



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

ADDENDUM (Ref No. AUPGB:HO/FI/MicroATM/121 /Addendum-2 date: 01.12.2016)

REQUEST FOR PROPOSAL (RFP) For PROCUREMENT, INSTALLATION, COMMISSIONING,
MAINTENANCE/TECHNICAL SUPPORT OF 630 Micro ATMs

(RFP REFERENCE NO: AUPGB:HO/FI/MicroATM/121 dated 05.11.2016)

Date of tender document	: 05.11.2016
Addendum date	: 01.12.2016
Last Date for submission of tender	: 09.12.2016 upto 3:30 pm
Opening of Technical Bid	: 09.12.2016 at 4:00 pm
Date of opening of commercial bid	: Will be intimated subsequently
Cost of tender document	: Rs 5,000/- (non-refundable)
Earnest money deposit/BG in lieu of EMD	: Rs 2,50,000/- (Rs Two Lakh Fifty Thousand Only)
Venue for Submission & Opening of Bids	: ALLAHABAD UP GRAMIN BANK PROJECT OFFICE SHALIMAR CORPORATE PARK TITANIUM BLOCK-C PLOT NO-TC/G-1/1 VIBHUTI KHAND, GOMTI NAGAR LUCKNOW-226010(UP)

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Remarks
1	26 & 32	4.16.3 & 4.42.1	<p>The maximum response time for a maintenance complaint from the site of installation (i.e. time required for Supplier's maintenance engineers to report to the installations after a request call / fax/e-mail is made or letter is written) shall not exceed 5 (five) hours.</p> <p>Any MicroATM that is reported down on a given date should be repaired within 7 hours. The downtime should not in any case exceed 24 hours. The reporting will be through a telephonic message or any other mode as the bank may decide.</p>	<p>To have better support service we suggest that bank to include in RFP that, Bank's Business correspondent shall bring the Micro ATM machines to bank's head office / Regional Office for repair. The Bidder should either repair defective Micro ATM machines or any part or replace within 48 hours from the day of incident reported.</p> <p>Bank can include in RFP that, the Bidder has to maintain a buffer stock of 5% 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.</p>	<p>The maximum response time for a maintenance complaint from the site of installation (i.e. time required for Supplier's maintenance engineers to report to the 10 ROs after a request call / fax/e-mail is made or letter is written) shall not exceed 5 (five) hours.</p> <p>Any MicroATM that is reported down on a given date should be repaired within 7 hours. The downtime should not in any case exceed 24 hours. The reporting will be through a telephonic message or any other mode as the bank may decide.</p> <p>Bank's Business correspondent shall bring the Micro ATM machines to bank's Regional Office for repair. The Bidder should either repair defective Micro ATM machines or any part or replace within 24 hours from the day of incident reported.</p> <p>The Bidder has to maintain a buffer stock of 10% of the total purchased Micro ATM machine free of cost. The buffer stock will be placed at bank's 10 Regional Offices so that the 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.</p> <p>Addresses of Regional Offices are mentioned in Annexure I below.</p>
2	49	Price Schedule Format 6.3	<p>Cost for 3 years comprehensive onsite warranty (Warranty cost should be Minimum 10% of hardware cost)</p> <p>Annual Maintenance Charges for Two years after 3 years of warranty period, including Upgrades (if any) for each item (as in part II) (AMC cost should be Minimum 8% of hardware cost)</p>	<p>Please clarify whether the rate of 10% and 8% are per annum or three/two years respectively.</p>	<p>Please refer Format 6.3 below.</p>
3	10	3.11.1 i Documents Comprising the Bid	<p>Bidders undertaking for consortium support services as per format 6.15.</p>	<p>Section 6.15 is not available.</p>	<p>Please refer Format 6.15 below.</p>
4	NA	General	<p>Submission deadline</p>	<p>Request bank to please provide extension of 3-4 days as we still have queries to be clarified. This will help us to prepare quality response as per the needs of bank.</p>	<p>Bid submission will be on 09.12.16</p>

FORMAT 6.15

To:

Allahabad U.P. Gramin Bank, Information &
Technology Department, Head Office: D.M.
Colony, Civil Lines, Banda (U.P.) -210001.

Gentlemen,

Reg. : Procurement, supply, configuration, installation, testing, commissioning of MicroATM devices

Ref: Your RFF Ref:

dated -

We hereby certify that:

1. The systems offered and / or other services or solution of another consortium member and the solution proposed by us will operate effectively on the system proposed by us.
2. We further confirm that we accept full responsibility for its successful operation.
3. We further undertake that we will be only single point of contact for any/all purpose.
4. We further submit that we do have a back to back agreement with all the consortium members. We further submit that required uptime, agreement to provide necessary support (including warranty period for a period of 5 years) is available. We enclose documentary proof copy of agreement with the consortium members or service providers.

