



IDBI Bank Ltd.
Digital Banking Department,
ATM Command Centre, Ground Floor, IDBI Building, Plot no:39/40/41
Sector 11, CBD-Belapur, Navi Mumbai Pin: 400614.

Corrigendum-I

To notice inviting tenders Ref. No. IDBI Bank/ CRM-RFP/2024-25 dated November 28, 2024 for Supply, Installation and Maintenance Cash Recycler Machines (CRMs) along with managed services.

IDBI Bank Ltd. had invited tender for Supply, Installation and Maintenance of 1000 Cash Recycler Machines (CRMs) along with managed services. The following clauses/terms of the notices are modified /revised:-

Sr. No	Existing RFP Clause	Revised RFP Clause
1	Document Control Sheet Page no -3 Last Date and Time for receipt of Bids (Commercial and Technical) December 20th ,2024 3:00 PM	Document Control Sheet Page no -3 Last Date and Time for receipt of Bids (Commercial and Technical) January 07, 2025 3:00 PM
2	Document Control Sheet Page no -3 Date and Time of opening of technical Bids. Eligibility and technical bid evaluation will be done at later date. December 20th ,2024 4:00 PM	Document Control Sheet Page no -3 Date and Time of opening of technical Bids. Eligibility and technical bid evaluation will be done at later date. January 07, 2025 4:00 PM
3	Clause 3.29 Page no- 25 Bidder will ensure integration, testing, implementation and rollout of HTML Solution through CRM. Bank shall not pay any additional cost for activating the said activities in any form like one-time cost, recurring cost, etc. for integration, testing, User interface in both: FDK & Touchscreen configuration, implementation and rollout. Hardware, Third Party software and other infrastructure to be provided by the Bank. HTML solution will cover all type of available transaction in	Clause 3.29 Page no- 25 Once Bank finalize MVS vendor for implementation Bidder will ensure integration, testing, implementation and rollout of HTML Solution through CRM. Bank shall not pay any additional cost for activating the said activities in any form like one-time cost, recurring cost, etc. for integration, testing, User interface in both: FDK & Touchscreen configuration, implementation and rollout. Hardware, Operating System and other infrastructure will

	<p>available languages via CRMs.</p> <p>Bidder will ensure standard reporting to the bank.</p>	<p>be provided by the Bank. HTML solution will cover all type of available transaction in available languages via CRMs. Bidder will ensure standard reporting to the bank.</p>
4	<p>Clause 5.25 Page no- 48</p> <p>The performance of the Bidder will be judged on various parameters like Uptime of each CRM during warranty and post warranty period along with timely delivery, installation and maintenance of CRM.</p> <p>Deliveries, installation and commissioning of CRM shall be completed within 3 weeks from the date of purchase order/ delivery instructions for locations. If the vendor fails to complete the delivery, installation and commissioning within the said period, then liquidated damages @ 5% of the CRM Price will be charged for every week's delay subject to a maximum of 10 % of the CRM Price.</p>	<p>Clause 5.25 Page no- 48</p> <p>The performance of the Bidder will be judged on various parameters like Uptime of each CRM during warranty and post warranty period along with timely delivery, installation and maintenance of CRM.</p> <p>Deliveries, installation and commissioning of CRM shall be completed within 3 weeks from the date of purchase order/ delivery instructions. If the vendor fails to complete the delivery, installation and commissioning within the said period, then from the 5th week onwards, liquidated damages @ 5% of the CRM Price will be charged for every week's delay subject to maximum of 10 % of the CRM Price.</p>
5	<p>Annexure- 7B Point no- 1.3 Page no- 77</p> <p>1x 1 TB or higher SATA HDD (for OS).</p> <p>1x 1TB or higher SATA HDD (for Camera Images).</p>	<p>Annexure- 7B Point no- 1.3 Page no- 77</p> <p>1x 500 GB or higher SSD (for OS).</p> <p>1x 1TB or higher SATA HDD (for EJ & Camera Images).</p>
6	<p>Annexure- 7B Point no- 1.7 Page no- 77</p> <p>CRM should be preloaded with CEN XFS 3.0 compliant layer and should be capable of running multi-vendor software without any hardware / operating system changes. (CRM must support and should be loaded with</p>	<p>Annexure- 7B Point no- 1.7 Page no- 77</p> <p>CRM should be preloaded with CEN XFS 3.0 or higher compliant layer and should be capable of running multi-vendor software without any hardware / operating system changes. (CRM must support and should be</p>

