

TRIPURA STATE CO-OPERATIVE BANK LIMITED**A Schedule Bank****HEAD OFFICE :: AGARTALA :: TRIPURA****Post Office Chowmuhani, Agartala****West Tripura, PIN-799001.****Mail: tripurascltd@gmail.com / coopbankho@tscb.bank.in****Dial:-0381-232-4011/5936/ 3929****Visit us : www.tscb.bank.in**

Ref. No.: TSCB/HO/IT/ATM/TENDER/2025-26/01

Date: 1.11.2025

CORRIGENDUM NOTICE

In continuation to the Request for Proposal (RFP) for Procurement of 12 Nos. ATM Machines with OTC Lock Management Solution and Terminal Management and Monitoring Solution, issued vide RFP No. TSCB/HO/IT/ATM/TENDER/2025-26/01 dated 10.10.2025, the following corrigendum is hereby issued for information of all concerned.

1. Queries and Clarifications:

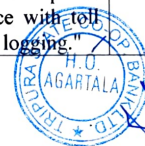
Several queries/requests for clarification were received from interested bidders regarding various terms, specifications, and eligibility criteria stipulated in the RFP. The same have been duly examined, and comprehensive replies/clarifications have been prepared and approved by the competent authority to ensure transparency and equal opportunity to all bidders.

The detailed query-response document can be seen as follows:

S. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause Contents	Bidders Query/Suggestion/Remarks	Clarifications/ Changes (if any)
1	3	Bid Amount Projected Cost	Rs.45 Lakhs	Need clarity, as whether the projected cost is meant for EMD calculation purpose or bank wants entire procurement within the projected cost?	The projected cost mentioned in the tender is indicative and has been provided for administrative convenience and for the purpose of procurement and EMD computation only. It shall not be construed as the upper limit for procurement cost. However the Bidders may quote their best competitive offer in accordance with the detailed scope and technical requirements outlined in the tender document.



2	7	Eligibility Criteria point 5	The bidder should have executed the total order for atleast 50 ATMs in Public Sector/ Private Sector/ Co-Operative Banks in Tripura during last seven year collectively as on submission date	Request you to consider "The bidder / OEM should have executed the total order for atleast 50 ATMs in Public Sector/ Private Sector/ Co-Operative Banks in North East during last seven year collectively as on submission date"	Accepted the revised clause stands as "The bidder / OEM should have executed the total order for atleast 50 ATMs in Public Sector/ Private Sector/ Co-Operative Banks in Tripura during last seven year collectively as on submission date" ✓
3	7	Eligibility Criteria point 5	Price masked copies of supply order & Project Completion/ Phase completion report	Request you to consider "Purchase Order/ Tax Invoice"	The updated clause hereby stands updated as "Price masked copies of supply/purchase order, Project Completion, Phase completion". ✓
4	8	5. Technical Capability	The Bidder should have executed the total order for at least 50 ATMs in any Public Sector/ Private Sector/ Co-operative Banks in Tripura during the last seven year collectively as on bid submission date.	Request for amendment as bidder/OEM on the highlighted text & submission of detailed installation site addresses on OEM letter head as proof of 50 ATMs installation.	"The Bidder or OEM should have executed orders for at least 50 ATMs in any Public Sector, Private Sector, or Co-operative Bank in Tripura during the last seven (7) years as on the bid submission date. Proof of installation, including detailed site addresses on OEM letterhead, duly signed and sealed, must be submitted." ✓
5	8	Eligibility Criteria point 7	Bidder should have its service center operational in Tripura and must be providing services of ATM machines.	Request you to consider " Bidder/ OEM should have its service center operational in Tripura and must be providing services of ATM machines."	The revised clause stands as "Bidder/ OEM should have its service center operational in Tripura and must be providing services of ATM machines." ✓
7	8	Eligibility Criteria point 7	Bidder should have centralized compliant monitoring system in place with toll free number, email for call logging	Request you to consider "Bidder should have centralized compliant monitoring system in place with toll free number, email for call logging."	No Change in existing clause ✓



