

**RFP for supply, installation and maintenance of 1000 nos. of self-service passbook kiosks with QR code printer.
REF: CO/DBD/ATM/999/R1/2021-22 dated 23/07/2021**

Annexure I – Clarifications

S. NO	RFP POINT NO/TITLE	PAGE NO IN RFP	DETAILS PROVIDED IN RFP	QUERY/ CHANGES REQUESTED	REPLIES TO QUERIES
1.	Schedule	2	Last Date & Time for submission of Bids in Online & Offline Mode	We request Bank to allow bidder 3 weeks' time from release of Pre-Bid Clarifications from the Bank's end to prepare & submit the bid.	Please adhere to the revised timeline published in the RFP.
2.	1. ELIGIBILITY CRITERIA FOR BIDDERS - a	12	The bidder should be a company registered in India as per Company Act 2013 with minimum 3 years of experience in the business of supplying, installing, commissioning and managing PBKs as on date of bid submission.	Request Bank to modify the clause to "The bidder should be a company registered in India as per Company Act 2013 with minimum 3 years of experience in the business of supplying, installing, commissioning and managing Banking Kiosks as on date of bid submission.	Covered by amended corrigendum.
				Request Bank to modify the clause to "The bidder should be a company registered in India as per Company Act 2013 with minimum 2 years of experience in the business of supplying, installing, commissioning and managing PBKs as on date of bid submission.	Covered by amended corrigendum.
				Please change the clause similar to last RFP "The bidder should be a company registered in India as per company Act 2013 and should be in existence in India for last 3 years as on date of bid submission"	Please adhere to the terms of RFP.
3.	SECTION – II / ELIGIBILITY CRITERIA FOR BIDDERS	12	The Bidder should have positive net worth from business in India during three preceding Financial Years. (FY 2018-19, FY 2019-20 & FY 2020-21)	As the pandemic situation for the past 16 months in India every business took worst hit in terms of Net worth expecting a MSME to meet positive net worth is not justified. Hence, We request the bank to consider Positive Net Worth in the following any two out of last three	Please adhere to the terms of RFP.



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				financial years (FY 2018-19, FY 2019-20 & FY 2020-21) of bidder	
4.	SECTION - II / ELIGIBILITY CRITERIA FOR BIDDERS	12	The average annual turnover for the three financial years 2018-19, 2019-20, 2020-21 of the bidder should be minimum Rs.15.00 crores or above.	As the pandemic situation for the past 16 months in India every business took worst hit in terms of turnover and expecting a MSME to meet 15 crores turnover is not justified. 1. Request to relax the condition for average turnover of Rs. 15 Crore. This restricts MSME vendors like us who are technically and financially capable to take the order to be ineligible for qualification. 2. Request the bank to amend the average turnover needed for qualification to Rs. 4 crores for the last 3 Financial Years for MSME Units	Please adhere to the terms of RFP.
5.	1.e/ELIGIBILITY CRITERIA FOR BIDDERS	12	The bidder should have supplied minimum of 800 Self Service Passbook Printing Kiosks (PBK) / Cheque Deposit Kiosks (CDK) integrated with CTS / multi-functional kiosk having PBK & CDK functionality with integration to CBS, during the last four Financial year ending 31.03.2021 to Banks in India. Copy of Purchase orders issued by Banks and the satisfactory working certificate issued by the same banks	We request the Bank to Modify this clause as follows for participation in the tender as per last RFP .Ref: CO/DBD/ATM/1131/R1/2019-20 - Dated: 26/12/2019 (1000 Nos.) 1.The bidder should have supplied minimum of 400 Self Service Passbook Printing Kiosks (PBK) / Cheque Deposit Kiosks (CDK) integrated with CTS / multifunctional kiosk having PBK & CDK functionality with integration to CBS, during the last four Financial year ending 31.03.2021 to Banks in India in case the bidder is start up or	Please adhere to the terms of RFP.



