



**ALLAHABAD UP GRAMIN BANK
(HEAD OFFICE: BANDA)**

ADDENDUM (Ref No. AUPGB:HO/FI/MicroATM/121 /Addendum-1 date: 25.11.2016)TO
REQUEST FOR PROPOSAL (RFP) For PROCUREMENT, INSTALLATION, COMMISSIONING,
MAINTENANCE/TECHNICAL SUPPORT OF 630 Micro ATMs
(RFP REFERENCE NO: AUPGB:HO/FI/MicroATM/121 dated 05.11.2016)

Date of tender document	: 05.11.2016
Addendum date	: 25.11.2016
Last Date for submission of tender	: 03.12.2016 upto 3:30 pm
Opening of Technical Bid	: 03.12.2016 at 4:00 pm
Date of opening of commercial bid	: will be intimated subsequently
Cost of tender document	: Rs 5,000/- (non-refundable)
Earnest money deposit/BG in lieu of EMD	: Rs 2,50,000/- (Rs Two Lakh Fifty Thousand Only)
Venue for Submission & Opening of Bids	: ALLAHABAD UP GRAMIN BANK PROJECT OFFICE SHALIMAR CORPORATE PARK TITANIUM BLOCK-C PLOT NO-TC/G-1/1 VIBHUTI KHAND, GOMTI NAGAR LUCKNOW-226010(UP)

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Remarks
1	8	3.4 Eligibility Criteria	Letter from all the 2 Scheduled Commercial Banks/FIs/organizations where the projects have been implemented, confirming that MicroATMs with biometric-based authentication and pin-based authentication thru mag-swipe Card-readers attached to MicroATMs has been installed in their organization and are working satisfactorily.	We have supplied MicroATMs in various Banks/FIs through various system integrators. Can we provide letter from these system integrators, confirming that MicroATMs with biometric-based authentication and pin-based authentication through mag-swipe Card-readers attached to MicroATMs has been installed by them in Banks/FIs and are working satisfactorily.	No Change
2	18	3.4 Eligibility Criteria point f POC	The MicroATMs offered/supplied by the Bidder should be compatible & integrals with our payment gateway as per requirement of the Bank. For the same Bidder to exhibit a POC in live environment of the Bank, while technical evaluation of bid /before selection.	Request the bank to da rify the purpose of integrating MicroATMs to payment gateway. Also provide the specification of payment gateway.	Kindly read payment gateway as Bank's Financial Indusion(FI) gateway.
3	18	3.4 Eligibility Criteria point f POC	The MicroATMs offered/supplied by the Bidder should be compatible & integrals with our payment gateway as per requirement of the Bank. For the same Bidder to exhibit a POC in live environment of the Bank, while technical evaluation of bid /before selection.	As per our understanding, bidders MicroATM application shall be integrated with the Bank Financial Indusion (FI) gateway and Bank shall provide a ccess/interface to bidder to integrate their application.	Accepted
4	34	TECHNICAL SPECIFICATIONS FOR SCANNERS FOR GRID CTS- Point 1	The MicroATMs offered by the vendor should be the integrated with the implemented Bank's Financial Indusion (FI)-Gateway.	As per our understanding, bank shall provide the interface of its Financial Indusion (FI)-Gateway to bidder for integrating their MicroATM application.	Interface of FI Gateway will be provided by the Bank.
5	34	TECHNICAL SPECIFICATIONS FOR SCANNERS FOR GRID CTS- Point 2	The MicroATM devices offered/supplied should have compatibility with the Bank's existing FI-gateway/core-banking system. In a way, the messaging protocols and transaction + settlement mechanism of the supplied MicroATM be based on processes in use in the Bank for on-us & off-us transactions.	We understand that Bank Financial Indusion (FI) gateway is as per messaging protocols and transaction + settlement mechanism and processes specified by NPCI and as per microatm 1.5.1 specification. Kindly Confirm or else provide details of the messaging protocols and transaction + settlement mechanism and processes in use in the Bank for on-us & off-us transactions.	Messaging protocol is as per ISO 8583 standard and transaction + settlement mechanism and processes specified by NPCI and as per microatm 1.5.1 specification.

