

RFP for supply, installation and maintenance of 1000 nos. of self-service passbook kiosks with QR code printer.
REF: CO/DBD/ATM/1131/R1/2019-20 dated 26/12/2019

Annexure I – Clarifications

| S NO | RFP Point No/Title | Pg No RFP | Details Provided in RFP | Query/Changes Requested | Replies to Queries |
|------|----------------------------------|-----------|---|---|---------------------------------|
| 1 | 11 | 7 | 11. The condition of prior turnover and prior experience may be relaxed for Start-ups (as defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document (Rule 173 (i) of GFR 2017). | Is this relaxation only limited to 'Startups' ? if so, request the bank to consider and extend the relaxation to MSME subject to meeting of quality & technical specifications as per Policy Circular No. 1(2)(1)/2016-MA Dt. 10th March 2016 issued by Additional Secretary & Development Commissioner-MSME Ministry of Micro, Small & Medium Enterprises. | Covered by amended corrigendum. |
| 2 | ELIGIBILITY CRITERIA FOR BIDDERS | 9 | c.The bidder should be having Positive Net Worth / Net profit in the following three financial years of the bidder 2016-17, 2017-18, 2018-19. | <p>The bank should look at a financially strong partner with a minimum net worth and profit stated separately for at least 50 Cr to get a strong vendor and insure against delivery and services risk. These kiosk are the front end for bank's customers and a small vendor may can spoil the reputation of the bank</p> <p>Request bank to consider positive Net worth for 2 years out of three financial years. i.e. 2016-17, 2017-18,2018-19 or profit in 1/3 years</p> <p>The Bidder has registered a net profit (after tax) for any two out of the last three financial years (FY 2016-17, 17-18 and 18-19). Financial year shall mean an accounting period of 12 months. Figures for an accounting period exceeding 12 month will not be acceptable. Annual reports of FY 2016-17, 17-18 and 18-19 should be attached. Bidders who are yet to publish their audited document for the year 2018-19, must submit the provisional/CA certified results for the FY 2018-19. (Documentary</p> | Covered by amended corrigendum. |



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| 3 | 1. Eligibility criteria for bidders point No. (d) | 9 | The average annual turnover for the three financial years 2016-17, 2017-18 & 2018-19 of the bidder should be Rs.5.00 crores or above. | <p>proof should be attached).</p> <p>The banks had published a tender for the same 500 Kiosks, in which they asked that "The bidder should have Rs.10.00 crores turnover in last three years. And now the Bank has published a tender for 1000 kiosk but turnover asked only Rs. 5 Cr. It should be at least 40.00 Crores in each of last three financial years of the company</p> <p>The bank is doing a procurement of more than 5 Cr but asking for turnover of 5Cr. The bank should include turnover criteria of minimum 100 Cr for the company to get a strong vendor and insure against delivery and services risk. These kiosk are the front end for bank's customers and a small vendor may can spoil the reputation of the bank</p> <p>Considering the size of this bid, we recommend that the minimum average annual turnover should be at least 10x Estimated Value of Bid</p> <p>Bank should consider the bidder with Minimum Turnover of 100 crores or above in last three Financial years 2016-17, 2017-18, 2018-19 so that it will not face problem with the bidders financial instability during project execution</p> <p>We are the new MSME register Banking Kiosk Manufacturing Company, We request bank to make the clause as "The Average Annual Turnover for the three financial years 2016-17, 2017-18, 2018-19 of the bidder should be Rs. 5 crores (1</p> | Please adhere to the terms of RFP. |



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| 4 | 9.1. ELIGIBILITY CRITERIA FOR BIDDERS -e | 9 | The 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. Please note kiosk supplied should be banking passbook printing kiosks & other kiosks such as info kiosks, ticketing kiosks, net banking kiosks, etc are not considered. | <p>crores in case of MSME) or above.</p> <p>The bidder should have supplied & installed at least 500 passbook Printing Kiosks in any of single PSU Bank client in India.</p> <p>Request the bank to consider and facilitate the participation of MSME vendors who has past experience and amend the clause by adding 'An MSME bidder should have supplied minimum of 30 passbook kiosks during the last three financial years to Banks in India'.</p> <p>Considering the size of this bid, we recommend that the minimum supply during last 3 years should be 2 x RFP quantity - 2000 Kiosks</p> <p>Request bank to change "The bidder/OEM should have submitted 500 passbook Kiosk/ATMs/Recyclers/Other banking kiosks during the last 3 financial years to the banks in India. Copy of purchase orders issued by banks and the satisfactory working certificate issued by banks should be submitted along with the technical bid. Bidders who have already supplied passbook kiosks to INDIAN BANK should submit "satisfactorily working certificate" obtained from the same bank."</p> <p>Request bank to change it to minimum 400 Passbook Printing kiosks in last 3 years.</p> <p>We are the new MSME register Banking Kiosk Manufacturing Company, supplied nearly 500 Banking kiosk to NBFC/BFSI Sector.</p> <p>Request bank to change "The bidder/OEM should have submitted 500 passbook</p> | <p>Please adhere to the terms of RFP</p> <p>Covered by amended corrigendum.</p> <p>Please adhere to the terms of RFP</p> <p>Covered by amended corrigendum.</p> <p>Covered by amended corrigendum.</p> <p>Covered by amended corrigendum.</p> |



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| | | | | Kiosk/ATMs/Recyclers/Other banking kiosk connected with CBS or ATM Switch during the last 3 financial years to the banks in India. Copy of purchase orders issued by banks and the satisfactory working certificate issued by banks should be submitted along the technical bid. Bidders who have already supplied passbook kiosks to INDIAN BANK should submitted" satisfactorily working certificate" obtained from the same bank." | |
| | | | | The Bidder should have supplied, installed and commissioned in PSU Banks / Insurance Companies / Government Organization / Financial Institutions/ Corporate with more than 500 Numbers of kiosk in India. | Covered by amended corrigendum. |
| | | | | Request bank to change "The bidder/OEM should have submitted 500 passbook Kiosk/ATMs/Recyclers/Other banking kiosk during the last 3 financial years to the banks in India. Copy of purchase orders issued by banks and the satisfactory working certificate issued by banks should be submitted along the technical bid. Bidders who have already supplied passbook kiosks to INDIAN BANK should submitted" satisfactorily working certificate" obtained from the same bank." | Covered by amended corrigendum. |
| | | | | Request bank to make it 400 passbook Printing kiosks in last 3 years | Covered by amended corrigendum. |
| 5 | 1. Eligibility criteria for bidders point g | 9 | Bidder/OEM should have Branches / Service Centre Facilities / Franchises / Resident engineers in any 25 places from the locations tabulated below. In case of franchises, copy of contract between the | Request bank to change same to "Bidder/OEM should have branches/Service centres facilities/Franchises/resident engg in any 25 places from the locations | Please adhere to the terms of RFP |



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| 6 | | | successful bidder and franchise should be attached in addition to proof of address. For Resident engineers, at least one identity proof and address proof for all the location should be submitted. Also, undertaking letter from OEM/Franchise for providing support in such places where bidder doesn't have above arrangement should be provided. | tabulated below. Also undertaking from OEM/Franchise for providing support in such places where bidder doesn't have above arrangement should be provided" | |
| 7 | | | | Request bank to change same to "Bidder/Oem should have branches/Service centers facilities/Franchises/resident engg in any 25 places from the locations tabulated below.. Also undertaking from OEM/Franchiese for providing support in such places where bidder doesn't have above arrangement should be provided" | Please adhere to the terms of RFP |
| 8 | 2.Scope of the Project | 10 | Bank proposes to deploy Self-service Passbook kiosks for printing entries in the passbook which will help the customers to get the passbook details printed without any Card validation or any user credentials (user id/password). | Any other type of customer validation required? | Please refer Para 2(i) under scope of project in RFP document. |
| 9 | ii)Scope of work/Point b. | 10 | The Bank is planning to purchase 1000 pass book kiosks. | What will be time span for installing all these kiosks | Deployment of kiosks will be done between 6 months to 1 year |
| | | | | What is the expected number of customers? | Average Passbook printing per day per kiosk is expected to be 250 hits |