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			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 Bank. Please note that other kiosks such as product information kiosks, ticketing kiosks, net banking kiosks and ATM/Cash Recyclers etc. are not considered.	Micro & Small Enterprise(MSE). 2.The bidder should have supplied minimum of 500 Self Service Passbook Printing Kiosks (PBK) / Cheque Deposit Kiosks (CDK) integrated with CTS / multifunctional kiosk having PBK & CDK functionality with integration to CBS, during the last five Financial year ending 31.03.2021 to Banks in India in case the bidder is start up or Micro & Small Enterprise(MSE).	
				Request bank to change the quantity to 500 Self Service Passbook Printing Kiosks similar to last RFP	Please adhere to the terms of RFP.
6.	2. SCOPE OF THE PROJECT	13	The QR code will have account number and the Account holder's name, where the account number will be in encrypted form	Is name is also hold in QR code	Yes, QR code will have account number and the Account holder's name.
7.	ii) b) Scope of Work	13	The Bank is planning to purchase 1000 self-service passbook printing kiosks. The successful bidder needs to integrate the passbook printing kiosks & central monitoring application with bank's middleware server.	Number of 2-D barcode printers for printing QR code required by the bank? Also whether it will be network based printers or desktop based? Also, Bank needs to provide the API/message format for integrating with the Bank's middleware for transactions and account query.	1000 QR Code printers required along with Passbook Printing kiosk. Since QR code is generated through CBS, no specific message format required.
8.	2. SCOPE OF THE PROJECT	13	c) If required, Bank may also migrate the existing passbook kiosks to the central monitoring server of successful bidder by purchasing the passbook kiosk software agent from the successful bidder. Successful bidder should migrate these kiosks at no	Need more clarity	Banks may engage such activity only if need arises in specific cases.
				What is the number of existing kiosks & their technical configuration details, which may be migrated to the bidder's system?	Banks may engage such activity only if need arises in specific cases. Details will be provided



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			additional cost to the bank.		to the successful bidder when Bank indents to migrate such kiosks.
				Required support and application changes need to be incorporate by existing Kiosk vendor to support our client as per requirement.	The supplier can install their agents and connect the existing kiosks to their centralised monitoring software. The cost of the agent will be borne by the Bank.
				Existing kiosk Configuration(Both hardware/ Software) need to be shared in advance with bidder	The required details will be shared from Bank's side during the activity.
				We need to check the compatibility of the devices for the Software, if any compatible issue found during integration we may have to change such devices. Request Bank to clarify such expenses	Any hardware changes required will be done in mutually agreed cost.
9.	ii) e) Scope of Work	14	Bank will provide hardware, operating system (Windows 2016 server or higher) and database (Oracle Database on Linux platform) for hosting the "Management and Monitoring" application. All monitoring reports should be configured on management and monitoring server. This server application should have the capability to automatically generate and send MIS	a) is it mandatory to create a database on Oracle with Linux OS or, can the bank provide SQL Server 2014 standard edition or higher on Windows 2016 server or higher? b) Bank needs to provide the SMS Gateway API for integration	a. Bank will be providing Oracle Database on AIX platform only. b. Same will be shared by the Bank to successful bidder.
				Can you please confirm the database licence for middleware will provide by the bank ? Can we use MSSQL database?	Oracle Database on AIX platform will be provided by the Bank Database license will be



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			reports to email ids configured on daily/weekly/monthly basis by integrating with banks email server. Also the server application should have the capability to trigger SMS alerts to mobile numbers configured by integrating with the Bank's SMS gateway. The server application should have provision to configure email ids, mobile nos., customized messages and frequency for sending emails and SMS alerts.	1. Management and Monitoring system on Windows 2016 2. Oracle on Linux system, different from application kindly confirm our understanding	provided by the Bank Application hosted in Windows 2016 server or higher and database hosted in server with Oracle Database on Linux platform will be configured in separate servers.
10.	2. SCOPE OF THE PROJECT, ii) f)	14	The successful bidder should ensure end to end integration of passbook and management and monitoring server with the bank's middleware application. Any requirement of reinstallation of software at this server has to be taken care of by the successful bidder at the request of the bank without any extra cost.	We request Bank to allow bidder to carry out this activity at a mutually agreed cost. As we understand required Middleware solution will be provided by Bank. Kindly confirm. This is to be sure on the SOW, if development of new middleware is required or not.	Since there will be no change/ development required in the application, the activity can be taken care of by the successful bidder at the request of the bank without any extra cost. Successful Bidders are required to integrate with Bank's middleware. RMMS to be configured for the Monitoring and Management of Kiosks.



