

Corrigendum – 1  
RFP No. TB(S&SP)/RFP/JVC/2025-26/001 dated 19/07/2025  
RFP for procurement, Installation, Commissioning and Maintenance of Internet Banking Kiosk and Account Opening Tab.

Sr No	RFP Pg No	RFP Clause No.	RFP Clause Name	RFP Existing Clause	RFP Revised Clause																																																			
1	60	Appendix E	Specification /Description of Deliverables	Description and Specification of Internet Banking Kiosk <table><tr><th>SN</th><th>Description</th><th>Specification</th></tr><tr><td>1</td><td>Monitor</td><td>21” Touch Monitor</td></tr><tr><td>2</td><td>PC</td><td>i7, 8 GB RAM, 512 GB SSD or higher</td></tr><tr><td>3</td><td>OS</td><td>Windows 11 professional</td></tr><tr><td>4</td><td>Keyboard</td><td>Metallic Keyboard with braille features to comply with accessibility standard on information communication and technology as notified by Gol from time to time</td></tr><tr><td>5</td><td>Camera</td><td>5MP Web Camera (front)</td></tr><tr><td>6</td><td>Biometric</td><td>Fingerprint Reader (Single Finger)</td></tr><tr><td>7</td><td>Scanner</td><td>Document Scanner</td></tr><tr><td>8</td><td>Signature Pad</td><td>Digital Signature Pad Available</td></tr><tr><td>9</td><td>Stand with Bank's Branding</td><td>Metallic stand with Long lasting Vinyl Stickers</td></tr></table>	SN	Description	Specification	1	Monitor	21” Touch Monitor	2	PC	i7, 8 GB RAM, 512 GB SSD or higher	3	OS	Windows 11 professional	4	Keyboard	Metallic Keyboard with braille features to comply with accessibility standard on information communication and technology as notified by Gol from time to time	5	Camera	5MP Web Camera (front)	6	Biometric	Fingerprint Reader (Single Finger)	7	Scanner	Document Scanner	8	Signature Pad	Digital Signature Pad Available	9	Stand with Bank's Branding	Metallic stand with Long lasting Vinyl Stickers	Description and Specification of Internet Banking Kiosk <table><tr><th>SN</th><th>Description</th><th>Specification</th></tr><tr><td>1</td><td>Monitor</td><td>21” Touch Monitor</td></tr><tr><td>2</td><td>PC</td><td>i7, 8 GB RAM, 512 GB SSD or higher</td></tr><tr><td>3</td><td>OS</td><td>Windows 11 professional</td></tr><tr><td>4</td><td>Keyboard</td><td>Metallic Keyboard with braille features to comply with accessibility standard on information communication and technology as notified by Gol from time to time</td></tr><tr><td>5</td><td>Camera</td><td>5MP Web Camera (front)</td></tr><tr><td>6</td><td>Stand with Bank's Branding</td><td>Metallic stand with Long lasting Vinyl Stickers</td></tr></table>	SN	Description	Specification	1	Monitor	21” Touch Monitor	2	PC	i7, 8 GB RAM, 512 GB SSD or higher	3	OS	Windows 11 professional	4	Keyboard	Metallic Keyboard with braille features to comply with accessibility standard on information communication and technology as notified by Gol from time to time	5	Camera	5MP Web Camera (front)	6	Stand with Bank's Branding	Metallic stand with Long lasting Vinyl Stickers
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3	71	Appendix L	Other Terms and Penalties 4 ( C )	The maximum response time for a maintenance complaint from the site of installation (i.e. time required for Vendor’s maintenance engineers to report to the installations after a request call / fax /e-mail is made or letter is written) shall not exceed 4 hours.					The maximum response time for a maintenance complaint from the site of installation (i.e. time required for Vendor’s maintenance engineers to report to the installations after a request call / fax /e-mail is made or letter is written) shall not exceed 24 hours, beyond 24 hours, a penalty of Rs. 1000/- per day will be imposed.																																																																

4	71	Appendix L	<b>Other Terms and Penalties 4 (D)</b>	Vendor shall ensure that faults and failures intimated by the Bank as above are set right within 8 hours of being informed of the same. In any case the Equipment should be made workable and available not later than the next working day of the Bank.	Vendor shall ensure that faults and failures intimated by the Bank as above are set right within 24 hours of being informed of the same. In any case the Equipment should be made workable and available not later than T+3 days of the Bank. Beyond this, a penalty of Rs. 5000/- per day will be imposed.
5	27	29	<b>WARRANTY AND ANNUAL MAINTENANCE CONTRACT</b>	<b>Not Mentioned</b>	<p><b>Addition</b></p> <p>Exclusions permitted for free replacement of machines, subject to fulfilment of below mentioned clauses and acceptance by Bank's Insurance Company-</p> <p>For the machines destroyed / beyond repair due to:</p> <p>a) Natural calamities (like flood, earthquake, fire, tsunami etc.),</p> <p>b) machine uprooting (and uprooted machine stolen away),</p> <p>c) any vandalism case which requires machine replacement and the same is also confirmed by the Insurance Surveyor and acceptable to the Insurance Company for Insurance Claim.</p>
6	55 and 56	<b>Appendix -C</b>	<b>Technical &amp; Functional Specifications</b>	6- Min / Max operating temperature: -5° / +70° C (23° / 158° F)	6- Min / Max operating temperature: -5° / +55° C (23° / 131° F)
7	56 and 57	<b>Appendix -C</b>	<b>Technical &amp; Functional Specifications</b>	11- Power / Battery Backup available  12- Power / Battery Backup time (hrs) : 6-10 hrs	UPS not required.