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| | | | | What will be the expected total load on all kiosks? | Average Passbook printing per day per kiosk is expected to be 250 hits |
| 10 | 2. SCOPE OF THE PROJECT, ii) Scope of the work (c) | 10 | If required, 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. | <p>Please let us know existing passbook printer name.</p> <p>Required support and application changes need to be incorporate by existing Kiosk vendor to support our client as per requirement.</p> <p>Bidder can inform bank on the issues related to hardware or software arises out of the existing passbook printing kiosks. Bank should provide all required hardware details of the kiosk for migration and cost arised out of migration should be borne by bank. Request bank to change the clause</p> <p>Request Bank to provide existing passbook kiosk details to check compatibility</p> | <p>Olivetti PR2 Plus</p> <p>Required support will be arranged from existing vendor.</p> <p>Bank will negotiate the rate of the software agent with the successful bidder</p> <p>Existing kiosk is on windows os with Olivetti PR2 plus printer.</p> |
| 11 | Scope of the work (f) | 10 | The successful bidder should ensure end to end integration of pass book and management and monitoring server with the bank's middleware. Any requirement of reinstallation of software at this server has to be taken care of by the successful bidder at the request of the bank without any extra cost. | Request bank to modify the clause as follows: The successful bidder should ensure end to end integration of Passbook and management and monitoring software with the banks middleware. Any requirement of reinstallation of software at this server has to be taken care of by the Successful bidder at the request of the bank without any extra cost if done remotely or at mutual agreed cost if any man days required. | Please adhere to the terms of RFP |
| 12 | | | | As we understand required Middleware | Middleware will be |



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| | | | | solution will be provided by Bank. Kindly confirm. This is to be sure on the SOW, if development of new middleware is required or not. | provided by the bank to which kiosk shall be connected. |
| 13 | 2.SCOPE OF THE PROJECT | 10 | Service Level Agreements (SLAs) will have to be entered into with the Bank which includes uptime, Response Time and Penalty as per the terms of this RFP. SLA has to be entered within 30 days after issuing of Purchase Order | We request the bank to modify the SLA singing date from 30 days to 45 days | Please adhere to the terms of RFP |
| 14 | 2. SCOPE OF THE PROJECT, ii) Scope of Work | 11 | 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. | The activity will be done at mutually agreed cost. |
| 15 | ii - m / Scope of Work | 11 | The Successful bidder would be responsible for timely applying / loading of all software patches in all individual Pass Book Kiosks during the warranty and AMC period. The job has to be done as a part of Warranty and AMC Support Services without any extra Cost to the bank | All Patches would be updated remotely. Any visit to sites would be done during PM Visits. | Yes. Accepted. |
| 16 | 2.SCOPE OF THE PROJECT(n) | 11 | No visit/services charges will be borne by the bank for upgradation of the software/replacement of hardware component pertaining to pass book 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. | We request bank to change any upgradation should be completed within 15days to 30 days from the date of request from the Bank. | Covered by amended corrigendum. |
| | | | | 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 | Please refer S.No. 15 for Clarification. |
| | | | | Since the changes sought by the bank could include software changes, we recommend that the time for remote updation be 45 days including software modifications and | Covered by amended corrigendum. |



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| | | | | deployment (for minor changes), any hardware changes should include the time required for hardware procurement and installation during the next Preventive maintenance visit and time limit to be considered as 90 days | |
| | | | | We request the bank for paying visit charges for any changes on the machine and for any upgrades for software and hardware to be done on the machines on mutually agreed cost. | Please refer S.No. 15 for Clarification. |
| | | | | Any new additions to the kiosk hardware or software apart from the part 1 Technical bid shall be charged extra to bank. Replacement can be done by the bidder free of cost but bank should bear the cost for such hardware or software. | Covered by amended corrigendum. |
| 17 | ii) Scope of the work | 11 | q. 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. | We request the bank for paying charges for any changes on the machine at mutually agreed cost | Please refer S.No. 15 for Clarification. Any hardware upgradation will be on mutually agreed cost |
| 18 | 2. SCOPE OF THE PROJECT, ii) Scope of the work (q) | 12 | At the same time, The OTP (one time password) option should then be enabled and OTP should be generated by the backend server based on the account number typed by the customer on the touch screen and sent to the customer mobile. OTP Generation and sending the OTP will be taken care by the Bank. The camera which is fitted in the kiosk would take photograph of the person while the passbook is scanned / printed. The same data needs to be stored with the account no and photograph. | Request Bank to provide more details on the purpose of clicking photograph and where the data needs to be stored | The purpose of Image capturing is for identifying the user using the Passbook kiosk. The data needs to be stored in the kiosk and the same to be pulled through central monitoring server as and when required. |



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| | | | | We request the bank to elaborate this requirement regarding OTP and photograph of the person. Where will this data be stored? In case it is stored centrally then will the bank have the bandwidth available to pull this data? | The data needs to be stored in the kiosk locally and the same to be pulled through central monitoring server as and when required. |
| 19 | ii) Scope of work/Point u. | 12 | The successful bidder needs to integrate the Self-service Passbook kiosks and Core Banking solution i.e. Bancs through the interface software (middleware server) available with the Bank. | Kindly share the Middleware and CBS details for integration | The details of integration will be shared with the successful bidder. |
| 20 | ii) Scope of the work | 12 | v) 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. | The bank needs to provide the translation for printing and displaying | The screens will be shared by the Bank |
| 21 | ii) Scope of the work | 12 | x) The successful bidder should provide MIS reports like number of passbook issued, number of passbooks updated, uptime etc. as per the Bank's requirement on a daily/monthly/ over a date range basis. Bank should be able to know the up/down status of passbook kiosks installed on the remote location any time. Any application required for MIS report generation as per banks desired format has to be provided by the Successful bidder. The MIS report should be provided in excel format for download. | We request the bank to elaborate on how many number of passbooks issued as the same may not be available through kiosk | Covered by amended corrigendum. |
| 22 | 2. SCOPE OF THE PROJECT | 13 | There shall be internal SSL certificates which needs to be installed in the connecting kiosks and the communication would be on a secured channel. | Required SSL certificate will be provided by Bank. Kindly confirm. | Self-signed SSL should be provided by the successful bidder/s |



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| | | | These certificates would have limited validity and new certificates should be automatically updated in the browser. | Request Bank to Elaborate more on this point and who will provide these certificates? | Self-signed SSL should be provided by the successful bidder/s |
| 23 | DELIVERY SCHEDULE | 13 | The bank will issue individual delivery schedule for each site and delivery and installation of complete kiosk and QR code printer with all the accessories and software to be completed within 6 weeks from the date of issuing delivery instructions by the bank | <p>Request bank to make the delivery schedule to 8 weeks from the date of issuing delivery instructions</p> <p>Will the bank place order for all 1000 kiosks at the same time or will it be a phase wise procurement. If it is a phase wise procurement, please provide the procurement schedule</p> <p>Request the bank to change the time to complete the delivery and installation to 8 weeks from existing 6 weeks.</p> <p>Request the bank to change the time to complete the delivery and installation to 8 weeks from existing 6 weeks.</p> <p>Request the bank to change the time to complete the delivery and installation to 8 weeks from existing 6 weeks.</p> <p>1. Delivery time should be start from the date of formal order with complete details of shipping locations. In case of PDI it should be start from the date of inspection. 2. Requested to provide extra 2 weeks for installation.</p> <p>Request the Bank to issue delivery schedule after site is made ready in all respects for installation (please consider 6/8/10 weeks for delivery & installation in Metro & Urban, Semi Urban/Rural & Hilly (NorthEast/J&K/Bihar/Jharkhand/Uttarakhand/Himachal Pradesh etc. other hilly regions)</p> | <p>Covered by amended corrigendum.</p> <p>Bank will be placing order in Phased manner after obtaining site readiness from the identified locations</p> <p>Please adhere to the terms of RFP</p> <p>Please adhere to the terms of RFP</p> <p>Please adhere to the terms of RFP</p> <p>1. Delivery time will be calculated after the date of inspection 2. Covered by amended corrigendum.</p> <p>Covered by amended corrigendum.</p> |



