Request for Proposal (RFP) for implementation of One Time Combination Lock system for ATMs and BNAs under OPEX model.
(Ref: CO:DBD:ATM:830/R1/2019-20 dated 29.11.2019)

Annexure I
Clarifications

SL No	RFP Point No/Title	Page no in RFP	Details Provided in RFP	Query/Changes Requested	Replies to Queries / Pending for discussions
1	ELIGIBILITY CRITERIA FOR BIDDERS, SECTION – II	9	b) Bidder should have minimum 3 years of experience in providing OTC lock management services for banking terminals in India as on 30.09.2019.	Diebold Nixdorf has a required infrastructure for OTC management as DN has its own Managed Service Center catering for 8000 terminal Pan India & Abroad for ATM Managed services. Request bank to modify the clause to 3 years of experience in providing OTC lock management services/ ATM Managed Service for banking terminals in India as on 30.09.2019.	Please adhere to the terms of RFP
2				We request the bank to remove or modify this clause to The Bidder should have been in business of Supply, Install and Maintenance of ATM/CR or Management Services for Banking ATM/CR Terminals for 3 Years in India as on 30.09.201	
3	ELIGIBILITY CRITERIA FOR BIDDERS, SECTION – II	9	c) The bidder should be currently providing OTC lock management services using the solution proposed to be offered to the Bank to at least 2 clients in India.	Diebold Nixdorf has a required infrastructure for OTC management as DN has its own Managed Service Center catering for 8000 terminal Pan India & Abroad for ATM Managed services. Request bank to consider the Managed Service experience and certificate for	Please adhere to the terms of RFP

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				the same from 2 client	
4				We request the bank to remove or modify this clause to the bidder should be currently providing Management Services for Banking ATM/CR or Terminals and TSS offered to the Bank at least 2 clients in India	
5	ELIGIBILITY CRITERIA FOR BIDDERS, SECTION – II	9	d) Should have their own or co-hosted Data Centre with fully functional DR center in India and both should be ISO 27001 certified.	Request bank to exclude this requirement as ISO 27001 is required for switch operations, Financial transaction data. Request bank to consider the undertaking letter from Bidder	Please adhere to the terms of RFP
6	SCOPE OF WORK- Section II	9	Web portal for updating the mobile numbers of the authorized Bank custodians for sending OTC pass codes, for monitoring the daily activities and for generating MIS reports.	Bank to share the formats of standard reports	The details will be shared with the successful bidder
7	SCOPE OF WORK:	9	Enabling the existing One Time Combination (OTC) locks of Bank's ATMs (S & G make) for Digital OTC lock management services.	Bank to confirm all the lock on field are S&G OTC capable lock	All locks available in Bank's ATMs/BNAs are S&G make
8				Bank to confirm all the lock on field are S&G OTC capable lock	
9	SCOPE OF WORK	9	Providing the lock management services (LMS), i.e. generation, sending and validation of the OTC pass code under OPEX model	Request Bank to confirm to Whom the OTC locks need to be provided?	Activation of OTC lock is in the scope of RFP. Supply of locks is not in the scope of RFP

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10	SCOPE OF WORK	9	Supply of physical keys required for activation of the locks, opening / closure of the locks and management of combination passwords.	Is it essential to do physical keys solution only required or mobile app based solution can be given	Physical Key operation is necessary to enable the lock to accept OTC passcode and to open the lock for daily cash replenishment activity.
11	SCOPE OF WORK	9	Webportal for updating the mobile numbers of the authorized Bank custodians for sending OTC pass codes, for monitoring the daily activities and for generating MIS reports.	From where the OTC management services to be hosted.	The OTC lock management services should be hosted from successful bidder's Data centre
12	3. TIME FRAME FOR COMPLETION OF THE PROJECT	10	Minimum 200 terminals to be completed per week, from the date of receiving written confirmation from the Bank.	Activation of Lock min 200 terminals per week may be reduced to 100 terminals per week.	Covered by amendment corrigendum
13			**Deliverable:** Setting up the LMS at the successful bidder's primary DC & DR site **Time line for Completion (at DC& DR)**: 8 Weeks from the date of receipt of Purchase Order. **Penalty for Delay (Applicable GST extra):** Rs.2,00,000 per week or part thereof, up to a maximum deduction of Rs.20,00,000.	Request bank to revise the LMS server setup to 12 week from the date of PO Request bank to cap the penalty up to 2 Lakh	Covered by Amendment Corrigendum

