

<b>ANNEXURE I: Pre-bid Clarifications for the RFP for Supply, installation and Maintenance of 500 Nos. of Self Service Passbook Kiosks</b>					
<b>Sl. No</b>	<b>Page No. in RFP</b>	<b>RFP Point No/Title</b>	<b>Terms and Conditions as RFP</b>	<b>Query/Changes required</b>	<b>Amendments</b>
1	10	Section-II/8	The Bidder should furnish, as part of their bid, bid security in the form of a bank guarantee issued by a scheduled commercial Bank located in India for a sum of Rs.50,00,000/-(Rupees Fifty Lakhs only) and valid for 225 days from the last date for submission of Bid	We kindly request that the Bidder should furnish, as part of their bid, bid security in the form of a bank guarantee issued by a scheduled commercial Bank located in India for a sum of Rs.10,00,000/-(Rupees Ten Lakhs only) and valid for 225 days from the last date for submission of Bid	<b>Amendment:</b> The Bidder should furnish, as part of their bid, bid security in the form of a bank guarantee issued by a scheduled commercial Bank located in India for a sum of Rs.30,00,000/-(Rupees Thirty Lakhs only) valid for 225 days from the last date for submission of Bid
2	21	6.5	6.5 The Purchaser's right to inspect, test and, where necessary reject the Goods after the Goods' arrival in the destination shall in no way be limited or waived by reason of the Goods having previously been inspected, tested and passed by the Purchaser or its representative prior to the Goods' shipment.	We request bank that Purchaser or its representative to inspect the Good's prior to the Goods' shipment (Pre Dispatch Inspection).	<b>Amendment:</b> INSPECTIONS AND TESTS a) The Bank or its representative shall have the right to inspect and / or test the Goods to confirm their conformity to the Contract specifications. The Bank shall notify the Supplier in writing, in a timely manner, of the identity of any representatives retained for these purposes. b) Any charges payable to the Bank representative designated for inspection shall be borne by the purchaser (charges payable to the Bank representative will be borne by Purchaser i.e. Indian Bank). c) The inspections and tests may be conducted on the premises of the Supplier or its subcontractor(s), at point of delivery and / or at the Goods' final destination. If conducted on the premises of the Supplier or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Bank i.e. Successful bidder shall make arrangements at their premises for inspection and tests. d) Should any inspected or tested Goods fail to conform to the Specifications, the Bank may reject the Goods, and the Supplier shall either replace the rejected Goods or make alterations necessary to meet specification requirements at no additional cost to the Bank. e) The Bank's right to inspect, test and, where necessary, reject the Goods after the Goods' arrival in

**RFP No. CO/DBD/PROC/RFP/207/R1/2018-19 dated 25/07/2018**
**Dated: 16/08/2018**

					<p>the destination shall in no way be limited or waived by reason of the Goods having previously been inspected, tested and passed by the Bank or its representative prior to the Goods' shipment.</p> <p>The Bank shall inform its decision to conduct inspection at the supplier's site either in the purchase order or within a period of 7 (seven) days of issuance of purchase order /delivery instructions. If no such decision is communicated to the Supplier, such inspection will be carried out by the bank after the arrival of the machine at the bank's premises.</p>
3	10	Section-II/8	<p>The Bidder should furnish, as part of their bid, bid security in the form of a bank guarantee issued by a scheduled commercial Bank located in India for a sum of Rs.50,00,000/-(Rupees Fifty Lakhs only) and valid for 225 days from the last date for submission of Bid</p>	<p>We kindly request that the Bidder should furnish, as part of their bid, bid security in the form of a bank guarantee issued by a scheduled commercial Bank located in India for a sum of Rs.10,00,000/-(Rupees Ten Lakhs only) and valid for 225 days from the last date for submission of Bid</p>	<p><b>Amendment:</b> The Bidder should furnish, as part of their bid, bid security in the form of a bank guarantee issued by a scheduled commercial Bank located in India for a sum of Rs.30,00,000/-(Rupees Thirty Lakhs only) valid for 225 days from the last date for submission of Bid</p>
4	23	12. COMPREHENSIVE ONSITE WARRANTY& AMC	<p>12.4. If the Supplier, having been notified, fails to remedy the defect(s) within one day, the Purchaser may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the Purchaser may have against the Supplier under the Contract.</p>	<p>We request bank, If the Supplier, having been notified, fails to remedy the defect(s) within Four working day in major Cities and Seven Working days in East Region, the Purchaser may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the Purchaser may have against the Supplier under the Contract.</p>	<p><b>Amendment:</b> If the Supplier, having been notified, fails to remedy the defect(s) within the time duration specified in the clause 29 of Conditions of Contract, the Purchaser may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the Purchaser may have against the Supplier under the Contract.</p>
5	24	Sec III. 13.V / Payment Terms /	<p>Payment for the Onsite engineer will be made on half yearly basis in arrears on submission of the invoice.</p>	<p>Request to amend: Payment for the Onsite engineer will be made on Quarterly basis in arrears on submission of the invoice.</p>	<p><b>Amendment:</b> Payment for the Onsite engineer will be made on quarterly basis in arrears on submission of the invoice.</p> <p>Payment for Central Monitoring Software will be paid on installation and successfully connecting 100 passbook kiosks to the Central Monitoring Software and demonstrate that the monitoring solution is able to generate all reports for effective monitoring of Kiosks.</p>