	XFS/Multi-vendor software.)	loaded with XFS/Multi-vendor software).
7	Annexure- 7B Point no- 1.11 Page no- 78 The CRM should be PA-DSS complied.	Annexure- 7B Point no- 1.11 Page no- 78 The CRM should be PCI-SSF/PCI-SSS complied.
8	Annexure- 7B Point no- 1.8 Page no- 78 Minimum three cameras, one inbuilt camera (camera should capture image of the person performing transaction). Second at cash slot. And third is AI based DOME camera.	Annexure- 7B Point no- 1.8 Page no- 78 Minimum three cameras, one inbuilt camera (camera should capture image of the person performing transaction). Second at cash slot. And third is DOME camera for CRM surveillance.
9	Annexure- 7B Point no- 4.1 Page no- 80 Color LED screen of minimum 15” or higher along with Touch and FDK Screen (with support for visually challenged through FDK 4+4 / EPP wherever required).	Annexure- 7B Point no- 4.1 Page no- 80 Color LED/LCD screen of minimum 15” or higher along with Touch/FDK Screen (with support for visually challenged through FDK 4+4 / EPP wherever required).
10	Annexure- 7B Point no- 6.1 Page no- 81 Maintenance Panel / Monitor to facilitate all operations related to housekeeping and maintenance of the CRM.	Annexure- 7B Point no- 6.1 Page no- 81 Maintenance Panel / Monitor to facilitate all operations related to maintenance of the CRM.
11	Annexure- 7B Point no- 14.8 Page no- 85 Bidder should also provide AI driven smart DOME camera along with inbuilt speaker, which can identify/detect and warn customer for declining of transactions in the given below scenarios such as <ul style="list-style-type: none"> a. If face of the customer is covered with mask, helmet, handkerchief or any other means. b. If two or more people present in the 	Annexure- 7B Point no- 14.8 Page no- 85 This clause/point is removed.

	<p align="center">CRM lobby.</p> <p>If camera is masked/painted/tempered/wire cut then Machine should give a panic alarm and stop transaction.</p>	
12	<p>Annexure- 7B Point no- 23.1 Page no- 89</p> <p>Bidder has to do development, integration, testing, implementation and rollout of a solution for managing HTML Screens for displays / User interfaces in both FDK & Touchscreen configuration in CRMs. Bank will provide the servers, databases and operating system required for this solution- at both DC, DR and UAT.</p> <p>HTML solution should enable centralised management for publishing various screens/texts/information through a portal for bank users, based on periodic requirements of the bank and should cover all types of user interfaces, displays and transaction-screens configured in CRMs, including multi-language screens with no extra cost on bank. The solution should be capable of providing related MIS reports, if any required by the bank in specified formats.</p>	<p>Annexure- 7B Point no- 23.1 Page no- 89</p> <p>Once Bank finalize MVS vendor for implementation Bidder has to do development, integration, testing, implementation and rollout of a solution for managing HTML Screens for displays / User interfaces in both FDK & Touchscreen configuration in CRMs. Bank will provide the servers, databases and operating system required for this solution- at both DC, DR and UAT.</p> <p>HTML solution should enable centralised management for publishing various screens/texts/information through a portal for bank users, based on periodic requirements of the bank and should cover all types of user interfaces, displays and transaction-screens configured in CRMs, including multi-language screens with no extra cost on bank. The solution should be capable of providing related MIS reports, if any required by the bank in specified formats.</p>

The modified/ revised clauses mentioned above will supersede the relevant clauses mentioned in the RFP document & any corrigendum issued prior to the above. All other terms and conditions, specifications, requirements etc contained in the RFP remain unchanged.

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Dy. General Manager
Digital Banking Department
IDBI Bank Ltd.
Date: December 18, 2024