

Ref. No: JKGB/IT/2018-4643

Date: 14.12.2018

CORRIGENDUM

This is for information of all the bidders that following amendments/Prebid Response/Corrigendum have been made in tender document (JKGB/IT/RFP/2018-4162 dated 15-11-2018) for selection of bidders for the Supply, Installation, Configuration and Maintenance/ Technical Support of Micro ATM Devices & Micro ATM solution in OPEX/HOSTED model. The bidders are advised to take into account the following amendments/Prebid Response/Corrigendum before submission of their bids against this tender. If any bidder has already submitted his/her bid, then he/she may resubmit his/her bid taking into account following amendments/Prebid Response/Corrigendum.

S.No	Tender content	Decision Taken
1	Supply, Installation, Configuration and Maintenance of Micro ATM machines as per technical specifications (Annexure 07(C)).	Bidder has to supply Micro-ATM device as per Micro-ATM standard 1.5.1 of NPCI document dated March 2013.
2	The bidder is fully responsible for deliverables for the project irrespective of their constitution and arrangements with OEMs. No subcontracting, partnership, collaboration shall be allowed. Details of Sub-contracts, as applicable – If required by the Bank, VENDOR's should provide complete details of any subcontractor/s used for the purpose of this engagement.	The bidder is fully responsible for deliverables for the project irrespective of their constitution and arrangements with OEMs. Details of Sub-contracts, as applicable – If required by the Bank, VENDOR's should provide complete details of any subcontractor/s used for the purpose of this engagement.
3	The Bidder Company should have made profits in the last three financial years i.e. 2015-2016, 2016-2017 and 2017-2018. A copy of last three financial years' relevant audited balance sheets should be submitted with the offer.	The Bidder Company should have made profits in the two out of last three financial years i.e. 2015-2016, 2016-2017 and 2017-2018. A copy of last three financial years' relevant audited balance sheets should be submitted with the offer.
4	Bidder's operational procedures should ensure protection of the bank from business risk (from system error, human error, negligence and mismanagement) and fraud risk (loss to earnings or capital due to intentional deception by employees, customers, agents, external entities, etc).	Bidder's operational procedures should ensure protection of the bank from business risk (from system error, human error, negligence and mismanagement) and fraud risk (loss to earnings or capital due to intentional deception by employees, customers, agents, external entities, etc) w.r.t to FI solution hosted at bidder's site.

5	The AMC (after the warranty period) to be quoted by the Vendor in the commercial proposal is negotiable on the base price of Micro ATM Machine.	Denied. No changes done
6	There shall be no escalation in the prices once the prices are fixed and agreed to by the Bank and the vendor. But any benefit arising out of any subsequent reduction in the prices due to reduction in duty & taxes after the prices are fixed and before the delivery should be passed on to the Bank.	Once the commercials are freezed, no escalation/ reduction will be entertained
7	Notwithstanding the above the Bank reserves the right to invoke the Performance Bank Guarantee or deduct 20% payment of the Purchase Order value in case the downtime exceeds 3% in case of device and more than 12 hours in case of solution or in case there are three (3) or more number of violations per quarter for the device/solution.	Notwithstanding the above the Bank reserves the right to invoke the Performance Bank Guarantee or deduct 20% payment of the Purchase Order value in case the downtime exceeds 5% in case of device and more than 12 hours in case of solution or in case there are three (3) or more number of violations per quarter for the device/solution.
8	BANK by written notice sent to the Company may terminate the contract in whole or in part at any time for its convenience giving three (3) months prior notice.	Denied. No changes done
9	BANK reserves its right to terminate the contract in the event the Company repeatedly fails to maintain the service levels prescribed by BANK in scope of work.	Cure period of 30 days will be provided to the bidder before termination of contract.
10	<p>Confidentiality The RFP document is confidential and is not to be disclosed, reproduced, transmitted, or made available by the Recipient to any other person. The RFP document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient to the Bank. The Bank may update or revise the RFP document or any part of it. The Recipient accepts that any such revised or amended document will be subject to the same confidentiality undertaking. The Recipient will not disclose or discuss the contents of the RFP document with any officer, employee, consultant, director, agent, or other person associated or affiliated in any way with the Bank or any of its customers or suppliers without the prior written consent of the Bank.</p> <p>No Legal Relationship No binding legal relationship will exist between any of the Recipients/Respondents and the Bank until execution of a contractual agreement to the full satisfaction of the Bank</p>	Addition of confidentiality of bidder documents also

