring Station, on-site installation and services,</p>	Bidder shall maintain and upgrade the ATM Machines during the Contract Period so that the ATM's shall, at all times during the contract Period, meet or exceed the specifications in the Project Documents and the performance requirements as set forth in this Agreement.

			networking, telephone support, problem resolution, Reporting.	
22	74	5.22 (x)	Voice guidance should be in English, Hindi and all major Indian Regional Languages included in Schedule VIII of Indian Constitution	Voice guidance should be in English, Hindi and any major Indian Regional Languages (included in Schedule VIII of Indian Constitution) as per the requirement of the Bank.
23	75	5.23	LIQUIDATED DAMAGES: Any financial loss to the Bank on account of fraud/data breach/loss/damage, third party claims of infringement of patent, trademark or industrial design, etc. taking place due to successful bidder, its employees or due to successful bidder's negligence shall be recoverable from the successful bidder along with the damages, if any, with regard to Bank's reputation and goodwill . Decision of the Bank in this regard shall be final and binding on the successful bidder.	Any financial loss to the Bank on account of fraud/data breach/loss/damage, third party claims of infringement of patent, trademark or industrial design, etc. taking place due to successful bidder, its employees or due to successful bidder's negligence shall be recoverable from the successful bidder along with the damages- Decision of the Bank in this regard shall be final and binding on the successful bidder.
24	31	3.2	Contract Period: The contract will start from the Acceptance of the Purchase Order by the Bidder and will be valid for the period of five years from the date of signing of the SLA. Contract may be extended on mutually agreed terms and conditions in single or multiple tranches up to 7 years i.e. another 2 Years at the sole discretion of the Bank, subject to yearly performance review for satisfactory performance of the Bidder.	Contract Period: The contract will start from the Acceptance of the Purchase Order by the Bidder and will be valid for the period of five years from the date of signing of the SLA. Contract may be extended on mutually agreed terms and conditions in single or multiple tranches up to 7 years i.e. another 2 Years at the sole discretion of the Bank, subject to yearly performance review for satisfactory performance of the Bidder. Bank aims deployment of 300 offsite ATMs including allied services & compliances of regulatory requirement, tentatively within two years from contract start date.
25	106	1.7	Color LCRM/LED screen of minimum 15" or higher along with Touch and FDK Screen both with	Color LCRM/LED screen of minimum 15" or higher along with Touch and FDK Screen (optional)

			privacy filter and multilingual Screen support	with privacy filter and multilingual Screen support .
26	75	5.23	<p>LIQUIDATED DAMAGES</p> <p>The Bidder should adhere to laws of the land and rules, regulations and guidelines issued by the various regulatory, statutory and Government authorities as required from time to time during the course of the contract. The Bank reserves the right to ascertain information from the Banks and other institutions to which the Bidders have rendered their services for execution of similar projects. Such feedbacks from high-ranking officials would also form part of vendor selection and any strong adverse comment/action about product or service would make the Bidder ineligible for further assessment/processing. If the selected Bidder fails to complete the due performance of the contract in accordance to the terms and conditions of RFP/SLA, the Bank reserves the right either to terminate the contract or to accept performance already made by the selected Bidder after imposing Penalty on Selected Bidder.</p>	The Bidder should adhere to laws of the land and rules, regulations and guidelines issued by the various regulatory, statutory and Government authorities as required from time to time during the course of the contract. The Bank reserves the right to ascertain information from the Banks and other institutions to which the Bidders have rendered their services for execution of similar projects. Such feedbacks from high-ranking officials would also form part of bidder selection and any strong adverse comment/action about product or service would make the Bidder ineligible for further assessment/processing. If the selected Bidder fails to complete the due performance of the contract in accordance to the terms and conditions of RFP/SLA, the Bank reserves the right to terminate the contract.
27	106	Technical specifications 1.2	The ATM must be configurable to suit different site requirements and must be capable of performing under extreme conditions. Room Temperature: 5 to 45 degree Celsius; Humidity: 5 to 95	The ATM must be configurable to suit different site requirements and must be capable of performing under extreme conditions. Room Temperature:10 to 40 degree Celsius; Humidity: 20 to 80
28	106	1.5	101 Keys Keyboard : By default keyboard should be disabled.diagnostics/ utilities and capable of running Multi-Vendor Software without any hardware changes. Testing,	101 Keys Keyboard (optional) : If provided, keyboard should be disabled by default.
29	107	4.3	1xTB or higher SATA / e-SATA HDD (for OS) and 1xTB or higher SATA/e-SATA HDD (for camera image (Pin Hole +Cash Slot) and video) (Two individual 1TB SATA / e-SATA HDD required out of which One should be Surveillance Rated and	1xTB or higher SATA / e-SATA HDD (for OS)/ SSD HDD and 1xTB or higher SATA/e-SATA HDD/ SSD HDD (for camera image (Pin Hole +Cash Slot) and video) (Two individual 1TB SATA / e-SATA HDD required out of which