6	35	TECHNICAL SPECIFICATIONS FOR SCANNERS FOR GRID CTS-Point 5	The MicroATM devices must be fully compliant on the Secure Biometric Scanner as per defined Standards issued by IBA/IDRBT/UIDAI/RBI/GOI etc. and be compatible and easily integrable with the Bank's FI-Gateway solution implemented (with USB port/based connectivity to PC). A live demo/POC in the Bank to be executed by the Bidder during technical evaluation for a successful certification & implementation.	Request the bank to clarify the purpose of integrating MicroATMs to PC. This can also pose security threat to complete solution.	No Change
7	35	TECHNICAL SPECIFICATIONS FOR SCANNERS FOR GRID CTS-Point 12	The operating system of the machines must be compatible with the associated processing software in the Bank's FI-Gateway under Financial Inclusion Solution implemented.	Request the bank to provide the details of the associated processing software in the Bank's FI-Gateway under Financial Inclusion Solution implemented.	Bank's FI-Gateway server has the following OS: Microsoft Windows Server 2008 R2 standard
8	35	TECHNICAL SPECIFICATIONS FOR SCANNERS FOR GRID CTS-Point 13	The MicroATM must be integrated with a micro-printer to generate Print-out Receipts of each successful, unsuccessful/failure transactions with full details, and ministration for last 5/10 transactions confirming Bank norms/guidelines issued from time to time. Consumables if any to be provided by the bidder to the Bank/BCs.	Request the bank to change the clause that the consumables if any to be procured directly by the Bank/BCs.	No Change
9	35	TECHNICAL SPECIFICATIONS FOR SCANNERS FOR GRID CTS-Point 14	The Bidder should quote for and supply the required number of MicroATMs and the associated software. Bank will have the option to provide the interface of its FI Gateway.	As a bidder we will quote for and supply the required number of MicroATMs and the associated software. Bank must provide the interface of its FI Gateway for successfully integrating MicroATMs	FI Gateway interface will be provided by the Bank.
10	35	TECHNICAL SPECIFICATIONS FOR SCANNERS FOR GRID CTS-Point 15	The rejection rate of reading/matching biometric of customers/Aadhaar holder should not exceed 5%.	Rejection rate of the matching biometrics dependent upon the customer/Aadhaar holder providing correct biometrics and UIDAI and bidder shall have no control over the same. MicroATM fingerprint sensors are STQC certified and fulfill the FAR and FRR specified by the STQC.	Accepted
11	36	TECHNICAL SPECIFICATIONS FOR SCANNERS FOR GRID CTS-Point 17	The machines should have 2 USB-ports for easy uploading of Bank's FI applications/software's in case of need.	Please clarify the use of two USB ports simultaneously. Bank's FI applications/software's can be loaded through various modes including micro mini, USB-Type A etc and any of above single port should be sufficient to load the applications. Request you to reconsider need of this feature of the device and avoid any proprietary specification and	The 2nd USB may be used for charging.

				unhealthy competition.	
12	36	TECHNICAL SPECIFICATIONS FOR SCANNERS FOR GRID CTS-Point 19	The MicroATM offered/supplied by the bidder should be enabled with 2 integrated GSM SIM Holders for SIMGPRS-Network connectivity including one extra/alternate USB port for CDMA/Internet-Dongle connectivity.	CDMA acceptability has reached to very low in India. CDMA network is not widely available in UP east and UP west circle. All major teleco are either surrendering their CDMA license or using CDMA spectrum for 4G operations and hence the CDMA will be an obsolete technology in India.	The machines should have 2 USB-ports
				Micro ATM devices include 2 integrated GSM SIM Holders for SIMGPRS-Network connectivity and that is sufficient to provide two channels of network connectivity as required by micro atm standard 1.5.1. The choice of SIM is to be carefully decided so that the network is available in the deployed location. While 2 SIM providing GPRS connectivity solves the issue of network, the need for additional USB for CDMA/Internet-dongle is insignificant and may lead to proprietary specifications of the device.	The machines should have 2 USB-ports
				Request you to reconsider need of this feature of the device and avoid any proprietary specification and unhealthy competition.	The machines should have 2 USB-ports
13	41	Device specifications	Micro ATMs may be all-in-one integrated devices, or mobiles / PCs / tablets with accessories)	As per our understanding bank also wants that Micro ATMs should be used at BC points across the country. Will non mobile devices like PC with accessories work in such scenario? Will mobility be a consideration?	Micro ATM machines provided should be all-in-one integrated device (Biometric Scanner (STQC certified) + Extractor (STQC certified) + Magstripe reader (PA-DSS certified)+ PCI-PTS v3.0 with approval class as PED for POS + EMV compliance)

