

ANNEXURE - I

S. NO	RFP POINT NO/TITLE	PAGE NO IN RFP	DETAILS PROVIDED IN RFP	QUERY/ CHANGES REQUESTED	REPLIES TO QUERIES
1.	Eligibility Criteria For Bidders (Point 8)	44	The bidder should be currently providing ATM Cash Management Services for minimum 1,000 ATMs of at least three scheduled commercial banks or White Label ATM operators in India.	We are currently Cash Replenishment Agency with close to 12000 ATM's for Cash Replenishment. Currently we are contracted thru Managed Service Providers like NCR, Euronet etc. We do not have any direct contract with the Bank. Our services is Cash replenishment at the ATM. Managed Services are not being provided by us currently. Would like clarity if we can still participate in this RFP. We will be able to produce contracts / Purchase orders we currently have with the Managed Service Providers	The bidder is eligible if the services provided to MSPs are for the ATMs of scheduled commercial Bank.
2.	24.5 Performance Security	22	In addition to the performance security, successful bidders shall maintain an interest-free deposit of Rs.2 Lakhs with the Bank's reconciliation team for providing timely settlement of failed transactions within the TAT defined by RBI even if there is any delay in performing EOD and reporting of excess cash by the service providers.	Will the successful bidder be responsible for transaction reconciliation? If not, how will bidder be responsible for timely settlement of the queries	Transaction reconciliation will be done by the Bank's recon service provider. Successful bidder will be responsible only if there is a delay in EOD and reporting excess cash and if there is any wrong adjustment transaction or counter updates



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					committed by the successful bidder, due to which the reconciliation is delayed at the Bank's end.
3.	2.1.4. Scope of Work		After counting and sorting, cash should be collected in locked cassettes and replenished in ATMs through cassette swap model on the same day to avoid cash out incidents. One Time Combination (OTC) lock system should be used for opening the ATM chest door.	In case of cassette swap, wherever service provider has vault; there should be vaulting facility for preparation of cassette for next day loading	For the next day loading, the cassettes removed from ATMs and handed over to the feeders branch should be used. Opening of lockable cassettes in the vaulting facility is not permitted.
4.	2.2.2. Scope of Work		Submission of reports containing the reconciliation of above heads on a daily basis.	Reports shall be submitted next working day post reconciliation of cash from cassette in the service provider vault	Since the cassettes cannot be opened at the vault, the reports should be submitted after the cassettes are brought back to the feeder branch, within T+3, where T is the date of providing the cash by feeder branch.



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5.	4 (a)/Service Provider Agreement/ Outsourcing Agreement Timelines for takeover of the ATM	31	The successful bidder should complete the account opening and take over the ATM/cash Recycler within 15 working days from the date of allotment of the ATM by Zonal office. The bank reserves the rights to cancel the allotment and re-allot the ATM to another successful bidder if the ATM is not taken over within 2 weeks due to reasons attributable to the successful bidder. Also, a penalty of Rs.2,000 plus taxes per week or part thereof of delay until actual takeover will be applicable for delay in taking over the ATM, up to a maximum deduction of Rs.20,000 plus taxes per ATM / Cash Recycler.	Penalty very high. Please revise it to 500 per week	Please adhere to the terms of RFP. Penalty is nominal and will be applicable only if the delay is attributable to the successful bidder
6.	4 (b)/Service Provider Agreement/ Outsourcing Agreement Timelines for cash replenishment	31	The successful bidder should monitor the availability of cash in the ATMs and dispensation trend of each ATM regularly and submit the indent one day in advance to the feeder branch. The indented amount should be sufficient for meeting the cash requirements of 2 days and subsequent holidays, if any, and should not exceed the cash requirements of three days and subsequent holidays, if any. However, the feeder branch will have the rights to cross verify the indented amount using the Bank's own ATM cash forecasting	Penalty very high. Please revise it to 100 per day and maximum penalty of 10% of invoice amount of the ATM for the month	Please adhere to the terms of RFP. Penalty is nominal and will be applicable only if the delay is attributable to the successful bidder