**RFP No. CO/DBD/PROC/RFP/207/R1/2018-19 dated 25/07/2018**
**Dated: 16/08/2018**

6	25	Sec III. 16 / Liquidated Damages	If the Supplier fails to deliver any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Purchaser shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the Invoice price of the Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10%.	Request for Clarification: Is it Kiosk amount or on TCO.	<b><u>Amendment:</u></b> If the Supplier fails to deliver any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Purchaser shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent 0.5% of the Invoice price of the undelivered Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10%.
7	32	CENTRALIZED CALL LOGIN AND MONITORING FACILITY	The successful bidder shall provide a central application for monitoring and management of passbook kiosks and QR code printers. The application should have the capability to monitor and manage 1000 passbook kiosks and 1000 QR code printers.	Request for Bank to elaborate the requirement for monitoring Barcode Printer from Central monitoring system. Do we need to monitor Barcode printers as well with other than Kiosk? If yes please suggest process and functional approach as these printers will be connected to Bank Branch PC.	<b><u>Amendment:</u></b> The successful bidder shall provide a central application for monitoring and management of passbook kiosks. The application should have the capability to monitor and manage 3000 passbook kiosks.
8	32	29. DELAY IN REPAIR	b) Overall downtime should not exceed 5% per Self-service Pass Book Kiosks, calculated on quarterly basis from 6 a.m to 10 p.m (calendar year basis).	We request bank that the Overall downtime of Type 1 calls should not exceed 12% per Self-service Pass Book Kiosks, calculated on quarterly basis from 6 a.m to 10 p.m (calendar year basis).	<b><u>Amendment:</u></b> b) Overall downtime (Zero hits) should not exceed 5% per Self-service Pass Book Kiosks, calculated on quarterly basis from 9 a.m to 10 p.m (calendar year basis).

**RFP No. CO/DBD/PROC/RFP/207/R1/2018-19 dated 25/07/2018**
**Dated: 16/08/2018**

9	33	29. DELAY IN REPAIR	Response time 4 hours/ normal travel time from the nearest support centre, whichever is lesser Resolution time 24 hours 6 hours+ normal travel time from nearest support centre Resolution time 48 hours	24hrs from the nearest support centre for major cities. Within 72hrs in Semi Urban and rural areas. We request bank to kept Within 96hrs in Major Cities. Within 10 working days in NORTH EAST States 24hrs from the nearest support centre for major cities. Within 72hrs in Semi Urban and rural areas. We request bank to kept Within 72hrs in Major Cities. Within 10 working days in NORTH EAST States	<b><u>Amendment:</u></b> Clause 29: Resolution Time for Type I calls: (a) 24 Hrs in Metros/Urban (b) 48 Hours in Semi-Urban and Rural areas (c) 72 Hours in North East states. Additional 24 Hrs. for Type II Calls.
10	41	VI-C	c. The successful bidder should be having Positive Net Worth / Net profit in the following three financial years of the bidder 2014-15, 2015-16, 2016-17.	We kindly request bank to consider bidder's Parent company should be having Positive Net Worth / Net profit in the following any two out of three financial years of the bidder 2014-15, 2015-16, 2016-17 Or The successful bidder should be having Positive Net Worth / Net profit in any of the following one out of three financial years of the bidder 2014-15, 2015-16, 2016-17.	<b><u>Amendment:</u></b> c. Bidder should be having Positive Net Worth / Net profit at least one out of the last 3 Financial years (2014-15, 2015-16, 2016-17).

