



(Government of India Undertaking)

HONOURS YOUR TRUST

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Ref. No. DIT/ATM/ **507** /2010-11

21.10.2010

To,

ALL THE BIDDERS WHO HAVE RAISED QUERIES ON RFP REF NO. IT-1404/2010-11 DATED: 30.09.2010

Dear Sir (s),

Sub: Pre-Bid Queries Reply -Request for Proposal for ATM Site Development & Supply and Installation of 500 Cash Dispensers (CDs)

Please refer to our RFP **NO. IT-1404/2010-11 DATED: 30.09.2010** for ATM Site development and supply and installation of 500 Cash Dispensers (CDs).

In this context, we would like to inform you that we have received certain queries from different vendors 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.

SR.NO.	RFP Document Page No. / Clause	RFP REFERENCE	CLARIFICATION SOUGHT	BANK'S REPOSE
1	page 10 ,38 & Page 39	Evaluation of L1 in	<p><u>1.</u>Please clarify whether only Total price for " Pricings of Cash Dispensers with Biometrics with warranty of 3 years-as per point 1 of Annexure IV-B - page 39 (without price of DVR,AMC for CD,AMC for DVR & without price of Optional Items)</p> <p><u>PLUS</u> Total Cost of Site Development "-page 38 will only be taken in for TCO calculation for evaluation of L1 as per Annexure IV-C page 41 .</p> <p><u>2.</u>Please also clarify whether the price for DVR,AMC of CD after for 5 years and AMC of DVR for 5 years & price for Optional Items as per Annexure IV B page 39 will also be taken OR will not be taken in TCO calculation of CD for Evaluation of L1</p> <p>This clarification is needed for coming out with TCO of CD ,please.</p>	<p>Please refer to clause 5.2 Commercial Evaluation of RFP where it is mentioned as Bank will finalise the L-1 vendor based on the TCO. (Annexure-IV-C)</p> <p>Optional Items mentioned in RFP will be procured by the bank as per the requirement.</p>
2	16/32	Biometric Kit for the above CD (Optional)	<p>As per the point no 1.1 in page 27 all the CDs are to be with Biometric support but point No. 16 of page 32 says that the Biometric kit to be Optional. Please clarify whether all the Cash Dispensers needed are to be with Biometric Feature as the pricings will depend on this. Also do we need to quote upgrade price of Biometrics in case all the CDs are to be with Biometrics</p>	<p>Though Biometric Kit for Cash Dispensers (CDs) is optional, But CD should have support / plug ins as mentioned on Page no. 32 under Point No. 16 "Biometric Kit for the above CDs (Optional)".</p> <p>Wherever Biometric enabled CDs are required by the bank, Order will be placed with Biometric device and</p>

				CD, selected bidder has to ensure successful implementation of the same.
3	7/page no 11	Schedule of Implementation	RFP mentions the Site development and supply & Installation of CDs will be spread over a period of 24 months. As nothing is mentioned on Delivery period , we understand that the delivery period is 4-6 weeks from the date of approval of the TIS/Site devolvement estimate on clear site from Concerned Zonal Offices	Site development should not take more than 4-6 weeks time. However, bidder/selected vendor has to ensure supply, delivery, installation and commissioning of all equipment/material at selected site within 4-6 weeks.
4	page 18	Covering Letter	Please clarify whether this covering letter is the same as 'Tender offer forwarding Letter' mentioned in page no. 24 as Annexure-I. Secondly please note that in the paragraph related to Performance Bank Gurantee, the actual value is asked to be mentioned, which cannot be disclosed in this stage as the value will be 10% of the project cost. Thus we request to kindly ammend this to '10% of the project cost' in lieu of 'XXX lacs'	Covering Letter is to submitted as per Annexure-I given on Page No. 24 of RFP. Revised Annexure -I is enclosed herewith.
5	page 19	Deed of Indemnity, Acceptance Certificate	To be given by Selected bidders only-Please clarify	To be submitted by selected bidder.
6	18/32	Grouting	Grouting will delay the process of deployment and installation. The weight of CD is 408 Kgs and cannot be lifted by miscreants easily. Safe is also UL 291 certified and thus cannot be cut open easily and will lead to melting of the cassettes . Grouting will also add into costing without substantial value addition. Thus we recommend to take out this	No Change in the RFP clause

			option of grouting from the scope of this RFP	
7	page 39	VAT/Sales Tax -Evaluation of L1	Please note that VAT/Sales tax rates are different for Goa Billing which is prevailing 5% for CD,for West Bengal Billing the prevailing rate is 12.5 % .West Bengal billing is needed for urgent deliveries in case of inauguration needs and other urgency of UCO bank; so it is recommended to keep the basic price of CD as evaluation criterion rather than Total Price as Bank can pay VAT/Sales Taxes and Octroi/Entry Permit as applicable as per the RFP and prevailing process; we request for clarification on this .	No Change in the RFP clause
8	page 41	Octroi/Entry Permit under Note	Please incorporate Octroi/Entry permit to be paid extra as applicable by bank on receipt of original Receipt under Note. This is the prevailing process because Octroi /Entry Permit is paid extra as an addition to the cost by us for delivery in many states like, Orissa,Jharkhand,Jammu Kashmir, Rajashthan, Assam & North Eastern States, Mumbai, Pune, Rest of Maharastra, West Bengal if billing done from Goa etc	Octroi / entry tax if any will be paid/reimbursed by the bank at actual on production of original payment receipt(s).
9	Pg 3 Eligibility Criteria	Turnover min 20 cr	Should be minimum 100 Cr from ATM Business in India	No Change in the RFP clause
10	RFP	Net profit	Should be from ATM Business in India	No Change in the RFP clause
11	RFP	Executed orders for 300 ATMs	Executed and installed 300 ATMs + TIS which are operational. Installaed base should be minimum 2000 ATMs + TIS to ensure Vendors with proven	No Change in the RFP clause

			credentials only are screened	
12	RFP	Service support infrastructure	Vendor should have Direct support personnel presence in atleast 50 major locations of India. Vendor to provide list	No Change in the RFP clause
13	Pg 11 Pt 10	Uptime 99%	Can we look at having different percentages for tier 1 , 2 , 3 Cities,	No Change in the RFP clause
14	Pg 12 pt 11.1	Payment 70% against delivery, installations	90% against delivery, balance 10% should be against installations and BG and if un-installed for more than 30 days post delivery, should be deemed acceptable for balance payment release.	No Change in the RFP clause
15	Pg 12 pt 12	Site Payment	We suggest the bank release 90% on completion of the site and acceptance by the bank, vide submission of the invoices and a site completion report signed by the respective branch manager. Balance 10% may be released after verification of the site by the Bank's Architect.	No Change in the RFP clause
16	point 3.1 page 27	Combination Lock	Please note that there will no Physical Lock in combination Lock	Electronic lock with combination keys
17	point 6.5 page 29	Ports	Please note that we offer 1 serial / 1 parallell and 8 USB ports as ll the external devices these days comes with USB port	Clause may be read as One Serial and 2 or more USB Ports
18	point 9.2 page 30	Journal Printer-Thermal	We recommend Thermal Jounal printer to be 36 column or higher .	No Change in the RFP clause
19	PG 27 Pt 4.6, 4.7	Secure cassette with Lock and Key	Convenience cassette without Lock & Key- Industry standard	No Change in the RFP clause
20	point 11.3 page 30	Antivirus solution	Bidder will provide hardening of OS as we do not recommend loading of Anti virus because the same	No Change in the RFP clause

