

Date: 11/05/2023

Corrigendum - 1 to RFP# 02/2023-24 For Supply, Installation & Maintenance of 300 Multi-Function Kiosks under CAPEX Model floated on GEM portal with Bid Number: GEM/2023/B/3368318 Dated 19.04.2023

With reference to **RFP# 02/2023-24 for Supply, Installation & Maintenance of 300 Multi-Function Kiosks under CAPEX Model with Bid Number: GEM/2023/B/3368318 Dated 19.04.2023** published on GEM Portal, various newspapers and in Bank's corporate website. Pre-bid meeting conducted on 29-04-2023 at 15:00 hours. The following amendments are made to the RFP document and based on the request from bidders, due date for bid submission is extended as under with immediate effect.

1. RFP Calendar stands revised as under:

Last date and time for submission Of Bid Document	26.05.2023 up to 16:00 hours
Date and Time of Technical Bid Opening	26.05.2023 at 16:30 hours

Note- Bid should be submitted online on GEM portal.

2. Amendments made to RFP:

Sr. No.	RFP Page No.	RFP Point/ Section No./ Clause No.	Clause as per RFP	Clause Revised as
1	113	Annexure-D- Eligibility Criteria	Bidder should have experience in deploying/ undertaking the activities of Managed Services for at least 500 MFKs/ other Kiosks cumulatively in India in any of the BFSI institution in last three years from the date of issuance of this RFP. PO copy & Satisfactory service letter/completion letter from the Client must be enclosed.	Bidder should have experience in deploying/ undertaking the activities of Managed Services for at least 240 MFKs/ Cheque Deposit Kiosks/Self Update Passbook Kiosks / Any Other Banking function Kiosks cumulatively in India in any of the BFSI institution in last three years from the date of issuance of this RFP. PO copy & Satisfactory service letter/completion letter from the Client must be enclosed.
2	30	Point No. 7.27 Exit Option & Contract Re-negotiation	g. Delay in delivery / installation / commissioning of Video Conferencing solution beyond the specified period for the same as mentioned in the order.	g. Delay in delivery / installation / commissioning of Multi-Function Kiosk beyond the specified period for the same as mentioned in the order.

Sr. No.	RFP Page No.	RFP Point/ Section No./ Clause No.	Clause as per RFP	Clause Revised as
3	57	Point. 8.5 Annexure 5 : Tender Offer Cover Letter	Having examined the tender documents including the annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver video conferencing components in conformity with the said tender documents in accordance with the Prices indicated in the Commercial bid and made part of this tender.	Revised Annexure-5 Tender Offer Cover Letter is attached with this corrigendum
4	95 & 125	Point No. 8.27 Annexure C – Scope of Work- HIGH LEVEL TECHNICAL SPECIFICATIONS- Debit Card Printer, Scanner and Keyboard & Point No. 8.32 Annexure H – COMPLIANCE TO TECHNICAL SPECIFICATIONS Point No. 3d Debit Card Printer, Scanner and Keyboard	A4 Printer Printer speeds up to 480 cps Printer head life of 400 million characters Feeder Capacity should have at least one 500 card feeder Multi Hopper Card Printer with embosser	A4 Laser printer (single function) Printer speeds up to 20 PPM Modified as “At least one stacker with minimum 100 card capacity with thermal printing and retract bin (30 to 50)”
5	47	Point No. 7.55 Guarantees	A certificate signed by the CFO / Company Secretary of the Company should be submitted before the Pre-Delivery inspection confirming that all the components / parts/assembly software used in the Self Update	A certificate signed by the CFO / Company Secretary of the Company should be submitted before the Pre-Delivery inspection confirming that all the components / parts/assembly software used in the Multi-Function Kiosk are original new ones and no