**RFP No. CO/DBD/PROC/RFP/207/R1/2018-19 dated 25/07/2018**
**Dated: 16/08/2018**

11	41	Section-VI/e	e. The successful bidder should have supplied minimum of 500 passbook kiosks during the last three financial years to Banks in India. Copy of Purchase orders issued by Banks and the satisfactory working certificate issued by the same banks should be submitted along with Technical Bid. Bidders who have already supplied passbook kiosks to Indian bank should submit "satisfactorily working certificate" obtained from the same Bank. Bidder who has already supplied passbook kiosks to Indian bank should submit "satisfactorily working certificate" obtained from the same Bank	We request the bank to modify and amend the clause to read as <b>'The successful bidder should have supplied minimum of 100 networked Kiosks / Solutions to Banks and BFSI segment across the country out of which 30 numbers should be passbook kiosks supplied to Banks in India during the last three financial years.'</b> Copy of the Purchase orders issued by Banks and BFSI for Networked Kiosks and the satisfactory working certificate issued by the same banks and BFSI should be submitted along with Technical Bid. Bidders who have already supplied passbook kiosks to Indian bank should submit "satisfactorily working certificate" obtained from the same Bank.	<b><u>Amendment:</u></b> Bidder should have supplied minimum of 300 networked Banking Kiosks integrated with Core Banking System capable of fetching and printing customer / transaction data as on the date of bid submission.
12	41	Sec VI. d / QUALIFICATION CRITERIA	The average of annual turnover for the three financial years 2014-15, 2015-16, 2016-17 of the bidder should be Rs.10.00 crores or above.	1. Request to exempt MSE vendors to show Rs.10 Crores average turnover. Attached the MSME Government notification for Public Procurement Policy for Micro and Small Enterprises Order 2012 and other circulars relating to MSME units for exemption of prior experience and turnover criteria. 2. Request the bank to change the average annual turnover to Rs. 3 crores for the last 3 Financial Years for MSME Units. So that MSE vendors can directly participate in the bidding process	<b><u>Amendment:</u></b> The average of annual turnover of the bidder for the last three financial years 2014-15, 2015-16, 2016-17 should be Rs.4.00 crores or above.

13		New Clause	Request to include the MSME clause	<p>We kindly request to include this clause for eligibility of MSME vendors: Government of India Guidelines On Purchase Preference: 1. Procurement through MSEs will be done as per the Policy guidelines issued by the Ministry of Micro, Small &amp; Medium Enterprises from time to time. Following are the conditions applicable as per the Government of India Guidelines. This MSEs should have registered with : 1.1. District Industries Centres or 1.2. Khadi Village Industries Commission or 1.3. Khadi &amp; Village Industries Board or 1.4. Coir Board or National Small Industries Corporation or 1.5. Directorate of Handicrafts &amp; Handloom or 1.6. Any other body specified by the Ministry of Micro, Small &amp; Medium Enterprises. 2. MSEs participating in tenders, quoting price within price band of L1+15% shall also be allowed to supply a portion of requirement by bringing down their price to L1 in a situation where L1 price is from someone other than MSE &amp; such MSE shall be allowed to supply upto 20% of total tendered value. In case of more than one such MSE, the supply shall be shared proportionately according to the tendered quantity. 3. Bank shall procure minimum 20% of their annual value of goods or services from MSEs. 4. MSEs are also exempted from paying Application fee/cost &amp; EMD. 5. MSEs should submit the relevant documentary proof for claiming the exemptions. 6. MSEs shall have</p>	<p><b><u>Amendment:</u></b></p> <p><b><u>New Clause:</u></b></p> <p>Following benefits will be available to Micro and Small Enterprises (MSEs) as per the guidelines of Public Procurement Policy issued by Government of India:</p> <p>(i) As per the above policy, Bank reserves the rights to procure 20% of the total requirements, i.e. 100 Self Service Passbook Kiosk &amp; QR Code Printers from Micro and Small Enterprises (MSEs) provided such MSEs are complying with the eligibility criteria and technical specifications of the RFP and quote their price within the price band of L1+15% and agree to bring down their price to L1 price.</p> <p>(ii) If L1 bidder is an MSE, 100% procurement will be done from the L1 bidder subject to the other terms and conditions of the RFP.</p> <p>(iii) In case of more than one such MSE, the supply shall be shared proportionately to tender quantity.</p> <p>(iv) Special provision for Micro &amp; Small Enterprises owned by Scheduled Castes or Scheduled Tribes. 4% out of the 20% shall be allotted to such MSEs, if participated in the tender.</p> <p>(v) MSEs are also exempted from payment of cost of bid documents and submission of bid security.</p> <p>(vi) To avail the above benefits, the bidder should have registered with District Industries Centres or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises.</p> <p>(vii) Bidders seeking the above benefits shall submit the documentary proof for having registered with the above agencies (such as Entrepreneur's Memorandum – EM II).</p>
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14		New Clause		<p>Relaxation of Norms for Startups Medium Enterprises in Public Procurement regarding Prior Experience - Prior Turnover criteria.</p>	<p><b><u>Amendment:</u></b></p> <p><b><u>New Clause:</u></b> Bidders falling under the definition of "Start-up" should have supplied minimum of 200 networked Banking Kiosks integrated with Core Banking System capable of fetching and printing customer / transaction data as on the date of bid submission.</p> <p>For availing the above benefit, the bidder should be an entity</p> <ul style="list-style-type: none"> <li>i) Incorporated or registered in India not prior to five years.</li> <li>ii) With annual turnover not exceeding INR 25 crore in any preceding financial year.</li> <li>iii) Working towards innovation, development, deployment or commercialization of new products, processes or services driven by technology or intellectual property.</li> </ul> <p>Provided that such entity is not formed by splitting up, or reconstruction, of a business already in existence.</p> <p>Provided also that an entity shall cease to be a Start-up if its turnover for the previous financial years has exceeded INR 25 crore or it has completed 5 years from the date of incorporation/ registration.</p>

