

Annexure I- Prebid Clarifications - RFP for 500 Cash Recyclers along with 1 KVA UPS Reference No.CO:DBD:ATM-CR:1186/R1:2018-19 dt 28.11.2018					
SI no	RFP Point No/ Title	RFP Page No	Details Provided in RFP	Query/Changes Requested	Replies to queries
1	Section - II	4	Bids must be delivered to the address given below, on or before 16.00 hours IST on 10.12.2018 and must be accompanied by a bid security of Rs.75,00,000/- (Rupees Seventy Five Lakhs only). Late Bids will be rejected. The Technical Bids would be opened at 16.15 Hrs IST on 10.12.2018 itself by the Bank and will be evaluated.	We understand Bids must be delivered to the address given below, on or before 16.00 hours IST on 27.12.2018 and must be accompanied by a bid security of Rs.75,00,000/- (Rupees Seventy Five Lakhs only). Late Bids will be rejected. The Technical Bids would be opened at 16.15 Hrs IST on 27.12.2018 itself by the Bank and will be evaluated.	Date of bid submission is 27.12.2018 as mentioned in Page Nos. 1 and 3 of the RFP.
2	3.1 Technical Bid	8	<p>The Bidder shall furnish as part of its technical bid as per the format provided in Section IX, documents establishing the bidder's eligibility to bid and its qualifications to perform the Contract, if its bid is accepted.</p> <p>For submitting Technical bid, Bidders shall use the original Section VIII & IX published by the Bank as part of the RFP, which contains Bank's seal.</p> <p>Note: All the documents and certificates as per Section VII and Section VIII (8) should be submitted along with the technical bid.</p>	<p>Please let us know bank requirement of this clause.</p> <p>Section IX - Technical Bid to be filled, Please clarify Section VIII contains 1. Bid form Bank seal means? Section IX contains Technical Bid Bank seal means?</p> <p>Kindly advise the list of documents to be submitted towards the technical bid and format.</p> <p>We request the bank to provide the word format of the document submission for this bid</p>	<p>RFP document having bank's seal has been uploaded in Bank's website. Bidders should use the same for bid submission.</p> <p>Please refer the document checklist available in the bid form.</p> <p>Word format of the bid document can be provided based on request, however the same should not be used for bid submission.</p>
3	Commercial Evaluation	11	14.3 Commercial evaluation	Bank to clarify no Indicative Bid Submission along with Technical Submission	Commercials should not be submitted along with Technical bid.
4	24. Awarding the contract	13	After the online reverse auction, Bank will rank the bidders in the ascending order of the amount quoted by them during the online reverse auction. The lowest quoted bidder L1 bidder, the second lowest quoted bidder as L2 bidder and the third lowest quoted bidder as L3 bidder and so on. Contract will be awarded to the L1 bidder, who will be declared as the successful bidders based on prices offered during commercial evaluation.	<p>We request the bank to kindly consider split in order between L1 and L 2 bidder in the ration of 60:40</p> <p>We request the bank to change the split the order between L1 and L2 bidder in the ratio of 70:30</p>	Please adhere to the terms of RFP.

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5	4. Performance Security	17	4.1 Within 15 (fifteen) days of receiving the purchase order, the supplier/s shall furnish to the Bank performance security by way of Bank Guarantee, called Contract Performance Guarantee, equivalent to 10% of the Contract amount valid for 5 years.	We Request the bank to accept PBG for 1 year and renew it every year subsequently.	Please adhere to the terms of RFP
6	4.Performance Security	17	4.1 Within 15 (fifteen) days of receiving the purchase order, the supplier/s shall furnish to the Bank performance security by way of Bank Guarantee, called Contract Performance Guarantee, equivalent to 10% of the Contract amount valid for 5 years. Before 3 months prior to the expiry of the validity of the Bank guarantee, fresh / renewal Bank guarantee equivalent to the same amount and valid for 2 years and 6 months shall be submitted by the service provider for extending the validity of the performance bank guarantee.	We request the bank to change the PBG term to warranty term. Post the expiry of the warranty term of the last deployed machine, the bank can take 20% of the AMC value as PBG Request bank to modify the BG Validity for 3 Years with renewal clause for additional 2 years	Please adhere to the terms of RFP
7	7.Delivery & Documents	18	ii) Delivery Note, Railway Receipt or acknowledgement of receipt of goods from the consignee	Copy of Delivery Note, Railway Receipt or acknowledgement of receipt of goods from the consignee / e-acknowledgment copy. Please consider our request.	Please adhere to the terms of RFP
8	7.Delivery & Documents	18	iii) Copy of Insurance Certificate (in case of the global insurance policy, copy of the Global insurance policy along with a letter from the insurance agency confirming the coverage of the equipments supplied as part of this procurement to be furnished i.e., specific reference to the coverage of the equipments supplied as part of this procurement to be furnished	We request the bank to consider iii) Declaration for insurance coverage for same to be provided by the supplier along with invoice submission.	Please adhere to the terms of RFP
9	Inspection & Testing	18	5.5 The Banks Right to Inspect, test and , where necessary , reject the goods after the Goods arrival in the destination shall in no way be limited or waived by reason of the Goods having previously been inspected , tested and passed by the bank or its	Request bank for More Clarity	Bank reserve the rights to inspect the goods after delivery at the destination though the same goods might have been inspected before shipment.

