



इंडियन ओवरसीज बैंक Indian Overseas Bank  
केंद्रीय कार्यालय Central Office

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Tender reference: RFP/ITD/002/24-25 dated 25.11.2024- RFP for Procurement of 400 no's of cash dispensers under Opex model.

All other terms and conditions given in various clauses/sub-clauses/annexures in the tender referred above to the extent not modified below shall remain unchanged and continue to be applicable.

Corrigendum no. 2 and pre bid response

Date: 02.01.2025

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Corrigendum:

S. No	Pg. No	Clause No	Existing clause	Amended clause
1.	10	3.5	<p>Eligibility Criteria (EC)</p> <p>6. The OEM of the proposed cash dispenser should have an installed base of 300 cash dispenser under a single order in any scheduled commercial bank (private/public) in India within last 3 years from the date of bid submission.</p> <p>Purchase Order copies and Satisfactory Client Certificate for cash dispensers should be submitted along with the technical bid.</p>	<p>Eligibility Criteria (EC)</p> <p>6. The OEM of the proposed cash dispenser should have an <b>installed base of 300 cash dispensers/cash recyclers</b> under a single order in any scheduled commercial bank (private/public) in India within last 3 years from the date of bid submission.</p> <p>Purchase Order copies and Satisfactory Client Certificate for cash dispensers should be submitted along with the technical bid.</p>
2.	10	3.5	<p>Eligibility Criteria (EC)</p>	<p>Eligibility Criteria (EC)</p>

		<p>7. The bidder should be Original Equipment Manufacturer of the cash dispenser or the premium partner of OEM. The Bidder must be in position to provide support / maintenance / up gradation during the period of contract with the Bank and must be having back-to-back support from OEM.</p> <p>Bidder, be it OEM or premium partner, to submit a letter of authorization / Manufacturer Authorization Form (MAF) as per format provided in format 8.9 of this RFP. Either OEM of Cash dispenser or only one of its premium partner in India shall participate in this RFP.</p> <p>Relevant Certification to be attached with the bid document. Manufacturer authorization form as per the format 8.9 provided in the tender to be submitted for all the items in BOM.</p>	<p>7. The bidder should be Original Equipment Manufacturer of the cash dispenser or the premium partner of OEM. The Bidder must be in position to provide support / maintenance / up gradation during the period of contract with the Bank and must be having back-to-back support from OEM.</p> <p>Bidder, be it OEM or premium partner, to submit a letter of authorization / Manufacturer Authorization Form (MAF) as per format provided in format 8.9 of this RFP. <b>Either OEM of Cash dispenser or its premium partners in India shall participate in this RFP.</b></p> <p>Relevant Certification to be attached with the bid document. Manufacturer authorization form as per the format 8.9 provided in the tender to be submitted for all the items in BOM.</p>
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**PRE BID RESPONSE:**

Sl.No	Page No.	Clause No.	Description	Clarification	Bank's response
1.	9	3.5 Eligibility Criteria	<p>The bidder should be Original Equipment Manufacturer of the cash dispenser or the premium partner of OEM. The Bidder must be in position to provide support / maintenance / up gradation during the period of contract with the Bank and must be having back-to-back support from OEM.</p> <p>Bidder, be it OEM or premium partner, to submit a letter of authorization / Manufacturer Authorization Form (MAF) as per format provided in format 8.9 of this RFP. Either OEM of Cash dispenser or only one of its premium partner in India shall participate in this RFP.</p>	<p>Under Section 7 of the Eligibility criteria (Page 10 ) it is mentioned as '<u>Either OEM of Cash dispenser or only one of its premium partner in India shall participate in this RFP</u>'. We request the Bank to consider our observations favourably and edit section 7 of Eligibility Criteria as "The ATM machine of a particular OEM can be supplied by the OEM themselves who are also a service provider and OR through other service providers who have obtained a Manufacturers Authorisation Form (MAF) from the OEM's"</p>	Refer Amendment.
2.	9	3.5 Eligibility Criteria	<p>The OEM of the proposed cash dispenser should have an installed base of 300 cash dispenser under a single order in any scheduled commercial bank (private/public) in India within last 3 years from the date of bid submission. The bidder should be Original Equipment Manufacturer of the cash dispenser or the premium partner of OEM. The Bidder must be in position to provide support / maintenance / up gradation during the period of contract with the Bank and must be having back-to-back support from OEM.</p> <p>Bidder, be it OEM or premium partner, to submit a letter of authorization / Manufacturer Authorization Form (MAF) as per format provided in format 8.9 of this RFP. Either OEM of Cash dispenser or only one of its premium partner in India shall participate in this RFP.</p>	<p>Request bank to update the eligibility clause, we have an option of Upgradable Cash dispenser , which provides bank the facility to convert it into CRM as per there discretion , hence it provides two in one benefit of ATM which can be converted into CRM .Hence request Bank to modify the clause to <b>The OEM of the proposed cash dispenser should have an installed base of 300 CRM / cash dispenser under a single order in any scheduled commercial bank (private/public) in India within last 3 years from the date of bid submission.</b></p>	Refer Amendment.

3.	45	5.26 Annual Maintenance Contract (AMC)	f) AMC contract with OEM support for all the deliverables can be extended at the discretion of the bank at the same rates after the expiry of the contract period with mutual agreement.	request bank to update the clause, "AMC contract with OEM support for all the deliverables can be extended at the mutual discretion of the bank at the mutually agreed rates after the expiry of the contract period with mutual agreement."	RFP clause stands
4.	15	Performance security	1. Within 15 (Fifteen) days (exclusive of holidays) of the date of acceptance of the Purchase Order, the Bidder shall furnish a bank guarantee for a value equivalent to 5% of the order value for a duration of 62 months with a claim period of 3 months (for delivery implementation & operationalization) as per format Part 8.15.	Since it is a private bank we request bank to eliminate the same or reduce the value	RFP clause stands