6	9	Service Centre	List/Address of Service Center/s in Tripura	Request for amendment as Service Engineer availability in Tripura and NE Region.	Accepted the revised clause stands as "Bidder should have its Service Engineer availability in Tripura and NE Region for timely attending the call within TAT+1. ✓ Bidder should have centralized complaint monitoring system in place with toll free number, email for call logging." ✓
8	10	Compliance Certificates to be submitted as per regulatory guidelines from RBI/NPCI	L1&L2 approvals for 7years validity	L1/L2 certificates comes with limited validity and renewed subsequently. Request bank to amend the clause	Accepted. ✓
9	12	SOW- Clause (2.5)	The Cassettes configuration/re-configuration and calibration/re-calibration would be done by the selected vendor at no extra cost to the Bank during Warranty and the AMC Period	Request bank to amend as "Any reconfiguration of cassettes works outside of PM calls to be with additional engineer visit charge".	No Change in existing clause ✓
11	13	SOW- Clause (2.9)	FDKs that supports visually, physically handicapped persons suitable for visually challenged persons (with audio support) in English, Hindi and Bengali.	FDKs are not available in recent variant of CDs. The visual and physical handicapped people take support of Braille EPP keyboard and voice guidance support. Request bank to delete FDK requirement	Accepted and clause in respect of FDK are removed. ✓
13	14	SOW- Clause (2.19)	(except consumables viz. Cartridges, Ribbons, Paper Rolls only- All other items should be covered under Warranty & AMC	Request bank to consider cassettes, EPP, LOCK & Card Reader as consumables as they face human interventions regularly.	No Change in existing clause ✓



15	15	SOW- Clause (2.28)	The selected vendor shall agree that the Bank reserves the right to bring in Multi-vendor software, hardware and if such a solution is contracted with a third party other than the selected vendor for ATM Machines, the selected vendor agrees to cooperate with the Bank without any extra cost the Bank.	Request bank to amend as "Mutual agreed cost for engineer visit charges, application test and certification cost for such support activity.	Accepted ✓
16	16	SOW- Clause (2.33)	The ATM Machines should be Biometric and Contactless enabled/ready and as & when required by the Bank in future, the selected vendor shall extend such support to the Bank for implementation of the Biometric & Contactless Access without any extra cost to the Bank	Contactless feature is a separate functionality and new middleware application to be integrated with machine's kernel. This can be implemented as and when bank plans for it but with additional cost. Request bank to amend the clause	Accepted ✓
17	16	SOW- Clause (2.39)	However if any new screen required, the same is to be provided by the selected vendor to the Bank.	Screen design should be discarded from OEM/Bidder scope here.	Accepted ✓
14	17	B Terminal management and Monitoring Solution	Terminal management and Monitoring Solution	The said service should be in scope of bank's EFT Switch Provider, please confirm if bank wants the said service from the bidder as well.	TMMS solution is hereby removed from the existing scope. However, the Selected Bidder has to ensure the existing, TMMS solution as provide EFT Switch has to be incorporated with the ATM before successful installation. ✓
18	17	SOW- Clause (2.45)	The selected vendor shall provide/deliver 5 rolls of Receipt/EJ paper of 400 meters for each ATM Machines	The CDs are supplied with 1 roll as per industry standard. Bidder can share printer roll's vendor contact coordinates to bank on request.	Accepted ✓
19	17	SOW- Clause (2.46)	Computer/Server Hardware & OS Software for DC location having minimum Technical Specifications/Features as defined in respective Annexure IV & V.	Request bank to discard server hardware and OS license procurement from Bidder's scope	Accepted and the requirement is dropped. ✓