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| | | | | respectively | |
| 24 | Scope of work 9 | 13 | There should be a facility to get authentication services and other services in AD as from the Active Directory Services of the Bank | What are other services? Please elaborate more. | After AD implementation, the kiosk should have the capability to support the services provided by AD server. |
| 25 | B. FINANCIAL BID | 16 | iii) The price quoted in the bid should be inclusive of all duties, levies, freight, insurance, delivery, installation charges, reinstallation charges, grouting charges, shifting from branch to ATM and Labour charges, Warranty, etc but exclusive of all applicable taxes. Octroi/entry tax, if applicable, will be reimbursed on production of original receipt | Shifting and reinstallation charges shall not be a part of the commercials quoted & shall be charged extra at mutually agreed rates | Cost of one time shifting from branch to ATM room to be borne by the successful bidder. Shifting from one Branch to another Branch and from branch to offsite location will be borne by the Bank. |
| 26 | B. FINANCIAL BID (iv) | 17 | No price variation will be accepted for increase in custom/excise duty, other taxes, and foreign exchange rate variation or any other reasons. | It should be vice-versa. | Rate quoted should be without taxes. |
| | | | | Bidder cannot envisage increase in tax beforehand, hence request the bank to reimburse if any increase in government levies, customs, and taxes till the date of invoice. | Rate quoted should be without taxes |
| | | | | Bidder cannot envisage increase in tax beforehand, hence request the bank to reimburse if any increase in government levies, customs, and taxes till the date of invoice. | Rate quoted should be without taxes |



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| 27 | 5.Bid Security (Earnest Money Deposit) | 17 | The Bidder should upload at the time of online submission of Bid, , as part of its 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-3 in Section VI). Bank may seek extension of Bank Guarantee, if required. | EMD Amount & timeline is too high. Requested to reduce the same to 20 Lacs. | Please adhere to the terms of RFP |
| 28 | Bid Security (Earnest Money Deposit) | 17 | Sum of Rs.50,00,000/- (Rupees Fifty Lakhs only) and valid for 225 days from the last date for submission of Bid | Request the Bank to change the Earnest Money Deposit to a sum of Rs.10,00,000/- (Rupees Ten Lakhs only) and valid for 225 days from the last date for submission of Bid | Please adhere to the terms of RFP |
| 29 | Section III -14 & 15 | 20 | <p>14. Liabilities of Bank This RFP is not an offer by Bank, but an invitation for bidder responses. No contractual obligation on behalf of Bank whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officials of Bank and the bidder.</p> <p>15. Bid Proposal and Ownership The Bid submitted and all supporting documentation/ templates are the sole property of Indian Bank and should not be redistributed, either in full or in part thereof, without the prior written consent of Bank. Violation of this would be a breach of trust and may, inter alia cause the Bidder to be irrevocably disqualified. The proposal and all supporting documentation submitted by the Bidder shall become the property of Indian Bank and will not be returned.</p> | BIDDER would requests the Bank that the use of documents, information and confidentiality obligations shall be mutual upon both the parties because the proposal and other documents submitted by BIDDER are confidential as the same being proprietary to BIDDER. BIDDER would like to clarify that the confidential and proprietary information of the BIDDER shall remain as that of the BIDDER at all times. | Bank may need to disclose the information if demanded by regulators. Hence Please adhere to the terms of RFP. |



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| 30 | 20. Performance Security | 21 | Within 15 (fifteen) days from the date of purchase order issued for the project by the Bank, the successful Bidder shall furnish the Performance Security equivalent to 5% of total Purchase order value in the form of a Bank Guarantee issued by a Scheduled Commercial Bank or Foreign Bank located in India valid for a period of Sixty Nine (69) months with further one month claim period in the format enclosed. | Contract Period is 60 months. Hence request to amend PBG required for 60 months | Please adhere to the terms of RFP |
| 31 | 22 (b) Other terms and conditions | 22 | The bank will be installing any third party software for monitoring the kiosk. The performance should not get degraded. | Please consider that the third party software to be thoroughly tested by us and bank, and okayed by bank for installation. This may be followed for first time installation as well as any updates/upgrades during the service period | Successful bidder can test the software before installing it in live kiosks. |
| | | | | Hope the Bank would obtain the bidder's consent before installing any third party software | Successful bidder can test the software before installing it in live kiosks. |
| | | | | As we have already providing RMMS for monitoring the kiosks why third party software to be installed and how we can ensure the performance of our application | Bank reserves the rights to change the RMMS application at Bank's discretion. Successful bidder can test the new RMMS before implementing in passbook kiosk. |



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| 32 | 22 - h/Other terms and conditions | 22 | In the event of any claim asserted by the third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the goods or any part thereof, the bidder shall act expeditiously to extinguish such claims. If the bidder fails to comply and bank is required to pay compensation to a third party resulting from such infringement, the bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees. Bank will give notice to the bidder of such claims, if it is made. | Please note that this may be amended such that this is applicable only to supplies made by us, with clear limitation of liabilities | Please adhere to the terms of RFP. Please refer to Limitation of liabilities |
| 33 | 22, l | 22 | Names of two buyers to whom similar equipments are supplied, installed and commissioned in the recent past and to whom reference may be made by the Bank regarding the bidder's technical and delivery ability | Request to change it as "Names of one buyer to whom similar equipment are supplied, installed and commissioned in the recent past and to whom reference may be made by the bank regarding the bidders technical and delivery ability | Covered by amended corrigendum. |
| 34 | 22. Others terms and conditions. (j) | 23 | The Self-Service passbook kiosk would be placed in the branch premises initially and may later be moved to the Onsite ATM Rooms. Bidder has to Support the branch in shifting of kiosk from branch premises to Onsite ATM room and making it live at no extra cost to bank. However the cost related to shifting kiosk will be borne by the bidder only. However it will be the responsibility of successful bidder for reinstallation of passbook kiosk along with reinstallation of QR code printers without any additional cost to the bank | considering that this will be an intermittent activity, Bank may consider this as 3 additional line items for (1) shifting charges, (2) De & reinstallation call & (3) De & reinstallation call in NorthEast and other Hilly locations Reinstallation would be considered on chargeable basis as there is no limit mentioned for reinstallation. Out of 1000 sites, how many sites are expected for twice installation? Shifting & reinstallation shall be done at mutually agreed rates we request the change in the clause to read as 'However the cost related to shifting | Cost of one time shifting from branch to ATM room to be borne by the successful bidder. Shifting from one Branch to another Branch and from branch to offsite location will be borne by the Bank. |



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| | | | | kiosk will be borne by the bank only' | |
| | | | | The shifting charges are to be borne by Bank since bidder is not aware of the locations. | |
| | | | | Request to Remove this point or the Reshifting responsibility should be taken care by bank /Bidder is responsible for installation only | |
| 35 | 22 - k / Other terms and conditions | 23 | The Successful bidder has to submit attendance, Salary, appointment letters etc of all the outsourced employees for any type of services engaged either through contractors or directly. If engaged through contractors, list of all the contractors engaged for any/all services and whether the said contractors are covered independently under the EPF & MP act 1952. The agreement of contracts with the contractors, the PF code number of contractors, if covered, the attendance of the contract employees, the remitted PF Challan with the ECR should be submitted | Request bank to waive of this clause. | Please adhere to the terms of RFP |
| 36 | Section IV 2.1 | 28 | Confidentiality | Bidder requests Bank that the confidentiality obligation to be mutual for both parties | Bank may need to disclose the information if demanded by regulators. Hence Please adhere to the terms of RFP. |
| 37 | Section IV -2.3 & 3 | 28 | 2.3 Documents prepared by the bidder for this purpose to be the property of the Bank All plans, drawings, specifications, designs, reports and other documents submitted by the bidder shall become and remain the property of the Bank and the bidder shall, upon termination or | BIDDER would requests the Bank that the use of documents, information and confidentiality obligations shall be mutual upon both the parties because the proposal and other documents submitted by BIDDER are confidential as the same being proprietary to BIDDER. BIDDER would like | Please adhere to the terms of RFP |