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14				Request bank to revise the LMS server setup to 12 week from the date of PO Request bank to cap the penalty up to 2 Lakh	
15			**Deliverable:** Supply of programmed physical keys at bank's identified cluster location* **Time line for Completion (at DC& DR):** 10 Weeks from the date of receipt of Purchase Order. **Penalty for Delay (Applicable GST extra):** 0.5% of the cost of the delayed items per week or part thereof, up to a maximum deduction of 10%.	Request bank to cap the penalty up to 5%	Please adhere to the terms of RFP
16				Request bank to cap the penalty up to 5%	
17			**Deliverable:** Activation of locks at the terminal locations and training to the custodians **Time line for Completion (at DC& DR):** Minimum 200 terminals to be completed per week, from the date of receiving written confirmation from the Bank. **Penalty for Delay (Applicable GST extra):** Rs.500/- per terminal for each terminal where activation is pending at the end of the week (Saturday). For e.g., if only 150 locks are activated in a week, penalty of 25,000 will be levied for remaining 50 terminals.	Request bank to Cap all the penalty up to 5% of the contract value	Please adhere to the terms of RFP. Please read 200 as 150 and 150 as 100.
18				Request bank to Cap all the penalty up to 5% of the contract value	

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19	3. TIME FRAME FOR COMPLETION OF THE PROJECT, Section –II	10	If the delay is due to reasons attributable to the Bank, such period will be exempted from computation of delay for the purpose of LD.	Request bank to incorporate below legal comment NEITHER PARTY SHALL BE LIABLE TO THE OTHER PARTY FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES (INCLUDING WITHOUT LIMIT ANY DAMAGES FOR LOST PROFITS) INCURRED BY EITHER PARTY OR ANY THIRD PARTY, WHETHER IN AN ACTION IN CONTRACT OR TORT, EVEN IF THE OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.	Please adhere to the terms of RFP
20	Section -II , 4	11	The successful bidder shall provide a guaranteed uptime of 99.9% for the service which shall be calculated on monthly basis. The successful bidder shall provide a guaranteed uptime of 99.9% for the service which shall be calculated on monthly basis.	Any outage due to lock failure or mechanical issue, bidder should not be penalized.	OTC Lock failure and mechanical issue in the ATM / BNA will not be considered for calculation of uptime of OTC lock management services.
21				ATM down due to incorrect entering of password should be excluded from penalty calculation	Accepted. ATM / BNA downtime will not be considered for calculation of uptime of OTC lock management services.
22	Section -II , 4	11	If the successful bidder fails to maintain guaranteed uptime of 99.9% on monthly basis, Bank shall impose penalty of Rs 50,000/- for every 1 hour increase in	Request bank to reduce penalty to 1000 Rs. Per hour	Please adhere to the terms of RFP
23				Request bank to cap penalties to 5% of monthly billing of particular ATM	Please adhere to the terms of RFP

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24			downtime, or part thereof, subject to a maximum of Rs. 5 Lakhs per month	If OEM ATM engineer visit is required, then the visit charges should not be responsible of bidder	Bank will coordinate with the OEM of the ATM / BNA for site visits by their engineers. However, if the OTC lock fails during the activation of OTC feature by the successful bidder and the lock needs to be replaced, then the successful bidder will be responsible for the cost payable to the OEM of ATM / BNA for replacing the faulty lock . If the successful bidder's engineer has to visit the site to attend to the issues in OTC lock (such as date and time sync issues and re-activation of lock due to reasons which are not attributable to the successful bidder), bank's branches will pay Rs.1000/- per occasion once the activity is successfully completed and on submission of invoices.
25	General Query		RFP is silent on Lock failures during activation and during lifecycle	Bank requires to own cost of replacement of failed locks. Such cost	if the OTC lock fails during the activation of OTC feature by the

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				and Down Time attributed shall not be on vendor	successful bidder and the lock needs to be replaced, then the successful bidder will be responsible for the cost payable to the OEM of ATM / BNA for replacing the faulty lock .
26	Section -II , 4	11	For SLA purpose a month will be treated as 30 days. If the successful bidder fails to maintain guaranteed uptime of 99.9% on monthly basis, Bank shall impose penalty of Rs 50,000/- for every 1 hour increase in downtime, or part thereof, subject to a maximum of Rs. 5 Lakhs per month	We request bank to consider and change the uptime of 98.00% on monthly basis and reduce the penalty from Rs.50,000/- for every 1 hour increase in downtime or part thereof, subject to maximum of Rs.5 lakh per month to penalty of Rs.1000/- for every day increase in downtime or part thereof, subject to maximum of Rs.5000/- per month.	Please adhere to the terms of RFP
27	SIGNING OF CONTRACT	18	Within 15 (Fifteen) days of acceptance of the Purchase Order, the successful Bidder(s) shall sign and date the contract and return it to the Bank	Request bank to extend from 15 (Fifteen) days of acceptance of acceptance of the Purchase Order to 21 (Twenty One) days of acceptance of the Purchase Order	Please adhere to the terms of RFP
28	Section IV 4. a	22	Payment of monthly charges will be released monthly in arrears based on the number of ATMs for which the OTC lock management services were provided at least once during the month.	Request bank to pay for all ATMs under Lock management service	Please adhere to the terms of RFP