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			<p>tool and make changes in the indented amount, if required.</p> <p>The successful bidder should collect the cash from feeder branch in the first half and complete the cash replenishment in the ATMs on the same day before the time limit stipulated by the regulatory bodies for urban, rural and Left Wing Extremism affected areas.</p> <p>A penalty of Rs.1,500/- plus taxes per day per ATM/CR or part thereof will be applicable for delay in replenishing the ATMs due to reasons attributable to the service provider, subject to a maximum penalty of 20% of the invoice amount of the ATM for the month. Also, bank reserves the right to cancel the outsourcing of cash replenishment of the particular ATM without any prior notice if the above timelines are violated by the service provider more than two times in a month.</p>		
7.	4 (c)/Service Provider Agreement/Outsourcing Agreement Timelines	32	<p>The locked cassettes removed from the ATMs and Cash Recyclers during cash replenishment should be deposited at the feeder branch latest by 11 A.M on the next working day, irrespective of whether cash replenishment is planned for that day or not.</p> <p>A penalty of Rs.1,500/- plus taxes per day per ATM/CR or part thereof will be applicable</p>	Penalty very high. Please revise it to 100 per day and maximum penalty of 10% of invoice amount of the ATM for the month	Please adhere to the terms of RFP. Penalty is nominal and will be applicable only if the delay is attributable to the successful bidder



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	for depositing the locked cassettes removed from the ATMs/CRs		for delay in depositing the locked cassettes removed from the ATMs/CRs due to reasons attributable to the service provider, subject to a maximum penalty of 20% of the invoice amount of the ATM for the month. Also, bank reserves the right to cancel the outsourcing of cash replenishment of the particular ATM without any prior notice if the above timelines are violated by the service provider more than two times in a month.		
8.	4 (d)/Service Provider Agreement/ Outsourcing Agreement ATM cash out penalty as per RBI guidelines	32	Notwithstanding the above, if any ATM remains out of cash for more than the time duration permitted by RBI due to reasons attributable to the service provider, the actual penalty imposed by RBI should be borne by the service provider. If the delay was attributable to the service provider partially (during the first 10 Hrs of cash out), penalty will be recovered from the service provider proportionately. (For example, during the first 10 Hrs of cash out, if the ATM was cash out for 5 Hrs due to delay in providing the cash by the feeder branch and remaining 5 Hrs delay was attributable to the service provider, 50% of the penalty imposed by RBI will be recovered from the service provider. The monthly penalty for an ATM will be	Penalty very high. Please revise it to 100 per day and maximum penalty of 10% of invoice amount of the ATM for the month	Please adhere to the terms of RFP. Penalty is nominal and will be applicable only if the delay is attributable to the successful bidder



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			capped to the ATM cash out penalty imposed by the RBI or 40 % of the invoice amount of the particular ATM, whichever is higher.		
9.	4 (e)/Service Provider Agreement/ Outsourcing Agreement Timeline for attending FLM/SLM calls that require opening of safe door	32	The successful bidder should provide FLM support for non-functional ATMs and support for SLM calls which require opening of safe door, as per the below time schedule: FLM call – location within the operating city limits-4 Hrs from receiving the communication from the Bank FLM call – location beyond the city limits - 4 Hrs from receiving the communication from the Bank SLM calls - As per the schedule given by the SLM engineer	In case of cassette swap FLM can be attended during next loading as cassette would be sealed. Also Penalty very high. Please revise it to 100 per day and maximum penalty of 10% of invoice amount of the ATM for the month	Please adhere to the terms of RFP. Penalty is nominal and will be applicable only if the delay is attributable to the successful bidder. If opening of currency cassettes is required during SLM/FLM troubleshooting, it can be permitted in the presence of Bank officials.
10.	6 (a)	33	Compliance with Statutory and Regulatory Provisions RBI guidelines on cassette swap (initial set of cassettes will be provided by the Bank. Successful bidders should arrange their own replacement cassettes if the cassettes provided by the Bank are damaged or becomes unusable due to wear and tear during the contract period	Will these be new cassettes or existing cassettes. If these are existing cassettes, then these would already be old due to wear and tear and may not survive the contract period. In such case how will the bidder be responsible for replacement of cassette?	Bank has purchase new lockable cassettes for implementing cassette swap. The same will be handed over to the service provider.