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			representative prior to the Goods shipment.		
10	8. Insurance	19	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.	We request the bank to keep the insurance till one week of the delivery of the machine. Since the machine is in the custody of the bank so the bank should cover it under its fixed asset insurance.	Please adhere to the terms of RFP
11	8. Insurance	19	The Supplier should also insure the goods for 100% of invoice value under storage cum erection policy till three months from the date of delivery. However, at the time of submission of invoice for payment of delivery, the supplier should ensure that the insurance policy has residual period for 60 days. Copy of the global insurance with reference to the coverage of the equipment supplied as part of the procurement to be furnished for transit insurance	Request bank to limit the Insurance validity till Delivery at bank premises The Supplier should also insure the goods for 100% of invoice value under In-Transit insurance policy till machine installation site or up to 15 days from the date of delivery. However, at the time of submission of invoice for payment of delivery, the supplier should ensure that the insurance policy has residual period for 15 days from the date of delivery Declaration for insurance coverage for same to be provided by the supplier along with invoice submission.	Please adhere to the terms of RFP
12	10. Point e Incidental Services	19	e. Technical support through one on site resource provided at the Bank's Head Office from 10 a.m. to 7 p.m. on all working days of the Bank to ensure uptime of the Cash Recyclers supplied and also to ensure 100% EJ pulling from the 500 Cash Recyclers.	We request the bank to kindly consider this requirement to all bidders as new and existing resource of old project not be used. This would help all bidders to be in the same scale of evaluation.	Successful bidder shall provide one new onsite resource for Cash Recycler to be deployed under this RFP.

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13	11 A. Warranty	20	11.2 This warranty shall remain valid for 36 months after the Goods have been installed at the final destinations as per delivery instructions	We request the bank to consider one year warranty. As industry standard CR machine will come with single year warranty and post warranty AMC would be applicable.	Please adhere to the terms of RFP
14	11 A. Warranty	20	11.6 During the warranty period, supplier is required to maintain, repair and replace any defective or failed components of the Cash Recycler and UPS excluding consumables like ribbons, printer heads and paper roll stationery, at no additional cost to the Bank. No other components of the Cash Recycler and UPS are excluded for this purpose.	We request the bank to kindly consider Cassette and Escrow tape as consumables.	Please adhere to the terms of RFP.
15	Warranty- 11.9	20	Non –Submission of the PM reports shall attract a penalty of Rs 1000/-per Cash recycler /UPS per quarter.	Request bank to revise the Penalty to 500/- per Cash recycler /UPS per quarter.	Please adhere to the terms of RFP
16	11.10 / Warranty	21	During warranty period the supplier has to submit Preventive Maintenance (PM) Report on quarterly basis (Electronic system generated report) to the Bank's head office, mentioning the date of PM on a case to case basis. The supplier shall submit the Preventive Maintenance call slips to the local bank's representative once Preventive Maintenance is performed. Non-submission fo the PM reports shall attract a penalty of Rs.1,000/- (Rupees One Thousand Only) per Cash Recycler / UPS per quarter.	Bidder would like to bring to your notice that the penalty for non performance of PM calls is much on higher side, we request Bank to lower these penalties to Rs.250 per instance. We Request Bank to consider Penalty as Rs. 500 for PM Missed Cases	Please adhere to the terms of RFP
17	11.11 / Warranty	21	If the Preventive Maintenance is not undertaken during each quarter a grace period of two weeks would be given to the supplier for completion of the same for the quarter and if not completed within the grace period, the total warranty period would be extended by three months for the quarter for that particular Cash Recycler/UPS.	If the Preventive Maintenance is not performed in a particular quarter for some reasons, then the same will be performed within grace period, however extending the Warranty period by 3 Months in-lieu of the non-performance of the PM is not acceptable if the machine is up and running. Request Bank to modify this clause as follows; "If the Preventive Maintenance is not	Please adhere to the terms of RFP