			cannot be updated	
21	point 13.8 page 31	DVS system down indicators	This will require Centralized monitoring software to be provided by bank along with High Bandwidth requirement to be provided by bank , hence we do not recommend this	CD should be capable of providing remote DVS system down indicators.
22	point 16.1 page 32	Audio/Voice Guidance	For Audio/Video Guidance Screens and WAV files have to be provided by Bank	Audio / Video Guidance Screens files will be provided by the Bank, selected bidder has to ensure their successful integration with CD s/w.
23	Pt No 14 page 37	Supply, Installation. Testing and commissioning of 2KVA 1 Phase approved make UPS like Numeric ,APC, Electronics and Controls, Epoch, APLAB, AZ Electronics complete with SMF Battery for 4 hours backup with full load and other accessories	Request Bank to mention VAH to be Provided. Please also add the Brand 'Switching' and 'Prostar' in the approved makes of UPS as these are also prominent brands and are used substantially in many ATM installations	In addition to the listed UPS make/ model, bidder may also supply UPS of make – ACCEL Frontline, CMS Infosystems Pvt Ltd, PCS Technology Ltd, LIPI Data Systems Ltd, Uniline Energy System, Tritronics (India) P. Ltd. Bank has specified SMF Batteries for 4 hours backup with full load and other accessories.
24	Pt No 15 Page 37	Supply, Installation, testing and commissioning of 1.5 ton approved make split type AC like Voltas/Blue Star/Hitachi/Carrier with Remote control Unit and all other accessories. The work includes cutting of holes, mending good all damages to original finish, painting etc as required.	No clear spec on AC accessories. i.e Bank has not mentioned requirement of Timer, stabilizer, MS stand for ODU ,caging for ODU & Extra Copper / drain / electrical cable consumption. Standard length of Cu/ Darin & Electrical cable has been revised by all OEM's to 4 Mtr instead 5 mtrs earlier alongwith Machine. Hence we will offer only 4 Mtr Copper / Drain &	Supplying and installation of 240 V. single phase 24 hrs timer switch board for controlling 2 nos A.C (each to run 4 hours alternatively in cyclic order) in the ATM room, enclosed in 2 mm thick sheet steel enclosure painted with 2 coats of approved make synthetic enamel paint over two coats of primer,

electrical cable FOC along with Machine & extra consumption will be on chargeable basis.

comprising with the following components Set

INCOMING:

- 1 No. 32A SPN MCB (10 KA min)
- 1 No. 40A DP Power contactor with 2 N.O. + 2 N.C Auxilliary contactor.
- 1 No. 24 hours modular time switch

OUTGOING

- 3 Nos. 20A SPN MCB
- 2 Nos. indicating lamps.
- Wiring for A.C power point with 1100 volt grade single core 2 nos 4 sq.mm + 1 No. 2.5 sq.mm (green colour for earth) PVCinsulated FRLS flexible copper conductor cables (IS : 694) through suitable size M.S. conduit (ISI marked embossed on conduit surface) partly on surface (above false ceiling) with M.S. bar saddles, partly through partition, partly concealed in wall / embedded in floor by chase cutting from AC timer switch board to A.C power point.
- The work includes supply and fiXing of 25A 3 pin metal socket, 25 A matching plug, 20 A starter in suitable size mounting box with front plate AC Power Unit

				concealed in wall and flushed with finished wall surface including making good all damages to original finish, interconnection, painting, etc. as required to be completed in all respect.
25	Pt No 19.3 Page 38	The warranty for the Access locks should also be 3 years from the date of installation	Access locks comes with 1 Yr warranty from the manufacturers hence Request Bank to restrict warranty to 1 Year	No Change in the RFP clause
26	RFP	Battery Prices variation Clause	Price Variation Clause for Battery price escalation needs to be incorporated in Tender as it is there in all PSU & Govt tenders.	Bank has specified SMF Batteries for 4 hours backup with full load and other accessories.
27	point 12/Page 12	The payments as per the Payment Schedule covered hereinabove shall be paid by the concerned Zonal Manager of UCO Bank under whose jurisdiction the concerned site falls.	Request UCO Bank for centralised payment from Head office of UCO bank instead of decentralised from ZO	No Change in the RFP clause
28	RFP	Taxation & Octroi/Entry Permit	Please incorporate VAT/CST/Service tax and Octroi/Entry as Extra as applicable payable by UCO bank to facilitate smooth delivery	Octroi / entry tax if any will be paid/reimbursed by the bank at actual on production of original payment receipt(s).
29	point 15 ,page 14	Notwithstanding UCO Bank's right to cancel the order, liquidated damages at 0.5% of the order value per site per week will be charged for every week's delay in the execution of the purchase order beyond the specified delivery/installation schedule subject to a maximum of 5% of the order value. UCO BANK reserves	Please clarify on the term order value. Request for ammending it 0.5 % of the value per site instead of entire order/contract as in case the dealy happens it will be calculated for the particular site only and not for the whole project.	No Change in the RFP clause

		it's right to recover these amounts by any mode such as adjusting from any payments to be made by UCO BANK to the bidder. Liquidated damages will be calculated per week on per site basis.		
30	2. Pt . 15, page 14	Liquidated Damages	We suggest the bank charge Rs 1000/- per week of delay, in lieu of the 0.5% mentioned in the RFP. Also, penalty for delay to be charged up to a maximum of Rs 9000/-	No Change in the RFP clause
31	3.5-5 & Page 38	SITE IDENTIFICATION-The selected bidder should then identify atleast three sites for installation of CDs within the area chosen by the Bank. The selected bidder should conduct a feasibility study of each of the site. The selected bidder should study other Bank's ATMs /CDs located in the aforesaid area like the average number of hits, existing market rate for CD/ATM premises, network feasibility etc and submit the report to the concerned Zonal Manager of the Bank. The feasibility will include the following: Ø Premises should preferably be located on ground floor. There could be few exceptions like premises in Malls, Shopping Centre etc. where infrastructure facilities like lifts, escalators are available. Ø The premises must be suitable from the security point of view and have all basic amenities such as	We request for the clarification on the following : a. The lease agreement would be signed in the name of bank personnel or bidder b. The rent would be payable by the bank or bidder c. What is the deposit amount paid by the bank for ATM sites . Usually it is 6 months of rent amount. D. We would show 3 options for a particular location. In case, all are rejected, would we still have options to show one or more locations. Also, what would be the final scenario, if not even a single option is available in a said location. E. At least, State-wise or Zone-wise numbers to be shared so that proper quotes may be given. F. We would source 3-4 options per location and show it to the bank. However, once an option is finalized, what is the brokerage structure that the bank would pay (Necessary in case of premium	a) The lease agreement would be signed by the bank officials on behalf of the bank. b) Rent will be paid by the Bank on the acceptance and possession of the site. c) Advance Rent / Deposit, if applicable, will be mutually decided by the bank and landlord case to case basis. d) Requirements of the Bank are clearly mentioned in RFP. e) As above f) As above g) Final Site selection

		<p>adequate sanitary arrangements, water and electricity, natural light and ventilation.</p> <p>Ø Availability of three-phase power connection with minimum power load of 10 KVA for supply to ATM/CD, UPS, AC, VSAT/ Communication equipment etc. which are to be installed in the ATM/CDs site.</p> <p>Ø The premises structure should be strong enough to bear the weight of CD/ ATM and other networking equipments.</p> <p>Ø Landlord must have a clear title to the property.</p> <p>Ø Feasibility of leased lines.</p> <p>Ø Approval for VSAT installation (if required), Bank Signage Boards etc.</p> <p>Final Site selection would be decided by the Bank. Accordingly the selected bidder would be required to assist the bank in finalizing the rent of the premises and to execute the agreement between the Bank and the Landlord.</p>	<p>locations).</p> <p>G. Also, what is the TAT(Turn Around Time) for property sourcing and rent free period . This is not to be covered under the TIS-SLA.</p> <p>H. What is the rent-free period once the agreement is signed between the parties?</p>	<p>would be decided by the Bank. Selected bidder would be required to assist the bank in finalizing the rent of the premises and to execute the agreement between the Bank and the Landlord.</p> <p>h) Bank will decide depending upon its suitability.</p>
32	3.6-5	<p>The Cash Dispenser Machine should be accessible to wheel chair users and a ramp is to be build at the entrance of the site. The Bidder should indicate the total cost involved for developing a standard site of dimension of 10x10 (100sq. ft) as per the standard design of the Bank.</p>	<p>Ramp may be prohibited by local Municipal/corporation due to outside construction of the building and also main door location needs to be changed as minm. 6ft-7ft wide space landing is required in between ramp & main door to get access the card reader). It would be better to remove the ramp</p>	<p>In case of any objections from the local authorities / ramp construction not feasible, such exceptional cases will be considered as exclusions.</p>

