



Punjab & Sind Bank

(A Government of India undertaking)

Addendum No. 1 Dated: 11.11.2024

Selection Of Vendor For Procurement Of Four (04) Mobile ATM Van With Allied Services Under Opex Model Through Gem Portal For Engaging Anywhere In India For Two (02) Years

GeM BID No: GEM/2024/B/5541773 Dated:25.10.2024

**Head office ATM Cell,
2nd Floor, Plot No. 151, Sector 44, Institutional Area, Gurugram -122003.**

E-mail: atmcell@psb.co.in

Phone: 0124-2544106-107



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

Addendum - 1

Contents

S.No	Particulars	Page No.
1	Introduction	3
2	Amendments in RFP Clauses	4



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

Introduction

Bank has published the Tender No: GeM BID No: GEM/2024/B/5541773 Dated:25.10.2024 regarding "Selection Of Vendor For Procurement Of Four (04) Mobile ATM Van With Allied Services Under Opex Model Through Gem Portal For Engaging Anywhere In India For Two (02) Years."

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

Modification in RFP Clauses

S. No	Page No	Clause No	RFP Clause	Revised/Modified Clause
1	9	1.4 Key Information about Tender: Place of submission and opening of Physical Bids	In person (hardcopy) and as well as on GeM portal: Punjab & Sind Bank Head Office ATM Cell, 2nd Floor, Plot No. 151, Sector 44, Institutional Area, Gurugram -122003 Bid submitted by Courier will not be accepted.	Submission of Bids on GeM portal.(Mandatory) Submission of Physical Bids (Optional) Punjab & Sind Bank Head Office ATM Cell, 2nd Floor, Plot No. 151, Sector 44, Institutional Area, Gurugram -122003
2	70	Eligibility Criteria : Point 4	The Bidder should have minimum 2 years' experience in last 2 years in the line of activity i.e. in providing of mobile ATM to any Scheduled Banks and must have been presently catering their services to Scheduled Banks. The Bidders, must have executed the orders of similar nature and magnitude, successfully. The certificate, not older than one year to this effect from the organization should be furnished along with the technical bid. Letter of satisfaction and successful completion is to be provided from the organization where the bidder has provided their services	The Bidder should have minimum 2 years' experience in last 5 years in the line of activity i.e. in providing of mobile ATM to any Scheduled Commercial Banks. The Bidders, must have executed the orders of similar nature and magnitude, successfully (i.e. Installation of ATM, ATM Managed services, Cash Replenishment Services). The certificate, not older than one year to this effect. Letter of satisfaction and successful completion is to be provided from the organization where the bidder has provided their services
3	125	Annexure 29: Checklist	1. The technical bid should be submitted in a single hard-bound file with not more than 200 pages (200 sides). No loose pages must be submitted.	The technical bid if submitted in physical form (optional), to be in a single hard-bound file.
4	50	DELIVERY & INSTALLATION PERIOD	Ready for Operation: 5 weeks from the date of acceptance of Purchase Order.	Ready for Operation: 45 Days from the date of acceptance of Purchase Order.
5	42	10.7- Penalty Clause	In case of delay in making the ATM operational within 5 weeks after accepting the Purchase/Procurement order, the Vendor shall be charged penalty at Rs.2500/- per day with maximum cap of Rs.1,00,000/- which will be recovered for delay in Operationalizing / making live the	In case of delay in making the Mobile ATM operational within 45 days after accepting the Purchase/Procurement order, the Vendor shall be charged penalty at Rs.2500/- per day with maximum cap of Rs.1,00,000/- which will be recovered for delay in Operationalizing / making live the

			<p>Mobile ATM Van. In case of faulty ATM, if ATM needs to be replaced, alternate arrangement to made within 7 days failing which a fine of Rs.2000/- per day with maximum cap of Rs.1,00,000/- which will be recovered beyond the days stipulated as above.</p>	<p>Mobile ATM Van. In case of faulty ATM, if ATM needs to be replaced, alternate arrangement to made within 7 days failing which a fine of Rs.2000/- per day with maximum cap of Rs.1,00,000/- which will be recovered beyond the days stipulated as above.</p>
--	--	--	---	---