**RFP No. CO/DBD/PROC/RFP/207/R1/2018-19 dated 25/07/2018**
**Dated: 16/08/2018**

					Provided further that a Start-up shall be eligible for tax benefits only after it has obtained certification from the Inter-Ministerial Board, setup for such purpose.
15	Specifica tion of Passbook Printer	59	at Single Character Pitch - 10,12 to 16, 18 CPI	Request bank to change specification to 10, 12, 15, 16.6, 17,1 cpi Which are available for standard passbook printers	<b><u>Amendment</u></b> Character Pitch at Single Character Pitch 10,12,15,16.6,17,1 CPI
16	Specifica tion of Passbook Printer	59	Line Pitch - 5,6 and N/120 LPI	Request bank to change specification to 1/5", 1/6", n/216", n/240" Which are available for standard passbook printers	<b><u>Amendment</u></b> Line Pitch - 1/5",1/6", n/216", n/240"



Sl. No	Page No. in RFP	RFP Point No/Title	Terms and Conditions as RFP	Query/Changes required	Clarifications
17	4	Section I	Fees for RFP document Rs.10,000/- (Rupees Ten thousand only) (a non-refundable fee) to be paid in the form of Demand Draft issued by a Scheduled Commercial Bank in favour of "Indian Bank" payable at Chennai at the time of Part-I if not participated in the pre-bid meeting and Earnest Money Deposit of Rs.50,00,000/- (Rupees Fifty Lakhs only) in the form of Bank guarantee should be submitted along with the "Technical Offer". Late bids will summarily be rejected. <b>NSIC registered bidders are exempted from submission of cost of bid and bid security.</b>	We request the bank not to restrict the benefit of MSME only to Vendors who are registered only with NSIC under single point registration scheme but also to MSME who are registered as per the, Gazette Notification [Part II-Section3-Sub section(ii)] dated 26/03/2012 on 'Public Procurement Policy for Micro and Small Enterprises (MSEs) order 2012. We submit the following for the consideration of the bank Government of India, Gazette Notification [Part II-Section 3 - Sub section(ii)] dated 26/03/2012 on 'Public Procurement Policy for Micro and Small Enterprises (MSEs) order 2012 states that Udyog Aadhaar Memorandum (UAM) as a valid document to avail MSME benefit as post 18-09-2015 UAM is to be treated at par with SSI Registration Certificate.	MSEs registered under Udyog Aadhaar Memorandum are also exempted from submission of cost of bid and bid security