			construction or will be consider as a optional item.Request for clarification.	
33	3.7-5	Selected bidder will be required to undertake the grouting of CDs. The CDs are to be grouted on a 6" thick concrete platform with reinforced concrete. Industrial Bolts have to be fixed into the concrete.	1. The wt. of CD m/c is approx. 500kgs which may not be possible to theft. 2. 6" thick R.C.C platform would raise the ht. of all the driver (Card reader, ATM dispensing unit/statement etc), 3. Bolting would not be feasible to penetrate in the R.C.C slab. 4. Several Lifting & removing of CD m/c for grouting can not be possible due to heavy wt which may damaged the entire flooring. Hence it would be better to remove either Grouting or platform. It can be consider as a optional item for normal grouting. Request for clarification.	No Change in the RFP clause
34	15-35	Providing and laying 18 mm thick mirror polished granite slab	Granite slab is not readily available in typical terrain in lieu of that Granite tiles can be used. Colour branding to be provided by bank (Wall cladding & Outside floor) Request for clarification.	Providing and laying 18 mm thick mirror polished granite slab of approved 18 mm thick mirror shade and quality to wall, fixed with 130 mm x 75 mm brass cramps and 6 mm dia. Brass pins over 20 mm thick cement sand (1:3) bed mortar at all levels slab and heights including finishing the joints with white cement mixed with pigment to match with the shade of stone slab.
35	point 6 page 34	Wall paneling with seasoned Malayasian Sal wood framework finished with 1.5 mm thick laminate sheet of approved shade and quality over double	As most of the nationalized/Public/Private banks are using ACP instead of wooden work of ATM site due to longer durability, water resistant, minimum	Constructing wall paneling over well seasoned Malayasian sat wood frame work finished with 1.5 mm thick laminate sheet of

		layer 4 mm thick phenol formaldehyde bonded plyboard of approved quality	time in erection and new architectural view. Bank can incorporate the ACP in ATM site. Colour brand to be provided by bank.Request for clarification.	approved shade and quality Malaysian Sal over double layer 4 mm thick phenol formaldehyde bonded ply board of approved quality incorporating two bands of 150 mm wide each leaving a gap of 75 mm wide in between the bands - the bands are to be finished with 1.5 mm thick phenol formaldehyde bonded ply board of approved quality. Top band is to be placed at a level 300 mm from false ceiling. Timber for frame work are too treated with two coats of wood preservative of approved quality, all complete as in drawing.
36	28-29/35	Signage box of 7'0" x 2'5" x 0'6"/Signage box of 2'2" x 2'2" x 0'6"	The mentioned Length & Height of the signage box may be increase or decrease based on the available space at the site. Request for clarification.	Fabricating, supplying and fiXing box of 1' - 0" X 2' - 5" x 0'-6" size for glow signage out of 24 gauge G.!. sheet including necessary M.S. angle iron for frame work and supplying and fixing of 2 nos of 4'-0" long florescent tube and 2 nos of 2'-0" long florescent tube including required electrical wiring and fixing the Flexo incorporating Bank's logo and name with 25 x 4 mm M.s. flat. Rate to include the cost of painting the box with two coats of synthetic

				enamel paint of approved quality over a coat of anti corrosive paint complete as per drawing and direction.
37	13.3-37	Glow sign board as per bank's standard design size and colour	Artwork specification to be provide by bank. Request for clarification.	Will be provided to successful bidder
38	16-38	Supply and fixing of 4.5 kg Fire Extinguisher Unit of approved make (Minimax) with mounting arrangement on wall, pipesand all accessories, the extinguisher to be filled up properly with gas	4.5kg fire extinguisher is not available in the market, The same has to be consider 2 kg or 4kg.Request for clarification.	Clause may be read as under Supply and fixing of 4.0 kg Fire Extinguisher Unit of approved make (Minimax) with mounting arrangement on wall, pipesand all accessories, the extinguisher to be filled up properly with gas.
39	19.1 & 19.2-35	Openable portion & Fixed portion	Glass thickness to be provided by bank whether 8mm or 12 mm, based on that framing would be considered. It would be better to use the Aluminium framing in two panel instead of single wooden frame work for main door. As 12mm glass is not available at everywhere and is also heavy, it is advisable to have aluminium four side framed door with 6mm glass. The door will be lighter & the floor spring life will be more. Request for clarification.	Providing and fixing twin style door made of 40 mm thick well seasoned teak wood of special design for top and bottom styles of the door 12 mm thick clear float glass, necessary hardware fixtures of approved make and design viz. double action floor spring, lock, handle made of polycarbonate sheet incorporating logo of the Bank over 12 mm thick ply board of overall size approx. 174 mm x 174 mm complete with all materials and labor as per drawing on both faces of the door shutter. All exposed timber surfaces are tobe polished in approved color and finished with N.C lacquer in mat satin finish.

40	Annexure-IV-A/34-38	Specification of Interior & External work	The following items have not mentioned in the specification, as few items are very much necessary for every site- A) 9" Bk. Wall construction, B) Chequered Tiles, C) Existing rolling shutter, D) Plastic paint for back room (Without POP) and false ceiling, E) Exhaust fan, G) MS Caging for 2 nos. AC outdoor units, H) Shutter Boxing for rolling shutter & holding the sign board, I) Floor raising for more than 4" (1:3:6), J) Emergency exit switch, K) Wooden Storage Cabinet for lobby type site (3'X3'X8'), L) Computer table for back room, M) Storage shelf for back room, N) 40amps Main Switch, O) TPN DB, P) TPN Isolator, Q) Extra UPS points for server room to back room. Request for clarification.	Requirements of the Bank are clearly mentioned in RFP.
41	3.6-5	The Bidder should indicate the total cost involved for developing a standard site of dimension of 10x10 (100sq. ft) as per the standard design of the Bank.	Bidder will give the approx. cost of site development of 100sq.ft area, but same can vary depending upon the items or quantities are used at the site as per the requirement. The payment calculation should not be considered as per the area wise, it has to be as per the above mentioned parameter. Request for clarification.	Requirements of the Bank are clearly mentioned in RFP. No Change in the RFP clause
42	Feb-34	Gypsum Board false ceiling	Metal false ceiling (Power coated galvanized board) can be more effective, as the same is water proof, faster erection & modular type, so that any repair work/maintenance can be done	Providing and fixing in position false ceiling with 12.5 mm thick tapered edge gypsum board conforming to IS 2095 including providing and fixing framework made

easily .Request for clarification.

of special sections power pressed from M.S. sheet and galvanized in accordance with zinc coating 600 as per IS 277 and consisting of angel cleats of size 25 mm wide x 16 mm thick with flanges of 22 mm and 37 mm at 1200 mm centre to centre one flange fixed to the ceiling with dash fastener 12.5 mm dia x 40 mm long with 6 mm dia. Bolts to the angle hangers of 25x25x5 mm of required length. The other end of angle hanger being fixed with nut and bolts to G.I. channels 45 mm x 45 mm x 0.9 mm, running at the rate of 1200 mm centre to centre to which the ceiling section 0.5 mm thick bottom wedge of 80 mm with tapered flanges of 26 mm each having clips of 10.5 mm at 450 mm centre to centre shall be fixed in a direction perpendicular to G.I. channel with connecting clips made out of 2.64 mm dia x 230 mm long G.I. wire at each junction including fixing the gypsum board with ceiling section and perimeter channels 0.5 mm thick 27 mm high having flanges of 20 mm and 30 mm long.