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| | | | <p>expiration of this contract, deliver all such documents to the Bank together with a detailed inventory thereof. The bidder may retain a copy of such documents.</p> <p>3. USE OF CONTRACT DOCUMENTS AND INFORMATION</p> | to clarify that the confidential and proprietary information of the BIDDER shall remain as that of the BIDDER at all times. | |
| 38 | 4. PAYMENT TERMS | 28 | <p>On Delivery: Eighty (80)% of the cost or invoice price of the delivered goods shall be paid within 15 days on submission of Invoice copy and proof of delivery duly counter signed by the Bank's representative, Original/Copy of Transit Insurance Policy & Original of Storage cum erection policy.</p> <p>b. On Installation: Fifteen (15)% of the cost or invoice price of Goods received shall be paid upon installation/configuration of hardware within 15 days on submission of Installation Certificate duly counter signed by the Bank's representative in the format 9 provided in Section VI.</p> <p>Payment may be released, if the systems could not be installed within 3 months from the date of delivery, due to reasons attributed to the Bank on production of Site Not Ready Certificate from the concerned Zonal Office/Branch, where the kiosk are delivered. In such cases, successful bidder has to install the kiosk as and when required by the Bank, without any cost to the bank.</p> <p>c. The remaining Five (5)% of the total Purchase Order amount (exclusive of AMC) will be kept by the Bank as retention money, during the warranty period and the same will be released after the warranty period after deduction of further</p> | <p>1. We assume that any claims with regards to Storage cum Erection policy shall be done by Bank hence asking for original copy of policy.</p> <p>2. Requested to in case of SNR payment may be released after 1 month from the date of delivery.</p> | <p>1. Bidder to claim insurance under storage cum erection policy if any damage to the goods delivered. Copy of the storage cum erection policy to be delivered to the Bank.</p> <p>2. Please adhere to the terms of RFP.</p> |
| | | | | Request Bank for 50% Advance with PO | Please adhere to the terms of RFP |
| | | | | Please amend the clause as, retention money can be paid, if bidders keeps the additional BG for the same (i.e. 5%) | Please adhere to the terms of RFP |
| | | | | Request bank to consider copy of online Proof of delivery duly signed by the bank's representative. | Please adhere to the terms of RFP |
| | | | | It will be a huge task for both bank and bidder to manually collect and verify delivery report, installation report for 1000 kiosks. Request bank to consider MIS of the delivered and installed branches with serial numbers for payment. Bidder can share the soft copy of the delivery report and installation report with bank | Copies of Proof of delivery and original of installation certificate should be submitted. |
| | | | | Request bank to consider signed and sealed | Copies of Proof of |



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| | | | penalty if any, as per the "Penalty for downtime" stipulated. Also, 5% of AMC amount will be kept as retention money and will be released after AMC period, after deduction of penalty if any. | <p>copy from the bidder instead of original copy signed by the bank for release of payments</p> <p>We request the bank to release this amount in lieu of the 5% bank guarantee</p> <p>Request the bank to release the same upon submission of Bank guarantee equivalent to 5% value of the Kiosks. And moreover, it should be 5% of the invoice value of each kiosks and not on total purchase order amount.</p> <p>Clause 20 on page 21 stipulates to furnish Performance Guarantee (PG) of 5% within 15 days of the Purchase Order. Request clarification from the bank, whether the retention amount of 5% is over and above the PG already required to be paid as per the above clause?? If so, request the bank not to retain 5% from the machine payment. This is because 5% PG will be furnished for same purpose. Alternatively, bank can stipulate/ provide the option to the bidder to opt to furnish the PG for 5% or for Retention of 5% from payment of the machine.</p> <p>Request bank to release the amount against Performance bank guarantee</p> <p>Request the Bank to release the remaining 5% of total Purchase order and AMC amount against submission of Performance Bank Guarantee (PBG)</p> | <p>delivery and original of installation certificate should be submitted.</p> <p>Please adhere to the terms of RFP</p> <p>Please adhere to the terms of RFP</p> <p>Yes. The retention amount of 5% is over and above the BG amount.</p> <p>Please adhere to the terms of the RFP.</p> <p>Please adhere to the terms of RFP</p> <p>Please adhere to the terms of RFP</p> |
| 39 | 4. Payment Terms 4.b | 29 | Payment may be released, if the systems could not be installed within 3 months from the date of delivery, due to reasons attributed to the Bank on production of Site Not Ready Certificate from the | Bank should ensure that Kiosk should be deliver only after Sites are ready OR 80% payment should be released as per delivered of goods. | Orders will be placed only after confirmation of site feasibility. |



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| | | | concerned Zonal Office/Branch, where the kiosk are delivered. In such cases, successful bidder has to install the kiosk as and when required by the Bank, without any cost to the bank. | Bank should ensure that Kiosk should be deliver only after Sites are ready OR 80% payment should be released as per delivered of goods. Request bank to make it one month instead of 3 months | Orders will be placed only after confirmation of site feasibility. Please adhere to the terms of RFP |
| 40 | 4. PAYMENT TERMS - D. | 29 | Payment for the Onsite engineer will be made on quarterly basis in arrears on submission of the invoice. In case the preventive maintenance report is not furnished quarterly then the performance penalty of Rs.2000/- per passbook kiosk per quarterly year shall be deducted from the Payment of onsite Engineer. If the penalty is more than the facility management the same will be adjusted with the retention amount. | Please consider payment of the onsite engineer, quarterly in advance and any penalty deduction to be considered from next bill. Please consider penalties to be capped at Rs. 1000 per annum per kiosk We request the bank to make this payment on a monthly arrear basis as salary is a fixed monthly expense and it impacts the payout Request Bank to consider payment for the Onsite Engineer on Monthly basis in arrears Request Bank to consider payment for the Onsite Engineer on Monthly basis in arrears Penalty amount is too high and need to be reduced | Please adhere to the terms of RFP Please adhere to the terms of RFP Please adhere to the terms of RFP Please adhere to the terms of RFP |
| 41 | 5. INSURANCE | 29 | The goods supplied under the Contract shall be fully insured against loss or damage incidental to transportation, storage and erection. The transit insurance shall be for an amount equal to 110 percent of the invoice value of the Goods from "Warehouse to final destination" on "All Risks" basis including War Risks and Strikes. The supplier should also insure the goods in Indian Territory for the invoice value under Storage cum Erection policy till three months from the date of delivery. Any damage happened to the goods due | We request the bank to change this to 7 days from the date of delivery as the insurance companies are unwilling to give 90 days post-delivery policy as the goods have already been delivered. Request Bank to consider transit insurance up to date of delivery only. Also request the Bank to waive off this insurance in case the loss or damage is due to reasons attributable to the Bank. | Please adhere to the terms of RFP Please adhere to the terms of RFP |



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| | | | to non-availability of storage cum erection policy, the supplier has to bear the losses | | |
| 42 | 6. Liquidated Damages | 29 | 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%. If the equipments are not delivered in time, the Purchaser may consider termination of the contract. The date of delivery of last item to a location will be taken as the date of delivery for entire set of system to that location, for the purpose of calculation of Liquidated Damages. For delivery/installation, the Liquidated Damages will be calculated on Invoice Value of each set of systems to a location | <p>Bidder requests bank to reduce liquidated damages from 0.5% to 0.25% upto maximum of 5% of invoice price of the goods.</p> <p>1. Penalty should be deducted only on delayed cost of machine. 2. If Bank not provide E way bill timely than penalty will not attract.</p> <p>Bidder requests bank to reduce liquidated damages from 0.5% to 0.25% upto maximum of 5% of invoice price of the goods.</p> <p>Bidder requests bank to reduce liquidated damages from 0.5% to 0.25% upto maximum of 5% of invoice price of the goods.</p> <p>As penalty is already being mentioned separately for deliverables Liquidated damages will not apply and need to be removed</p> <p>Request the Bank to change the liquidated damages to 0.25% of the Invoice price of the Goods or unperformed Services for each</p> | <p>Please adhere to the terms of RFP</p> <p>1. Penalty is applicable only on undelivered goods. 2.If there is any delay attributed to Bank the same will be calculated accordingly</p> <p>Please adhere to the terms of RFP</p> <p>Please adhere to the terms of RFP</p> <p>Please adhere to the terms of RFP</p> <p>Please adhere to the terms of RFP</p> |