**RFP No. CO/DBD/PROC/RFP/207/R1/2018-19 dated 25/07/2018**
**Dated: 16/08/2018**

18	6	Section -II/ 2b	In case the probable bidder wants to participate in the Pre-bid Meeting to be held on the date specified in this bid, they should register themselves with the Bank by sending the cost of bid document i.e. Rs.10,000/- (Rs. Ten thousand only)(non-refundable) by way of Demand Draft in favour of "Indian Bank" payable at Chennai. Only those Bidders or their Representatives (Maximum 2 persons) who have registered with the Bank will be allowed to participate in the pre-bid meeting. Such Bidders who have submitted DD for attending pre bid meeting are not required to submit the DD for cost of Bid Document along with technical bid (Part I).	We request the bank to consider our submission above against Serial number 1 and extend the benefit of exemption from payment of Cost of Bid Document for MSEs having valid Udyog Aadhar Memorandum (UAM). Vendors are required to submit/Produce valid copy of UAM to participate in the Pre-Bid Meeting.	MSEs registered under Udyog Aadhaar Memorandum are also exempted from submission of cost of bid and bid security
19	8	4.1.10 Price Composition	Shifting from branch to ATM and Labour charges	Shifting after the 1st leg of delivery shall be borne by the Bank	Cost of one time shifting from branch to ATM room to be borne by the successful bidder. Shifting from Branch to Branch and from branch to offsite location will be borne by the Bank.
20	8	4.1.10, point C	All duties, levies, freight, insurance, delivery, installation charges, reinstallation charges, grouting charges, shifting from branch to ATM	Kindly clarify where this cost should be included as there is no separate line item for Shifting, re installing	Yes should be included

**RFP No. CO/DBD/PROC/RFP/207/R1/2018-19 dated 25/07/2018**
**Dated: 16/08/2018**

21	10	Section-II/8	The Bidder should furnish, as part of their bid, bid security in the form of a bank guarantee issued by a scheduled commercial Bank located in India for a sum of Rs.50,00,000/-(Rupees Fifty Lakhs only) and valid for 225 days from the last date for submission of Bid, in the format specified in the bid document (form-2 in Section VII).Bank may seek extension of Bank Guarantee, if required.	We request the bank to consider our submission above against Serial number 1 and extend the benefit of exemption from payment of EMD for MSEs having valid Udyog Aadhar Memorandum (UAM). Vendors are required to submit/Produce valid copy of UAM to claim the exemption.	MSEs registered under Udyog Aadhaar Memorandum are also exempted from submission of cost of bid and bid security.
22	13	16.2 Commercial evaluation	16.2.2 The Price quoted is inclusive of all duties, levies, freight, insurance, delivery, installation charges, reinstallation charges, grouting charges, shifting from branch to ATM and labour charges, Warranty etc	Shifting and reinstallation charges shall not be a part of the commercials quoted & shall be charged extra at mutually agreed rates	Reinstallation charges will be paid only if kiosk is shifted from one branch to another branch or to Offsite location.

**RFP No. CO/DBD/PROC/RFP/207/R1/2018-19 dated 25/07/2018**
**Dated: 16/08/2018**

23	14	25 Awarding of Contract	In case the L1 Bidder fails to demonstrate the POC within 10 working days the Bank will invite the next lowest Bidder	a)10 working days is too short a period considering the transportation, logistics & efforts of POC. Hence request the Bank to provide 4 weeks to demonstrate POC. Or request the Bank to consider & accept the bidders who have successfully demonstrated POC during the last tenderb)We request bank if In case the L1 Bidder fails to demonstrate the POC within 15 working days the Bank will invite the next lowest Bidder (in the order of L2, L3 etc.), who is ready to match the price quoted by the L1 Bidder to demonstrate POC to the Bank.c)We request the Bank to consider giving 25 working days to demonstrate the Proof of Concept instead of 10 working days. d)POC within 10 working days is very tight as in some cases paper work and transportation only takes 10 days from the bidder place to bank's office. Kindly extend the date to 5-6 weeks for POC	Please adhere to the terms of RFP. Successful Bidder can start the transportation and testing immediately after online reverse auction for adhering to the terms of RFP.
24	15	28 Others terms and conditions.	b)The Bank will be installing any third party software for monitoring the kiosk. The performance should not get degraded	Hope the Bank would obtain the bidder's consent before installing any third party software	Successful bidder can test the third party software at no cost to the bank.
25	15	26	If the performances of the Kiosks are not effectively utilized by the Bank/customers for more than one week due to any issue in the printer/ controls etc., then the Bank reserves the right to inform the vendor to replace the machines without any extra cost to the Bank	We kindly request bank that If the performances of the Kiosks are not effectively utilized by the Bank/customers for more than one week due to any issue in the printer/ controls etc., then the Bank reserves the right to inform the vendor to replace the defective parts without any extra cost to the Bank	Here "machine" refers to the major components of the kiosks, such as printer, CPU, monitor and Touch screen.