				<p>The perimeter of ceiling fixed to wall/partition with the help of raw plugs at 450 mm centre to centre with 25 v mm long drive all screws @ 230 mm interval including jointing and fixing to a flush finish of tapered and squareedges of the gypsum board with recommended filter, paper tapes, finisher and two coats of primer suitable for gypsum board as per manufacturers specification and also including the cost of making openings for light fittings, grills, diffusers, cutouts made with frame of perimeter channels suitably fixed all complete as per drawing and specification and direction of the Employer / consultants but excluding the cost of painting. (The work is to be carried out through authorized applicator of the Manufacturer).</p>
43	20-35	Railing Shutter (Flat type)	Corrugated MS rolling shutter can be used due to more toughness. Request for clarification.	<p>Supplying and fixing rolling shutters of approved make, made of 80 x 1.25 mm thick M.S laths interlocked together through their entire length and jointed together at the end by end locks mounted on specially designed piped shaft with brackets, side guides and arrangements for</p>

				inside and outside locking with push and pull operation, complete including the cost of providing and fixing necessary 27.5 cm long wire springs grade no 2 and 1.25 mm thick M.5 top cover for rolling shutters including applying two coats of synthetic enamel paint of approved shade and brand over a coat of approved steel primer.
44	11.1-37	300 X 300 X 3 mm copper plate earthing stations with earthing resistance less than 2 OHM including watering PVC/GI Pipe with funnel, excavation in soft murrum and back filling, salt and cold feeling linlayers, 10"X10" masonry chamber with sand plaster, RCC or cast iron led, earthing connectivity to be in 10SWG copper wire in PVC conduit from bottom of the pit to the existing ground level, complete.	Maintence free chemical earthing can be used in all circumstances. Request for clarification.	The clause may be read as under: Supply and laying of 2 x 25 sq. mm PVC insulated copper earth lead – jn - cable partly on wall surfaces / partly through 25 mm dia. G.I. Conduit to be laid at an average depth of 500 mm below ground level including Connection with copper plate & UPS DB by means of socket, tapes etc. as required. Minimum clearance between well surface and copper earth lead-in-cable should be 6 mm.
45	Eligibility Criteria	The bidder should have <u>exclusive CD / ATM support infrastructure to service all CD / ATMs locations of UCO Bank.</u>	The Bank is requested to clarify if the vendor needs to have a separate and exclusive support infrastructure only for UCO Bank. As the Bank is aware, none of the OEMs have exclusive support infrastructure for any specific bank in India and the	The bidder should have CD / ATM support infrastructure to <u>service all CD / ATMs locations of UCO Bank.</u>

			support infrastructure supports all the banks.	
46	Contract Period	The contract period for Site Development and Supply & Installation of Cash Dispensers will be for a period of <u>Three Years from the date of Agreement.</u>	The Bank is requested to clarify if the Bank intends to deploy the 500 CDs over a period of 3 years or the 3 year period mentioned in this clause refers to warranty period only.	The contract period for Site Development and Supply & Installation of Cash Dispensers will be for a period of <u>Three Years from the date of Agreement.</u> During AMC period, a separate agreement shall be executed between Bank and vendor.
47		The Bank reserves the right to terminate the contract at its sole discretion by giving <u>two months notice without assigning any reasons.</u>	Since the vendors will be quoting the price based on the quantity of 500 CDs + Site preparation services, the Bank is requested to delete this clause giving the Bank a right to terminate for its convenience. Bank may however terminate the contract if the vendor has breach the terms of the contract and such breach is not cured within 60 days of the Bank notifying such breach to the vendor.	No Change in the RFP clause
48	Schedule of implementation	Site Development and Supply & Installation of Cash Dispensers will be <u>spread over a period of twenty four months,</u> as per Bank's requirement, from the date of award of contract	Please refer to the clarification request in respect of "Contract Period" clause above. Please clarify if the deployment period is 24 months or 36 months.	Site Development and Supply & Installation of Cash Dispensers may be spread over a period of twenty four months, as per Bank's requirement, from the date of award of contract. However the contract period for Site Development and Supply & Installation of Cash Dispensers will be for a period

				of Three Years from the date of Agreement. The selected bidder need to execute a Service Level Agreement (SLA) with UCO Bank covering all terms and conditions of this RFP.
49	Acceptance Terms	The selected bidder in presence of the Bank authorized officials will conduct acceptance test at the site. The test will involve installation and commissioning and successful operation of the solution offered. No additional charges shall be payable by the Bank for carrying out these acceptance tests	The bank is requested to clarify that does this need to different from the "installation report" .It is recommended to include the terms of acceptance in the installation report so that it will be an "installation cum acceptance report". This is keeping in view that usually Installation and Acceptance happens together and this would do away with the need to sign multiple documents.	No Change in the RFP clause
50	Payment Terms for CD Hardware	70% of the value of the equipment will be paid after delivery, completion of successful installation of the CD and the same <u>going live on UCO Bank's network</u> . The payment will be made on receipt of the invoices along with duly certified installation report from the respective Branch Head. 20% of the value after 30 days from successful installation and CD <u>going live in UCO Bank's network</u> .	The Bank is aware that CD going live on Bank's network is dependant on factors which are not within the control of the ATM supplier (vendor) such as availability of 3 phase power supply, network connectivity etc. If the vendor has completed the installation of CD and for reasons not attributable to the vendor CD cannot go live on the Bank's network within 7 days of delivery, then the Bank is requested to release 90% of the payment. 2) Additionally Machines are manufcatured and delivered per the specifications requiried by Bank. To support the working capital requirement for	No Change in the RFP clause

			deployment schedules , bank is requested to release 50% advance on releasing firm PO with site details. it is recommended that the payment terms for CD hardware to be in sync with that of site development ie 50% advance, 40% on acceptance and 10% on Bankgurantee	
51		The balance 10% will be paid <u>after successful installation of equipment for each purchase order</u> against a performance Bank Guarantee (BG) for 10% of each purchase order valid for the warranty period	The Bank is requested to clarify if it is a condition to complete installation of ALL the equipment under an order to be eligible to claim this payment. For example if the Zonal office has issued purchase order for 20 CDs, then is it necessary for the vendor to complete installation of all the 20 CDs before claiming this 10% payment. Further the Bank is requested to delete the requirement of Bank guarantee as the contract performance guarantee of 10% of the contract value will be valid for 36 months.	It is mentioned that balance 10% will be paid after successful installation of equipment for each purchase order against a performance Bank Guarantee (BG) for 10% of each purchase order valid for the warranty period
52	Order Cancellation (Termination)	13.1 The selected bidder commits a breach of any of the terms and conditions of the bid.	The Bank is requested to provide the vendor a period of 60 days to cure the breach and if the vendor fails to cure the breach during this period, then the Bank may terminate the contract.	No Change in the RFP clause
53		13.4 If the selected bidder fails to complete the assignment as per the time lines prescribed in the RFP and the extension if any allowed, it will be a breach of contract. The Bank reserves its right to cancel the order in the event of delay	Failure to complete the timelines attracts liquidated damages as stipulated in the RFP. Further the Bank already has a right to terminate the contract if the maximum liquidated damage is reached. The Bank is therefore	No Change in the RFP clause

		and forfeit the bid security as liquidated damages for the delay	requested to delete this clause.	
54		13.5 If deductions on account of liquidated damages exceeds more than 10% of the total contract price.	Under clause 15 of the RFP, the liquidated damages are capped at 5% of the order value and therefore the question of liquidated damages reaching or exceeding 10% does not arise. The Bank is requested to change the LD % in this clause to 5%.	No Change in the RFP clause
55	Penalty	If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to <u>recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance</u>	The Bank is requested to define the penalty / liquidated damages that that Bank intend to charge the vendor. The Bank is also requested to clarify if these penalty / liquidated damage is over and above the SLA penalty and other liquidated damage stipulated in the RFP.	No Change in the RFP clause
56	Ownership and Retention of Documents	The bidder shall preserve all documents provided by or originating from UCO BANK and all documents produced by or from or for the bidder in the course of performing the Service's) in accordance with the legal, statutory, regulatory obligations of UCO BANK in this regard.	Under the same clause the Bank requires the vendors to return the Bank's information and the information generated by the Vendor to the Bank upon expiry or termination of the contract. Therefore it is not clear what information is required to be preserved by the vendor and for how long. Please also note that no information is generated by the vendors in supply or services of products that is specific to the Bank.	At least for Seven Years
57	Format for Technical Offer	Deed of Indemnity	The Bank is requested to provide the format of this Deed of Indemnity.	To be submitted by the selected bidder.
58	Uptime	The selected bidder (s) should ensure 99% uptime of individual	In respect to market standards, request bank to modify the uptime	