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				undertaken during each quarter a grace period of two weeks would be given to the supplier for completion of the same for the quarter and if not completed within the grace period and if machine goes down due to non-performance of the PM during that quarter, then the total warranty period would be extended by the period equivalent to the downtime of that particular Cash Recycler"	
18	11.12 / Warranty	21	Warranty should not become void if the BANK buys any other supplemental hardware/ software from a third party and installs it with/in these machines in the presence of the representative of the supplier and after tested by the supplier. However, the warranty will not apply to such third-party hardware/ software items installed by the Bank.	As third Party product may be liable for bugs and malware and any such damages and losses will not be accepted by the bidder due to installation of any third party product and software. Bidder request Bank to install any third party hardware or software only if it is duly certified and approved for installation by the ATM supplier.	Please adhere to the terms of RFP. Supplier can test the third party software before rollout at no cost to the Bank.
				If any Failure / malfunction arises to OEM product due to installation of supplemental hardware/software from a third party, such failure/malfunction does not cover under the OEM Warranty and AMC.	Please adhere to the terms of RFP.
19	B. Payments Point (i)	21	(i) On Delivery: Eighty (80) % of the cost of the Cash Recyclers & UPS (Excluding AMC) shall be paid on receipt of Goods at the destination and on submission, at the Bank's Office at Chennai, of the documents specified in point 7 above duly acknowledged by the Bank's representative at the respective site / location for the receipt of goods and	We request the bank to consider 90% payment on submission.	Please adhere to the terms of RFP
20	B. Payments Point (b) for AMC payment	21	Payment for AMC will be made quarterly in advance on submission of Invoices and the PM reports for the previous quarter and upon successful completion of the performance obligations for the previous quarter (AMC) or warranty period, whichever is applicable.	Please consider payment for AMC will be made quarterly in advance on submission of Invoices and the copy of PM reports / e-acknowledged of for the previous quarter	E-acknowledgement can be accepted only if submitted through the bank branch's e-mail ID.

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21	Warranty	21	11.10 During warranty period the supplier has to submit Preventive Maintenance (PM) Report on quarterly basis (Electronic system generated report) to the Bank's head office, mentioning the date of PM on a case to case basis. The supplier shall submit the Preventive Maintenance call slips to the local bank's representative once Preventive Maintenance is performed. Non - submission for the PM reports shall attract a penalty of Rs.1000/- (Rupees One Thousand Only) per Cash Recycler / (UPS) per quarter.	We request the bank to reduce the penalty from Rs.1000/- to Rs.500/- (Five Hundred Only) per Cash Recycler / UPS per quarter.	Please adhere to the terms of RFP
22	Section IV - 15	23	Termination for default	We request the Bank to provide bidder 30 days cure period before exercising this right.	Please adhere to the terms of RFP.
23	14. Liquidated Damages	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 equipment 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	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 and reason for such delay is on solely attributed on supplier , the Bank shall, without prejudice to its other remedies under the contract deduct from the contract Price, as liquidated damages, a sum equivalent to 0.1% of the price of the delayed goods i.e., on the cost of equipment 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 1%. If the equipments are not delivered or installed in time, the bank may consider termination of the contract.	Please adhere to the terms of RFP
25	SCOPE OF CONTRACT	26	21.1 The successful bidder shall take total responsibility for supplying, installation of Cash Recyclers (as per Technical specification) and making them operational.	We request the bank to allow the vendor to bill the bank for switch migration effort at a mutually agreed cost	Please adhere to the terms of RFP. Bank will pay only site visit charges, if any.

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			The Cash Recyclers have to be interfaced with Financial Transaction Switch (BASE 24). However, the Bank reserves the right to change the switching interface at any point of time. In such cases, it will be binding upon the successful bidder to provide the required support to commission the Cash Recyclers with new switching interface without any additional cost to the Bank.	Request bank to keep the new switch integration and Terminal security solution as separate scope as and when required by bank at mutually agreed cost.	Bank has already identified the Terminal Security Solution. Successful bidder shall configure the terminal Operating System Policies and settings as per the requirements of the TSS provider and test the Cash Recycler with TSS at no additional cost.
26	22.3 / Scope Of Contract	27	The Bank may outsource the Cash Recycler Managed services to an outside agency. The successful bidder should provide & install all the software and other utilities required for facilitating the Managed services for the new Cash Recyclers also, without any extra cost.	Bidder would like to inform bank that during installation the OEM should be made sure on who will be taking over the machine as the MS vendor and accordingly the OEM to be provided the installation software of the MS vendor to perform this task. If the request required additional trip then this would be chargeable at mutually agreed cost.	The bank will pay for site visit charges at mutually agreed rates.
27	22.6 / Scope Of Contract	27	The following are the other works to be undertaken by the successful bidder: 1. Supplier to connect the Cash Recycler to the EFT switch for making the cash recycler online. Network level connectivity will be arranged by the Bank. 2. Supplier to connect the Cash Recycler to Bank's Terminal Security Solution. Network level connectivity will be arranged by the Bank. 3. User acceptance test with screens and audio in regional language. 4. User training/ admin function training. 5. Signoff. 6. Product wrapping.	Bidder would like to request bank to exclude" Connectivity to Switch" from the scope of the OEM, as the same needs to be provided by Bank's MS Service Provider.	Network connectivity will be provided by the Bank. Successful bidder should make the CRs online and receive the switch download successfully.
28	Scope of Contract	27	22.6 Supplier has to connect the CRs to bank Terminal Security Solution	The Proposed CRs shall need to undergo a Terminal Security Solution Validation process and shall be under Mutual agreed rates.	Successful bidder shall configure the terminal Operating System Policies and settings as per the requirements of the TSS provider and test the Cash Recycler with