				Also non-integrated devices pose security threat to complete system. Any device with accessories poses that threat. We suggest that Micro ATM machines provided should be all-in-one integrated device (Biometric Scanner (STQC certified) + Extractor (STQC certified) + Magstripe reader + PCI-PTS v3.0 with approval class as PED for POS + EMV compliance)	
14	41	Device specifications	General	As we understand that the bank want to procure the latest technology, we suggest that device should be PCI-PTS v3.0 with approval class as PED certified and EMV level 1 and 2 certified.	No Change
15	NA	General	Submission deadline	Request bank to please provide extension of 2 weeks.	Bid submission will be on 03.12.16
16	7	3.4(d)	The Bidder should have a minimum 3 years of Business Experience of supply & maintenance of MicroATM enabled with Secured Biometric Scanner/readers enabled with mag-stripe and chip Card readers in India. The bidder should have supplied such MicroATMs in at least 2 Scheduled Commercial Banks/Financial Institutions in India during last two years. Certificate of such experience from related Bank/FIs should be furnished.	Request you to make three years instead of two years.	No Change
17	8	3.4(e)	Letter from all the 2 Commercial Banks/Fis/organizations where the projects have been implemented confirming that MicroATMs with biometric-based authentication and pin-based authentication thru mag-swipe Card-readers attached to MicroATMs has been installed in their organization and are working satisfactorily.	Request you to remove "pin-based authentication" as the concept of Pin Pad was not there two years back. Also confirm whether submission of PO of the respective Banks is sufficient instead of Letter.	No Change
18	26	4.16.3	The maximum response time for a maintenance complaint from the site of installation (i.e. time required for Supplier's maintenance engineers to report to the installations after a request call / fax/e-mail is made or letter is written) shall not exceed 2 (two) hours.	Considering that the device deployments could be in remote locations, it will be challenging to reach to the location in a short time of 2 hours. Mode of transport may not be available for immediate need. Request you to modify the time required for engineer to report to the installation within 8 hours.	The maximum response time for a maintenance complaint from the site of installation (i.e. time required for Supplier's maintenance engineers to report to the installations after a request call / fax /e-mail is made or letter is written) shall not exceed 5 (five) hours.

19	26	4.16.4	The supplier shall repair or replace worn out or defective part including all plastic parts of the equipment and all consumables at no extra cost to the Bank.	Any physical damages caused would be charged as per the cost of the spare part replacement.	No Change during warranty Period.
20	26	4.16.6	The Supplier shall ensure that faults and failures intimated by Bank as above are set right within 4 hours of being informed of the same.	Certain faults require the device to be sent to service centre. In such scenarios the time required to repair and send back the device would be more. Request you to relax this condition to 8 hours.	The Supplier shall ensure that faults and failures intimated by Bank as above are set right within 7 hours of being informed of the same.
21	32	4.42.1	Any MicroATM that is reported down on a given date should be repaired within 4 hours. The downtime should not in any case exceed 24 hours. The reporting will be through a telephonic message or any other mode as the bank may decide.	Certain faults require the device to be sent to service centre. In such scenarios the time required to repair and send back the device would be more. Request you to relax this condition to 8 hours.	Any MicroATM that is reported down on a given date should be repaired within 7 hours. The downtime should not in any case exceed 24 hours. The reporting will be through a telephonic message or any other mode as the bank may decide.
22	36	5.2	TECHNICAL SPECIFICATIONS FOR SCANNERS FOR GRID CTS Item 19: The MicroATM offered/supplied by the bidder should be enabled with 2 integrated GSM SIM Holders for SIMGPRS-Network connectivity including one extra/alternate USB port for CDMA/Internet-Dongle connectivity.	Request you to allow for 1 GSM SIM slot and 1 alternate mode of connectivity (CDMA Internet dongle/Ethernet).	No change
23	13	3.17.3 b	Banker's Cheque /Demand Draft, issued by a nationalized/public sector bank in India drawn in favors of "Allahabad U.P.Gramin Bank" and valid for six months.	Demand draft validity for 6 month are not provided by the Banks. It is valid for 3 months only. Is it acceptable if 3 month valid DD is provided in the bid!	Accepted, otherwise you may submit a bank guarantee as per section 3.17.3
24	49	FORMAT-6.3 (Part I) i)	Total cost for the entire hardware supplied (micro ATM as per RFP) excluding the cost of three years comprehensive onsite warranty	Could you please confirm the specified pricing is only for Hardware i.e. supply of Micro ATM and it doesn't include the cost of Micro ATM Application software.	Please refer revised Format 6.3
25	49	FORMAT-6.3 (Part I) optional ii)	Integration Cost with existing FI Gateway/CBS of the Bank	Could you please confirm that the pricing is for only integration to existing FIG/CBS or also it also includes the cost of Micro ATM Application	
26				As there is no specific price Column for Micro ATM Application, Kindly request you to clarify where should we include the cost of	