		CDs (to be calculated on monthly basis) during warranty period and post warranty maintenance contract period.	calculation to be adhere over a quarter instead of monthly basis.	No Change in the RFP clause
59	Warranty and AMC (35 & 36)	Comprehensive Warranty and AMC	The Bank is requested to exclude the consumables like - Currency cassettes, Locks and Purge bins from the scope of warranty and AMC services.	Requirements of the Bank are clearly mentioned in RFP. No Change in the RFP clause
60	AMC	Comprehensive on-site maintenance charges, for the post warranty period, must be quoted in percentage terms on a yearly basis,(The rate not exceeding 8% per annum of the capital cost of equipments), in the Commercial Offer/bid.	The Bank is request to increase the % AMC to 10% of the instead of the 8% as stated in the RFP.	No Change in the RFP clause
61	3.5	The selected bidder should then identify at least three sites for installation of CDs within the area chosen by the Bank. The selected bidder should conduct a feasibility study of each of the site. The selected bidder should study other Bank's ATMs /CDs located in the aforesaid area like the average number of hits, existing market rate for CD/ATM premises, network feasibility etc and submit the report to the concerned Zonal Manager of the Bank	Since site identification is not a core area of expertise for the ATM vendors hence we would request the bank to identify and provide details of possible sites to vendors. The vendor will conduct a Site Feasibility study for each of these sites and submit the report to the bank based on which the bank can decide the actual site where ATM is to be placed.	Requirements of the Bank are clearly mentioned in RFP. No Change in the RFP clause
62	General Query	List of locations	Request bank to provide list of location where deployment is expected to happen.	List will be provided to successful bidder
63	3.7	The CDs are to be grouted on a 6" thick concrete platform with reinforced concrete. Industrial	Implementing a platform will ruin the aesthetic value of the site. The Recommended methodology is to	No Change in the RFP clause

		Bolts have to be fixed into the concrete.	appropriately grout the ATM to the Floor itself, while preparing the ATM site, using the industrial bolts. The bolting should be done from inside the safe. This will ensure that the ATM safe is fully protected from any burglary or theft. Hence we request bank to modify this requirement appropriately.	
64	Annexure - III, CD Surveillance	The delivery of images to be handed over to the link branch on quarterly basis on DVD at the time of preventive maintenance will be the responsibility of the selected bidder. The proof of delivery must be provided to the Bank on quarterly basis	As per standard industry practice, being used by other banks - "Images are delivered to the branch location on need basis for the specific cases only". Hence request bank to modify this requirement accordingly to state the following - "Service provider to provide images to the bank as and when request for specific cases. Images will be provided for a period not older than 180 days."	No Change in the RFP clause
65	14	Supply, Installation. Testing and commissioning of 2KVA 1 Phase approved make UPS like Numeric ,APC, Electronics and Controls, Epoch, APLAB, Az Electronics complete with SMF Battery for 4 hours backup with full load and other accessories	Bank is requested to provide total VAH so that number of batteries along with AH can be finalised. Also we request the bank to also include the Switching AVO make in UPS who are very strong players in this segment and have the full capacity to serve Bank's complete need of UPS in this rollout.	In addition to the listited UPS make/ model, bidder may also supply UPS of make – ACCEL Frontline, CMS Infosystems Pvt Ltd, PCS Technology Ltd, LIPI Data Systems Ltd, Uniline Energy System, Tritronics (India) P. Ltd. Bank has specified SMF Batteries for 4 hours backup with full load and other accessories.
66	Other	LED Price hike protection	It has been observed that the prices of batteries fluctuate during the	No Change in the RFP clause

			period of rollout. Therefore we request the bank to provide a provision for revision in prices if there is a fluctuation of > 20% from the agreed battery prices during the execution period.	Bank has specified SMF Batteries for 4 hours backup with full load and other accessories.
67	3.4	The implementation includes the finger-print registration process at the CD and the customized transaction processing.	Registration process is usually carried out separately in a Bank Branch under the supervision of a Bank officer. Also this is part of server implementation hence request the bank to remove this clause or amend accordingly	No Change in the RFP clause
68	16.2	Biometric function: Certification regarding working of Biometric CDs with offline mode with Base 24 switch.	Rest of description of Biometric functionality suggests ONLINE operation, while certification asked for is offline mode. We believe Bank requires ONLINE mode certification. Please clarify	Accepted
69	3.2	Certification for confirmance to any of the ...	Since there is no specific requirement set by the bank, we request the Bank to clarify and elaborate more on this clause or to delete the clause	Relevant certification of the international standards should be attached along with the offer.
70	4.6	Minimum 4 programmable secure cassette with lock and key	Since cassettes are auto locked (latch) and have the capability of tagging (serial numbered tags) and are inside the safe, therefore adding one more lock to cassette is not necessary. Also it adds more time for the people to load and unload cash. This also adds to logistical challenges of keeping individual cassette keys, securely. We request the bank to amend the clause to "Cassette with Latch or Key" which is the standard in ATM industry	No Change in the RFP clause

71	5.3	Conformance to VISA card EMV's latest specification; mention the version readiness for both the levels, Level 1 (for Card reader Hardware) & Level 2 (for Application Software)	We request the Bank to specify the requirement as EMV capability or to have license to implement the EMV at the ATM end. This involves bank to do necessary changes at the Switch end too. If the requirement is only as capability request the bank to amend it as "EMV Level 1 and Level 2 capable / upgradable when required by the Bank"	No Change in the RFP clause
72	6.5	Two serial and 2 or more USB ports	Since serial devices are no more in use, request the Bank to make this as minimum 1 serial port instead of 2	Clause may be read as One Serial and 2 or more USB Ports
73	6.9	101 keys Keyboard integrated with Mouse operations (no separate mouse)	Since our machine and application is fully integrated, there is no requirement of 101 Keyboard and mouse. Moreover keeping keyboard at the ATM is serious security risk hence we request the bank to amend the clause to " Required h/w and s/w to allow Bank custodian/CIT for the day to day operations at the ATM "	No Change in the RFP clause
74	7.1	SVGA compliant (1024 X 768) 15" color LCD Display with touch screen having 8 or more operational or functional display keys	By having touch and FDK creates confusion to user and failure of one device cannot be tracked remotely. Request the Bank to amend the clause to " SVGA compliant (1024 X 768) 15" color LCD Display with touch screen or 8 or more functional display keys "	No Change in the RFP clause
75	7.2	Rugged, spill proof metallic keyboard with keys (Latest EPP version compliant) Must be Triple DES Enabled for MasterCard and	We request the Bank to amend the clause to " Rugged, spill proof metallic/polycarbonate keyboard with keys (Latest EPP version	

		VISA Standards Keypad must be ADA compliant.	compliant) Must be Triple DES Enabled for MasterCard and VISA Standards Keypad must be ADA compliant"	No Change in the RFP clause
76	8.5	Braille Numeric Keypad with 16 keys	Since Braille is not being used by more than 90% of visually challenged people globally. request the Bank to amend the clause to "AFA complied Keypad" This is also being agreed by the visually challenged people and banks are implementing the solution which are more friendly for the blind	Clause may be read as Braille Numeric Keypad with 16 keys / AFA complied Keypad
77	11.3	Antivirus	Since Antivirus updates cannot be done over the network due to network speed issue We request the Bank to amend the clause to "Hardened OS to be provided by blocking all unwanted ports and applications	No Change in the RFP clause
78	13	Remote Status Indicator	We request the Bank to clarify the requirement as the requirement is ability to send messages to remote host "ATM switch" for the below mentioned device status as part of the application provided by the vendor	No Change in the RFP clause
79	14	Two channel DVR	We request the Bank to clarify the requirement. Our solution has ability to have 2 channels DVR (2 camera). One will be "internal" and second one can be upgraded as necessary when ever required by the bank "External" as upgrade	Requirements of the Bank are clearly mentioned in RFP. No Change in the RFP clause
80	15.1	Should operate in a range of temperature from -10 degree	We request the Bank to amend this clause as "Should operate in a	