Prebid Query Reply

Sr. No	Page No.	Clause No.	Clause	Query	Bank's Response
1	9		Sellers / Service Provider having annual turnover of ₹ 500 Crore or more, at least in one of the past three completed financial year(s), shall however, be exempted from furnishing Bid Security.	If Company turnover is more than 500 cr.. EMD BID Security will be exempted? Please suggest	Yes
2	34	3.29	Service Level Agreement	Requested Change : Bank should give 45 to 60 days to enter in to SLA.	No change in the RFP Clause.
3	35	3.30	Contract Amendment	Reuquested Change/Addition : Amednemnt should not result in cost to company & it should not change the Terms & Conditions of the SLA. Bank should not add any additional liability which is beyond the scope of the company	No change in the RFP Clause.
4	40	5.0	Contract Peroid	Requested Changes: Notice period for termination should be same for both the parties	No change in the RFP Clause.
5	41	10	PENALTY CLAUSE:	Requested Changes : Bank should not levy any penalty on the Bidder without its consent.	Penalty applicable as per RFP clause.

6	42	7	In case of delay in making the ATM operational within 5 weeks after accepting the Purchase/Procurement order, the Vendor shall be charged penalty at Rs.2500/- per day with maximum cap of Rs.1,00,000/- which will be recovered for delay in Operationalizing / making live the Mobile ATM Van. In case of faulty ATM, if ATM needs to be replaced, alternate arrangement to made within 7 days failing which a fine of Rs.2000/- per day with maximum cap of Rs.1,00,000/- which will be recovered beyond the days stipulated as above.	Fabracting a mobile van will take min. 45 days hence requesting bank to consider the delivery period according.	Please refer Addendum 1
7	50	5.6	5.6 DELIVERY & INSTALLATION PERIOD: Ready for Operation: 5 weeks from the date of acceptance of Purchase Order.	We request bank to give minimum 12 weeks time to make the vechicle ready with ATM	Please refer Addendum 1
8	57	5.17	Termination of Contract	Requested Change : Bank should terminate contract with atleast 60 to 90 days written notice period.	No change in the RFP Clause.

9	64	5.31	Indemnity	<p>Requested Changes : Similarly Bank shall indemnify, protect and save the Bidder and hold the Bidder harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from</p> <ul style="list-style-type: none"> i breach of any of the terms of this RFP and Service Level Agreement, ii. Infringement of any patent, trademarks, copyrights etc. of the Bidder iii. Bank shall indemnify the Bidder against any loss or damage to the Bidder's premises or property, loss of life, etc., due to the acts of the Bank's employees or representatives. iv. The Information / documents provided by the Bank under the scope of this Agreement shall be used by the Bidder on as it is basis and if Bidder faces any loss / damage due to the discrepancy in the information / documents provided by the Bank, then Bank shall indemnify the same. v. If external / internal auditor comes across any confidential information which conducting audit / inspection in the premises of the Bidder and if such confidential information is disclosed by external / internal auditor, then Bank shall indemnify the Bidder for the losses faced by the Bidder due to such disclosure. <p>The Bank shall further indemnify the Bidder against any loss or damage arising out of claims of infringement of third-party copyright, patents. However, Bidder shall not be liable for any indirect, incidental, consequential or punitive damages or for any loss of data & loss of life under any circumstances whatsoever to the Bank.</p>	No change in the RFP Clause.
---	----	------	-----------	--	------------------------------

10	65	5.33	Governing Law & Dispute Resolution	Requested Changes : The place of arbitration shall be kept at Mumbai.	No change in the RFP Clause.
11	39	5.0 CONTRACT PERIOD:	Vehicle hiring contract period will be for 2 years w.e.f (date of acceptance of PO). If found satisfactory, the contract will be extended for a further period of 1 years at the same terms and conditions and rates. If the services are not found satisfactory, the bank will have the right to terminate the contract by giving one month's notice at any point of time during the contract period without any compensation to the bidder on any account. The bidders shall give minimum 3 months notice for withdrawal of vehicle, failing which Bank may impose befitting penalty.	We would request the Bank to keep the contract period for 5 + 1 year as depreciation of assets will be too high.	As per RFP
12	41	10.6.A	TABLE A: Up to 2% less than target 1% of Monthly Billing 3-5% less than target 2% of Monthly Billing 6-8% less than target 3% of Monthly Billing 9-10% less than target 4% of Monthly Billing 10% less than target 5% of Monthly Billing	97.00% to 100% - No penalty Up to 3% less than target 0.10% of Monthly Billing 3-5% less than target 0.20% of Monthly Billing 6-8% less than target 0.30% of Monthly Billing 9-10% less than target 0.40% of Monthly Billing 10% less than target 0.50% of Monthly Billing	As per RFP

