

यूको बैंक

सम्मान आपके विश्वास का



UCO BANK

Honours Your Trust

REF NO : DIT/ATM/ 95 /2011-12

DATED:20.05.2011

To,

ALL THE PROSPECTIVE BIDDERS (RFP REF NO. IT-536/2011-12 Dated 06/05/2011)

Dear Sir (s),

Sub: Pre-Bid Queries Reply -Request for Proposal for commissioning of 1000 off-site Cash Dispensers (CDs) on OPEX Model

Please refer to our RFP **NO. IT-536/2011-12 Dated 06/05/2011** for commissioning of 1000 off-site Cash Dispensers (CDs) on OPEX Model.

In this context, we would like to inform you that bank has received certain queries from prospective bidder(s) on our RFP, which have been compiled by us and replies/clarifications are being given below for your convenience and responding to our RFP on time.

We hope the above clarifications would definitely satisfy queries of all bidders and response would reach us on scheduled date and time.

Yours sincerely,

**Assistant General Manager – ADC
UCO Bank, ATM Cell, Head Office**



**Pre-Bid Reply- Request For Proposal for Commissioning of 1000 Off-Site Cash Dispensers (CDs) on OPEX Model
(Ref No. IT-536/2011-12 dated 06/05/2011)**

Sr. No	RFP Page No.	Clause No.	Description	Bidder's Query	Bank's Response
1	5	3.1.8	Bidder should note that it is the bidder's responsibility to operationalise all the 1000 CDs awarded within six month from the date of award of the contract	Considering the geographics of the rollout we request the bank to consider a roll out period of one year	No Change in the RFP Clause
2.	7	3.4	The selected bidder should study other Bank's ATMs /CDs located in the aforesaid area like the average number of transactions, network feasibility etc and submit the report to DGM e-business at the Head Office of the Bank.	The bidder should have the flexibility of deploying ATMs keeping in mind the banks guidelines	<p>The subject clause may read as:</p> <p>The selected bidder should study other Bank's ATMs /CDs located in the aforesaid area like the average number of transactions, network feasibility etc and submit the report to GM (Operations & Services, e-Business, RRB & SE-PS) at the Head Office of the Bank.</p> <p>Other than the above, there is no Change in the RFP Clause. As such requirement of the bank is clearly mentioned in RFP clause.</p>
3.	7	3.5	The Bank will review the performance of the CDs on daily basis. In case number of transactions in a CD does not surpass the targeted level of 200 transactions per day, the Bank may decide to shift the CD in consultation with the Bidder. The Bidder will shift the CD to a new site, at their expenses within the time frame agreed with the Bank.	If the bank is requesting relocation then all costs associated with shifting as well as new site build out has to be paid by the bank.	The objective of the bank is that every CD must Surpass minimum 200 transactions per day, in case if it not achieved then it will be construed as wrong selection of the site done by the vendor(s) and therefore cost of shifting to be born by the bidder.

4.	10	3.16	Bank will have no minimum transaction commitment with the vendor. Bank shall pay to the vendor only on Per Transaction Basis.	We request for a minimum guarantee of 100 transactions per ATM per day.	No Change in the RFP Clause
5.	11	3.17	Any cost for the development of the interface or its customization at the Bidder's end or at Bank's Switch end has to be borne by the Bidder. Any cost for the development of the interface or its customization at the Bidder's end or at Bank's Switch end has to be borne by the Bidder.	The cost of development of the interface or its customization at the bidders end will be bidders responsibility but at the banks switch end has to be borne by the bank	No Change in the RFP Clause
6.	11	3.18	It is the responsibility of the Bidder to change/upgrade/customize the infrastructure at all levels (like software, hardware supplied to Bank, Infrastructure at Management Centre, Disaster Recovery Site of Bidder, CD site etc.) for ensuring the compliance to statutory, RBI, IBA and VISA/MasterCard requirements at no additional cost to the Bank.	The statutory compliance of RBI ,IBA and VISA /Master Card requirements are not know. We suggest this changes/upgradation /customization should be done at actual cost involved.	No Change in the RFP Clause
7.	10	3.14	Cash EOD on a daily basis	We request EOD to be done whenever cash replenishment is done	Cash EOD may be done during replenishment However it will be the responsibility of the selected bidder(s) to ensure end to end reconciliation of all ATM/CD transactions, cash reconciliation and GL Head Reconciliation.