				Micro ATM Application software.	
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Important Instructions to Bidders

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Bank's Remarks
1	45	5.6	The payment application on microATMs for processing card and PIN transactions should be certified with PA-DSS certification (2) (3). Until the application is PA-DSS certified, the microATMs may not be able to process card and PIN transactions	The bidders have to submit PA-DSS certification for the payment application on microATMs. Non submission of the same will lead to disqualification of the bidder.
2				Signed & stamped copy of RFP and Addendum (each page) to be submitted by the bidders.

FORMAT-6.3

Price Schedule

Part I

(Include in Price Bid Only - Not to be included in Technical Bid)

1.	Item Description	Unit Price	Qty	Price exclusive of VAT, Service tax, CST and 3 years warranty
i)	Total cost for the entire hardware and software supplied (inclusive of each item as in Part 5 of the RFP) including the cost of Micro ATM Application software, Centralized microATM Management System etc.		630	
ii)	Cost for 3 years comprehensive onsite warranty for each item (as in part i above). Warranty cost should be Minimum 10 % of hardware cost		630	
iii)	Annual Maintenance Charges for Two years after 3 years of warranty period, including Upgrades (if any) for each item (as in part ii above). AMC cost should be Minimum 8 % of hardware cost.		630	
iv)	Integration Cost with existing FI Gateway/ CBS of the Bank.		1	
	GRAND TOTAL for the purpose of evaluation			

Optional:

	Item Description	Qty	Total Price
i)	Consumables, printer thermal paper rolls, printing cartridges, etc. This cost will be valid for a period of 5 years.	1000	

Note: All quotes to be in INR with no linkage with foreign currency fluctuations, external /internal dependencies etc. and should be inclusive of all taxes.

Important Notes:

1. Detailed Specifications of all Software and Hardware Modules, Components as above to be attached separately in the Technical Bid (Bill of Material, Format 6.13), supported by Technical Literature/Product Catalogues/Brochures, etc. This is Mandatory.
2. AMC charges to be given in the prescribed format separately.
3. Price quoted should be inclusive of all costs, duties, levies, taxes and all other applicable charges excluding VAT, Service tax and CST as applicable in Uttar Pradesh.
4. In case of discrepancy between figures and words, the amount in words shall prevail.
5. No increase in costs, duties, levies, taxes, charges, etc., irrespective of reasons (including exchange rate fluctuations, etc.) whatsoever, shall be admissible during the tenure of the Contract.
6. All user licenses for O/S, Database, Application etc. should be as per our Technical and Functional Specification (TFS)

We certify that the prices quoted above is for the solution as specified in the RFP and prices quoted are inclusive of all taxes paid on actual basis and are as per the specification provided.

Signature of Bidder : _____

Name : _____

Business address : _____

Place :

Date :

*******End of Document*******