Dated this.....day of..... 2016

(Signature)

(In the Capacity of)

Duly Authorized to sign proposal for and on behalf of

Note: The certificate is applicable if bidder offers the products / services through its consortium member.

Annexure 1

REGIONAL OFFICE BAHRAICH	REGIONAL OFFICE BANDA
<p>Allahabad UP Gramin Bank Regional Office Bahraich Kacheri Road Bahraich-271801</p> <p>Phone No.-05252-232106,231485 Fax:05252-234834 Email Id:brh.augb@gmail.com</p>	<p>Allahabad UP Gramin Bank Regional Office Banda Dr Bhargava's kothi Chilla Road, Banda-210001</p> <p>Phone No.-05192-220443 Fax:05192-220485 Email Id:banda.augb@gmail.com</p>
REGIONAL OFFICE BHINGA	REGIONAL OFFICE BISWAN
<p>Allahabad UP Gramin Bank Regional Office Bhinga Civil Lines (First Floor) Hospital Chauraha, Distt.-Bahraich-227001</p> <p>Phone No.-05252-236693 Email Id:bhinga.augb@gmail.com</p>	<p>Allahabad UP Gramin Bank Regional Office Biswan Bamhor House Jagannathganj, Biswan, U.P.</p> <p>Phone No.-05863-232133 Email Id:biswan.augb@gmail.com</p>
REGIONAL OFFICE CHITRAKOOT	REGIONAL OFFICE LAKHIMPUR
<p>Allahabad UP Gramin Bank Regional Office Chitrakoot Amanpur, BediPuliya Chitrakoot-210205</p> <p>Phone No.-05198-232106,231485 Fax:05198-234834 Email Id:chitrakoot.augb@gmail.com</p>	<p>Allahabad UP Gramin Bank Regional Office Lakhimpur LRP Road Lakhimpur-262701</p> <p>Phone No.-05872-263383,263307,264127 Fax:05872-262401 Email Id:Imp.augb@gmail.com</p>
REGIONAL OFFICE MAHOBA	REGIONAL OFFICE MIRZAPUR
<p>Allahabad UP Gramin Bank Regional Office Mahoba Gandhi Nagar, Near Tourist Bungalow Chatarpur Road, Mahoba-210427</p> <p>Phone No.-05281-255114 Fax:05281-255114 Email Id:mahoba.augb@gmail.com</p>	<p>Allahabad UP Gramin Bank Regional Office Mirzapur BHARHUNA CHAURAHA VARANASI ROAD, Mirzapur-231001</p> <p>Phone No.-05442- Fax:05442- Email Id:mzp.augb@gmail.com</p>
REGIONAL OFFICE ORAI	REGIONAL OFFICE SITAPUR
<p>Allahabad UP Gramin Bank Regional Office Orai Rath Road Orai (Jalaun), U.P.</p> <p>Phone No.-05162-252435,252908 Fax:05162-257840 Email Id:orai.augb@gmail.com</p>	<p>Allahabad UP Gramin Bank Regional Office Sitapur Naipalapur, Lakhimpur Road, Sitapur-261001</p> <p>Phone No.-05862-220508,220504,220498 Fax:05862-220497 Email Id:sitapur.augb@gmail.com</p>

FORMAT-6.3

Price Schedule

Part I

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

Sl. No.	Item Description	Unit Price	Qty	Price exclusive of VAT, Service tax, CST and 3 years warranty
i)	Total cost for the entire hardware and software supplied (inclusive of each item as in Part 5 of the RFP) including the cost of Micro ATM Application software, Centralized microATM Management System etc.		630	
ii)	Cost for 3 years comprehensive onsite warranty for each item (as in Sl. No. i) above). Warranty cost should be Minimum 10 % per annum of total cost (as in Sl. No. i) above).		630	
iii)	Annual Maintenance Charges for Two years after 3 years of warranty period, including Upgrades (if any) for each item (as in Sl. No. i) above). AMC cost should be Minimum 8 % per annum of total cost (as in Sl. No. i) above).		630	
iv)	Integration Cost with existing FI Gateway/ CBS of the Bank.		1	
	GRAND TOTAL for the purpose of evaluation			

Optional:

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

Note: All quotes to be in INR with no linkage with foreign currency fluctuations, external /internal dependencies etc. and should be inclusive of all taxes. VAT, Service tax and CST as applicable in Uttar Pradesh will be paid on actual basis.

Important Notes:

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

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

Signature of Bidder : _____

Name : _____

Business address : _____

Place :

Date :

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