			shall be configured for storage of images).	One should be Surveillance Rated and shall be configured for storage of images).
30	107	2.2	Dual combination electronic lock of 6+6 digits with one time combination (OTC) and code generation (Code generation is optional), audit trail capabilities of reputed companies only. Default set password shall be changed at the time of installation of ATM and certified to this effect in ATM installation report. Any changes to the lock or activation can only be done when the lock and ATM vault are in "OPEN" state. Thereby ensuring the entity making changes is duly authorized, (as he was first able to open the lock) . Vault lock should have back to back 3 years warranty from OEM (i.e. during one year warranty & 2 years post warranty) and bank will not pay for lock replacement during the first 3 years period. Lock code misplaced or forgotten by custodian will not be covered under warranty and AMC clause	Dual combination electronic lock of 6+6 digits with one time combination (OTC) and code generation (Code generation is optional), audit trail capabilities of reputed companies only. Default set password shall be changed at the time of installation of ATM and certified to this effect in ATM installation report. Any changes to the lock or activation can only be done when the lock and ATM vault are in "OPEN" state. Thereby ensuring the entity making changes is duly authorized, (as he was first able to open the lock) .
31	107	4.2	8th Generation Intel® Core™ i3 Processor or higher with minimum 3.3 GHz or above with minimum 6 MB cache or above with support throughout the life cycle of machine. Intel Chipset with Intel/OEM Motherboard with support throughout the life cycle of machine	9th Generation Intel® Core™ i3 Processor or higher with minimum 3 GHz or above with minimum 6 MB cache or above with support throughout the life cycle of machine. Intel Chipset with Intel/OEM Motherboard with support throughout the life cycle of machine
32	107	4.6	One 500 GB or higher SATA 6.0 Gb/s HDD (7200 rpm with SMART III) for OS One 500 GB or higher SATA 6.0 Gb/sHDD (7200 rpm with SMART III) for Camera Images (Two individual 500 GB IDE/SATA HDD required out of which One should be Surveillance Rated and shall be configured for storage of images).	Clause deleted

33	107	4.8	One serial, 3 or more USB ports with min 2 accessible from front side, onboard audio – By default all USB ports should be disabled	3 or more USB ports with min 2 accessible from front side, onboard audio – By default all USB ports should be disabled
34	107	3.1	The ATM must have alarm system with sensors capable to monitor the following: Chest Door Status, Duress Status, Temperature status, Vibration status, and Burglary Alarm	The ATM must have alarm system with sensors capable to monitor the following: Chest Door Status, Duress Status, Temperature status, Vibration status
35	107	4.6	One 500 GB or higher SATA 6.0 Gb/s HDD (7200 rpm with SMART III) for OS One 500 GB or higher SATA 6.0 Gb/s HDD (7200 rpm with SMART III) for Camera Images (Two individual 500 GB IDE/SATA HDD required out of which One should be Surveillance Rated and shall be configured for storage of images)	Clause deleted
36	108	4.21	Capable of Voice guidance to customer and slot for connecting head phone, PIN and figure print authentication (UIDAI Compliant). Capable of Voice guidance to customers in multiple languages including English, Hindi etc. Audio/WAV files for voice guidance functionality to be provided by M/s AGS in consultation with the Bank at no additional cost. However bank will inform the regional language text of the audio.	Capable of Voice guidance to customer and slot for connecting head phone, PIN and figure print authentication (UIDAI Compliant). Capable of Voice guidance to customers in multiple languages including English, Hindi etc. Audio/WAV files for voice guidance functionality to be provided by the OEM in consultation with the Bank at no additional cost. However bank will inform the regional language text of the audio.
37	109	5.4	The dispenser should have four active currency cassettes with 4 pickup or 4 high modules to handle different denominations. All currency cassettes should be capable of dispensing INR 10/-, INR 20/-, INR 50/-, INR 100/-, INR 200/-, INR 500/-, INR 1000/- and INR 2000/- or higher denomination. It should be possible to program the denominations. The dispenser should have Additional Divert Cassette for rejected notes. Spacers if required should be provided with currency cassettes.	The dispenser should have four active currency cassettes with 4 pickup or 4 high modules to handle different denominations. All currency cassettes should be capable of dispensing INR 10/-, INR 20/-, INR 50/-, INR 100/-, INR 200/-, INR 500/-, or higher denomination. It should be possible to program the denominations. The dispenser should have Additional Divert Cassette for rejected notes. Spacers if required should be provided with currency cassettes.
38	109	10.1	Software with CEN XFS 3.10 or above compliant and cross vendor support, documentation, and terminal installation and	Clause deleted