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| | | | | week or part thereof of delay until actual delivery or performance up to a maximum deduction of 5% | |
| 43 | 8 | 30 | After initial warranty period of 1 year, Onsite Comprehensive AMC has to be renewed for subsequent 4 years. However, Bank reserves the right to enter into AMC with any other Successful bidder. | Request bank to delete this clause | Please adhere to the terms of RFP |
| 44 | 8. COMPREHENSIVE ONSITE WARRANTY & AMC | 30 | Warranty shall remain valid for 12 months after the Goods have been installed at the final destination, or for eighteen (18) months after the date of receipt of shipment at the destination, whichever period concludes earlier. The Purchaser shall promptly notify the Supplier in writing of any claims arising under this warranty. | <p>We request the bank to change this to "Warranty shall remain valid for 12 months after the Goods have been installed at the final destination, or for Fifteen (15) months after the date of receipt of shipment at the destination, whichever period concludes earlier. The Purchaser shall promptly notify the Supplier in writing of any claims arising under this warranty."</p> <p>18 months is too long a period. Request the Bank to amend it to 13 months from the date of delivery</p> | <p>Covered by amended corrigendum.</p> <p>Covered by amended corrigendum.</p> |



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| 45 | 9.PENALTY FOR DELAY IN REPAIR | 30 | <p>Any Self Service passbook kiosk & QR Code printer including the software components / hardware equipment that are reported to be down on a given date should be repaired immediately. The downtime should not exceed as per the below mentioned time clause (i.e., Resolution time).</p> <p>Maintenance Service calls which hampers the printing are classified into two types</p> <p>1. Type 1 Calls- severe defects causing the equipment completely inoperational.</p> <p>2. Type 2 Calls- operational defects in Equipment but equipment still functional & Usable.</p> <p>Successful Bidder should ensure the response time as set below:</p> <table><tr><td>Response time</td><td>Resolution Time</td></tr><tr><td>Metro/Urban</td><td>Semi-Urban/Rural</td></tr><tr><td>North East states</td><td></td></tr></table> <p>Type 1 calls 4 hours / normal travel time from the nearest support centre, whichever is lesser.</p> <table><tr><td>24 hours</td><td>48 hours</td><td>72 hours</td></tr></table> <p>Type 2 calls 6 hours + normal travel time from nearest support centre 48 hours 72 hours 96 hours</p> | Response time | Resolution Time | Metro/Urban | Semi-Urban/Rural | North East states | | 24 hours | 48 hours | 72 hours | Hours mentioned for the response / resolution - can we consider as banking hours? What about the timings goes out of the TAT reasons attributes to Bank? Also penalty amount mentioned is too high for uptime maintenance and should be reduced. Also penalty for PM not conducting also too high and need to be reduced | 1. Banking hours will be considered. 2. Please adhere to the terms of RFP. |
| | | | | Response time | Resolution Time | | | | | | | | | |
| | | | | Metro/Urban | Semi-Urban/Rural | | | | | | | | | |
| | | | | North East states | | | | | | | | | | |
| 24 hours | 48 hours | 72 hours | | | | | | | | | | | | |
| Response time - 12hours / normal travel time from the nearest support centre which is lesser | Please adhere to the terms of RFP | | | | | | | | | | | | | |
| Resolution time Without Spares - Metro / Urban - 24hrs, Semi urban / Rural - 48hrs, North East States - 72hrs | | | | | | | | | | | | | | |
| Resolution time With Spares - Metro / Urban - 72hrs, Semi urban / Rural - 96hrs, North East States - 120hrs | Please adhere to the terms of RFP | | | | | | | | | | | | | |
| Response time - 24hours / normal travel time from the nearest support centre which is lesser | | | | | | | | | | | | | | |
| Resolution time - Metro / urban 48hrs, Semi urban / Rural - 96hrs, North East states - 96hrs | | | | | | | | | | | | | | |
| 46 | Penalty for delay in repair | 31 | Overall downtime should not exceed 5% per Self-service Pass Book Kiosks, calculated on quarterly basis from 9 a.m to 10 p.m (calendar | Request bank to consider banking hours (9 Am to 5 PM) and banking working days to calculate downtime | Covered by amended corrigendum. | | | | | | | | | |



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| | | | year basis). | Over all downtime should not exceed 5% per Self-service Pass Book Kiosks, calculated on quarterly basis from 9 a.m to 6 p.m (calendar year basis) | Covered by amended corrigendum. |
| 47 | 9 / Penalty for delay in repair | 31 | In case the vendor fails to meet any one of the above standard maintenance, there will be a penalty of Rs 500/- (Rupees Five Hundred Only) per day or part thereof per Self-service Pass Book Kiosk subject to a maximum of Rs 10,000/- (Rupees Ten thousand only) per Self-service Pass Book Kiosk / QR Code Printer, calculated on quarterly basis for not complying to the UPTIME as specified by the Bank | In case the vendor fails to meet any one of the above standard maintenance, there will be a penalty of Rs 100/- (Rupees One Hundred Only) per day or part thereof per Self-service Pass Book Kiosk subject to a maximum of Rs 1,000/- (Rupees Five thousand only) per annum per Self-service Pass Book Kiosk / QR Code Printer, calculated on quarterly basis for not complying to the UPTIME as specified by the Bank | Please adhere to the terms of RFP |
| 48 | 9 / Penalty for delay in repair | 31 | Preventive maintenance visit to be performed once in a Quarter without fail and report to be furnished at Corporate Office duly counter signed by branch official. In case preventive maintenance is not carried out and uptime is not furnished quarterly then penalty of Rs.2000/- per quarter per self-service Pass Book will be deducted from the cost of onsite support engineer | Please consider copies of PM reports, please consider BD/any other visit report as PM report, please limit penalty to max Rs. 1000 per annum in the event that no call is made to the location | Please adhere to the terms of RFP |
| 49 | 9. Penalty in Delay in Repair | 31 | In case the vendor fails to meet any one of the above standard of maintenance, there will be a penalty of Rs.500/- (Rupees Five Hundred only) per day or part thereof per Self-service Pass Book Kiosk subject to a maximum of Rs 10,000/- (Rupees Ten thousand only) per Self-service Pass Book Kiosk/QR Code Printer, calculated on quarterly basis for not complying to the UPTIME as specified by the Bank. | <p>Bidder requests bank to reduce the penalty to Rs 250./- per day subject to maximum of Rs 5000/- per self service passbook kiosk.</p> <p>Bidder requests bank to reduce the penalty to Rs 250./- per day subject to maximum of Rs 5000/- per self service passbook kiosk.</p> <p>Bidder requests bank to reduce the penalty to Rs 250./- per day subject to maximum of Rs 5000/- per self service passbook kiosk.</p> <p>Please consider penalties to be capped at</p> | Please adhere to the terms of RFP |



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| | | | | Rs. 1000 per annum per kiosk This Penalty is very high. Request the Bank to consider and reduce the same. Request to change the clause too read as 'In case the vendor fails to meet any one of the above standard of maintenance, there will be a penalty of Rs.100/-(Rupees one hundred only) per day or part thereof per Self-service Pass Book Kiosk subject to a maximum of Rs 1,000/-(Rupees one thousand only) per Self-service Pass Book Kiosk/QR Code Printer, calculated on quarterly basis for not complying to the UPTIME as specified by the Bank. | |
| 50 | 12 | 32 | In case the L1/L2 Bidder fails to demonstrate the POC within 10 working days from the date of identifying the successful bidder the Bank will invite the next lowest Bidder (L3), who is ready to match the price quoted by the L1 Bidder to demonstrate POC to the Bank and to supply 40% of the volume | If for POC with integration with bank's middleware It requires minimum 4 weeks of time, if POC with bidders own systems 10 days is sufficient. Request bank to provide clarity on POC requirements | Please adhere to the terms of RFP |
| 51 | 12.SPLITTING OF QUANTITY | 32 | In case the L1 Bidder fails to demonstrate the POC within 10 working days the Bank will invite the next lowest Bidder | A) Hope the POC completed by us successfully during the previous RFP still holds good and in that case, we are not required to demonstrate the POC again. B) 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. | Please adhere to the terms of RFP |
| 52 | 14.1 Termination For Default | 32 | The Bank, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Successful Bidder(s), may terminate this Contract in whole or in part | Request Bank to modify this clause as follows: The Bank, without prejudice to any other remedy for breach of contract, by 90 days written notice of default plus an additional period of 90 days to cure the default, sent to the Successful Bidder(s), | Please adhere to the terms of RFP |



