

**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 II – Amendment corrigendum**

S. No	RFP Point No/Title	Pg No	Details Provided in RFP	Query/Changes Requested	Replies to Queries
1	9.1. ELIGIBILITY CRITERIA FOR BIDDERS -c	9	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 proof should be attached).</p>	The Bidder should have registered a Positive Net Worth / net profit for any two out of the last three financial years 2016-17, 2017-18, 2018-19. Annual Financial reports of FY 2016-17, 17-18 and 18-19 should be submitted.
2	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	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'.	Amendment: e. The bidder should have supplied minimum of 500 Passbook kiosks / Banking Kiosks / multi-functional kiosk having integration with CBS during the last three financial years to Banks in India(200 Nos. in case



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			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>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 the technical bid. Bidders who have already supplied passbook kiosks to INDIAN BANK should submitted" 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 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."</p> <p>The Bidder should have supplied, installed and commissioned in PSU Banks / Insurance Companies / Government Organization / Financial Institutions/</p>	the bidder is start up or Micro & Small Enterprise(MSE)). 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 that other kiosks such as informational kiosks, ticketing kiosks, net banking kiosks and ATM/Cash Recyclers are not considered.





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				Corporate with more than 500 Numbers of kiosk in India. 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."	
3	2.SCOPE OF THE PROJECT	10	Scope of Work: 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. 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 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 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.	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. Upgradation should be completed within 30 days and 90 days in case of Hardware and software upgradation respectively from the date of request from the Bank.



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4	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.	The successful bidder should provide MIS reports like 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.
5	Delivery Schedule	13	<b>DELIVERY SCHEDULE:</b> 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.	Request bank to make the delivery schedule to 8 weeks from the date of issuing delivery instructions  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) respectively	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 (8 weeks in case of North east states) from the date of issuing delivery instructions by the bank.
6	Others terms and conditions	22	<b>Others terms and conditions</b> I)Names of two buyers to whom similar equipments are supplied, installed and commissioned in the recent past and to whom reference	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	Name of the Bank 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





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			may be made by the Bank regarding the bidder's technical and delivery ability	technical and delivery ability	bidder's technical and delivery ability
7	COMPREHENSIVE ONSITE WARRANTY & AMC	30	<b>COMPREHENSIVE ONSITE WARRANTY &amp; AMC</b> 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.	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."  18 months is too long a period. Request the Bank to amend it to 13 months from the date of delivery	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.
8	PENALTY FOR DELAY IN REPAIR	31	<b>PENALTY FOR DELAY IN REPAIR</b> 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 year basis).	Request bank to consider banking hours (9 Am to 5 PM) and banking working days to calculate downtime  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)	Overall downtime should not exceed 5% per Self-service Pass Book Kiosks, calculated on quarterly basis from 9 a.m to 7 p.m (calendar year basis).
9	ADOPTION OF INTEGRITY PACT	35	The Name and Contact details of the Independent External Monitor (IEM) nominated by the Bank	-	The Name and Contact details of the Independent External Monitor (IEM) nominated by the Bank: 1. Shri.K.Saleem Ali, IPS(Retd) Email: Saleemali53@gmail.com



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					2. Shri Brahm Dutt, IAS(Retd) Email: dutt.brahm@gmail.com
10	INTEGRITY PACT	70	<b>Preamble</b> The Bank intends to award, under laid down organizational procedures, contract/s for implementation of one time combination lock system in CAPEX ATMs & BNAs.		The Bank intends to award, under laid down organizational procedures, contract/s for Supply, Installation and Maintenance of 1000 Nos. of Self Service Passbook Kiosks with QR code Printer
11	Technical Specifications of Pass Book Printing Kiosk	47	<b>Technical Specifications of Pass Book Printing Kiosk</b> Network Port 10/100/1000 Mbps, RS 232C, 4 Nos. of USB 2.0 ports	Request bank to remove Rs232 ports as are not available in latest motherboards and are not required for PBK kiosk  RS232C Port can be removed. It is not required	Network Port 10/100/1000 Mbps and 4 Nos. of USB 2.0 ports
12	Functional Specifications of Passbook Printing Kiosk	50	<b>Functional Specifications of Passbook Printing Kiosk</b> 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.	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.  Please specify the touch type (Capacitive/SAW)  Request Bank to remove Industrial grade. Since, all kiosks are going to be used in indoors and industrial grades are used for outdoor application and is cost effective.  Request Bank to remove Resistive Touchscreen and add Capacitive as Resistive has many disadvantages for self-service kiosk.	SAW/Capacitive 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.





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				Kindly confirm on the touch screen type	
13	Functional Specifications of Passbook Printing Kiosk	51	Pass Book kiosk operational heights should be suitable for wheel chair based operation for physically challenged.	<p>Request Bank to clarify is there is any specific minimum: sheet thickness, Max kiosk height, width etc.</p> <p>It will be low height if it has to acceptable 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</p> <p>Request Bank to specify the approximate mounting height of monitor &amp; passbook printer</p> <p>Request Bank to confirm In this case the Kiosk design and height has to be made ADA compliant</p> <p>Kindly standardize the height of kiosk as information pertaining to it is subjective</p>	<p>Kiosk: Height- 5- 5.7 feet, Width- Max 2.25 feet, Depth- 2.25 feet.</p> <p>Touch Screen: Lower point of Touchscreen should start from Height 3.7- 4.5 feet.</p> <p>Passbook Printer: Height from base 3-3.7 feet</p>