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					TSS solution at no additional cost to the Bank.
29	25. Delay in Repair Point a & b	28	<p>Maintenance Service calls are classified into two types:</p> <p>a) Type 1 Calls - severe defects in the Cash recycler/ UPS due to which the CR is completely down or unable transact and dispense cash to customers;</p> <p>b) Type 2 Calls - operational defects in Cash recycler / UPS but CR is able to transact and dispense cash to customers. Service Provider should ensure the response time as set below:</p> <p>Description Response time Resolution time:</p> <p>Type 1 -calls within city 4 hours after logging call 24 hours after logging call limit.</p> <p>Type 2 - calls beyond 6 hours after logging call + 48 hours after logging call city limits normal travel time from nearest support centre.</p>	<p>We request the Bank to consider.</p> <ol style="list-style-type: none"> 1. City limit should be considered at within 30 Km 2. For outside City limit (Greater than 30 Km) Engineer Travel time need to be considered. 3. For Part replacement calls part travel time from part supply Hub need to be considered. <p>In case of module replacement calls we request bank to consider the part lead time from nearest Spare hub to the site in addition to the resolution time which has been provided by bank.</p>	<ol style="list-style-type: none"> 1. City limit will be considered within 30 km from the nearest district head quarters. 2. Please adhere to the terms of RFP. 3. Please adhere to the terms of RFP.
30	25 Delays in Repair	29	<p>In case Service Provider fails to meet any one of the above standard of maintenance, there will be a penalty of Rs.2,000/- (Rupees Two Thousand only) per day or part thereof per Cash recycler/UPS subject to a maximum of Rs 20,000/- (Rupees Twenty thousand only) per Cash recycler/UPS, calculated on quarterly basis for not complying to the UPTIME as specified by the Bank.</p>	<p>Penalties proposed by Bank are on higher side Request Bank to reduce the penalty amount to Rs. 250/- (Rupees five hundred only) per day per cash Recycler/UPS subject to a maximum 10% of AMC value of the Equipments supplied by the Bidder. Also request Bank to Cap the penalties @10% per year</p> <p>We request bank to consider the Penalty as Rs. 250 Per day for SLA missed cases and maximum of Rs. 5000.</p>	Please adhere to the terms of RFP
31	25 Delays in Repair	29	<p>During the warranty period, Service Provider is required to maintain, repair and replace any defective or failed components of the</p>	<p>Bidder would like to inform bank that Currency Cassette/ Purge Bin and Batteries are also part of consumables in</p>	Please adhere to the terms of RFP.

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			Cash Recycler and UPS excluding consumables like ribbons, Printer heads and Stationery, at no additional cost to the Bank.	the machine and these are all not in control of the OEM vendor as the cassette are been Handled by Third part vendor CRA and any damage to the cassette will be on chargeable basis and bidder will not be able to provide the same Free in warranty period. UPS Batteries if any needs to be replaced then will be chargeable to bank as per Mutually agreed cost.	
32	26 Annual Maintenance	29	All the parts of Cash Recyclers and UPS except consumables, currency cassettes, retract cassette, purge bin, printer head and paper roll stationery and batteries are covered under the scope of AMC.	We request the bank to keep UPS batteries out of the AMC period	Batteries are excluded from the scope of AMC.
33	26 Annual Maintenance	29	The supplier must give firm commitment to provide maintenance at the price quoted during the online reverse auction. The per annum rate of AMC quoted by the bidders for Cash Recyclers and UPS shall not be less than 6% of the cost of the Cash Recycler & UPS.	To ensure sanity in the prices quoted by bidder for maintenance we recommend the bank to consider one year warranty. 1st and 2nd year as 8% 3rd and 4th year as 10% 5th and 6th year as 12%. This will also ensure the cash outflow is in a staged manner.	Please adhere to the terms of RFP
34	26 Annual Maintenance	29	During the AMC period the supplier is required to perform Preventive Maintenance (PM) on quarterly basis and submit call reports without fail. Bank reserves the rights to withhold the payment of AMC for the quarter for Non-performance or non-submission of PM reports.	We are using PM app for all our Engineers which will create digital report from the site for the PM carried out by Engineer. We request bank to accept the Digital PM report for submission.	Digital PM reports can be accepted only if forwarded through branch's official e-mail ID. Format and contents of the digital PM reports shall be as approved by the bank.
35	Delay in Repair	29	Penalty of Rs. 2000/- per day or part thereof per Cash Recycler /UPS subject to a maximum of Rs. 20000/- per CR/UPS, calculated on the quarterly basis for not complying to the uptime as specified by the bank	Request bank to revise the penalty to 500/- per day or part thereof per Cash Recycler /UPS subject to a maximum of Rs. 5000/- per CR/UPS, calculated on the quarterly basis for not complying to the uptime as specified by the bank	Please adhere to the terms of RFP