**RFP No. CO/DBD/PROC/RFP/207/R1/2018-19 dated 25/07/2018**
**Dated: 16/08/2018**

26	15	28.C / Others terms and conditions	The Bank will be installing any third party software for monitoring the kiosk.	Request for Clarification: Will agents be deployed in the Kiosk or Kiosk need to be integrated.	Agent will be installed in the kiosk.
27	22	10. INTEGRATION	e. The bank is already having a middleware software which is running on a different server and having interface with CBS server for fetching data	Hope the middleware ownership is with the Bank and hence we presume the Bank shall help us with all the necessary details for interfacing and we don't have to depend on any third party for the same	Successful bidder will have to co-ordinate with bank's team and middleware vendor.
28	22	Point no:9	Insurance	In case if we win the bid providing the Bank details with complete location address and proper contact details of respective branches to be provided , It is requirement for Storage cum erection policy	Details will be provided along with PO for the first set of locations
29	22	Sec III.10.d / Integration	MIS reports are to be submitted as required by the bank for calculation	Request for Clarification: Is there any specific reporting format for MIS report. Kindly provide the same if any.	Format will be shared with the successful bidder
30	23	11. INCIDENTAL SERVICES	d. Training of the bank personnel (onsite training to staff members available at individual locations for 1 dedicated working day)	Request the Bank to entrust the responsibility of providing complete training to the Bank's personnel only and not to insist on 1 dedicated working day	For each hardware and software component installed, the Supplier is required to train the designated Bank technical and end-user personnel to enable them to effectively operate the total system.

**RFP No. CO/DBD/PROC/RFP/207/R1/2018-19 dated 25/07/2018**
**Dated: 16/08/2018**

31	31	26. MAINTENANCE OF UPTIME DURING WARRANTY AND AMC PERIOD	a) The supplier should accomplish preventive and breakdown maintenance activities to ensure that all hardware execute without defect or interruption for at least 98.5% up-time for 24 hours a day, 7 days a week of operation of the machine calculated on quarterly basis. Bidder shall submit this report within a week after expiry of every calendar quarter. Delays if any on account of procurement of spares will not be exempted while reckoning the uptime SLA of 98.5%.	We request bank that the supplier should accomplish preventive and breakdown maintenance activities to ensure that all hardware execute without defect or interruption for at least 95% up-time for 24 hours a day, 7 days a week of operation of the machine calculated on quarterly basis. Bidder shall submit this report within 2 weeks after expiry of every calendar quarter. Delays if any on account of procurement of spares will be exempted while reckoning the uptime SLA of 95%.	Uptime to be read as 95% as mentioned in clause 29.
32	31	26. MAINTENANCE OF UPTIME DURING WARRANTY AND AMC PERIOD	c) Bidder should also ensure that the maximum response time for onsite service call does not exceeds 4 hours where there is local support centre of the vendor / franchisee. The maximum response time at other locations shall not exceed 6 hours plus the normal travel time from the nearest support centre. The issue, if any is to be resolved within the time period specified in clause 29 (Delay in repair) of this RFP. The travel time should not exceed 6 hours in any case and the call must be attended maximum on next working day.	We request bank that Bidder should also ensure that the maximum response time for onsite service call does not exceeds 24 hours where there is local support centre of the vendor / franchisee. The maximum response time at other locations shall not exceed 72 hours plus the normal travel time from the nearest support centre. The issue, if any is to be resolved within the time period specified in clause 29 (Delay in repair) of this RFP. The travel time should not exceed 72 hours in any case and the call must be attended maximum on next working day.	Clause 29 already amended.