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11.	2. SCOPE OF THE PROJECT, ii) j)	14	The successful bidder shall ensure seamless migration of the application and the solution after expiry of contract period without any cost to Bank, if bank select another Successful bidder after the contract period or during the contract period due to any reason.	Need more clarity	After expiry of the Contract period/during the contract period, successful bidder shall ensure seamless migration of the application and the solution to another solution/Vendor without any cost to the Bank
				We request Bank not to select any other bidder during the contract period as the cost estimation for the bid will be done on the basis on entire contract period. In case of any new incoming bidder, we request Bank to reimburse the original bidder costs incurred for this project considering contract tenure.	The migration activity will be carried out in cases where the bidder is unable to provide service, unable to fulfil the requirements of the Bank as per RFP.
				It is subjected to feasibility and within the contract period. The cost shall be additional if any additional support is required to complete the SOW. Kindly confirm.	Please adhere to the terms of RFP.
12.	2.SCOPE OF THE PROJECT	14	I) Service Level Agreements (SLAs) will have to be entered into with the Bank which includes uptime, Response Time and Penalty as per the terms of this RFP. SLA has to be entered within 30 days after issuing of Purchase Order.	We request the bank to modify the SLA signing date from 30 days to 45 days	Please adhere to the terms of RFP.



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13.	2. SCOPE OF THE PROJECT, ii) Scope of Work	14	m)The successful bidder would be responsible for timely applying/loading of all the software patches in all individual Passbook printing kiosks during the warranty and AMC period. The job has to be done as part of Warranty and AMC support services without any extra cost to the bank.	Windows & Anti-virus patches (provided by Bank) will be loaded at no extra cost to Bank during installation & any on-going request thereafter to update the same by sending field engineers would be done on chargeable basis as per the rates agreed with Bank.	Windows, Anti-virus or any other agents to be loaded during installation and any other software updates to be pushed from central site or if not possible then to be updated by sending field engineer.
14.	2. SCOPE OF THE PROJECT	14	n) No visit/services charges will be borne by the bank for upgradation of the software/replacement of hardware component pertaining to passbook kiosk for the purpose of enhancing their functionality to meet mandatory compliance requirements. In case of software upgradation the upgradation should be completed within 30 days and in case of Hardware and software upgradation the same should be completed with 90 days from the date of request from the Bank.	We request Bank to pay visit charges/services charges for any regulatory /compliance upgradation which cannot be envisaged and is not part of scope of work. We further request Bank to pay actual cost of hardware upgrade & software licence if any, in case of such regulatory & compliance updates. Any visits made for enhancements, mandated by statutory body for which Bank is answerable shall be done at mutually agreed rates. Anything pertaining to enhancement of performance shall be bidder's scope	Covered by amended corrigendum.
15.	ii) p) Scope of Work	15	The successful bidder shall provide a monitoring portal for the zonal offices which should display the transaction details and the status of the passbook printing kiosks installed in each Zones.	The details of the branches under each zone needs to be provided by the bank	The required details will be shared from Bank's side during the activity to the successful bidder.



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16.	ii) Scope of the work	15	q. Changes any required during the contract period from time to time will be the responsibility of the supplier and will be deployed on all the machines from a central site only, without any cost to the Bank.	We request the bank for paying charges for any changes on the machine at mutually agreed cost	Please adhere to the terms of RFP.
17.	ii) Scope of the work	15	q) At the same time, The OTP (one time password) option should then be enabled and OTP should be generated by the backend server based on the account number typed by the customer on the touch screen and sent to the customer mobile. OTP Generation and sending the OTP will be taken care by the Bank. The camera which is fitted in the kiosk would take photograph of the person while the passbook is scanned / printed. The same data needs to be stored with the account no and photograph.	We request the bank to elaborate this requirement regarding OTP and photograph of the person. Where will this data be stored? In case it is stored centrally then will the bank have the bandwidth available to pull this data?	The data needs to be stored in the kiosk and the same to be pulled through central monitoring software as and when required only on need basis.
18.	ii) s) Scope of Work	15	The reports for all the kiosks shall be stored in the central server at a centralized location for minimum period of 12 (twelve) months. Passbook printing Kiosk wise data pulled are to be spooled separately and pushed to the designated server at Bank end on daily basis. The transactional data may be purged by the Vendor after seeking confirmation from the Bank.	The API / message format & connectivity to the server to be provided by the bank	The required details/formats will be shared from Bank's side during the activity.