Sr. No.	RFP Page No.	RFP Point/ Section No./ Clause No.	Clause as per RFP	Clause Revised as
			passbook printer Kiosk are original new ones and no refurbished/ duplicate / second hand components/ parts/assembly/software are used	refurbished/ duplicate / second hand components/ parts/assembly/software are used
6	90/91	Point No. 8.26 Annexure B Technical Evaluation Criteria Point No. 1a & 1b Evaluation Parameter	a) in Public sector undertaking / Govt. Organization/ PSBs/ Public Insurance companies (6 Marks for each implementation with Min 500 Self Update Passbook Printing Kiosk and in multiple of 6 for each such successful installation subjected to Max 18 Marks) b) in private Banks / foreign banks/ any other BFSI Sector (4 Marks for each implementation with Min 500 Self Update Passbook Printing Kiosks and in multiple of 4 for each such successful installation subjected to Max 12 Marks)	Annexure – B Technical Evaluation Criteria is revised and attached with this corrigendum
7	128	Point No. 8.32. ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS Additional Terms: Point No. 5	We offer a comprehensive warranty period of 36 months from the date of installation/satisfactory commissioning of the equipment without any visit charges/part replacement charges and comprehensive AMC of 48 months after warranty period without any visit charges/part replacement charges.	We offer a comprehensive warranty period of 36 months from the date of installation/ satisfactory commissioning of the equipment without any visit charges/part replacement charges and comprehensive AMC of 24 months after warranty period without any visit charges/part replacement charges.

Sr. No.	RFP Page No.	RFP Point/ Section No./ Clause No.	Clause as per RFP	Clause Revised as
8	92	ANNEXURE C: SCOPE OF WORK - Project Scope	g. The MFK to be supplied & installed must be new (not refurbished) with technology of touch screen, EPP Keypad, Debit Card Printing Machine, Receipt Printer, A4 Printer, Scanner, Web Camera, Signature Pad with Sign pen.	EPP Keypad is not required in the scope. Hence the revised clause as under: g. The MFK to be supplied & installed must be new (not refurbished) with technology of touch screen, Debit Card Printing Machine, Receipt Printer, A4 Printer, Scanner, Web Camera, Signature Pad with Sign pen.
9	95	Point 8.27 ANNEXURE C: SCOPE OF WORK - HIGH LEVEL TECHNICAL SPECIFICATIONS - Hardware	Kiosk machine should be with the technology of touch screen, EPP Keypad, Debit Card Printing Machine, A4 Printer, Receipt Printer, Scanner, Web Camera, Signature Pad with Sign pen, Speaker, Biometric reader	EPP Keypad is not required. Kiosk machine should be with the technology of touch screen, Debit Card Printing Machine, A4 Printer, Receipt Printer, Scanner, Web Camera, Signature Pad with Sign pen, Speaker, Biometric reader
10	98	Point 8.27 HIGH LEVEL TECHNICAL SPECIFICATIONS Security	PCI 2.0 certified EPP	EPP is removed from the Scope of work. Hence "PCI 2.0 certified EPP" is deleted in all places in RFP
11	21	Point No. 4.32 Service Continuity	After the completion of initial period of 07 (Seven) years, the contract may be extended/renewed for such further period as would be decided by the Bank on the same terms and conditions as mentioned herein at mutually agreed cost. Till such time for the execution of renewal , the bidder shall continue to provide services to the Bank under service continuity clause.	After the completion of initial period of 05 (Five) years, the contract may be extended/renewed for such further period as would be decided by the Bank on the same terms and conditions as mentioned herein at mutually agreed cost. Till such time for the execution of renewal , the bidder shall continue to provide services to the Bank under service continuity clause.
12	93	8.27. ANNEXURE -C : SCOPE OF WORK Project Scope Point No. J	Kiosk partners shall shift the Multi-Function Kiosk to new locations as per the Bank's requirement in case of relocation without any additional cost to Bank.	Kiosk partners shall shift the Multi-Function Kiosk to new locations as per the Bank's requirement in case of relocation / Shifting charges