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36	27 Training	30	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.	Bidder would like to inform bank that one time training on the Operational process or the ATM will be provided at the time of Installation post which if bank want any re-training or additional training to be provided then it will be given at mutually agreed cost.	Re-training shall be provided during PM visit or down call visit.
37	Section V 2. Delivery Schedule	31	The complete systems has to be delivered with all accessories and software and installation should to be completed within 6 weeks from the date of issue of delivery instruction by the Bank.	We request the Bank to kindly consider 6 – 8 weeks from the date of issue of delivery instruction by the bank.	Please adhere to the terms of RFP
38	SECTION – VI	32	Scope of Work for EJ Pulling Service	1) Is the leased line required for Bank's DC and DR both or only to Bank's DC? 2) Request Bank to share the addresses of its DC and DR sites.	Leased line connectivity has to be established to Bank's DC in Chennai or DR in Hyderabad based on the bank's requirement. Address will be shared with successful bidder.
39	SECTION – VI (B)	32	Supplier shall have the facility to extract the EJs of all the transactions in each of the Cash Recyclers, to a centralized location /Server. This solution should also be able to pull the other logs (such as currency validation logs, impound activity log, serial number tagging logs etc.) stored in the cash recycler.	Bidder would like to inform bank that EJ pulling system will be busy in pulling EJ. Any Other Logs (such as currency validation logs, impound activity log, serial number tagging logs etc.) if required from the machine will be pulled only on best effort exceptional basis and not on daily basis provided the bandwidth allows the same.	Other logs shall be provided whenever required by the Bank.
40	SECTION – VI (F)	32	Supplier shall provide EJ viewer facility to the Bank.	Bidder will provide the decryptor which will convert the ebidderrypted files to readable txt format, the current arrangement for MOF for Indian bank is same and can be continued. If Separate EJ Viewer Facility is required then Bank needs to provide us with the required infrastructure.	Please adhere to the terms of RFP. Successful bidder shall provide the software for opening and viewing EJ files if the files cannot be opened using notepad.
41	SECTION – VI (G)	32	In case of settlement of any claim of the cardholder by the Bank in the event of non-availability of EJ or Journal Print (JP) for the same, the Bank reserves the right to recover	Request Bank to deduct the disputed transaction amount from the fees payable to its Cash Replenishment Agency, as the Cash Shortages or Overages are to be	Please adhere to the terms of RFP. Availability of EJs in cash recyclers and EJ pulling are the responsibilities of the successful

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			the disputed transaction amount along with penalty, if any, charged by the statutory authorities, such as banking Ombudsman, etc., from the Supplier.	reported by CIT Agency.	bidder.
42	Section VI EJ pulling services Point IV	32	iv. Supplier shall provide 2 Mbps leased line connectivity between Bank's data centre and the EJ server of the Supplier (successful bidder's EJ server) and maintain the same throughout the contract period for pulling EJ remotely and also for pushing the screens, audio files, currency templates and software patches. Even if leased line is already available to the Vendor location, back- up line to be provided by the successful bidder under the current project. Bank will provide the necessary router at the Bank's end for the successful bidder to terminal the links. Cross connection up to bank's rack shall be arranged by the successful bidder.	We request the bank to kindly consider that all supplier has to new provide 2 MBPS leased line connectivity between Bank's data centre and the EJ server. No existing earlier project leased line should be used. This would help all the bidders in the same scale of evaluation	Separate leased line shall be provided by the successful bidder for this project.
				Bidder would like to inform bank that as per Industry Standard 1MBPS leased line connectivity is used. Bidder is requesting bank to change the scope from 2MBPS to 1MBPS as it will unnecessary ibidderease the cost to bank	Please adhere to the terms of RFP
43	Section VII Qualification Criteria	34	Certificate from a Chartered Accountant to confirm that the profit shown in the audited balance sheets is solely from the business in India.	We request the bank to kindly consider Self Declaration Certificate from the bidder.	Please adhere to the terms of RFP
44	Section VII Qualification Criteria Point 4	34	ii. Copy of purchase orders (all pages) which was issued before 01.10.2015 for supply and installation of Cash Recyclers / ATM. iii. A certificate from the same Bank clearly mentioning that the services of bidder were availed for a minimum of 3 years.	Please let us know why bank require the PO copy issued before 01.10.2015? If required to understand bidder presence in Cash recycler market then kindly change the request to Copy of purchase orders (all pages) which was issued before 01.10.2015 for supply and installation of Cash Recyclers / BNA and A certificate from the same Bank clearly mentioning that the services for Cash recyclers / BNA of bidder were availed for a minimum of 3 years.	Please adhere to the terms of RFP. Copy of the PO issued before 01.10.2015 is required to establish the compliance to eligibility criteria No.1. The term Cash Recycler refers to BNA and Cash Recycler.