			operationalization of same without any additional cost to the Bank	
39	110	8.3	ATM must be enabled for electronic journal with low warning feature.	ATM must be enabled for electronic journal
40	111	10.5	OS Hardening (with Firewall). CASH DISPENSER adequately guidelines issued by the OS supplier/service provider and the Bank's IS Policy should be strictly followed.	OS Hardening (with Firewall). ATM guidelines issued by the OS supplier/service provider.
41	111	10.12	The ATM should have the capability to talk on-line to the host computer system having total branch banking software singly	Clause deleted
42	111	10.17	The ATM software should be capable to support the Biometric card from initial stage and prompt for the finger scan and the scanned image to be sent to verification server for authentication and revert the message to the switch for further transaction. The biometric transactions should be supported by voice guidance system	The ATM software should be capable to support the Biometric functions from initial stage and prompt for the finger scan and the scanned image to be sent to verification server for authentication and revert the message to the switch for further transaction. The biometric transactions should be supported by voice guidance system
43	114	17.3	QR Code on ATMs - ATMs should also have capability to integrate QR code scanner ready for future requirements of scanning QR code from mobile phones by simply attaching a reader	QR Code on ATMs - ATMs should also have capability of generating QR code ready for future requirements of scanning QR code from mobile phones by simply attaching a reader
44	114	18.2	Cash Dispenser should have Integrated Power Management Solution. The Cash dispenser software must be capable of interfacing with the Bank's UPS systems and query the battery status, in-line power and temperature, taking the machine out of service if the battery capacity is too low, perform scheduled power offs and automatically start up at the configured date and time. The solution must shut down gracefully to allow completion of the ongoing functionality must be controllable remotely.	Clause deleted

45	141	ANNEXURE – 25 / ATM Site Specification	Granite Slabs 50 Sq. ft	8"x8"
46	142	ANNEXURE – 25 / ATM Site Specification - Point No.7	Toughened & Normal	ANNEXURE – 25 / ATM Site Specification - Point No.7.b- Clause deleted
47	149	Penalty over the compliance and Support issue:	i. Any instance of unauthorized cash diversion/ removal from ATM (without intimation to Bank) – Rs.5000/- per instance. Penalty shall not be levied if Bidder informs Bank for any diversion which are beyond their control.	i. Any instance of unauthorized cash diversion/ removal from ATM (without intimation to Bank) – Rs.3000/- per instance. Penalty shall not be levied if Bidder informs Bank for any diversion which are beyond their control.
48	157	Annexure 27	Certificate of Local Content	Local Content Certificate (LCC) required only for ATM
49	Annexure 26	Penalty Clause	Shifting of sites approved by Bank should be completed by Bidder without any additional cost to the bank within 30 days after date of sanction of new site and thereafter penalty of Rs. 2000/- per day machine with maximum cap of Rs. 2,00,000/- will be recovered. Bank will not make any payment for sites not shifted within stipulated time.	Shifting of sites approved by Bank should be completed by Bidder without any additional cost to the bank within 45 days after date of sanction of new site and thereafter penalty of Rs. 1000/- per day machine with maximum cap of Rs. 2,00,000/- will be recovered.
50		iii	If bidder revised his C3R report then revised C3R need to be submitted to Bank with in T+2 days, otherwise Bank shall charge penalty of Rs. 1000/day for providing revised C3R with delay.	If bidder revised his C3R report then revised C3R need to be submitted to Bank with in T+2 days, otherwise Bank shall charge penalty of Rs. 500/day for providing revised C3R with delay.
51		xiv	xiv. Non adherence to documentation in cash van specified by bank during cash in transit – Rs.5000/- per instance.	Non adherence to documentation in cash van specified by bank during cash in transit – Rs.3000/- per instance