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19.	2. SCOPE OF THE PROJECT, ii) t)	16	The successful bidder shall provide an online view facility showing the status of all connected Passbook printing Kiosks to the Bank and also to remotely control the kiosks.	We request Bank to clarify on the 'remotely control the kiosk'.	Ability to restart/shutdown, active/inactive, etc.
20.	ii) Scope of the work - v	16	The successful bidder should also undertake to customize display screens as desired by bank in graphic mode in three languages (Hindi, English and the regional language selected by Bank depending on the state where the machine is deployed) on touch screen format for all transactions undertaken without any extra cost.	The bank needs to provide the translation for printing and displaying	The screens/contents will be shared by the Bank
21.	2. SCOPE OF THE PROJECT, ii) Scope of Work –w	16	The successful bidder will also undertake to load Anti-virus solution in the Self Service Passbook printing kiosks without any extra cost. This has to be done before dispatching the machine to the branches. The bank will provide antivirus solution to finally selected bidder.	Windows & Anti-virus patches (provided by Bank) will be loaded at no extra cost to Bank during installation & any on-going request thereafter to update the same by sending field engineers would be done on chargeable basis as per the rates agreed with Bank.	Software updates will be pushed from central site.



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22.	ii) Scope of the work -x	16	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 printing 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	No such clause is mentioned in the RFP.
23.	ii) y) 2) Scope of Work	16	The data which cannot be retrieved through the automated schedules shall be retrieved and delivered to the Bank on next day before 6.00 p.m.	Need Clarity on the same	The data from kiosk need to be pulled from the central site through RMMS
24.	ii) Scope of the work -8	17	There shall be internal SSL certificates which needs to be installed in the connecting kiosks and the communication would be on a secured channel. These certificates would have limited validity and new certificates should be automatically updated in the browser.	Request Bank to Elaborate more on this point and who will provide these certificates?	Self-signed SSL should be provided by the successful bidder/s
				Required SSL certificate will be provided by Bank. Kindly confirm.	Self-signed SSL should be provided by the successful bidder/s
25.	ii) y) 9) Scope of Work	17	There should be a facility to get authentication services and other services in AD as from the Active Directory Services of the Bank.	What is purpose of AD integration is it for accessing the MIS and monitoring related reports?	After AD implementation, group policy will be pushed through AD services.
26.	3. DELIVERY	17	The bank will issue individual delivery	Kindly request the bank to provide at least 8	Please adhere to the



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	SCHEDULE		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.	weeks for delivery of Kiosks at various locations	terms of RFP.
27.	3. DELIVERY SCHEDULE	17	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.	We request Bank to modify the Delivery schedule to 6-8 weeks for urban locations & 8-12 weeks for rural locations including North East States. Furthermore we request Bank to share delivery locations.	Please adhere to the terms of RFP. List of locations will be shared to the successful bidder.
28.	3.DELIVERY SCHEDULE	17	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.	1. Delivery time should be start from the date of formal order with complete details of shipping locations. In case of PDI it should be start from the date of PDI. 2. Request to provide extra 2 weeks for installation.	1. Yes, the delivery time will start from the date of formal order with complete details of shipping locations. In case of PDI it will start from the date of PDI.
29.	3/Delivery Schedule	17	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	Request bank to change the delivery schedule to 8 weeks (10 weeks in case of North East States) from the date of issuing delivery instructions considering the increase in lead time for procurement and Logistical challenges faced because of Covid.	Please adhere to the terms of RFP.