20	17	SOW- Clause(2.49)	The selected vendor shall grant the irrevocable perpetual unlimited licenses to the Bank to use the software application tools (TMMS & OLMS) & installed in the provided hardware or machines at Bank's DC & DR sites of the Bank.	The OS/DB/Middleware can be open-source, such as Ubuntu Server, MySQL, or Tomcat, with the latest updates. If the bank specifically requires an enterprise stack, High additional costs will apply. However, there is no difference in the features and functionalities. Request bank to modify the clause.	Accepted. ✓
21	17	SOW- Clause(2.50)	TMMS & OLMS software tools shall be for unlimited terminal management and the Bank can add or update or remove the terminals to be managed/monitored as & when the Bank so desires.	TMMS solution costing is designed per terminal basis and cannot be offered for unlimited terminals. Request bank to amend the clause ✓	Accepted and updated as cost of OLMS as per terminal basis. ✓ TMMS solution is hereby removed from the existing scope. However, the Selected Bidder has to ensure the existing TMMS solution as provided by EFT Switch has to be incorporated with the ATM before successful installation. ✓
22	17	SOW- Clause(2.52)	TMMS & OLMS, whenever required at no extra cost to the Bank.	As TMMS solution provided by application and agent hosting at bank's server, Thus, its support can be given through remote access of the system. Request bank to allow the same. ✓	Accepted ✓
12	34	2.3 Performance Security	The selected vendor will have to submit Performance Bank Guarantee to the Bank within one month of LOI/ Work order amounting to 5% of total cost of the Work Order ie Purchase cost of the respective items as per SLA & valid for 36 months.	As bank is already taking PBG with no advance payments, request you to consider Performance Security amounting to 2% of total cost of the Work Order ✓	Accepted ✓
10	41	Payment Milestones 2.17 (b) and ©	90% of total work order value shall be released as the initial project payment after successful installation, testing & commissioning of all functionalities of product/ solutions supplied by the	As hardware and services procured from third party/OEM and OEM works on 100% advance basis, hence request you to consider the payment terms as "50% advance with PO of total work order value and balance 50% shall be	Payment terms partially accepted. Revised payment clause for cost of ATM as 50% will be released after supply and remaining 50% will be released after successful installation, ✓

			vendor. The remaining 10% of total work order shall be released at the end of 1 year from the date of successful installation of the final ATM.	released as the initial project payment after successful installation, testing & commissioning of all functionalities of product/ solutions supplied by the vendor."	testing & commissioning of all functionalities of product/ solutions supplied by the vendor.
24	41	2.17 PAYMENT MILESTONES	90% of total work order/purchase order value shall be released as the initial project payment after successful installation, testing & commissioning of all the functionalities of products/solutions supplied by the vendor.	Request bank to release advance payment of 50% along with PO	Payment terms partially accepted. Revised payment clause for cost of ATM as 50% will be released after supply and remaining 50% will be released after successful installation, testing & commissioning of all functionalities of product/ solutions supplied by the vendor.
25	42	2.18 B	The Penalty will be charged @ 1% of invoice amount of total cost of order value per week for delay in installation & commissioning, with maximum cap of 5%, which will be over & above the late delivery charges/penalty.	Installation delay due to bank dependency or any of its vendor dependency shall be out of penalty clause.	Accepted. ✓
26	42	2.18 C(2)	In case of AMC/ATS, charges will be deducted @ 10% of the AMC amount subject to a maximum of 50% of AMC amount of the system for the quarter.	The penalty capping is on higher side. Bank should consider revision of same to 10%	Accepted. ✓
27	52	1.2	16 GB DDR4/DDR5 RAM or higher with scope to increase capacity whenever required Up to 16GB	Requesting bank to Change the RAM spec to 8 GB as it is sufficient for trouble free ATM operations	Accepted. ✓
28	52	1.3	1xTB or higher SSD / e-SATA HDD (for OS) 1xTB or higher SSD/e-SATA HDD (for camera image (Pin Hole +Cash Slot+ DVSS) and video) (Two individual 1TB SSD/ e-SATA HDD required out of which One should be Surveillance Rated and shall be configured for storage of images).	Requesting bank to change the Primary HDD from 1 TB to 500 GB SSD as only Operating system is installed in Primary drive. ✓	Accepted ✓