13	41	10.7	<p>In case of delay in making the ATM operational within 2 weeks after accepting the Purchase order, the Vendor shall be charged penalty at Rs.2500/- per day with maximum cap of Rs.1,00,000/- which will be recovered for delay in Operationalizing / making live the Mobile ATM Van. In case of faulty ATM, if ATM needs to be replaced, alternate arrangement to made within 7 days failing which a fine of Rs.2000/- per day with maximum cap of Rs.1,00,000/- which will be recovered beyond the days stipulated as above.</p>	<p>Request the Bank to make the machine operational date to 8 weeks which will include fabrication on complete machine and purchases of all assets.</p>	<p>Please refer Bank RFP Clause 10.7 page 42.</p>
14	44	<p>IMPLEMENTATION OF INTEROPERABLE CARD-LESS CASH WITHDRAWAL (ICCW) TRANSACTIONS IN ATM:</p>	<p>Bidder must implement ICCW within 2 months from date of intimation for integration with Bank's ICCW middleware solution without any additional cost to the Bank.</p>	<p>Please clarify if currently ICCW has been implemented by the Bank and scope expected from the bidder.</p>	<p>ICCW has been implemented on AGS ATM's and is Live in the Bank.</p>

15	46	22. CASH SERVICES A. CASH REPLENISHMENTS AND FORECASTING SERVICES FOR ATM	In order to have a proper check on the movement and reconciliation of cash, Bidder will ensure conducting minimum 15 EOD and 15 Cash loadings in a month per ATM so as to ensure that there is no gap of more than two days between two EODs/Cash loadings (Working or Non-working) at all the ATM. Further, Bank may increase number of EOD/Cash loadings at any point of time. This is the minimum benchmark for EODs/Cash loadings. Ideally, Bidder has to do more.	EODs are not possible if cassette swap is implemented	EODs are possible if cassette swap is implemented.
16	47	22. CASH SERVICES A. CASH REPLENISHMENTS AND FORECASTING SERVICES FOR ATM	GPS tracking should be available and dedicated monitoring team should be there for monitor the route/diversion of cash van.	This will be under CRA scope of services since the logistic management is done by the CRA	It is the sole responsibility of the Bidder.
17	47	22. CASH SERVICES A. CASH REPLENISHMENTS AND FORECASTING SERVICES FOR ATM	Bank reserves right to seek the cash balancing related reports in electronic format (instead of physical format) at defined intervals in the day.	Need clarity about reports in electronic format	Reports in electronic format means reports sent over Email, SFTP.

18	48	22. CASH SERVICES A. CASH REPLENISHMENTS AND FORECASTING SERVICES FOR ATM	All reports from cash handling agencies & deliverables (CBR, C3R, DLR, Cheques, Retained cards, JP if available 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.	Need clarity about cheque, retained cards and EJ logs	Kindly check the RFP clause again.
19	48	22. CASH SERVICES A. CASH REPLENISHMENTS AND FORECASTING SERVICES FOR ATM	Open account of appointed cash handling agencies at location where service is rendered for facilitating cash issuance	Bank to share the procedures and details of documents required to open the CRA account	Bank will share the process with selected Bidders.

20	70	Eligibility Criteria: Point 4	The Bidder should have minimum 2 years' experience in last 2 years in the line of activity i.e. in providing of mobile ATM to any Scheduled Banks and must have been The Bidders, must have executed the orders of similar nature and magnitude, successfully. The presently catering their services to Scheduled Banks.certificate, not older than one year to this effect from the organization should be furnished along with the technical bid. Letter of satisfaction and successful completion is to be provided from the organization where the bidder has provided their services.	Request the Bank to delete this clause	Please refer Addendum 1
21	96	17.2	Should provide necessary resources including paper rolls (for receipt printer, journal printer etc.) for lab testing purpose at no additional cost.	Request the Bank to clarify to the Bank.	In case of lab testing of ATM machine, the paper roll will be provided by the selected vendor.