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			instructions by the bank.		
30.	2. Pre-bid Meeting	19	<p>A pre-bid meeting is scheduled to be held at the following address at 11.00 hours IST on 30/07/2021. Bidder's designated representatives(maximum two persons) may attend the pre-bid meeting.</p> <p>In case the Probable Bidder wants to participate in the Pre-bid Meeting to be held on the date specified in this bid, they should register themselves with the Bank by paying the cost of bid document i.e. Rs.10,000/- (non-refundable) by way of Demand Draft in favour of Indian Bank payable at Chennai, or transferring the amount in the account as detailed in schedule 7. Only those Bidders or their Representatives (Maximum 2 persons) who have paid the cost of bid document will be allowed to participate in the pre-bid meeting.</p>	<p>We request Bank to conduct pre bid meeting online via VC in the view of Covid.</p> <p>Furthermore we request Bank to allow the bidder to participate in the Pre bid, the Tender fees DD is in process and can be submitted along with the Bid document physical copy.</p>	<p>Pre bid Meeting has been conducted through online mode (Webex) only. Bid fee to be paid for participating in the Pre-bid meeting.</p>



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31.	B. FINANCIAL BID	21	iii) The Price quoted is inclusive of all duties, levies, freight, insurance, delivery, installation charges, reinstallation charges, grouting charges, shifting from branch to ATM and labour charges, Warranty etc	Shifting and reinstallation charges shall not be a part of the commercials quoted & shall be charged extra at mutually agreed rates	Cost of one time shifting from branch to ATM room to be borne by the successful bidder. Shifting from one Branch to another Branch and from branch to offsite location will be at mutually agreed rates.
32.	B. FINANCIAL BID	21	No price variation will be accepted for increase in custom/excise duty, other taxes, and foreign exchange rate variation or any other reasons.	Request the Bank to view both increase & decrease in custom/excise duty, other taxes, and foreign exchange rate variation or any other reasons in the same lines	Covered by amended corrigendum.
33.	4 B	21	viii) No commercial information shall be furnished during submission of technical bids.	Our understanding is no need to submit Indicative price bid (Part 2 - Format-8 in section-VI) along with bid submission & need to provide only after reverse auction. Please confirm.	Indicative price should be submitted along with Part - I submission.
34.	22. Other terms & conditions	22	b) The Bank will be installing any third party software for monitoring the kiosk. The performance should not get degraded	Hope the Bank would obtain the bidder's consent before installing any third party software	Successful bidder can test the software before installing it in live kiosks.
35.	20. PERFORMANCE SECURITY	25	Within 15 (fifteen) days from the date of purchase order issued for the project by the Bank, the successful Bidder shall furnish the Performance Security equivalent to 3% of total Purchase order value in the form of a Bank Guarantee issued by a Scheduled Commercial Bank or Foreign Bank	a) Claim period is too high. Request the Bank to revise it to 1 -3 months. b) Post contract expiry period if Bank wants to extend the AMC for another 1-2 years then the BG amount has to be 3% of the AMC value & not the product/project cost.	Please adhere to the terms of RFP.



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			located in India valid for a period of Sixty Six (66) months with further additional one year claim period in the Section VI format 5 of RFP.		
36.	23 (r) Others terms and conditions.	28	The bidder shall also indemnify Bank against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the goods, software(s), hardware(s) or any part thereof in India and abroad.	We request the Bank to cap the liability to a reasonable level, well within the estimated value of the contract revenue that would accrue to the Successful Bidder, irrespective of any cause.	Please adhere to the terms of RFP.
37.	23. Others terms and conditions. - J	28	The self-service Passbook Printing kiosk would be placed in the Branch premises initially and may later be moved to the Onsite or offsite ATM rooms. Bidder has to support the branch in shifting of kiosk from branch premises to Onsite ATM room and making it live at no extra cost to bank. However, the cost related to shifting kiosk will be borne by the Bank. However, it will be the responsibility of successful bidder for reinstallation of passbook kiosk along with reinstallation of QR code printers without any additional cost to the bank.	We request Bank to pay the bidder engineer visit cost for installation in case of such relocations. Reinstallation charges may apply after 1st installation & after making the kiosk live once.	Cost of one time shifting from branch to ATM room to be borne by the successful bidder. Shifting from one Branch to another Branch and from branch to offsite location will be at mutually agreed rates. Cost of one time shifting from branch to ATM room to be borne by the successful bidder. Shifting from one Branch to another Branch and from branch to offsite location will be at mutually agreed rates.
38.	23. Others terms and	29	p) Indian Bank reserves its right to cancel the order in the event of one or	We request Bank not to cancel the order in case mentioned 3 scenarios are not attributable to	Please adhere to the terms of RFP.