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45	Section VII Qualification Criteria Point 4	34	The bidder should have "supplied & installed" at least 500 Cash Recyclers / ATM and /or BNAs of the same make proposed to be delivered under this RFP amongst at least two Scheduled Commercial Banks in India and functioning satisfactorily as on date of the bid submission.	This RFP is only for Cash recycler we request the bank to consider the below The bidder should have "supplied & installed" at least 500 Cash Recyclers of the same make amongst at least two Scheduled Commercial Banks in India and functioning satisfactorily as on date of the bid submission. Bidder should submit certificate issued by these Banks for satisfactory service of the bidder for supply, installation and maintenance of Cash Recyclers should be submitted along with the bid. As you are aware Cash dispenser and Cash recycler and two different technologies.	Please adhere to the terms of RFP.
46	Section VII - Clause 9	35	Indemnity for IPR infringement	As Indemnity against any IPR infringement claim is already specified in clause 3 of Section IV of the RFP. We request the Bank that indemnity specified in this clause should be subject to the process specified in clause 3 of Section IV of the RFP.	Please adhere to the terms of RFP.
47	Bid Form	38	If the contract is awarded to us, we shall extend the support for the goods and service offered by us for a period of seven years on 24 X 7 basis, We will demonstrate 8 hrs power back up for the combination of Cash recycler , UPS and Batteries offered by us within 2 weeks from the date of receiving the PO from bank.	Request bank to revise the demonstration time frame to 4 week from the date of PO.	Please adhere to the terms of RFP. Successful bidder may initiate the demonstration as soon as the reverse auction is completed to comply with the timelines specified in the RFP.
48	8. Qualification Applplication	48	Tangible Net worth of the bidder from Business in India (Auditor Certificate for Positive Tangible Net worth for last 3 years to be enclosed)	As per the bank request, this information is available in Audited Financials, We request the bank to consider to have self declaration certificate from the bidder.	Please adhere to the terms of RFP

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49	Section IX: Technical Bid 1.4	58	Internal or External DVD Writer (R/W) facing the front side of the cash recycler: 22x and above speed.	DVD Drive has become obsolete and no more being offered on ATMs. We provide s/w distribution through a secure USB solution and DVD drives are no more required. These are also removed from security point of view. Given this background we request Bank to remove DVD Drive as mandatory h/w and make it optional if required for other OEMs	Please adhere to the terms of RFP
	Section IX: Technical Bid 1.7	58	Voice guidance support with internal speakers and head phone jack for visually challenged (Text to speech converter software) should be available. Text to speech systems (screen reader) should be available to assist the visually challenged customers as per the standards published by Indian Banks' Association (As per Annexure I of the bid document). Voice guidance should be available in 2 languages (English and Hindi) as per the IBA standards. Other normal voice guidance should be available in 7 languages. (Bengali, Gujarati, Hindi, Kannada, Malayalam, Marathi & Telugu). Required audio files should be provided by the vendor in a standard format.	As of now EN & HI is available option on VG. Request Bank to limit this to EN & HI and when other languages available can be added as an optional languages. This is in line with IBA guideline Request the bank to provide the wav file for 7 languages. We like to bring to your kind attention that presently text to speech is available in the following languages 1.English 2.Hindi Request bank to consider the above language	Voice guidance for visually challenged (Text to speech converter software) should be available in 2 languages (English and Hindi) as per the IBA standards. Other normal voice guidance should be available in 7 languages. (Bengali, Gujarati, Hindi, Kannada, Malayalam, Marathi & Telugu). Required audio files should be provided by the vendor in a standard format.
50	Section IX: Technical Bid 1.8	59	OS hardening: All Cash Recyclers should be adequately hardened. Only white listed necessary services should run on the machines. No malware including viruses, worms & Trojans should enter the Cash Recycler and affect the Cash Recycler and the network. All Cash Recyclers should be PA• DSS Compliant. Bank's Anti-Virus solution should be installed in the Cash	Our machine shall have OS hardening, Whitelisting and Firewall as an standard security feature over and above any Anti-Virus provided by bank shall be a constrain due to network bandwidth for regular update Request bank to exclude the same from the scope.	Anti-virus solution should be installed as and when provided by the Bank in future.

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			<p>Recyclers.</p> <p>Differential Admin User ID & password with restricted accesses shall be maintained at OS level and Application level so that person coming for only First Level Maintenance will not have access to the files, desktop and external drives.</p> <p>The operating system should have the provision for parameterization to log critical changes and incident for monitoring purposes.</p>		
				<p>We request to get clarity on the whitelisting. Bank has already selected application whitelisting and do the recycler vendor supply one more whitelisting application along with these. If yes what is the scope and how it is going to work with 2 similar solutions.</p>	<p>Successful bidder shall configure the terminal Operating System Policies and settings as per the requirements of Bank's TSS provider.</p>
				<p>Cash Recycler once installed will be connected to bank's network and successful bidder will not have any control to Bank's network, further Bank has deployed terminal security solution on its ATMs/CDs/BNAs/CRs, thus, any instance of malware, virus or trojan attack on these terminals will be due to act or omission of the OEM providing terminal security solution to the Bank. Thus, we request the Bank to kindly delete this clause.</p>	
				<p>Please let us know whether our understanding is correct Bidder, Cash recycler supplied should be OS hardened Bidder should support Bank Anti virus solution Bidder should provided User ID &</p>	<p>Successful bidder shall configure the terminal Operating System Policies and settings as per the requirements of Bank's TSS provider and test the cash recycler with TSS. After testing by successful bidder,</p>