Sr. No.	RFP Page No.	RFP Point/ Section No./ Clause No.	Clause as per RFP	Clause Revised as
				shall be borne by the Bank as per mutually agreed rates.
13	92	ANNEXURE C: SCOPE OF WORK - Project Scope	List of Services to be covered: Cheque Deposit	"Cheque Deposit" is removed from the Scope of Work in all place in the RFP.
14	130	ANNEXURE J: SECURITY FEATURES COMPLIANCE	Kiosk Partner should ensure that traffic to be end to end IPsec/ AES 512 or higher version encrypted between Passbook Printing Kiosk and Bank's DC & DR.	Kiosk Partner should ensure that traffic to be end to end IPsec/ AES 512 or higher version encrypted between Multi-Function Kiosk and Bank's DC & DR.
15	126	Point 8.32 ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	Will be communication tool and will maintain log for all transactions between Passbook printing kiosk and Core banking	Will be communication tool and will maintain log for all transactions between Multi-Function Kiosk and Core banking
16	93 & 123	Point 8.27 HIGH LEVEL TECHNICAL SPECIFICATIONS Security Point 8.32 ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	PC Configuration: Male RS232 serial port	"Male RS232 Serial Port" is removed from the scope of work.
17	96	ANNEXURES / 8.27. ANNEXURE C: SCOPE OF WORK Hardware	Supply, installation and replacement of original spare parts (OEM make only) including all consumables due to any breakdowns, theft, voltage fluctuations, electrical fluctuations, Earthing related, short circuit or natural wear and tear or due to ageing of Kiosk, shall be done without any extra cost to the bank.	Supply, installation and replacement of original spare parts (OEM make only) including all consumables due to breakdowns only to be borne by the bidder without any additional cost to Bank. However, replacement against Theft, voltage fluctuations, electrical fluctuations, Earthing related, short circuit shall be borne by the Bank.

All other clauses and terms & condition of RFP# 02/2023-24 For Supply, Installation & Maintenance of 300 Multi-Function Kiosks under CAPEX Model floated on GEM portal with Bid Number: GEM/2023/B/3368318 Dated 19.04.2023 will remain unchanged.

Note: Responses to prebid queries against RFP# 02/2023-24(GEM/2023/B/3368318 Dated 19.04.2023) are uploaded separately on Bank's Website. Bidders are requested to correlate this corrigendum with the responses to prebid queries and submit bid on GeM Portal accordingly.

**(Shashikant Deepankar)
Deputy General Manager,
Information Technology**

REVISED ANNEXURE 5: TENDER OFFER COVER LETTER

Date: _____ 2023

Tender Reference No.: Corrigendum-1-RFP# 02/2023-24 For Supply, Installation & Maintenance of 300 Multi-Function Kiosks under CAPEX Model.

To:

The Deputy General Manager,
Information Technology,
Bank of Maharashtra,
Head Office,
1501, Lokmangal, Shivaji Nagar,
Pune – 411005

Dear Sir,

Sub: Covering Letter for **RFP# 02/2023-24**

Having examined the tender documents including the annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver Multi-Function Kiosk components in conformity with the said tender documents in accordance with the Prices indicated in the Commercial bid and made part of this tender.

We understand that the RFP provides generic specifications about all the items and it has not been prepared by keeping in view any specific bidder.

If our tender offer is accepted, we undertake to commence delivery within _____(Number) days and to complete activities defined in scope of work as specified in the Contract within _____(Number) days calculated from the date of receipt of your Notification of Award/Letter of Intent.

If our tender offer is accepted, we will obtain the guarantee of a bank for a sum equal to 10% of the Contract Price for the due performance of the Contract.

We agree to abide by this tender offer till 180 days from the date of technical bid opening and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiration of that period.

Until a formal contract is prepared and executed, this tender offer, together with the Bank's written acceptance thereof and the 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.

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Seal of Company:

Date:

Place:

REVISED ANNEXURE B: TECHNICAL EVALUATION CRITERIA

The table below highlights the parameters under the technical criteria and scoring methodology.

Technical criteria are classified under 3 heads - Expertise & Experience, Compliance to Functional Specifications and Presentation. The table below highlights the parameters under the technical criteria and scoring methodology.