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	conditions.		more of the following situations: 1. Delay in delivery beyond the specified period for delivery. 2. Delay installation beyond 26 weeks from the date of purchase order. 3. Serious discrepancy is noticed in the kiosk.	the bidder. Also, the events of force majeure and other genuine reasons should be excluded. Further, the bidder should only be responsible for the delay caused due to the bidder directly and not otherwise. Further, the Bank shall give a 90 days' notice to the Bidder before such cancelation to rectify the breach, if any. Also, the bidder cannot be held liable for the delays on part of the Bank.	
39.	2.3 Confidentiality	33	The bidder either during the term or after the expiration of this contract shall not disclose any proprietary or confidential information relating to the project, the services, this contract, or the business or operations without the prior written consent of the Bank. Successful bidder has to enter into Non-Disclosure Agreement (As per format 14 Section VI) with the bank.	Referring to #23 i), Bidder is required to submit NDA & referring to 2.3 clause, successful bidder is required to submit NDA, requesting Bank to clarify whether all bidders or only successful bidder is required to enter into NDA with Bank. Also, the confidentiality obligations for bidder should only be till duration of contract.	Successful bidder has to enter into Non-Disclosure Agreement (As per format 14 Section VI) with the bank.
40.	4. PAYMENT TERMS - a	33	On Delivery: Seventy (70)% of the base price of the delivered goods + 100% of GST shall be paid within 15 days on submission of Invoice copy and proof of delivery duly counter signed by the Bank's representative, Original/Copy of Transit Insurance Policy & Original of Storage cum erection policy.	1. Transporters/couriers stopped providing original proof of delivery instead they have started giving screenshots/ soft copy which is accepted by all the corporates and banks etc. Therefore we will be providing soft copy/scan copy of POD's 2. We assume that any claims with regards to Storage cum Erection policy shall be done by Bank hence asking for original copy of policy.	1. Digital copy of Proof of delivery and original of installation certificate should be submitted. 2. Any claim before installation of kiosk need to be taken care by the successful bidder.



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				As risk of Virus transmission is Nil in Scanned/Digital documents request bank to accept online/Digital copies instead of original hard copies for processing the payments.	Digital copies to be submitted along with seal, sign, place & date clearly mentioned.
				Request Bank to remove the storage cum erection policy in the clause as the bidder can only be responsible for transit insurance policy which will be applied for certain period till kiosk get delivered	Please adhere to the terms of RFP.
41.	4. PAYMENT TERMS - b	34	On Installation: Twenty (20)% of the base price of Goods received shall be paid upon installation / configuration of hardware within 15 days on submission of Installation Certificate duly counter signed by the Bank's representative in the format 9 provided in Section VI of RFP. Payment may be released, if the systems could not be installed within 3 months from the date of delivery, due to reasons attributed to the Bank on production of Site Not Ready Certificate from the concerned Zonal Office/Branch, where the kiosk are delivered. In such cases, successful bidder has to install the kiosk as and when required by the Bank, without any cost to the bank.	3 months is too long a wait. Request the Bank - in case of SNR, payment may be released after 1 month from the date of delivery.	Please adhere to the terms of RFP.
				As risk of Virus transmission is Nil in Scanned/Digital documents request bank to accept online/Digital copies instead of original hard copies for processing the payments.	Please adhere to the terms of RFP.
				We request Bank to release the payment if the system could not be installed within 30 days from the date of delivery. (Deemed installation). The Successful Bidder will undertake installation within a week from Bank's intimation of site being ready.	Please adhere to the terms of RFP.