		Centigrade to 50 degree Centigrade	range of temperature from +10 degree Centigrade to 40 degree Centigrade"	No Change in the RFP clause
81	15.1	Should be capable of operating in range of relative humidity conditions from 10%to 100%	We request the Bank to amend the clause to "Should be capable of operating in range of relative humidity conditions from 20%to 80%	No Change in the RFP clause
82	16.2	The CD will be connected to the switch. The switch will identify whether transaction.... Scanning of fingure (registration module)	We request the Bank to clarify on the registration requirement as requested in clause 3.4	The vendor should provide the CDs which should support the Biometric facility. The vendor has to educate the Branch officials the process of registraration of the finger of the customers.
83	17.2	CDs installed should have Braille keypads for persons with visual impairment	Request the Bank to amend this clause to "Braille or AFA compliance" as requested in clause 8.5	Clause may be read as Braille Numeric Keypad with 16 keys / AFA complied Keypad
84	1	Vitrified Ceramic tiles 600x600 mm	Request Bank to incorporate Vitrified or Ceramic tiles	No Change in the RFP clause
85	2	Gypsum Board false ceiling	Request the bank to consider the following specification for False ceiling : "False ceiling GI tiles metal sheet plain (Armstrong or Interarch or equivalent) of size 600 cm x 600 cm non-perforated made out of 0.3 mm Galvanised steel non perforated with powder coated finish. GI sections for grid suspension system. Cut-outs to be made for accommodating lighting"	Providing and fixing in position false ceiling with 12.5 mm thick tapered edge gypsum board conforming to IS 2095 including providing and fixing framework made of special sections power pressed from M.S. sheet and galvanized in accordance with zinc coating 600 as per IS 277 and consisting of angel cleats of size 25 mm wide x 16 mm thick with flanges of 22 mm and 37 mm at 1200 mm

				<p>centre to centre one flange fixed to the ceiling with dash fastener 12.5 mm dia x 40 mm long with 6 mm dia. Bolts to the angle hangers of 25x25x5 mm of required length. The other end of angle hanger being fixed with nut and bolts to G.I. channels 45 mm x 45 mm x 0.9 mm, running at the rate of 1200 mm centre to centre to which the ceiling section 0.5 mm thick bottom wedge of 80 mm with tapered flanges of 26 mm each having clips of 10.5 mm at 450 mm centre to centre shall be fixed in a direction perpendicular to G.I. channel with connecting clips made out of 2.64 mm dia x 230 mm long G.I. wire at each junction including fixing the gypsum board with ceiling section and perimeter channels 0.5 mm thick 27 mm high having flanges of 20 mm and 30 mm long.</p> <p>The perimeter of ceiling fixed to wall/partition with the help of raw plugs at 450 mm centre to centre with 25 v mm long drive all screws @ 230 mm interval including jointing and fixing to a flush finish of tapered and squareedges of</p>
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				the gypsum board with recommended filter, paper tapes, finisher and two coats of primer suitable for gypsum board as per manufacturers specification and also including the cost of making openings for light fittings,grills, diffusers, cutouts made with frame of perimeter channels suitably fixed all complete as per drawing and specification and direction of the Employer / consultants but excluding the cost of painting. (The work is to be carried out through authorized applicator of the Manufacturer).
86	6	Wall paneling with seasoned Malaysian Sal wood framework finished with 1.5 mm thick laminate sheet of approved shade and quality over double layer 4 mm thick phenol formaldehyde bonded plyboard of approved quality	Request the bank to consider the following change in the specification-"Laminate should be 1 mm instade of 1.5 Laminate; and 9mm ply will be use instead of over double layer 4 mm thick phenol formaldehyde bonded plyboard "	Constructing wall paneling over well seasoned Malaysian sat wood frame work finished with 1.5 mm thick laminate sheet of approved shade and quality Malaysian Sal over double layer 4 mm thick phenol formaldehyde bonded ply board of approved quality incorporating two bands of 150 mm wide each leaving a gap of 75 mm wide in between the bands - the bands are to be finished with 1.5 mm thick phenol formaldehyde bonded ply board of approved quality. Top band is to be placed at a

				level 300 mm from false ceiling. Timber for frame work are too treated with two coats of wood preservative of approved quality, all complete as in drawing.
87	7	Supplying and erecting opaque partition double layer 4 mm thick phenol formaldehyde bonded plyboard of approved quality	Request the bank to consider the following change in the specification-"Laminate should be 1 mm instade of 1.5 Laminate; and 9mm ply will be use instead of over double layer 4 mm thick phenol formaldehyde bonded plyboard "	No Change in the RFP clause
88	7.1	Opaque partition with one side laminate and enamel paint finish on other side	We request the bank to provide the exact specification of the same	No Change in the RFP clause
89	19.1	Openable portion.	We request the bank to provide the exact specification of the same. We suggest the following specification - " Providing and fixing Aluminium door comprising of approximate 83.5mm vertical members, approximate 85-90 mm top & bottom, approximate 83.5 mm middle member, Black powder coated. Thickness of section not less than 1.5 mm. Godrej / Dorma / /Hafele/ Ingersol Rand/Insta Floor spring and Pivot on top. 4 mm clear polycarbonate sheet . Suitable Rubber beading. Wool pile/ Weather strip on one vertical member. Providing and fixing colour customised door handle to fit on Aluminium section. "	Providing and fixing twin style door made of 40 mm thick well seasoned teak wood of special design for top and bottom styles of the door 12 mm thick clear float glass, necessary hardware fixtures of approved make and design viz. double action floor spring, lock, handle made of polycarbonate sheet incorporating logo of the Bank over 12 mm thick ply board of overall size approx. 174 mm x 174 mm complete with all materials and labor as per drawing on both faces of the door shutter. All exposed timber surfaces are tobe polished in approved color and finished with N.C lacquer

				in mat satin finish.
90	19.2	Fixed portion	We request the bank to provide the exact specification of the same. We suggest the following specification - "Providing and fixing Aluminium panel openable comprising of approximate 83.5mm vertical members, appropriate top & bottom and middle members, Black powder coated. Thickness of section not less than 1.5 mm. 6 mm clear glass to be used. The door (specs given above) in all cases will always be 3'6"X7'. Depending on the width of the façade, one or two panels may be made. One panel will work as an emergency door with minimum width of 2' on the side of the floorspring to be openable with 4 Nos of 3" Stainless steel hinges one edge and towerbolt on the top and bottom on the other edge."	Providing and fixing twin style door made of 40 mm thick well seasoned teak wood of special design for top and bottom styles of the door 12 mm thick clear float glass, necessary hardware fixtures of approved make and design viz. double action floor spring, lock, handle made of polycarbonate sheet incorporating logo of the Bank over 12 mm thick ply board of overall size approx. 174 mm x 174 mm complete with all materials and labor as per drawing on both faces of the door shutter. All exposed timber surfaces are to be polished in approved color and finished with N.C lacquer in mat satin finish.
91	23	Writing ledge	We request the bank to provide the exact specification of the same.	Supplying and erecting wall mounted customers' writing ledge of approx. size 450 mm x 300 mm including the rear side to be fixed above 100 mm from finished floor level, made of 19 mm thick phenol formaldehyde bonded ply board and the bracket supporting the writing ledge made of 25 mm thick C P 22 Writing ledge teak wood. The back of the writing ledge is to be fixed on the wall panelling

				through the frame work of the panelling by c.p brass rounded headed screws. All the exposed timber surfaces including all free edges are to be finished with 1.5 mm thick laminate sheet (ink - 1032 of Mis. Merino or similar approved equivalent) all complete as in drawing.
		SECTION – II		
92		ELECTRICAL WORK		
	1	Supplying and Installing MCB Distribution box		
	1.1	Lighting distribution box (LDB)	Suggested to cover in Item 7.1	No Change in the RFP clause
	1.2	UPS Distribution Board (UPSDB)	Suggested to cover in Item 7.1	No Change in the RFP clause
93	2	Industrial Type Metal Clad Socket DB (ISDB). The DB Consisting of the following		
	2.1	1no 32A, 3-pin industrial socket with matching plug.	Suggested to cover in Item 7.1	No Change in the RFP clause
	2.2	1 no. 25A 3-pin industrial type socket with matching plug.	Suggested to cover in Item 7.1	No Change in the RFP clause
94	7	Point Wiring for light & 6A Socket		
	7.1	Light points(all types)	Request the bank to include the items mentioned in 1.1' 1.2,2.1 and 2.2, 7.1,7.2,7.4 and 8 all under one comprehensive Distribution Box with the suggested specifications - "Modular distribution board comprising of Incomer 63 A Isolator	No Change in the RFP clause

