



# Bangalore Metro Rail Corporation Ltd.

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## Frequently Asked Questions (FAQ)

Date: 14<sup>th</sup> May 2011

### Tender for License for ATM space at Namma Metro stations

#### 1. What is the length and breadth of the ATM permissible?

The maximum size of the ATM as per the bid document should not exceed 2 x 3 feet as shown in **Appendix 1** of the bid document. Partitions as shown in the drawing will also be made after the installation of the ATM.

#### 2. Whether enclosure/room will be provided for the ATMs at all stations?

Enclosure for ATM will not be provided at all Stations in Reach 1, except at MG Road Station. However, if it becomes absolute necessary for the Banks to have an enclosure at other station locations, the same will be permitted, subject to the design being approved by BMRCL and the cost of the enclosure to be borne by the respective Bank.

#### 3. Whether separate space will be provided for installing UPS and Batteries?

As the power for Metro stations will be drawn from KPTCL power grid BMRCL does not envisage power disruption. Apart from this source of uninterrupted power supply, there is also a back up DG power supply to the stations. However, if the Banks require space for the installation of UPS and batteries the same will be provided either behind the ATM or at a convenient point close to the ATM.

#### 4. Whether partitions will be created after installation of ATM?

Yes.

#### 5. Is there any additional charge for security and housekeeping?

There are no separate charges for security and housekeeping that is generally provided at the Metro stations. However, if the Banks want to engage their own security staff, they can do so under prior intimation.

#### 6. Will BMRCL provide facility for the installation of network equipments like VSAT, CDMA etc?

For VSAT antenna suitable space shall be provided on the terrace or suitable location within the premises, however the cable (either for VSAT or other communication media) must be laid without defacing the interiors of the station premises and shall be done in consultation with BMRCL site engineer. The cost of communication equipment and its installation shall be borne by the bidder.

7. Whether all ATM's will be covered suitably to protect from rain water and seepage?

Except at MG Road station, all the ATMs are located within the Station premises and hence protected from rain. MG Road station is also protected from rain. However since the ATM is located at the ramp to the station entrance, BMRCL will design and construct suitable enclosure.

8. How fare is the power line from the ATM?

Power supply from the nearest point will be provided. The BMRCL site engineer will coordinate this issue.

9. If A/C is to be installed whether separate space will be provided for keeping the connected equipments?

AC is not recommended for any of the locations except MG Road station. If it becomes necessary at other station locations, then in consultation with the BMRCL site engineer this can be arranged, depending on the feasibility of such installation.

10.If we apply for separate power connection what is the cost for the same?

Please consult BESCO.

11.Since the security deposit is paid should we also pay monthly rent in advance each month?

Yes as per clause (2) of the general terms and conditions at page 14 of bid document.

12.Whether standard display board like "ATM guide" (how to operate ATM), contact details of channel manager will be permitted?

A board not exceeding 3x2 feet size can be affixed within the ATM space provided. The General Manager (Operations) BMRCL will coordinate the fixing of the signage so as to aesthetically merge with station décor.

13.Whether Bank logo can be affixed on the ATM machine?

Yes.

14.Is any extension for the submission of the bid document is contemplated?

No.

15.Whether Appendix ii (a) to (f) has to be filled up separately for each of the station and if the space in the form is insufficient can the details be retyped on plain paper and submitted in the financial bid envelope (Envelope B)?

Appendix ii has to be filled up separately for each of the station that the bidder wants to bid. In an event if it is found that the space in the bid form is insufficient then the details can be retyped on plain paper/letter head and submitted with seal and signature of authorized signatory.

16.If I do not bid for all the stations should I score off forms for those stations as “NOT APPLIED”

Yes. It would be appropriate.

17.Whether more ATM space will be tendered at a future date?

Yes. There is space available for more ATM/or similar facilities in the area adjacent/close to the present demarcated ATM space put on tender. Depending on the need for specific facilities for the commuter, tender will be called.

18.As per the key dates at page number 4 of bid document it is mentioned that the last date for purchase of bid documents is 14<sup>th</sup> May 2011? Can we down load even after 14<sup>th</sup> May 2011 and submit the bid by the closing hour of 18<sup>th</sup> May 2011?

The last date for the sale of bid document at the office of BMRCL is 14<sup>th</sup> May 2011. However, the bid document can be downloaded from the website at any date and submitted before the 15.00 hours of 18<sup>th</sup> May 2011.

End of FAQ

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