SN	Criteria	Max Score
1	Bidders'/OEM's Strength / Expertise	30
2	Functional & Technical Specification	30
3	Project Planning, execution methodology and schedule, adherence with timelines	10
4	Security Features	10
5	Technical Presentation	10
6	Customer reference & Feedback	10
	Total	100
	Minimum Qualifying marks for Technical Evaluation	75

The proposal submitted by the bidders shall, therefore, be evaluated on the following parameters:

S. No.	Evaluation Parameter	Max Marks
1	Bidders'/OEM's experience in delivering & installing multi-Function Kiosk in last 5 years from the date of RFP (Copy of PO/work order along with satisfactory Performance Certificate to be submitted as necessary evidence)	30
a	in Public sector undertaking / Govt. Organization/ PSBs/ Public Insurance companies (6 Marks for each implementation with Min 100 Multi-Function Kiosk / Self Update Passbook Printing Kiosk / Cheque Deposit Kiosk/ Any Other Banking function Kiosks and in multiple of 6 for each such successful installation subjected to Max 30 Marks)	
b	in private Banks / foreign banks/ any other BFSI Sector (5 Marks for each implementation with Min 100 Multi-Function Kiosk / Self Update Passbook Printing Kiosk / Cheque Deposit Kiosk / Any Other Banking function Kiosks and in multiple of 5 for each such successful installation subjected to Max 30 Marks)	
2	Functional & Technical Specification	30

S. No.	Evaluation Parameter	Max Marks
	Marking based on the compliance to the Functional & Technical Specifications asked in the RFP.	
3	Project Planning, schedule and adherence with timelines	10
4	Security Features Marking based on the no. of security features offered with the kiosk as per Annexure- J .	10
5	Technical Presentation	10
6	Customer References and feedback (based on site visit/feedback from existing clients)	10
	Total	100
	Minimum Qualifying marks for Technical Evaluation	75

Proposed product/solution by the bidder should ensure **100% compliance for PROJECT SCOPE & TECHNICAL AND FUNCTIONAL REQUIREMENTS** defined under this RFP.

Also Bank may, at its sole discretion, decide to seek more information from the bidders in order to normalize the bids. However, bidders will be notified separately, if such normalization exercise is resorted to.

Scoring for Customer Reference/feedback

Bank may seek site reference/customer feedback through visit and/or telephonic/email feedback with the existing customers of the bidder/OEM. The inputs that have been received from the customer would be considered by the bank and this might not need any documentary evidence. This rating would be purely on the inputs (like satisfaction of the organization of the product, timeliness of implementation, promptness of support services etc.) provided by the bidder/OEM's customers and score would be assigned to bidder.

The bank at its discretion may reject the proposal of the bidder without giving any reasons whatsoever, in case the responses received from the site visits/customer feedback are negative.

The bidder would be required to coordinate for such interactions. However, the bidder would not be allowed to be party to the discussion between the bank & the bidder/OEM's clients.

Only those bidders who have qualified after Technical evaluation will be eligible for the next stage of evaluation i.e. Commercial Evaluation. Only those bidders who satisfy following conditions will be considered as eligible for commercial evaluation/ reverse auction:

1. Bidders found eligible as per eligibility criteria defined by the bank
2. Bidders scoring 75% or more marks in technical bid evaluation.

The qualifying criteria of 75% or more marks in technical evaluation is only of qualifying nature. Once, the bidder is technically qualified, the final selection of bidder would be on Least Cost Selection (LCS) basis i.e. Bidder with Lowest commercial in Commercial Evaluation shall be declared as successful (L1) bidder

Note :

1. The bidder is required to provide documentary evidence for each of the above criteria and the same would be required on the client's letter head in case of credentials
2. Further the Bank's officials would visit reference sites provided by the Bidder if deemed necessary.
3. **The minimum qualifying marks for technical evaluation is 75 and the bidder/s scoring 75 and above marks will only be considered for commercial bid evaluation process. Bank's decision in this regard shall be final.**