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42.	4. Payment Terms - c	34	The remaining Ten (10)% of the base price of goods will be kept by the Bank as retention money, during the warranty period and the same will be released after the warranty period after deduction of further penalty if any, as per the "Penalty for downtime" stipulated.	We request Bank not to hold 10% till completion of Warranty period, but combine this with 20% to be released on installation or deemed installation. The Bank has several measures available to ensure delivery of installation & post=deployment services. We also request the Bank not to deduct any outstanding penalty from the 10% dues.	Please adhere to the terms of RFP.
				Requested to release payment of Last Instalment against Bank guarantee of equal amount for warranty period.	Please adhere to the terms of RFP.
43.	4. Payment Terms - d	34	Payment for the Onsite engineer will be made on quarterly basis in arrears on submission of the invoice. In case the preventive maintenance report is not furnished quarterly then the performance penalty of Rs.2000/- per passbook kiosk per quarter shall be deducted from the Payment of onsite Engineer. If the penalty is more than the facility management the same will be adjusted with any payment related to vendors.	Bidder will surely ensure the periodic submission of PM report as per Banks desired frequency. We request Bank to reduce this penalty to Rs.500/- per passbook kiosk per quarter and not to deduct the same from payment of onsite engineer.	Please adhere to the terms of RFP.
				Request the Bank to cap this penalty to Rs.500/quarter/kiosk due to various external reasons.	Please adhere to the terms of RFP.
				Penalty for non-performance is too high request Bank to reduce the penalty from Rs2000 to Rs500 per Kiosk per quarter	Please adhere to the terms of RFP.
44.	4. Payment Terms - e	34	First payment will be made after successful integration of 100 kiosks installed to the central monitoring application.	We request the Bank not to link release of first payment to integration of as many as 100 kiosks as the success of the project gets established with even 5-10 kiosks successfully integrated with all relevant systems.	Please adhere to the terms of RFP.



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				If PO released for lesser number (If batch wise order)/site not ready condition, then payment should be made for the said PO released quantity/Installed qty without waiting to complete the 100 kiosk integration. Please confirm.	PO will be issued for full quantity and lot wise delivery instruction will be provided.
45.	5. Insurance	34	The supplier should also insure the goods in Indian Territory for the invoice value under Storage cum Erection policy till three months from the date of delivery. Any damage happened to the goods due to non-availability of storage cum erection policy, the supplier has to bear the losses.	We request Bank to change the insurance coverage only till delivery of the kiosk at the desired location. Bank can obtain further insurance if required.	Please adhere to the terms of RFP.
46.	5. INSURANCE	34	5.INSURANCE 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. The supplier should also insure the goods in Indian Territory for the invoice value under Storage cum Erection policy till three months from the date of delivery. Any damage happened to the goods due to non-availability of storage	We request the bank to change this to 7 days from the date of delivery as the insurance companies are unwilling to give 90 days' post-delivery policy as the goods have already been delivered. Request Bank to remove the storage cum erection policy in the clause as the Kiosk once delivered it will be the Bank asset	Please adhere to the terms of RFP. Please adhere to the terms of RFP.



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			cum erection policy, the supplier has to bear the losses.		
47.	6. LIQUIDATED DAMAGES	34	Liquidated Damages: If the Supplier fails to deliver any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Purchaser 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 Invoice price of the Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10%.	1. In case dispatch is not done due to bank dependency like site details not received, Site not ready, LD will not be applicable. 2. Request to reduce maximum up to 2%.	1. LD not applicable for Bank dependency cases. 2. Please adhere to the terms of RFP.
48.	8. COMPREHENSIVE ONSITE WARRANTY & AMC	35	Warranty shall remain valid for 12 months after the goods have been installed at the final destination.	Warranty shall remain valid for 12 months from the date of installation or 13 months from the date of delivery, whichever is earlier. 13 months from date of delivery shall be considered as deemed installation. Pls confirm	Please adhere to the terms of RFP.
49.	8. COMPREHENSIVE ONSITE WARRANTY & AMC	35	After initial warranty period of 1 year, Onsite Comprehensive AMC is applicable for subsequent 4 years. The AMC quoted in the final commercial bid should not be less than 7% per annum of the unit cost of PBK & QR Code Printer.	Warranty & AMC shall not cover Vandalism, Physical damage, Power Surge, Poor site conditions, Earthing, Short circuits, Voltage fluctuation, Theft, Fire, Damage & Lightning etc. All the above shall be done on chargeable basis.	Clause already covered under Force Majeure



