

Queries reply for RFP for Supply, Implementation and Maintenance of Integrated Queue Management System(QMS)

ANNEXURE -3 Dated:18.09.2024

SI No.	RFP Page No.	RFP Clause No.	Existing Clause	Query/Suggestions	BANK REMARKS
1	1	FUNCTIC-NAL REQUIRE MENTS-4 Corriger: num-2	The bidder should maintain the system during the entire period. During the said period, the bidder is bound to do all the hardware spares replacement in order to maintain the required uptime, without extra cost to the Bank covering all parts and labor from the date of acceptance of the systems by the Bank at the respective locations i.e. on-site comprehensive warranty. wise/ Region wise or from a single centralized location.	This clause should be applicable except CID cases - Customer Induced Damage cases. Penalty should not be applicable for the bank dependency days. Related data with proof should be shared by vendor during monthly rental invoice submission	This clause is applicable except for CID cases.
2	15	15- Technical Bid Evaluation- Scoring Matrix	Number of Three Client references where similar QMS solution modules implemented (POC may be considered for minimum 3 month) (Share copy of Purchase order and client feedback taken of current date). (Marks for three similar QMS implementation Client reference and client site visit feedback) At least one Client reference shared should have preferably same QMS version implementation which is quoted in QMS RFP response. Bidder has to arrange at least one site visit from above mentioned client references where similar to RFP scope QMS solution implementation done with latest version of QMS. One site visit is mandatory to get actual feedback of client reference to get idea about functionality of QMS product. Client Site visit to be arranged preferably in India for similar QMS implementation. While bidder will arrange site visit but execution part option will remain with bank.	As per the scope of work, we suggest that the vendor running the solution live will have more experience of QMS solution whether it is implementation, customization and running on OPEX Model, we request to kindly modify this clause as (A) Client Reference (15 Marks) (B) POC reference (5 Marks)	The Mark will be Followed as below: - 1) Each Client Reference 5 Marks 2) Each POC Reference 2 Marks Total Maximum Mark is 15 for the Clause (Also in CORRIGENDUM -1 its mentioned that, Minimum Two Client references where similar QMS solution modules implemented (including POC for minimum 3) can be considered for eligibility)
3	63	OTHER REQUIREMENTS: Point No-9-Future Change Request (CR)	Post implementation any further development in the solution will be compensated at the rate of Rs. 3000 per man day.	Suggest to Increase the compensation Rate to Rs.8000/ per man day as mentioned value is very low.	NO change in the existing terms and conditions of the RFP
4	75	ANNEXURE- G- Commercial Bid	*Total Cost of Ownership (inclusive of taxes)	Under Gem, TCO should be exclusive of taxes. Request to change accordingly	NO change in the existing terms and conditions of the RFP



Queries reply for RFP for Supply, Implementation and Maintenance of Integrated Queue Management System(QMS)

ANNEXURE -3 Dated:18.09.2024

Sl No.	RFP Page No.	RFP Clause No.	Existing Clause	Query/Suggestions	BANK REMARKS
5	75	ANNEXURE- G- Commercial Bid-3	Cost of Roll as per actual usage on monthly basis.	Rolls are consumable item and will vary based on the branch foot fall. This will be a dynamic expense in nature and hence should not be considered under TCO. Can be mentioned separately.	Per roll cost only to be given. Based on the actual usage monthly bill to be claimed.
6	81	Annexure-1	PENALTIES	Request to have the Slab starting from 97% in place of 99.98%.	NO change in the existing terms and conditions of the RFP
7	3	Corrigendum 2 (A. Scope of Work)	36. Sufficient Receipt roll Stationery need to be stocked at the branch. Stationery replenishment cost needs to be factored in the Monthly Rental Charges	I presume that roll said to be included in rental	Yes, actual usage of rolls should be included in the monthly rental charges
8	10	CORRIGENDUM -2 B. HARDWARE SPECIFICATION	KIOSK Industrial Grade PC with fan less design unit, i3 Processor, OS Windows 11 or higher.	Please note that the cost of Industrial Grade PC with fan less design unit is much higher than a standard PC without fanless design. In our experience, standard PC with i3 Processor without fanless design, 8GB RAM is sufficient to power the kiosk application. Hence request the Bank to amend the specifications as follows: PC system, i3 Processor, 8 GB RAM, OS Windows 11 or higher	Taking into Performance of Industrial Grade PC, the clause is not changed. NO change in the existing terms and conditions of the RFP.
9	10	CORRIGENDUM -2 B. HARDWARE SPECIFICATION	Kiosk specifications	Please note that requirement for storage is not mentioned in the specifications provided for the Kiosks. Hence request the Bank to please add minimum 256 GB SSD as part of the specifications.	It's Mentioned in CORRIGENDUM -2 Hard Drive : 500 GB SSD min (PP NO.10)
10	10	CORRIGENDUM -2 B. HARDWARE SPECIFICATION	LED TV: 32 " Inches 1 GB Memory Duel HDMI Port Android based	Please note that Android based LED TV with duel HDMI Port is not required to run the token display application. Android based LED TV's are higher in cost compared to standard LED TV's. Hence request the Bank to amend the specifications as follows: 32" LED TV, Single HDMI Port	Taking into Performance of android, the clause is not changed. NO change in the existing terms and conditions of the RFP.
11	46	Annexure "B" Eligibility Criteria Sl.No: 17	Bidder Should be CMMI level 4 and above company.	We kindly request the amendment of the existing clause to replace the requirement for a CMMI Level 4 certificate. Instead, we propose that the vendor should provide proof of maintaining branch automation solutions in banks or financial institutions. This amendment will help ensure that the vendor's qualifications are more closely aligned with the practical needs of the project.	NO change in the existing terms and conditions of the RFP (Atleast should have CMMI certification level 3).