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| | | | | may terminate this Contract in whole or in part | |
| 53 | Section IV 14.2 | 33 | In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Successful bidder(s) shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the Successful bidder(s) shall continue performance of the Contract to the extent not terminated. | BIDDER requests that the costs of such procurement of third party services vests with the Bank as opposed to BIDDER. | Please adhere to the terms of RFP |
| 54 | 16.1 Termination for Convenience | 34 | The Bank, by 30 days written notice, sent to other party may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Successful bidder(s) under the contract is terminated, and the date upon which such termination becomes effective. | Request Bank to modify this clause as Follows: Each Party, by 90 days written notice, sent to other party may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the other party convenience, the extent to which the contract is terminated, and the date upon which such termination becomes effective. Also request bank to specify the Bank's Conveniences. | Please adhere to the terms of RFP |
| 55 | 16.TERMINATION FOR CONVENIENCE | 34 | 14.1 The Bank, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Successful bidder(s), may terminate this Contract in whole or in part : | Bank should remove this clause as it is one sided. Bidders have already invested for such production and getting sudden notice without the fault of bidder is not acceptable. | Please adhere to the terms of RFP |



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| 56 | Section IV 16 | 34 | <p>a. If the Successful bidder(s) fails to deliver any or all of the deliverables within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; or</p> <p>b. If the Successful bidder(s) fails to perform any other obligation(s) under the Contract.</p> <p>c. If the Successful bidder(s), in the judgement of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.</p> <p>'For the purpose of this clause: "corrupt practice" means the offering, giving, receiving or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution; and "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition. "unethical practice" means any activity on the part of bidder, which try to circumvent tender process in any way. Unsolicited offering of discounts, reduction in financial bid amount, upward revision of quality of goods etc after opening of first bid.</p> | BIDDER would like to discuss with Bank to have a mutual termination clause. BIDDER requests that any termination under the agreement be only for cause with a sufficient notice period and hence requests the deletion of this provision on termination for convenience. | Please adhere to the terms of RFP |
| 57 | 19 - Limitation of Liability | 36 | Successful bidder's aggregate liability under the contract shall be limited to a maximum of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the Successful Bidder(s) that gave rise to claim, under this tender. | Request bank to modify the clause as Follows: Successful bidder's aggregate liability under the contract shall be limited to a maximum of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of payments made by bank | Please adhere to the terms of RFP |



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| | | | | in last 6 months on the Successful Bidder(s) that gave rise to claim, under this tender. | |
| 58 | Section IV 19 | 36 | 19. LIMITATION OF LIABILITY Successful Bidder's aggregate liability under the contract shall be limited to a maximum of the contract value. | Bidder would like to negotiate the Limitation of Liability at the time of executing SLA | Please adhere to the terms of RFP |
| 59 | 26. DELIVERY & DOCUMENTS | 38 | ii) Delivery note, Railway receipt or acknowledgement of receipt of goods from the consignee duly counter signed by the Purchaser's representative | We presume, scanned copy of the POD/Delivery challan duly signed by the purchaser's representative is accepted for payment claim. Request the Bank to accept the same since the transporters have stopped providing original POD/DC | Copies of Proof of delivery and original of installation certificate should be submitted. |



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| 60 | 27. INCIDENTAL SERVICES - d. & 29. TRAINING AND HANDHOLDING | 38 | <p>Training of the bank personnel (onsite training to staff members available at individual locations for 1 dedicated working day),start up, operation, maintenance and / or troubleshooting of the supplied goods and on the operating system and kiosk software at the time of installation. It will be the responsibility of Successful bidder to ensure that complete training is provided to the Bank's personnel</p> <p>29 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</p> | One whole day training is restricting for bidder to do the multiple installation which is very necessary to achieve the TAT fixed. Bank should remove this clause and Instead Bidder will ensure complete training is provided to Bank personnel | 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. |
| 61 | 27. INCIDENTAL SERVICES 29. TRAINING AND HANDHOLDING | 39 | 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. Allotting one resource for 1 full day shall not turn productive for the Purchaser as well as the supplier | 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. |
| 62 | Section IV - 31 | 39 | SLA has to be entered within 30 days after issuing of Purchase Order | Requests Bank to provide with a minimum of 90 days to sign the SLA, as 30 days is a too short period | Please adhere to the terms of RFP |



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| | | | | Bidder requests Bank to provide with a minimum of 90 days to sign the SLA, as 30 days is a too short period | Please adhere to the terms of RFP |
| 63 | Section IV 30 | 39 | 30. SUB CONTRACTING The supplier shall not subcontract or delegate or permit anyone other than the suppliers' personnel to perform any of the work, service or other performance required of the supplier under this agreement without the prior written consent of the Bank. | Bidder requests Bank shall not unreasonably withheld the permission | Please adhere to the terms of the RFP |
| 64 | Indemnity | 40 | The successful bidder shall indemnify the Bank against all actions, proceedings, claims, suits, damages and any other expenses for causes attributable to the successful bidder. The successful bidder shall also indemnify the Purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the Goods or any part thereof without any limitation | Please make this clause mutual | Please adhere to the terms of RFP |
| 65 | Technical specification for QR code printer | 46 | Max. Print Speed : minimum 5 IPS(Inches per second) | Request Bank to change specs to minimum 4 IPS(Inches per second) | Please adhere to the terms of RFP |
| 66 | Technical specification for QR code printer | 46 | Max. Print Width: Maximum 108 mm | Request Bank to change specs to Maximum 104 mm | Please adhere to the terms of RFP |
| 67 | Technical specification for QR code printer | 46 | Max. Print Length: Maximum 2,794 mm | Request Bank to change specs to 990 mm | Please adhere to the terms of RFP |



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| 68 | Technical specification for QR code printer | 46 | Ribbon length :300 meter long, max. OD 67 mm, 1" core (ink coated outside) | Request Bank to change specs to 74 meter long, max. OD 34mm, 0.5" core (ink coated outside) | Please adhere terms of RFP |
| 69 | Technical specification for QR code printer | 46 | Ribbon Width: 40 mm ~ 110mm(1.6" ~ 4.3") | Request Bank to change specs to 33.8mm ~ 110mm(1.33" ~ 4.3") | Please adhere terms of RFP |
| 70 | Technical Specifications of QR Code Printers | 46 | 5. Max. Print Speed, Min. 5 IPS (inches per second) | Request the Bank to change it to 6 IPS for better performance | Please adhere terms of RFP |
| 71 | Technical specification for QR code printer | 47 | Sensors: Transmissive gap sensor (position adjustable) Black mark reflective sensor (position adjustable) Ribbon end sensor Head open sensor | Request Bank to change specs to Reflective and transmissive sensor | Please adhere terms of RFP |
| 72 | Technical specification for QR code printer | 47 | Internal Fonts and Font & Barcode Rotation | Request bank to remove the specs as the required fonts are available in the printer | Please adhere terms of RFP |
| 73 | Technical Specifications for QR Code Printer (22) Other requirements | 47 | Bidder should ensure that the Printer is compatible with the Self Service Passbook Printing Kiosk. | The QR code printer and Passbook Printing Kiosk are different devices. Kindly specify what type of compatibility | Kiosks should be able to read the QR code printed by the QR code printer supplied successfully as per the QR Code policy of the Bank |
| 74 | Technical Specifications of QR Code Printers | 47 | 12. Memory - Min.8MB SDRAM 4 MB Flash Memory | Request the Bank to amend it to Min. 16MB SDRAM 8 MB Flash Memory, for better performance | Please adhere terms of RFP |
| 75 | Technical Specifications of QR Code Printers | 47 | 13. Interface -Serial/USB along with necessary software | We presume only USB interface shall suffice, since serial has become obsolete | Please adhere terms of RFP |
| 76 | Technical Specifications of QR Code Printers | 47 | 18. Media Width - 25.4 - 118 mm (1.0" - 4.6") | Request the Bank to amend it to (20 ~ 112 mm (0.8" ~ 4.4")) to match with the advanced Barcode/QR Code printers | Please adhere terms of RFP |