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				password (from bidder central location). Kindly let us know whether bidder has to implement bank terminal security solution. Whether this would be tested at Bank test lab during SIT and UAT before deployments.	all Cash recyclers should be installed with TSS.
51	Section IX: Technical Bid Point 1.13	59	CR should accept deposits using any Bank's Debit / Credit cards, without cards, using Aadhaar based authentications with biometric. CR should support Bar code reading and QR code reading if required by the Bank in future. Cash Recyclers should recognize the Chip cards which include EMV Cards and Biometric authentication and accordingly display the screen and voice prompts.	Cash recycler can accept deposit using Debit / Credit cards, without cards, using Aadhar based authentications, with biometric. For Bar code reading and using QR code reading machine could be upgraded for this functionality Cash Recyclers can recognize the Chip cards which include EMV Cards, Biometric authentication. Bar code, QR code can support and machine could be upgraded. Please clarify on the voice prompts requirements and our understanding.	Please refer the clarifications provided for voice guidance functionality.
				We request the bank to remove voice authentication. Regarding QR code, we request the bank to clarify if the switch will be ready for QR code transactions. We also request the bank to clarify if it requires a static code or dynamic code and how will the transaction be staged. We request the bank to confine the biometric authentication to fingerprint reader only.	Voice-based authentication is not in the scope of this RFP. CR should support Bar code reading and QR code reading if required by the Bank in future.
52	Section IX: Technical Bid 1.16	61	Application interface facilitating admin, reconciliation and MIS function	More details needed on this Point.	The supervisor / Admin interface of cash recyclers should have provision for extracting the data and MIS reports required for reconciliation of cash and transactions.

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53	Section IX: Technical Bid Point 2.3	61	Send signals to external alarm system and also to EFT switch during opening and closure of the chest door. Vendor should coordinate with the suppliers of external alarm systems / e_Surveillance to connect the sensors.	Machines send signal to EFT switch only, please change this clause to ""Send signals to EFT switch during opening and closure of the chest door. Bidder should coordinate with the suppliers of external alarm systems / e-Surveillance to connect the sensors wherever possible.	Please adhere to the terms of RFP
54	3.1	63	Details of impounded, rejected and retracted notes (serial number, card number/account number, transaction sequence number (if available) and denomination-wise count) should be available in EOD reports also and these reports should be accessible from supervisor menu.	The details would be provided in separate report which can be extracted any point of time.	Separate report is OK. However, reports should be accessible from supervisor menu.
55	Section IX: Technical Bid 3.13	63	Cash Recycler should verify the genuineness of the notes for both deposit & dispense transactions. Details of currency verification should be logged and stored in the secondary hard disk for a minimum period of six months. Sufficient details to identify the depositor / beneficiary (in the case of Cardless deposit) should be provided in the logs.	Cash Recycler should verify all previously known counterfeit / retained notes for both deposit & dispense transactions. Details of currency verification should be logged and stored in the secondary hard disk for a minimum period of six months. Sufficient details to identify the depositor / beneficiary (in the case of Cardless deposit) should be provided in the logs. In case of any new variant of counterfeit found, Bidder to update the currency template so that it such variants can be recognized correctly in subsequent instances.	Please adhere to the terms of RFP. Detection of counterfeit notes based on the templates of previously detected counterfeit notes alone is not sufficient. Cash Recycler should be able to detect the counterfeit notes proactively based on the templates of currency notes released by RBI.
56	Section IX: Technical Bid 3.15	64	Cash Recycler should be able to tag the currency serial number and trace the same based on transaction number and vice versa. Details should be logged and stored in the secondary hard disk for a minimum period of six months along with color images of impounded and retracted currencies.	We request the bank to consider Black and white image also, since color image would take lot of storage space. Kindly consider	Please adhere to the terms of RFP

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57	3.16	64	Configuration / loading of new currencies template / removal of old templates to be carried out within 4 weeks on availability of new currencies notes in circulation.	Request bank to revise the time frame to 6 week from the day vendor receive the new currency template from bank.	Please adhere to the terms of RFP.
58	Section IX: Technical Bid 3.23	65	Successful bidder shall bear the loss incurred by the Bank, if any, due to acceptance of non-issuable and / or counterfeit notes by the Cash Recycler.	We support with all tracking deposited notes including serial number. In case of a counterfeit note get accepted, it can be tracked back to the card holder account to pass required debit. Also template will be updated to make necessary changes to handle such new counterfeit notes	Please adhere to the terms of RFP.
				"In case any counterfeit note is found during counting by Bank officials, details shall be noted in the cash delivery slip and the number of the note shall be tallied with details in eJ on T+1 day. In case it is found not tallying with the details, Vendor shall be responsible for providing necessary details to trace such notes to a specific transaction and depositor of such notes."	Please adhere to the terms of RFP.
59	Section IX - 3.24	65	If the transactions is timed out after the cash was deposited by the customer, Cash recycler shall retract the notes and issue a receipt to the depositor with denomination wise count of retracted notes. These details shall be logged in the Electronic Journal as well. The same process shall be followed for all types of retract cash scenarios such as customer time out and hardware error. Vendor is liable for any monetary loss incurred due to malfunctions.	Vendor will provide all possible details to the bank to support the claim, However any monetary loss pushed onto the Vendor can be avoided. Request bank to amend accordingly.	In case the cash is returned to customer due to cash recycler malfunction and Bank is unable to recover the amount from the customer, the loss incurred to the bank will be recovered from the successful bidder.