			(4 pole). One Double Pole 32 A MCB at incomer & 3 outgoing 16A SP MCB controlled for ATM, Emergency Light. 4 Nos UPS 6/16A Modular Switch Socket Output . 2 Nos, 20A Metal Clad Socket should be provided for UPS Incoming & Outgoing. One more Double Pole 32 A MCB at incomer for 02 Nos 20A Metal Clad for ACs. two provision for Timer. 2 Nos. 16A SP MCB should be available for general light & 01 No 16A SP MCB should feed the supply 2Nos 6/16A Modular Switch Socket at Raw ower..Lighting points including circuit wiring with 1.5 Sq mm copper wire and for UPS and AC input and output wiring 4 Sq mm copper wire through cable manager. All neutral and earth links should be of minimum 63A. All Switches, MCBs, ELCBs, cables to be ISI make: Legrand, GE, Anchor Roma, MK, Indokrupp, Crabtree, Finolex, L&T, Siemens."	
95	7.4	5 pin 6A modular type socket with switch on light switch board.	Suggested to cover in Item 7.1	No Change in the RFP clause
96	8	Supply and Fixing of Timer Switch for Controlling outside Light	Suggested to cover in Item 7.1	No Change in the RFP clause
97	11.1	300 X 300 X 3 mm copper plate earthing stations with earthing resistance less than 2 OHM including watering PVC/GI Pipe with funnel, excavation in soft murrum and back filling, salt and cold feeling linlayers, 10"X10" masonry chamber with sand	We request the bank to consider the following Specification - "Based on Earthing Electrode with inbuilt copper strip/GEL/GAF based. Should have resistance< 1 Ohm and should be < 2V between neutral and earth. Suitable electrode be used as per the site requirements.	The clause may be read as under: Supply and laying of 2 x 25 sq. mm PVC insulated copper earth lead – jn - cable partly on wall surfaces / partly through 25 mm dia. G.I. Conduit to be laid at an

		plaster, RCC or cast iron led, earthing connectivity to be in 10SWG copper wire in PVC conduit from bottom of the pit to the existing ground level, complete.	Earth enhanced compound powder (Gel) with hardener to be provided minimum 20Kg per site/ Back Fill/Site Filled compound (BFC/BSC)- 100 Kg. . The electrode should be minimum 50mm dia and 2 Meter length. Dedicated earthing for ATM"	average depth of 500 mm below ground level including Connection with copper plate & UPS DB by means of socket, tapes etc. as required. Minimum clearance between well surface and copper earth lead-in-cable should be 6 mm.
98	16	Supply and fixing of 4.5 kg Fire Extinguisher Unit of approved make (Minimax) with mounting arrangement on wall, pipesand all accessories, the extinguisher to be filled up properly with gas	We request the bank to consider taking a Fire Extinguisher of either 2 kg or 1 kg instead of 4.5 kg Fire Extinguisher because it is very unlikely that a 4.5 kg Fire extinguisher will be fully used even in the case of fire	Clause may be read as under Supply and fixing of 4.0 kg Fire Extinguisher Unit of approved make (Minimax) with mounting arrangement on wall, pipesand all accessories, the extinguisher to be filled up properly with gas.
99	Page No. 5 / 3 Broad Scope of Work 3.5	The selected bidder should then identify atleast three sites for installation of CDs within the area Chosen by the Bank. The selected bidder should conduct a feasibility study of each of the site. The selected bidder should study other Bank's ATMs /CDs located in the aforesaid area like the average number of hits, existing market rate for CD/ATM premises, network feasibility etc and submit the report to the concerned Zonal Manager of the Bank. The feasibility will include the following:	We request the bank to delete the scope of work mentioned in point 3.5 of broad scope of work, since all these activity will delay the project to a great extent as decisions will be decentralized with zonal Managers	Requirements of the Bank are clearly mentioned in RFP. No Change in the RFP clause

		<ul style="list-style-type: none"> _ Premises should preferably be located on ground floor. There could be few exceptions like premises in Malls, Shopping Centre etc. where infrastructure facilities like lifts, escalators are available. _ The premises must be suitable from the security point of view and have all basic amenities such as adequate sanitary arrangements, water and electricity, natural light and ventilation. _ Availability of three-phase power connection with minimum power load of 10 KVA for supply to ATM/CD, UPS, AC, VSAT/ Communication equipment etc. which are to be installed in the ATM/CDs site. _ The premises structure should be strong enough to bear the weight of CD/ ATM and other networking equipments. _ Landlord must have a clear title to the property. _ Feasibility of leased lines. _ Approval for VSAT installation (if required), Bank Signage Boards etc. 		
100	12. Paying Authority	The payments as per the Payment Schedule covered	We request the bank for a centralized payment from the	Requirements of the Bank are

		hereinabove shall be paid by the concerned Zonal Manager of UCO Bank under whose jurisdiction the concerned site falls	Head office.	clearly mentioned in RFP. No Change in the RFP clause
101	15 LIQUIDATED DAMAGES	Notwithstanding UCO Bank's right to cancel the order, liquidated damages at 0.5% of the order value per site per week will be charged for every week's delay in the execution of the purchase order beyond the specified delivery/installation schedule subject to a maximum of 5% of the order value.	We request to amend the liquidated damages to 0.1% of the order value per sit per week and the maxium cap to be 2% of the order value.	No Change in the RFP clause
102	35. Warranty	Warranty should not become void if UCO BANK buys any other supplemental hardware from a certified third party and installs it with these equipments.	We request to amend this clause As Warranty should not become void if UCO BANK buys any other supplemental hardware from a OEM certified third party and installs it with these equipments	No Change in the RFP clause
103	39 ,40 And 41 / Annexure-IV-B And Annexure IV – C	BILL OF MATERIAL AND PRICE SCHEDULE TOTAL COST OF OWNERSHIP	We request the bank to exclude the Optional items as mentioned from Sr.no 6 to sr.no 26 in Annexure IV – B and Annexure – IV – C for arriving at the Total cost of ownership for L1 calculation The bank can take the pricing for these Optional item and negotiate separately with the selected bidder or bidders	Requirements of the Bank are clearly mentioned in RFP. No Change in the RFP clause
104	34 / 3	Coil coated aluminium sheet false ceiling system on Shutter box.	Can this be changed as ACP Panelling for shutter boxing?	No Change in the RFP clause

105	34 / 5	Rubber wooden cornice	Can this item be deleted?	No Change in the RFP clause
106	34 / 6	Wall paneling with wood work and laminate	Can this be changed with aluminium framing and ACP cladding. Faster execution and easy maintenance?	No Change in the RFP clause
107	34 / 7	Opeque partition with double layer	Can this be treated with ACP Partition with aluminium frame work,, ACP is cladded on 4mm ply from visible surface instead of laminate. It will give better strength.	No Change in the RFP clause
108	35 19 and 19.1	Twin style door 1) openable and 2) fixed	This is main door..needed specification properly?	Providing and fixing twin style door made of 40 mm thick well seasoned teak wood of special design for top and bottom styles of the door 12 mm thick clear float glass, necessary hardware fixtures of approved make and design viz.19 Twin style door .. double action floor spring, lock, handle made of polycarbonate sheet incorporating logo of the Bank over 12 mm thick ply board of overall size approx. 174 mm x 174 mm complete with all materials and labor as per drawing on both faces of the door shutter. All exposed timber surfaces are to be polished in approved color and finished with N.C lacquer in mat satin finish.
109	37 11.1	300x300 earthing with conventional meethod of digging the earth and filling the	Can this is changed with Chemical Earthing? Having good resistance power and sustain in	No Change in the RFP clause

		material.	bad weather condition.	
110	38 16	4.5 kg fire extinguisher to be provided.	Can this be changed with 2 kg ABC type fire extinguisher? it is not easily available.	Clause may be read as under Supply and fixing of 4.0 kg Fire Extinguisher Unit of approved make (Minimax) with mounting arrangement on wall, pipes and all accessories, the extinguisher to be filled up properly with gas.
111	Page 4, Sr. No. 3.2	It is the responsibility of the selected bidder to deploy the existing and new (if any) display screens in CDs as and when decided by the Bank.	Need clarity on loading screen	Arrangement for loading of Transactions as well as Product Promotional Screens to be done by the selected bidder as and when asked by the Bank at no additional cost to the Bank.
112	Page 11, Sr. No. 7.1	Site Development and Supply & Installation of Cash Dispensers will be spread over a period of twenty four months, as per Bank's requirement, from the date of award of contract	We request bank to provide the tentative schedule of deployment month wise.	Depending upon the business requirement of the Bank, deployment schedule may be spread over a period of twenty four months.
113	Page 14 of 42	15. Liquidated Damages 16. Penalty	a) Vendor would require clarification on when penalty will be applicable & also would request Bank to confirm that only LD or penalty will be levied, but not both. B) We request bank to clarify that as mentioned in LD the maximum limit of 5% should be applicable for penalty also.	Penalty will be applicable, If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document. The amount will be decided by the Bank.
114	Page 29, Sr.No. 7.1	SVGA compliant (1024 X 768) 15" color LCD Display with touch screen having 8 or more operational or functional display keys	Technical offer: 15" LCD with touch screen and 8 operation key pad. Bank needs both Touch Screen and 8 operation keys. This would ADD cost to the price. We request the	No Change in the RFP clause