**RFP No. CO/DBD/PROC/RFP/207/R1/2018-19 dated 25/07/2018**
**Dated: 16/08/2018**

33	32	Sec III. 28.b / CENTRALIZED CALL LOGIN AND MONITORING FACILITY	The successful bidder should bring his own servers for hosting the central monitoring and management application	Request to amend: Request the Bank to provide Servers	Below items are optional: (i) Application Server (Hardware) for Central Monitoring Software with 3 years warranty. 1 server each at Primary Data Centre and Disaster Recovery Site. (ii) Database Server (Hardware) for Central Monitoring Software with 3 years warranty. 1 server each at Primary Data Centre and Disaster Recovery Site.
34	33	30	a) Successful Bidder should provide 1 dedicated working day onsite hand- on training to branch officials at each site/branch along with the manuals for user application and day to day operations after installing the machine in the site/branch. Handholding to be given for 1 dedicated day during working hours for each site/branch for the customers. Installation report should have the confirmation about the hand-on-training and handholding. It will be the responsibility of Successful bidder to ensure that complete training is provided to the Bank's personnel. b) Two days training to be given at central site covering central administration and other function.	We kindly request bank to a) During Installation & Go LIVE Engineer at Branch will provide training to Branch Officials on day to day operations with Do's and Don'ts. Any further training other than this can be done on chargeable basis on mutual agreement in advance intimation. b) 1 Day training can be given at Central Site (Bank to share the details of location, address and contact person) for Admin Functions.	For each hardware and software component installed, the Supplier is required to train the designated Bank technical and end-user personnel to enable them to effectively operate the total system.

**RFP No. CO/DBD/PROC/RFP/207/R1/2018-19 dated 25/07/2018**
**Dated: 16/08/2018**

35	36	Section5, ii. C	server of successful bidder by purchasing the passbook kiosk software agent from the successful bidder. Successful bidder should migrate these kiosks at no additional cost to the bank. Bank may also migrate the existing passbook kiosks to the central monitoring server of successful bidder by purchasing the passbook kiosk software agent from the successful bidder. Successful bidder should migrate these kiosks at no additional cost to the bank.	We kindly request bank to share the Existing Kiosk Quantity required from Bank for Server Sizing. Kindly mention the quantity, make and model of existing kiosks ?	Please find the below details of PBK: Barra - 281 Forbes - 125 Krisfo - 75
36	36	SECTION-V i)SCOPE OF THE PROJECT ii) Scope of the work	The Bank is planning to purchase 500 pass book kiosks for 24 x 7 e-lounges. The successful bidder needs to integrate the pass book kiosks & central monitoring server with bank's middleware server	We kindly request bank To confirm on Middleware part ? Will it be provided by Bank or Passbook Vendor needs to supply the same?	Middleware will be provided by the bank



**RFP No. CO/DBD/PROC/RFP/207/R1/2018-19 dated 25/07/2018**
**Dated: 16/08/2018**

37	36	SECTION-Vi)SCOPE OF THE PROJECTii) Scope of the work	All monitoring reports should be configured on management and monitoring server. This server application should have the capability to automatically generate and send MIS reports to email ids configured on daily/weekly/monthly basis by integrating with banks email server. Also the server application should have the capability to trigger SMS alerts for machines down to mobile numbers configured by integrating with Banks SMS gateway. The server application should have provision to configure email ids,mobile nos., customized messages and frequency for sending emails and SMS alerts.	We request bank that bank need to confirm who will provide the server Hardware and required software Licences?Also bank need to provide SMTP details for sending and SMS API for alerts & reports.	Server Hardware items are listed under optional Items. Bank reserves the rights to purchase the servers from any other source based on the rates quoted by the successful bidder.
38	37	Scope of the work	The successful bidder shall ensure seamless migration of the application and the solution after expiry of contract period, if bank select another Successful bidder after the contract period or during the contract period due to any reason.	It is subjected to feasibility and will be at additional cost if our support involves for this activity. Kindly confirm.	If additional man power is utilized, the same will be paid as per the charges payable for onsite support services on prorata basis.