			<p>15.6 In case of Cash out situation at the CD, a penalty of Rs 5000/- per cash out situation per CD will be applicable.</p> <p>15.7 In case of default in providing DVR Image by the Vendor to the Bank, a penalty of Rs 5,000/- per incident will be applicable, in addition to this the resulting damages claimed from the Bank or loss suffered by the Bank ,will have to reimburse by the Vendor.</p> <p>15.8 If the Air conditioning system at the CD is found not to be functioning for more than 24 hrs continuously, then a penalty of Rs 500/- per day will be applicable.</p> <p>15.9 RBI formats of complaint forms are to be made available by the vendor at CD sites, in case the same are unavailable, a penalty of Rs 500 per instance will be applicable.</p>		No Change in the RFP Clause
9.	33	39	Clean Note policy	<p>CRA will count the cash while withdrawing from the currency chest and will be responsible for the correctness of the cash. Any fake currency coming out of the ATMs will be reviewed jointly on a case to case basis. Bank to ensure sorted cash to be given to CRA for cash loading. We request Bank to give overnight vaulting cash wherever CRA has vaulting to ensure cassette swap method is followed as per the process. Also bank to ensure cash to given from one branch per city.</p>	No Change in the RFP Clause

10	30	41	Insurance	We request Bank to cover the Cash in ATM.	No Change in the RFP Clause
11	58		Cash replenishment	We request Bank to give 3 day cash reserve.	No Change in the RFP Clause
12			Cheque Drop Box	Cheques collected from the drop box will be delivered to one branch per city. The cheques will be collected from the drop box on day 0 and delivered to the Bank on day 1 as per the prescribed timings given by the Bank.	No Change in the RFP Clause
13	22	10	The selected bidder (s) should ensure 99% uptime of individual CDs	On an individual CDs basis 99% uptime is too high. Bank requested to reduce uptime requirement to achievable levels - Average uptime of 98% after allowing for standard exclusions.	No Change in the RFP Clause
14	25	15.1 to 15.9	Penalties	All the penalties indicated are too high. Bank is requested to reduce to reasonable levels.	No Change in the RFP Clause
15	5	3.1.8	Bidder should note that it is the bidder's responsibility to operationalise all the 1000 CDs awarded within six month from the date of award of the contract with the rate of 166 CDs installation per month for the first 5 months and 170 CDs in the	Bank to give at least 12 months for the deployment	No Change in the RFP Clause

			final month		
16	7	3.5	In case number of transactions in a CD does not surpass the targeted level of 200 transactions per day, the Bank may decide to shift the CD in consultation with the Bidder.	This should be at the Vendor's discretion	The objective of the bank is that every CD must Surpass minimum 200 transactions per day, in case if it not achieved then it will be construed as wrong selection of the site done by the vendor(s) and therefore cost of shifting to be born by the bidder.
17	13	3.21	The term of the contract would be for a period of Five years from the date of last CD deployed under the project, however the Bank reserves the right to review the rates at the expiry of every year, If the bank is of the opinion that there are reductions of rates in the market for comparable services, compared to the initially agreed rates	Any increases in prices should also should be considered by the Bank	No Change in the RFP Clause
18	4	2.d.	The bidder or wholly owning company must be a profit making concern for the last three consecutive years.	The bidder or wholly owning company must be a profit making concern for one of the last three financial years.	No Change in the RFP Clause

-----End of the Document -----