			Bank to kindly consider only Touch Screen option.	
115	Page 11 of 42	The selected bidder (s) should ensure 99% uptime of individual CDs	We would like to request the bank to further clarify that vendor shall not be liable to the downtime of the CD in the following cases 1 Consumer printer and JP being out of forms 2 Paper jame caused by use of paper rolls of inferior quality 3 Currency jams due to unusable notes (Dusty ,soiled, old, torn, 3 Scratch marks on the magnetic strip of a customer card as a result of which the CD is not able to read the card 4 Problem caused by power cuts and improper switching on the ATM after restoration of power. 5 In an event due to bank issues(N/w not valuable, power not available),	No Change in the RFP clause
116	Page 37 of 42	Supply, Installation Testing and commissioning of 2KVA 1 Phase complete with SMF Battery for 4 hours backup with full load and other accessories	Please confirm if 4 Hours backup is required on CD Load or full resistive load. It would be ideal to specify the quantity of batteries required along with their AH rating for better clarity of bank's requirement.	Requirements of the Bank are clearly mentioned in RFP. No Change in the RFP clause Bank has specified SMF Batteries for 4 hours backup with full load and other accessories.
117		Warranty for UPS Battery	The life of the battery is between 12 to 18 months and UPS vendors do not provide warranty more than this period. Please keep the warranty of UPS as 36 months and warranty for	No Change in the RFP clause

			battery as 18 months	
118	Page 36 of 42	Railing Shutter (Flat type)	Bank has not specified guage value for the shutter. Hence suggest bank to modify the requirement	Supplying and fixing rolling shutters of approved make, made of 80 x 1.25 mm thick M.S laths interlocked together through their entire length and jointed together at the end by end locks mounted on specially designed piped shaft with brackets, side guides and arrangements for inside and outside locking with push and pull operation, complete including the cost of providing and fixing necessary 27.5 cm long wire springs grade no 2 and 1.25 mm thick M.5 top cover for rolling shutters including applying two coats of synthetic enamel paint of approved shade and brand over a coat of approved steel primer.
119	Page 32 of 42	Visual Impaired Kit for the above CDs	Please confirm Vendor has to provide audio files or Bank will provide the same for integrate with our s/w.	Audio / Video Guidance Screens files will be provided by the Bank, selected bidder has ensure their successful integration with CD s/w.
120	Page 12 of 42	PAYMENT TERMS	In case the ATM is not getting installed due to bank pendency, what will be the time frame for the payment to be released vendor .	Requirements of the Bank are clearly mentioned in RFP. No Change in the RFP clause
121	Page 31,	CD Surveillance	DVR down indicators: Please clarify	CD should be capable of providing remote DVS system down indicators.

122	Page 35 of 42	Moulding on Granite	Vendor suggests that measurement should be in RFT (Running Feet) and not in SQFT as mentioned by bank in the RFP	No Change in the RFP clause
123	Page 27 Clause no-3.1	Cash Dispenser offered must be certified UL291 Level 1 chest with combination lock and key.	Lock specifications needs to be clarified more. Is it simple electronic lock 6+6 combination?	Electronic lock with combination keys
124	Page 28 Clause no-5.2	EMV Level 1 & 2	We have EMV level 1. We request Bank to amend the this clause to allow EMV Level 1 for card reader to participate and increase competition.	No Change in the RFP clause
125	Page 28 Clause no-5.6	Bar Code Compatibility	This spec is covered under card reader section. Does this mean Bank require Barcode reader as essential / as optional?	Requirements of the Bank are clearly mentioned in RFP. No Change in the RFP clause
126	Page 29 Clause no-8.1	The PIN PAD must be enabled with EPP Version 5.0 or above. (Mention version offered to bank)	We request Bank for EPP with PCI 2.0 certificate to allow. EPP with Ver. 5.0 is specific to a single Brand.	Requirements of the Bank are clearly mentioned in RFP. No Change in the RFP clause
127	Page 32 Clause no-15.1 & 15.2	Environment conditions	We request Bank to amend the range as following: Temp: +5 to +40 Deg Humidity: 10% to 90% RH.	No Change in the RFP clause
128	Page 37, Sec II, Point 14 under Electrical Work – Annex IV-A	Supply, Install, Testing & Commissioning of online UPS 2 kVA 4 Hrs	We request Bank to allow Eaton-Lipi Brand along with other Brands. We are UCO Bank empanelled UPS	In addition to the listited UPS make/ model, bidder may also supply UPS of make – ACCEL Frontline, CMS

			<p>vendor since 2008-2009 and supplied over 800 UPS in CBS Br & in few ATM sites, including Mobile ATM/Br.</p>	<p>Infosystems Pvt Ltd, PCS Technology Ltd, LIPI Data Systems Ltd, Uniline Energy System, Tritronics (India) P. Ltd.</p> <p>Bank has specified SMF Batteries for 4 hours backup with full load and other accessories.</p>
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Note: Under the special circumstances, bank reserves the right to place the Order only for Cash Dispensers (CDs) i.e without Site Development with the selected bidder.

We hope the above clarifications would definitely satisfy queries of all vendors and response would reach us on scheduled date and time. Please also find here below the modified version of Annexure-I as mentioned in RFP page no. 24.

Yours sincerely,

**Assistant General Manager – ADC
UCO Bank, H.O, ATM Cell**

Modified Version

Annexure – I

(Tender offer forwarding letter)

Tender Reference No.: _____

Date: XX . XX . 2010

The General Manager (IT)
UCO Bank,
Department of Information Technology (DIT),
Head Office II, 5th Floor 3 & 4 DD Block,
Sector -1, Salt Lake City, Kolkata -700064

Dear Sir,

Sub: Your RFP for “ Site Development and Supply & Installation of Cash Dispensers” Ref No. RFP No. Dated.

With reference to the above RFP, having examined and understood the instructions including all annexures, terms and conditions forming part of the Bid, we hereby enclose our offer for **Site Development and Supply & Installation of Cash Dispensers** as mentioned in the RFP document forming Technical as well as Commercial Bids being parts of the above referred Bid.

In the event of acceptance of our Technical as well as Commercial Bids by the bank we undertake to commence Site Development and Supply & Installation of Cash Dispensers as per the terms & conditions of your purchase orders.

In the event of our selection by the bank for undertaking Site Development and Supply & Installation of Cash Dispensers, we will submit a Performance Guarantee for a sum equivalent to **10% of the project cost** for a period of Three years effective from the month of execution of Service Level Agreement in favour of UCO Bank.

We agree to abide by the terms and conditions of this tender offer till 180 days from the date of commercial bid opening and our offer shall remain binding upon us which may be accepted by the Bank any time before expiry of 180 days.

Until a formal contract is executed, this tender offer, together with the Bank's written acceptance thereof and Bank's notification of award, shall constitute a binding contract between us.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive

We enclose the following Demand draft(s)/Bank Guarantee:

1. DD No. dated for `XXX/- (Rupees XXX only) as Cost of RFP Document &
2. DD No. dated for `XXX/- (Rupees XXX only) as EMD.

Or

Bank Guarantee of `XXX/- (Rupees XXX only) issued by XXX Bank, as EMD

Above/Both DD/s is/are issued in favour of UCO Bank by..... Bank,..... Branch payable at Kolkata.

Dated this ____ day of _____ 2010

Signature: _____

(In the Capacity of) _____

Duly authorized to sign the tender offer for and on behalf of