**RFP No. CO/DBD/PROC/RFP/207/R1/2018-19 dated 25/07/2018**
**Dated: 16/08/2018**

39	37	Scope of the work	p) No visit/services charges will be borne by the bank for upgradation of the software/replacement of hardware component pertaining to passbook kiosk for the purpose of enhancing their functionality to meet mandatory compliance requirements. Any upgradation should be completed within 15 days from the date of request from the Bank.	a)Any visits made for enhancements, mandated by statutory body for which Bank is not answerable shall be done at mutually agreed rates. Anything pertaining to enhancement of performance shall be bidder's scope b)Bank should bear the cost for upgrade or replacement, vendor will bear the cost of visit/service charges. Kindly confirm c)If it is attributes to Bank reasons then there should be an additional charges mutually agreed	Bank will pay for any upgradation / enhancement to be done in the hardware. Software enhancements should be covered under the warranty / ATS charges and no additional charges will be paid by the Bank
40	37	j- ii - SECTION-V SCOPE OF THE PROJECT	The successful bidder shall give training to branch staff on fixing up of minor problem and for changing consumables like ribbon etc	Bidder will be providing the training one time at the time of installation and any additional training need to be on chargeable basis.	For each hardware and software component installed, the Supplier is required to train the designated Bank technical and end-user personnel to enable them to effectively operate the total system.
41	38	Section5, ii. S	Changes any required during the contract period from time to time will be the responsibility of the supplier and will be deployed on all the machines from a central site only, without any cost to the Bank.	Kindly clarify on the changes. Without clarity on what change is required how can the bank propose it the responsibility of vendor and bank will not bear any cost.	Any changes in the URL or parameters
42	39	SECTION-V i)SCOPE OF THE PROJECT ii) Scope of the work	The successful bidder should also undertake to customize display screens as desired by bank in graphic mode in three languages (Hindi, English and the regional language selected by Bank depending on the state where the machine is deployed) on touch screen format for all transactions undertaken without any extra cost.	We kindly request Bank to be providing the necessary regional languages Script	Icons /Screens will be provided by the Bank

**RFP No. CO/DBD/PROC/RFP/207/R1/2018-19 dated 25/07/2018**
**Dated: 16/08/2018**

43	67	PART- II - COMMERCIAL QUOTE	Total Project Cost for 5 Years	Our understanding is reverse auction will be conducted on total project cost for 5 years & not on individual items	Yes on the TCO for 5 Years
44	72	Annexure 2	Cost of Consumables and Spares	a) Whether we need to keep annexure 2 with technical bid? b) Whether we can add any other consumables line item in this list c) If it is part of commercial bid, whether we need to quote after reverse auction	a) Yes. The Cost of consumables to be furnished along with the Technical bid. Bank reserves the rights to purchase the consumable from any bidder or 3rd party based on the rates provided in Annexure II. b) Please adhere to the terms of RFP c) Please adhere to the terms of RFP
45	Passbook PC Client PC Configuration	58	Operating System: Window 10 with adequate hardening of OS	We kindly request bank to add specs to Windows 10 IOT OS which will reduce the cost of the product	WINDOWS 10 Professional -License key for 500 Passbook printers should be provided to the Bank.
46	Passbook PC Client PC Configuration	58	RS 232C	We kindly request bank to remove Rs232 ports as are not available in latest motherboards and are not required for PBK kiosk	RS 232C or equivalent functionality.
47	PART- I: TECHNICAL BID Technical specifications	60	9. Should provide MIS ( Number of passbook printed successfully and failed transactions per day and at any given intervals)	We kindly request bank to provide MIS report formats.	Will be shared to the successful bidder.

**RFP No. CO/DBD/PROC/RFP/207/R1/2018-19 dated 25/07/2018**
**Dated: 16/08/2018**

48	PART- I: TECHNICAL BID Technical specifications	60	15. Central Monitoring Software should have capability to remotely update patches/screens/antivirus updates on the kiosk machine	We kindly suggest bank to enable AV update url on kiosk for better AV updates. Generally AV updates are not silent installations.	As per our Corporate policy, AV will be provided by the Bank.
49	Functional Specifications of Passbook Printing Kiosk	61	28. SAW or resistive touch screen option, durable and resistant to scratches and blows from blunt objects. Activation by finger or stylus with a minimum of 85 grams of pressure.	We kindly request bank to remove Resistive Touch screen and add Capacitive as have many disadvantages for self service kiosk.	Resistive industrial grade touch screen should be provided.
50	PART- I: TECHNICAL BID Technical specifications	61	20. The central server application should have the capability to trigger emails and SMS in desired format as per the Banks specifications.	We kindly request bank to provide SMS gateway for this purpose.	SMS Gateway will be provided to the successful bidder.
51	Sec VIII. Part 1.34/Technical BID / Functional Specifications of Passbook Kiosk	62	Send heart beat / SMS to banks host software / monitoring system	Request for Clarification	Continuous monitoring should be provided-24*7 for 365 days a year.