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60	5.2	66	Touch Screen of Capacitive /Saw/Infrared type with or without 8 function key(FDK)	Request bank to modify the requirement as Touch Screen with FDK braille enabled consider below facts <ul style="list-style-type: none"> · As FDK with braille enabled keys is an Integral part for customer transaction considering Visually Challenge person · Touch Screen with FDK shall contribute to Machine uptime incase the Touch screen is faulty machine shall be still available for transaction using FDK. 	Please adhere to the terms of RFP
61	5.5	67	The Cash Recycler should have PIN Pad Shield covering all three sides to avoid shoulder surfing or capture by the external camera	We offer ATMs with recessed PIN Pad. PIN Shield is also comes with risk of hidden camera attack. We request to make it PIN Shield / recessed pin pad.	Pin Pad shall be covered from the sides and top to avoid shoulder surfing or capture by the external camera.
62	6.5	68	Facility for viewing the images of impounded and retracted notes shall be provided in the Supervisor / EOD menu	We provide serial number details of all the notes deposited including impounded. These can be searched / viewed by custodian when required. Request to make the clause change as image / serial number of the impounded notes.	Please adhere to the terms of RFP
63	6.5	68	Remote Power off / Restart facility	Machine can be restarted or Powered Off. Power On would need manual intervention. Request bank to amend this accordingly.	Bank is referring only to Remote Power OFF / Restart. Remote power ON feature is not in the scope of this RFP.
64	8.4	70	Patch Management: Successful bidder shall be responsible for updating the software patches in all the Cash Recyclers uniformly. Release of new patches, testing and Installation of patches (remotely or physically) shall be tracked centrally and communicated to the Bank.	We will provide the patch to a central location. Distribution of patch will dependent on the network bandwidth.	Patches to be pushed after verifying the impact on network utilization.

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65	9.2	70	The Cash Recycler supplied should support DDC & NDC emulation and should be compatible for operation through all major EFT switch in India.	The terminal will support DDC emulation. Request bank to amend this DDC or NDC.	The Cash Recycler supplied should support DDC or NDC emulation and should be compatible for operation through all major EFT switch in India.
66	1	75	Technical Specification of 1 KVA UPS providing 8 Hrs Back up	kindly confirm if we can submit MAF from multiple UPS vendors as this will give us flexibility to work with UPS vendors based on their geographic presence and strength.	Bidders can submit MAF from up to two UPS vendors meeting the technical specifications of the RFP.
67	Section IX	76	Isolation transformer and 1 KVA stabilizer to be provided along with the UPS at the input.	Kindly provide the Specification for the Isolation Transformer also there is no details on SNMP, request bank to provide clarity	Isolation transformer of standard specifications, compatible with the UPS and stabilizer offered by the bidder, should be provided. SNMP is not in the scope.
68	Technical Specification For 1 KVA UPS	76	15. Battery voltage rating: Total VAH shall be sufficient to provide 8 Hrs. Backup using batteries of same batch	We request the bank to define the battery VAH as it is measurable and all vendors can quote the same specifications	Bidders to decide the capacity of battery based on the power consumption of the equipments offered by them. However, the number of batteries connected to UPS shall not exceed 4.
69	Technical Specification For 1 KVA UPS	77	During bid submission, bidders should submit a certificate issued by a government testing agency I any other third party UPS test lab accredited by NABL, Department of Science & Technology, Government of India, for conformity of complete UPS system & batteries offered by the bidder to all of the technical specifications of our RFP, along with the technical bid.	We request the bank to allow the successful bidder to give this certificate before the testing and demonstration and not during bid submission stage.	Please adhere to the terms of RFP.
70	Section X: Commercial Bid. AMC charges	78	AMC for Cash Recyclers after 4 year warranty AMC for 1 KVA UPS after 4 years warranty	Please let us know the commercial bid should be read as AMC for Cash Recyclers after 3 years warranty AMC for 1 KVA UPS after 3 years warranty	Please read the warranty period as 3 years. Revised commercial bid is furnished as Annexure.

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				Kindly clarify	
71	Section X: Commercial Bid. AMC charges	78	AMC for Cash Recyclers after 4 year warranty AMC for 1 KVA UPS after 4 years warranty	Please let us know the commercial bid should be read as AMC for Cash Recyclers after 3 years warranty AMC for 1 KVA UPS after 3 years warranty Kindly clarify	Please read the warranty period as 3 years.
72	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 format of the bid document can be provided based on request, however the same should not be used for bid submission.
73	General Query		For penalties hope bank is aware that cannot just deduct the Amount at time of making payment. As per provision of GST law penalty is act of tolerance and for all penalties deducted by bank; bank has to issues tax invoices to BIDDER with description as Act of tolerance; Without this invoice cannot be settled and bank would not be able to avail GST credit.		The rules and regulations prevailing at the time of recovering penalty will be followed by the Bank.

End of the Document