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29	Section IV 4. b	22	Payment for the cost of physical keys: 80% of the cost of physical keys will be paid once the keys are delivered at the bank's identified cluster location and on submission of invoices and supporting documents and 20% of the cost of physical keys will be paid once the keys are tested and found working at the terminal location.	This Shall lead to delay in final payment, bank to initiate the testing soon as the keys received with in 30days or bank shall pay the balance 20 % after 30days or Key testing whichever is early , Request bank to ensure the payment is done at Bank HO central location	Covered by amendment corrigendum
30	Section IV 5	23	If the supplier fails to deliver any or all of the Goods or fails to perform the Services within the period(s) specified in the Contract, the BANK 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 price of the delayed Goods i.e. on the cost of equipments excluding the applicable taxes 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 or installed in time, the Bank may consider termination of the contract.	Request bank to cap the penalty Maximum up to 5%	Please adhere to the terms of RFP
31	TERMINATION FOR DEFAULT -	23	TERMINATION FOR DEFAULT	Termination clause is one sided and request bank to consider on mutual agreed terms	Please adhere to the terms of RFP

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	Section IV 6				
32	Section IV 8	24	TERMINATION FOR CONVENIENCE: The Bank, by 30 days written notice, sent to the Bidder, 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 Bidder under the Contract is terminated, and the date upon which such termination becomes effective.	Termination shall be considered only incase if the bidder fail to rectify the defects with in 30days from the date of complaint registered with vendor, contract cannot be terminated for no reason as the costing shall be arrived based on the contract period	Covered by Amendment Corrigendum
33	Technical Bid 2.1	33	LMS should support pass code generation and validation for all models of lock	Which are the make and models in current use. Please publish	All locks available in Bank's ATMs/BNAs are S&G make with model 6128/ 6128 A.
34	Technical Bid 2.10	33	The solution should support time bound pass code management. i.e. it should be possible to configure and change the duration of validity of pass codes at any time. Bidders to specify the minimum and maximum duration supported for validity of pass codes	Please explain the scopes elaborately. Basis which the technical feasibility can be verified	OTC pass codes generated by the LMS should have a pre-defined validity period which should be parameterizable in the LMS.
35	Technical Bid 2.12	33	Electronic Touch key should be disabled when lock is in opened state and should be enabled once lock is closed.	Electronic Touch key is not IP based. Need confirmation if Current models of SnG Lock used by Indian bank is configured as IP based solution. If NOT then this solution may not be feasible. Hence clause shall be removed	Please adhere to the terms of RFP. Electronic Touch Key is not IP based, however it supports disabling of touch key when lock is opened.

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36	Technical Bid 3.5	34	The web portal should have provisions to generate various MIS reports.	This requires clarification from SnG OEM whether this is feasible in LMS or not	Covered by amendment corrigendum
37	Commercial Bid Format	40	Cost of Black key & RED Key point price	Please confirm the cost/Unit column amount shown on monthly basis for point no 2. & 3.	Cost of Physical keys to be quoted in the commercial bid will be paid only once.
38	General Query		Cell replacement in Batteries	Normally every battery consist of 2 cells which needs to replaced periodically. This is normally done by SLM vendor or OEM. Request bank to confirm on this	Battery cell replacement in OTC lock is not in the scope of this RFP
39	General Query		Activation of Black keys and Red Keys	alongwith keys, process note will be shared with branches. Both keys and process notes will be sent through courier. Request to confirm whether vendor needs to send their personal at branches or branches will do this on their own.	Successful bidder is responsible for first time activation of OTC lock management services using Red Key by visiting the site.
40	General Query			In case bank puts any other brand of lock in the future then how will it manage it.	Bank will take suitable decision during floating of subsequent RFP's for procurement of ATMs and BNAs
41	General Query			Request Bank to confirm the lock make and model	S&G make with model 6128/ 6128 A.

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