



**TRIPURA STATE COOPERATIVE BANK LTD.**  
**H.O. :: AGARTALA**

Response\_1 to Bidder Queries to RFP NO. TSCB/IT/ATM/2020-21/01 dated 30-09-2020

Sr. No.	PART No.	Clause No.	Page No.	Existing Clause	Bidder Query	Corrigendum / Revised text / Clarification
1	Part 5: Minimum Eligibility Criteria	3.4	9	The Bidder should have supplied at least 5000 ATMs in India till the date of bid Submission. Single order of at least 100 ATM's.	Most of the OEM do not supply their products directly, considering the same the criteria should be Bidder/OEM or Kindly consider bidder or OEM should have supplied at least 5000 ATMs in India till the date of bid submission. Single order of at least 100 ATM's	clause already exist, please follow clause no. 3.2 ( Part 5, page no.9)
					The Bidder should have supplied at least 1000 ATM's in India till the date of Bid submission. Single order of at least 50 ATM's.	No change in existing clause
					Would request to revise the condition as: Bidder/OEM's ATM machines supplied in India should be more than 5000 numbers with single order of atleast 100 ATMs.	For Bidder/OEM, please follow clause no. 3.2 ( Part 5, page no.9) and for other part, no change in existing clause
2	Part 5: Minimum Eligibility Criteria	3.6	9	Bidder must submit a Certificate that the Make and Model of ATM/CD quoted by Bidder are compliant and Integration to the TSCB's ATM/EFT Switch of Infracore Technologies Private Limited on ASP Model.	Please consider that since ATM/CD integration is responsibility of respective Switch Vendor/CBS/Bank as per NPCI & RBI guideline, therefore any concerned certification will be the responsibility of the concerned parties. However, Bidder will submit quote for relevant Make and Model of ATM/CD and will be compliant with the Technical & Functional Specification (TFS) as per Tender Requirement	No change in existing clause
3	Part 5: Minimum Eligibility Criteria	3.7	9	The Bidder should have 3 years straight turnover of at least Rs. 50 Crore in each year in last 03 FY i.e 2017-18(Audited), 2018-19 (Audited) and 2019-20 (Audited/ Unaudited) company should be in profit for the last 03 FY.	Request the Bank to revise the turnover amount to 15 Crore to include wider participation or The Bidder or OEM should have 2 years straight turnover of at least Rs.50 lakhs in each year in last 02 FY. Bidder or OEM should have been in profit for last 2 Years. or The Bidder /OEM should have 3 years straight turnover of at least 50 Crores in each year in last 03 FY ie 2017-18 ( audited ) ,2018-19 ( audited ) & 2019-20(unaudited ). Company should be in profit for the last 03 FY. OR The Bidder should have 3 years straight turnover of at least 15 Crores in each year in last 03 FY ie 2017-18 ( audited ) ,2018-19 ( audited ) & 2019-20(unaudited ). Company should be in profit for the last 03 FY.	No change in existing clause
					Would request to consider balance sheet and P/L account of Indian subsidiary and Principal company together.	Only Indian Subsidiary will be consider
					We would request Bank to modify the Clause as - "The Bidder should have 3 years straight turnover of at least Rs.20 Crore in each year in last 03 FY i.e. 2017-18 (Audited), 2018-19(Audited), 2019-20 (Audited/Unaudited) and company should have positive net worth during last 03 FY."	No change in existing clause
4	Part 5: Minimum Eligibility Criteria	3.9	9	The Bidder should have supplied at least 25 ATMs of same Brand / Model as offered by the Bidder in the state of Tripura till the date of bid submission.	The Bidder or OEM should have supplied at least 25 ATMs of same Brand/ Model as offered by the Bidder or OEM in the state of Tripura till the date of bid submission.	clause already exist, please follow clause no. 3.2 ( Part 5, page no.9)