11	The Bidder should have a minimum One Year of Business Experience of supply & maintenance of MicroATM enabled with Secured Biometric Scanner/readers enabled with mag-strip and chip Card readers in India. The bidder should have supplied such MicroATMs in at least One (1) Bank in India during last 1 year and such MicroATMs should successfully operate from last 3 months. (Copy / copies of purchase order and reference letters to be enclosed).	The Bidder/OEM should have a minimum One Year of Business Experience of supply & maintenance of MicroATM enabled with Secured Biometric Scanner/readers enabled with mag-strip and chip Card readers in India. The bidder/OEM should have supplied such MicroATMs in at least One (1) Bank in India during last 1 year and such MicroATMs should successfully operate from last 3 months. (Copy / copies of purchase order and reference letters to be enclosed).
12	Bidder should have own / franchisee support service centres with requisite technical support & technical personal to provide prompt and efficient services. This should in particular be available at the rural / semi-urban areas, villages, blocks, districts, cities, zones identified by Bank where the Bidder is required to implement the proposed solution. The bidder should submit list of such support centres across India covering the locations.	Bidder/OEM should have own / franchisee support service centres with requisite technical support & technical personal to provide prompt and efficient services. This should in particular be available at the rural / semi-urban areas, villages, blocks, districts, cities, zones identified by Bank where the Bidder is required to implement the proposed solution. The bidder should submit list of such support centres across India covering the locations.
13	Bidder will be responsible to deliver Micro ATM devices to the locations specified by the Bank. Bank will not bear the cost of delivery of Micro ATM machines and other components.	Denied. Bidder will be responsible to deliver Micro ATM devices to the locations specified by the Bank (which is bank's branches only)
14	The Bidder has to maintain a buffer stock of 10% of the total purchased Micro ATM machine free of cost at bank's head office / Regional Office so that replacement of the defective Micro ATM machines can be done immediately to meet the emergent requirements in the field and to continue the bank's business.	Denied. No changes done.
15	By submitting a proposal, the vendor agrees to promptly contract with the Bank for any work awarded to the vendor. Failure on the part of the awarded vendor to execute a valid contract with the Bank will relieve the Bank of any obligation to the vendor, and a different vendor may be selected based on the selection process.	By submitting a proposal, the vendor agrees to promptly contract with the Bank for the work awarded as per RFP scope to the vendor. Failure on the part of the awarded vendor to execute a valid contract with the Bank will relieve the Bank of any obligation to the vendor, and a different vendor may be selected based on the selection process.
16	POS' experience in the EMV/Rupay transaction: The manufacturer's similar POS device should have been supplied in the Merchant business of Indian Banks for carrying out Magstripe+Pin, EMV &Rupay based transaction & should be in operation for minimum last 3 financial years	POS' experience in the EMV/Rupay transaction: The manufacturer's similar POS device should have been supplied in the Merchant / FI business of Indian Banks for carrying out Magstripe+Pin, EMV &Rupay based transaction & should be in operation for minimum last 3 financial years
17	There will be an acceptance test by the Bank or its nominated consultants after installation of the Device. In case of discrepancy in Device supplied, the Bank reserves the right to cancel the entire purchase order and the vendor should take back their equipment at their costs and risks. The test will be arranged by the vendor at the sites in the presence of the officials of the Bank and / or	Acceptance Testing will be done by the individual branches of the bank. Date of warranty will commence on the last day of timeline of delivery or any date mutually decided by the bank & after selection of L1 bidder.

	its consultants. The warranty for the Micro ATM Device (provided by the Vendor pursuant to this Tender and subsequent Agreement) will commence after acceptance testing.	
18	There will be no price escalation for the total period for which commercials have been quoted.	Price escalation will be mutually decide between the L1 bidder & bank which will be upto maximum of 3% of total cost of the project.
19	Vendor will have to pay liquidated damages (LD) to J&K Grameen Bank @ 1% of the order value inclusive of all taxes, duties, levies etc., per week or part thereof, for late delivery beyond due date of delivery, to a maximum of 5%. If delay exceeds two weeks from due date of delivery, J&K Grameen Bank reserves the right to cancel the entire order.	Vendor will have to pay liquidated damages (LD) to J&K Grameen Bank @ 1% of the order value inclusive of all taxes, duties, levies etc., per week or part thereof, for late delivery beyond due date of delivery, to a maximum of 5%. If delay exceeds four weeks from due date of delivery, J&K Grameen Bank reserves the right to cancel the entire order.
20	The Bidder should either repair defective Micro ATM machines or any part or replace within 48 hours from the day he receives such Micro ATM machine.	The Bidder should either repair defective Micro ATM machines or any part or replace within 72 hours from the day he receives such Micro ATM machine.
21	The selected bidder should implement the project within six (6) months after placement of purchase order for the solution.	The selected bidder should implement the project within twelve (12) months after placement of purchase order for the solution. Project shall be implemented in two phases (Phase-I: CARD + PIN based transactions, Phase-II: AEPS Transactions). Payment of One Time cost of FI solution to be done in two phases (50:50 ratio).

It is also to be noted that the dates for submission of bids have been revised by the bidder which is mentioned below:

RFP Reference No.	RFP No. JKGB/IT/RFP/2018-4162
Date of tender publication/uploading	Nov 15 ,2018
Tender Fee	INR 5,000/- Only
EMD (Earnest Money Deposit)	INR 5,00,000/- Only
Last Date for Pre Bid clarifications/meeting	Nov 30, 2018 upto 5:00PM at Head Office Jammu
Last Date & Time for Receipt of Technical & Commercial Offers	Dec 31, 2018 upto 3:00PM at Head office Jammu
Date & Time of Opening of Technical Offer	Jan 07, 2019 at 3:00PM at Head office Jammu
Date & Time of Opening of Commercial Offer	Shall be communicated separately
Address of Communication	Office of General Manager, J&K Grameen Bank Head office, Narwal Jammu- 180 006
Email ID	microatm.it@jkgb.in
Web Site Details	www.jkgb.in

Sd/-
General Manager,
J&K Grameen Bank