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| | | | | available in the market. Moreover, the same will not affect any functionality/usage of the purpose of the RFP | |
| 77 | Technical Specifications of QR Code Printers | 47 | 19. Media Thickness - 0.06 - 0.254 mm (2.36 - 10 mill) | Request the Bank to amend it to (0.06 ~ 0.19 mm (2.36 ~ 7.48 mil) to match with the advanced Barcode/QR Code printers available in the market. Moreover, the same will not affect any functionality/usage of the purpose of the RFP | Please adhere to the terms of RFP |
| 78 | Technical Specifications of QR Code Printers | 47 | 21. Label Length - IO - 2,794 mm (0.39" - 110") | Request the Bank to amend it to (5 ~ 2,794 mm, (0.2" ~ 110") to match with the advanced Barcode/QR Code printers available in the market. Moreover, the same will not affect any functionality/usage of the purpose of the RFP | Please adhere to the terms of RFP |
| 79 | Technical specification for QR code printer | 47 | Media Type | Request bank to change the specs to Roll-fed or fan fold <ul style="list-style-type: none"> • Label stock (die cut or continuous, direct thermal or thermal transfer) • Tag stock (die cut or continuous, direct thermal or thermal transfer) • Receipt paper (continuous, direct thermal) • Wristband stock (direct thermal or thermal transfer) | Please adhere to the terms of RFP |
| 80 | Technical specification for QR code printer | 47 | Media Width | Request bank to change the specs to 25.4 - 108 mm (1.0" - 4.25") | Please adhere to the terms of RFP |
| 81 | Technical specification for QR code printer | 47 | Media Thickness | Request bank to change the specs to 0.003"/0.075 mm to 0.007"/0.18 mm | Please adhere to the terms of RFP |
| 82 | Technical specification for QR code printer | 47 | Label Length | Request bank to change the specs to 0.38"/9.6 mm to 39"/990 mm | Please adhere to the terms of RFP |



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| 83 | Passbook client configuration | PC PC 47 | Storage Space : 500GB or higher | Request Bank to change it to as min. 1 TB, since 500 GB HDD's are obsolete in all factory made computers | Please adhere to the terms of RFP |
| 84 | Technical specifications of passbook printing Kiosk | 47 | Operating System: Window 10 Professional with adequate hardening of OS | Request bank to change the OS to Windows 10 IOT or Linux OS | Please adhere to the terms of RFP |
| | | | | Request Bank to add specs to Windows 10 IOT OS | Please adhere to the terms of RFP |
| | | | | Request Bank to change the OS to Windows 10 IOT since its more suitable for such Kiosk applications and is cost effective also request to allow Linux OS. | Please adhere to the terms of RFP |
| | | | | Request for Bank to consider Windows 10 IOT, as they are tailor-made for Self service applications | Please adhere to the terms of RFP |
| 85 | Passbook Client Configuration | PC PC 47 | Monitor : 15.6" or Higher LED/LCD Touch screen with 1024 x 768 resolution or better(Industrial grade) | Request bank to remove Industrial grade and go for normal commercial grade as these kiosk will be in indoor locations and will also reduce the cost of the product. | Covered by amended corrigendum. |
| 86 | Passbook client configuration | PC PC 47 | | Please specify the touch type (Capacitive/SAW) | Covered by amended corrigendum. |
| 87 | Passbook client configuration | PC PC 47 | | Request Bank to remove Industrial grade. Since, all KIOSK are going to be used in indoors and industrial grades are used for outdoor application and is cost effective. | Covered by amended corrigendum. |
| 88 | Passbook Client Configuration | PC PC 47 | RS 232C | Request bank to remove Rs232 ports as are not available in latest motherboards and are not required for PBK kiosk | Covered by amended corrigendum. |



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| 89 | Technical Specifications of Pass Book Printing Kiosk - | 47 | Network Port 10/100/1000 Mbps, RS 232C, 4 Nos of USB 2.0 Ports | RS232C Port can be removed. It is not required | Covered by amended corrigendum. |
| 90 | 2 | 48 | Fire Rating: Class B. Classification compliant with BS EN 13501-1:2007 | Kindly clarify Fire Rating for Kiosk or only for branding. Will self-certification sufficient for compliance? | Fire rating is for the wrapping. Self-declaration should be submitted. |
| 91 | Colour Customization and Product wrapping for passbook kiosk | 48 | The Passbook kiosk shall be wrapped in vinyl material with customized colour as per the bank custom design | Our Kiosk will be powder coated as per the bank colour shade and Vinyl branding with the bank logo is done as a standard - Request Bank to confirm why the need for wrapping with 3M? Also, these specifications are named vendor specific which the bank should not prescribe. | Please adhere to the terms of RFP |
| | | | | Request Bank to share Design since it will have cost impact. Also powder coated has better durability. Hence request Bank to change the clause to only Branding | The Design will be shared with technically qualified bidders |
| 92 | Passbook kiosk unit configuration | 48 | Passbook kiosk unit configuration | Request Bank to clarify is there is any specific minimum: sheet thickness, Max kiosk height, width etc., | Covered by amended corrigendum. |
| 93 | Passbook kiosk unit configuration | 48 | 2. provision of bolting the kiosk to the base of the floor | can the bolts/fasteners be visible on the outside? Should it be accommodated on the inside, when the back door is open, bolts can be accessed. | Bolting should be done inside of kiosk |
| 94 | Specification of Passbook Printer | 48 | Character Pitch | Request bank to change the specs to 10, 12, 15, 16.6, 17.1 cpi which are available for standard passbook printers | Please adhere to the terms of RFP |



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| 95 | Functional Specifications of Passbook Printing Kiosk & Central Monitoring Software | 49 | 5. Ability to support horizontal and vertical type passbook | Printer will support one format / type passbook at single time. | Only one format will be used at a time. |
| 96 | Functional Specifications of Passbook Printing Kiosk & Central Monitoring Software | 49 | 15. Central Monitoring Software should have capability to remotely update patches/screens/antivirus updates on the kiosk machine | Updation of antivirus in under Banks scope for central location. As antivirus will be provided by Bank. | Anti-Virus software will be provided by the Bank. |
| 97 | Functional Specifications of Passbook Printing Kiosk & Central Monitoring Software | 49 | 18. Should support SNMP protocol for accessing the pass book kiosk over the network by the central management and monitoring software | As we understand SNMP server software and its client functionality is under banks scope. Or vendor need to consider in its CMS system. Kindly confirm. | Bank network supports SNMP protocol. RMMS application software is in the scope of the bidder. |
| 98 | Colour customization and Product wrapping for Passbook kiosk | 49 | 2. Product wrapping as per the following specifications shall be provided on the 2 sides of the kiosk for advertising the Bank's products: | Does the bank logo have to be advertised on the either sides of the kiosk? | Design will be shared by the Bank |
| 99 | Functional Specifications of Passbook Printing Kiosk | 49 | Ability to support Horizontal and vertical passbook | Suggest bank to provide one standard passbook for Horizontal and vertical passbook during UAT. At a time one passbook will be supported. | One type of passbook format will be used at a time. |
| 100 | Functional Specifications of Passbook Printing Kiosk | 49 | 18. should support SNMP protocol for accessing passbook kiosk | Suggest bank should support SNMP/Proprietary protocol for accessing passbook kiosk over network by central monitoring system | Bank network supports SNMP protocol |