**Managing Director**  
**Tripura State Co-op. Bank Ltd.**  
**Head Office, Agartala.**

For, Managing Director  
Tripura State Cooperative Bank



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5	Part 7 (Terms and conditions of contract (TCC))	7.9.1 (c)	14	Price quoted in the Price Schedule as per the Format in Part 10 shall be valid for a minimum period of 3 years from the date of Submission of Bid.	Since the RFP is for outright purchase of 08 ATM/CDs, request the Bank to revise the clause to read as "Price quoted in the price schedule as per the format in part 10 shall be valid for minimum period of 03 months from the date of submission of bid for the current requirement of 08 ATM/CD." For any additional requirement over and above 08 ATM/CD the price validity will be 01 Year from the date of submission of bid. The same is suggested as there is frequent Technical /regulatory changes from NPCI/ RBI so the pricing is highly volatile.	No change in existing clause
6	Part 7 (Terms and conditions of contract (TCC))	7.37 (Schedule-A)	21	50% of the ATMs/CDs will be paid on the Delivery of the Equipment and submission of Invoice / Delivery Challan from concerned Bank branches. 50% of the ATMs/CDs will be paid on the successful Installation and User Acceptance Testing (UAT) of the Equipments.	85% of the ATMs/ CDs will be paid on the Delivery of the Equipment and submission of Invoice/ Delivery Challan from concerned Bank branches. 15% of the ATM/ CDs will be paid on the successful installation and User Acceptance Testing (UAT) of the Equipment's.	No change in existing clause
7	Part 7 (Terms and conditions of contract (TCC))	7.37 (Schedule-B)	21	50% of the Annual Maintenance Contract (AMC) charges per ATM/CD per year will be paid on commencement of AMC period. 50% of the Annual Maintenance Contract (AMC) charges per ATM/CD per year will be paid on successful completion of AMC period.	90% of the Annual Maintenance Contract (AMC) charges per ATM/CD per year will be paid on commencement of AMC period. 10% of the Annual Maintenance Contract (AMC) charges per ATM/CD per year will be paid on successful completion of AMC period.	No change in existing clause
8	Part 2 (Request for proposal/ Tender Information)	Schedule-A	4	Supply, Installation, Configuration, Commissioning, Integration of ATMs/CDs with TSCB's ATM/EFT Switch on ASP Model (M/s- Infracore Technologies Private Limited) and Maintenance of the ATMs/CDs with on-site 1 Year Comprehensive Warranty and 4 Years of Annual Maintenance Contract (AMC) post warranty period.	As this is a Hardware RFP, the Interface/ Integration responsibility /cost (if any) with Switch, CBS and any other vendor should be borne by Bank	No change in existing clause
9	Part 5: Minimum Eligibility Criteria	3.1	9	The Bidder should have national Presence and should be engaged in ATM business in India for a period of at least Five years till the date of bid submission.	Kindly consider for Bidder or OEM have national presence and should be engaged in ATM business in India for a period of at least five years till the date of bid submission. or Would request to revise the condition as: Bidder/OEM's ATM should be present in India for atleast five years and have national presence.	clause already exist, please follow clause no. 3.2 ( Part 5, page no.9)
10	Part 5: Minimum Eligibility Criteria	3.5	9	The Bidder should have supplied ATMs/CDs to at least 10 Public Sector Banks/ Private Sector Banks/ Cooperative Banks in India.	Kindly Consider: The Bidder or OEM should have supplied ATMs/CDs to at least 10 public sector Banks/Private Sector Banks/Cooperative Banks in India.	clause already exist, please follow clause no. 3.2 ( Part 5, page no.9)
					Would request to revise the condition as : Bidder/OEM's ATM/CD/CR should have been supplied to atleast 08 banks in India.	No change in existing clause
11	Part 9 (Technical & Functional Specifications)	1.8	23	Multi-tasking Real Time Operating System and software to control all activities of the CD. Windows 10 or above	Kindly Consider Multi-Tasking Real Time Operating System and software to control all activities of the CD. Linux or Windows 10 or above	Linux is to be consider, included with the clause no.1.8, page no.23
12	Part 9 (Technical & Functional Specifications)	2.3	23	The dispenser is capable of handling soiled but issuable and mixed currencies as well as should be able to dispense 08 notes per second.	Kindly consider: The dispenser is capable of handling soiled but issuable and mixed currencies as well as should be able to dispense 4-8 notes per second.	No change in existing clause



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For, Managing Director



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13	Part 9 (Technical & Functional Specifications)	2.9	23	Has Currency dispensing capacity of 60 notes per transaction. Presenter is available.	Currently in India as per our information and knowledge the maximum dispensing capacity of note is 40 per transaction. Request you to change this condition. Or	No change in existing clause
					We would request Bank to modify the Clause as - Has Currency dispensing capacity of 40 notes per transaction. Presenter is available.	
					Request bank to consider CD's dispensing capacity of 50 notes per transaction, as per industry standard.	No change in existing clause
14	Part 5: Minimum Eligibility Criteria	3.2	9	Bidder Partner should be the Original Equipment Manufacturer (OEM) or their Authorized Sub Dealer/ Dealer / Channel Partner/ Sole Distributor in India.	What document to be submitted for Indian subsidiary of OEM wants to participate for the Bid?	Subsidiary registration details indicating the parent company and holding pattern.
15	PART 6: Technical & Functional Specifications (TFS)	8.1	24	40 column Dot Matrix Journal Printer to print audit trail. If journal printer runs out of paper or gets jammed or becomes non-functional, CD do not function (40 Column Dot Matrix Printer / Thermal Printer)	Request bank to delete this requirement as Journal Printer option is obsolete now-a-days. All transaction details can be obtained through Electronic Journal or data retrieve facility from hard disc through USB drive.	No change in existing clause
16	Part 2 (Request for proposal/ Tender Information)	1.1	5	Rs.2,500/-(Rupees Two Thousand Five Hundred) in form of Demand Draft/Banker's Cheque in favour of "Tripura State Cooperative Bank Ltd." payable at Agartala	We would request Bank to Consider for Exemption of Tender Document Cost of Bid as per the notification from Govt. Of India Ministry of Micro, small & Medium Enterprises, vide police no: F. No. 22(1)/2012- MA- Dated 20th Feb 2014 Office Memorandum {Frequently asked questions on public procurement policy for MSE's , order 2012- Point No.11.	No change in existing clause, however eligible MSEs may submit BID alongwith documentary proof for availing exemption under the policy.
17	PART 6: Technical & Functional Specifications (TFS)	1.1	20	Intel Processor i3 3.0 GHZ or above	We would request Bank to modify the Clause as - 1.6GHz Dual core processor or above. This specification is sufficient to perform all the ATM related operations in the Ecoteller ATMs that operate on Linux	No change in existing clause
18	PART 6: Technical & Functional Specifications (TFS)	1.4	20	4 GB DDR4 RAM or above	We would request Bank to modify the Clause as - 2 GB DDR4 RAM or above. This specification is sufficient to perform all the ATM related operations in the Ecoteller ATMs that operate on Linux	No change in existing clause

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For, Managing Director  
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