29	52	1.7	101 keys Keyboard	Requesting bank to remove 101 Keys keyboard as all OEM do not require this. Supervisory and Admin functions are done through Touch Screen	Accepted ✓
30	53	Dispenser 4.5	2 x Double Pick Module, and 4 +4 cassettes with common unique lock& key for Cassette set of each ATM. All cassettes including purge bin should be lockable and latch able.(As per RBI guideline for cassette swaps in ATMS RBI Circular RBI/2017-18/DCM (Plg.)No.3641/10.25.007/201/2017-18 dated 12th April 2018)	Does the bank requires additional 1 set of cassettes with Cash Dispensers? Please clarify. Requesting bank to allow supplying Cassettes with Lock and Common key as ATM keys are unique. In future if any key is misplaced bank need to replace entire cassette.	Proposal accepted. This is also confirmed that the Bank does not required any additional set of cassette. ✓
31	60	17.3	Bidder to provide RD server license, support & integration free of cost 1. 2. to Bank for the contract period including AMC as mentioned below: Integration with RD service provider Integration of RD with ATM application inconformity with ATM switch. 3. License cost if any including RD maintenance without any additional cost.	RD server license and intergration support not in practice by any bank in India now. Request bank to delete the clause.	Accepted and the same is dropped. ✓
32	61	Hardware - 19.10	Geo tagging of the machine should be done to track the LIVE location of ATM.	Requesting bank to remove this clause as there is no proven GPS technology available globally for ATMs. ✓	Accepted and the same is dropped. ✓
33	61	Detection of Suspicious activity 22.1	Provide AI/ML based human activity recognition and trigger alarms whenever any suspicious activities are detected.	Requesting bank to remove this clause as there is no proven AI technology available globally for ATMs.	Accepted and the same is dropped. ✓
34	63	25.4	The terminal security solution should be monitored & controlled through centralized server and should work with any standard ATM/CD agent monitoring solution.	Online TSS comes with additional server and license cost. Normaly not in practice for banks with less than 100 terminals. Request bank to delete this	No Change in existing clause ✓



				clause. We offer TSS offline solution to all cooperative banks.	
35	68	1.2	The vendor shall provide the OLMS solution including and bundled with adequate Computer/Server Hardware & supported OS Software for Bank's DC site.	The OS/DB/Middleware can be open-source, such as Ubuntu Server, MySQL, or Tomcat, with the latest updates. If the bank specifically requires an enterprise stack, High additional costs will apply. However, there is no difference in the features and functionalities. Request bank to modify the clause. Procurement of server hardware attracts additional cost. Bank's existing server specs can be discussed and utilised for application hosting. ✓	Accepted. ✓
36	68	1.3 (Annex-V)	The offered solution should be PA-DSS and PCI-DSS certified (if applicable) currently and throughout the contract period.	TMMS doesn't require PCI as it doesn't process any card info or payments)	TMMS solution is hereby removed from the existing scope. ✓
37	68	2.1 (Minimum Features TMMS)	Cash Management: 1) Cash Monitoring 2) Cash Forecasting reports 3) Cash out reports 4) Cash level management reports 5) Cash balancing reports 6) Cash load reports 7) Reconciliation etc.	TMMS support Cash Monitoring and Cash Out Reports only. Request bank to modify the clause.	TMMS solution is hereby removed from the existing scope. However, the Selected Bidder has to ensure the existing TMMS solution as provided by EFT Switch has to be incorporated with the ATM before successful installation. ✓
38	69	2.2 (Journal Record Management)	Journal Record Management: 1) Live EJ Monitoring 2) EJ pulling & EJ viewer 3) Dispute Resolution 4) ATM/CR Camera Image pulling 5) DVSS video pulling	Dispute Resolution is not under TMMS scope. Request bank to modify the clause.	Accepted "The Dispute Resolution stands as Optional". ✓



2. **Extension of Important Dates:**

To provide adequate time for bidders to incorporate the clarifications in their proposals, the bid submission and opening schedule has been revised as follows:

Particulars	Existing Date & Time	Revised Date & Time
Last Date & Time for Submission of Bids	20.11.2025, 03:00 PM	25.11.2025, 03:00 PM ✓
Date & Time for Opening of Technical Bids	20.11.2025, 03:30 PM	25.11.2025, 03:30 PM ✓
Date & Time for Opening of Commercial Bids	26.11.2025, 03:30 PM	03.12.2025, 03:30 PM ✓

3. **Other Terms and Conditions:**

All other terms, conditions, and specifications of the original RFP remain unchanged. This corrigendum shall form an integral part of the RFP document.



Managing Director

Tripura State Cooperative Bank Ltd.
Head Office, Agartala