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| 101 | Functional Specifications of Passbook Printing Kiosk & Central Monitoring Software | 49 | 2. Should be able to send signals to central monitoring server during opening and closure of the kiosk. | Do we need to provide physical sensor for kiosk Opening /closure (Kiosk door open /close sensor) .Please confirm. | Sensor should be available to send the status of the kiosk to Central Monitoring server |
| 102 | Functional Specifications of Passbook Printing Kiosk & Central Monitoring, 26 point | 49 | Should be capable of Audio guidance in local languages. The required audio files should be provided by the vendor in a standard format | Is the Format and the content will be given by Bank? | The Format will be shared by the Bank |
| 103 | 27 | 50 | Braille sticker should be provided with the kiosk to support visually challenged. | Please provide what should be the matter and size of the braille sticker and where it has to be placed on the kiosk? | Braille stickers should be pasted on the sides of the display and the customers will be guided through voice guidance appropriately |
| 104 | Functional Specifications of Passbook Printing Kiosk & Central Monitoring Software | 50 | 27. Braille sticker should be provided with the kiosk to support visually challenged. | Request Bank to share / elaborate the requirement to support visually challenged. As touch screen will not be used for braille support function. Request for Bank to remove this requirement. | Braille stickers should be pasted on the sides of the display and the customers will be guided through voice guidance appropriately |
| 105 | Functional Specifications of Passbook Printing Kiosk & Central Monitoring Software | 50 | 31. Pass Book kiosk should be preloaded with software and should be capable of running multivendor software without hardware and operating system change | Request bank to share multivendor software details. Also multivendor software need to support the Hardware and OS provided against this RFP. Multivendor software need to take care for all software functions as mention in this RFP, we will support for HW only. Kindly confirm. | After successfully testing the software in UAT, the same will be pushed to production environment |



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| 106 | Colour customization and Product wrapping for Passbook kiosk | 50 | Colour :- MAGENTA 80 CYAN 100 MAGENTA 30 YELLOW 80 | need more clarity on the colour code, Do you mean kiosk enclosure can be coloured in either in the 1st code or 2nd colour code. | Combination of both colours should be provided. |
| 107 | Functional Specifications of Passbook Printing Kiosk | 50 | The central monitoring software should have capability to trigger E-mail and SMS. | Suggest bank to provide SMTP server details for email and SMS gateway for sending SMS. | The Bank will provide the required details to the successful bidder. |
| 108 | Functional Specifications of Passbook Printing Kiosk & Central Monitoring , 27 point | 50 | Braille sticker should be provided with the kiosk to support visually challenged | Will the bank provide contents to print on it? | Bank will provide the content to be printed in the braille stickers. |
| 109 | Functional Specifications of Passbook Printing Kiosk | 50 | 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. | Request Bank to remove Resistive Touchscreen and add Capacitive as Resistive has many disadvantages for self-service kiosk. | Covered by amended corrigendum. |
| | | | | Kindly confirm on the touch screen type | Covered by amended corrigendum. |
| 110 | Functional Specifications of Passbook Printing Kiosk & Central Monitoring Software | 50 | 27. Braille sticker should be provided with the kiosk to support visually challenged. | since you have asked for virtual keyboard on the touch screen monitor, how will the braille sticker help the visually challenged to conduct the operation? | Braille stickers should be pasted on the sides of the display and the customers will be guided through voice guidance appropriately |
| 111 | Functional Specifications of Passbook Printing Kiosk & Central Monitoring | 50 | Braille sticker should be provided with the kiosk to support visually challenged | Request Bank to provide more clarity on what type of instructions on stickers and the details | Standard Alpha numeric braille stickers should be pasted for guiding the customers |



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| | Software (27) | | | | |
| 112 | 33 | 51 | Camera should be capable of motion detection | Motion detection cameras will increase the cost of the kiosk. We suggest bank to go with web Camera for photo capturing | Motion detection is a software feature. Please adhere to the terms of RFP |
| 113 | 38 | 51 | Pass Book kiosk operational heights should be suitable for wheel chair based operation for physically challenged | It will be low height if it has to accable to wheel chair based operations and normal working height will be disturbed. Request bank to provide the required height in meters to standardise the height of Kiosk | Covered by amended corrigendum. |
| 114 | Functional Specifications of Passbook Printing Kiosk & Central Monitoring Software | 51 | 35. The Kiosk should be capable of supporting third party software/Agent for Data pulling services and provide software upgradation/ distribution/ monitoring | It is subjected to feasibility and will be at additional cost if our support involves for this activity. Kindly confirm. | Since it is a software/agent, the same can be pushed from central site and any site visit for the purpose can be made during PM visit |
| 115 | 33. Security | 51 | Camera should be pilfer proof and should take care of extreme light conditions. Camera should be capable of motion detection. | Request Bank to delete the clause since camera is not generally used in PBK. Or else please specify the camera details. And with all the features and DVSS the cost will increase. | Please adhere to the terms of RFP. The camera should be able to capture the image of the customer |
| 116 | 33. Security | 51 | The DVSS data (image & Video) should be stored in the Hard disk in a readable digital format for minimum of 6 months at an average of 300 transactions per day. | Request Bank to delete the clause since camera is not generally used in PBK. Or else please specify the Image/video resolution | Please adhere to the terms of RFP |
| 117 | 34. Transactions to be supported in the Pass Book Kiosks | 51 | 38. Pass Book kiosk operational heights should be suitable for wheel chair based operation for physically challenged. | Request Bank to specify the approximate mounting height of monitor & passbook printer | Covered by amended corrigendum. |
| 118 | Transactions to be supported in the Pass Book Kiosks | 51 | Pass Book Kiosk operational heights should be suitable for wheel chair based operation for physically challenged | Request Bank to confirm In this case the Kiosk design and height has to be made ADA compliant | Covered by amended corrigendum. |
| 119 | Transactions to | 51 | 37. Provision of required mesh to cover the holes | Is a metal mesh required even where there | Metal mesh should be |



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| | be supported in the Pass Book Kiosks | | available in the Passbook Kiosks to prevent the dust/insects/rat/lizards entering into the equipment. | are vents provided for heat dissipation? | provided to prevent dust/insects/rat/lizards entering the equipment |
| 120 | Transactions to be supported in the Pass Book Kiosks, point 34 | 51 | Pass Book kiosk operational heights should be suitable for wheel chair based operation for physically challenged | Kindly standardize the height of kiosk as information pertaining to it is subjective | Covered by amended corrigendum. |
| 121 | 13. - Cost of Consumables and Spares | 65 | All the individual spare parts of Self-service Passbook kiosk should be mentioned along with its cost. | Our understanding is, bidder can add, additional spare items in the provided list with unit price | The price of Additional spare items shall be provided separately |
| 122 | 13. Cost of Consumables and Spares | 65 | Label Size: 60 - 40 mm (1000 labels) | Request Bank to specify the material details of label to be provided | QR Code should be printed in Synthetic material label that should not smear, scratch or wear down under chemical resistance. |
| 123 | Cost of Consumables and Spares | 65 | The bank reserves the right to purchase the consumables from any other vendor however it will be the responsibility of the successful bidder to support the items supplied by the vendor | Warranty will become void if bank installs any hardware/ consumable from third party. In those if any fault is reported, this would be repaired/ replaced on a chargeable basis | Please adhere to the terms of RFP |
| 124 | Extension | | | Request bank to give 15 working days for submission from date of issue of response to prebid queries | Revised dates will be published in the Notice |
| 125 | Extension | | | Request bank to give 15 working days for submission from date of issue of response to prebid queries | Revised dates will be published in the Notice |



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| 126 | General | | ISO 9001:2015, 27001:2013, CMMI Level-5 | There's no mention of any of the quality and standard certification in the RFP. Please incorporate ISO 9001:2015, 27001:2013, CMMI Level-5 in the tender so that all sphere quality, standards & security is maintained. | Please adhere to the terms of RFP |
| 127 | General Query | | | We request the bank to provide the Editable PDF or MS-Word file of this RFP as the RFP is in scanned form and OCR does not work properly on formats leading to typos and missed words. | Word copy will be provided |
| 128 | RFP word copy | | | Request bank to provide RFP word copy so it will be easier for bidders to make documents accurately | Word copy will be provided |
| 129 | RFP word copy | | | Request bank to provide RFP word copy so it will be easier for bidders to make documents accurately | Word copy will be provided |
| 130 | | | | Warranty 12 months after the goods have been installed at final destination and 18 month date of receipt of shipment at the destination which ever period concludes earlier, bank reserve the right to enter into AMC with any other SB. We request you to keep the previous clause on warranty part, We are sure that you will incorporate the standard clause on warranty period i.e. "12 month from the date of receipt of shipment at destination". | Please adhere to the terms of RFP |
| 131 | | | | Passbook type details along with their formats will be required. | Details will be shared with technically qualified bidders |