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50.	9. PENALTY FOR DELAY IN REPAIR	36	Successful Bidder should ensure the Response time & Resolution Time	Requesting Bank to consider the TAT as below: For Metro cities 24 Hrs For Semi-Urban cities 48 Hrs For Rural areas 72 Hrs For hill areas (North East etc.) : 96 Hrs	Please adhere to the terms of RFP.
51.	9. PENALTY FOR DELAY IN REPAIR	36	In case the vendor fails to meet any one of the above standard of maintenance, there will be a penalty of Rs.500/- (Rupees Five Hundred only) per day per Self-service Passbook Printing Kiosk subject to a maximum of Rs. 10,000/- (Rupees Ten thousand only) per Self-service Passbook Kiosk per quarter. Similarly Rs.100/- per day penalty will be charged for non-functioning of QR Code Printer up to a maximum of Rs.1,000/- per quarter per QR Code Printer.	Down time penalty is too high request Bank to reduce the penalty from Rs 500 to Rs 200 per day per Self-service Passbook Printing Kiosk subject to a maximum of Rs 2000/- (Rupees Two thousand only) per Self-service Passbook Kiosk per quarter	Please adhere to the terms of RFP.
				We request Bank to modify this penalty as 500/- Rs per month per Passbook printing kiosk and cap the same at 10% of the AMC. Furthermore, we request Bank not to levy separate penalty on QR code printer.	Please adhere to the terms of RFP.
				Request the Bank to amend as follows: Penalty of Rs.200/day/PBK subject to a max of Rs.1000/quarter. Rs.100/- per day penalty will be charged for non-functioning of QR Code Printer up to a maximum of Rs.1,000/- per quarter per QR Code Printer.	Please adhere to the terms of RFP.
52.	12. SPLITTING OF QUANTITY	37	In case the L1/L2 Bidder fails to demonstrate the POC within 10 working days from the date of identifying the successful bidder the Bank will invite the next lowest Bidder (L3), who is ready to match the price quoted by the L1 Bidder to demonstrate POC to the Bank and to supply 40% of the volume.	10 days for POC is very less during this pandemic situation sometime consignment delivery from one state to other state takes more than 10 days, kindly increase it to 4 weeks	Please adhere to the terms of RFP.
				A) Hope the POC completed by us successfully during the previous RFP still holds good and in that case, we are not required to demonstrate	A. POC is not required for Bidders who have already demonstrated integration



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				the POC again. B) 10 working days is too short a period considering the transportation, logistics & efforts of POC. Hence request the Bank to provide 4 weeks to demonstrate POC.	with TCS middleware to the Bank. B. Probable bidders can deliver a kiosk and demonstrate the functionality without waiting for bid submission.
53.	16.1	39	16.1 The Bank, by 30 days written notice, sent to other party may terminate the Contract, in whole or in part, at any time for its convenience.	We request the Bank to either drop Termination at Convenience, or make the clause mutual whereby the Successful Bidder may also be able to terminate the agreement at convenience on similar terms.	Please adhere to the terms of RFP.
54.	26. DELIVERY & DOCUMENTS	44	ii) Delivery note, Railway receipt or acknowledgement of receipt of goods from the consignee duly counter signed by the Purchaser's representative.	We presume, scanned copy of the POD/Delivery challan duly signed by the purchaser's representative is accepted for payment claim. Request the Bank to accept the same since the transporters have stopped providing original POD/DC	Digital copies to be submitted along with seal, sign, place & date clearly mentioned.
55.	29. TRAINING AND HANDHOLDI NG	45	Successful Bidder should provide 1 dedicated working day onsite hand-on training to branch officials at each site/branch along with the manuals for user application and day to day operations after installing the machine in the site/branch. Handholding to be given for 1 dedicated day during working hours for each site/branch for	Our understanding is training will be given at the time of Engineer visit for the installation and after completion of successful installation. No separate training will be scheduled for each branch post installation completed	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.



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			the customers. Installation report should have the confirmation about the hand-on-training and handholding. It will be the responsibility of Successful bidder to ensure that complete training is provided to the Bank's personnel.	Request the Bank to entrust the responsibility of providing complete training to the Bank's personnel only and not to insist on 1 dedicated working day. Allotting one resource for 1 full day shall not turn productive for the Purchaser as well as the supplier	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.
56.	30	45	SUB CONTRACTING: The supplier shall not subcontract or delegate or permit anyone other than the suppliers' personnel to perform any of the work, service or other performance required of the supplier under this agreement without the prior written consent of the Bank.	Bidder should be entitled to sub contract any work under this Agreement to its affiliates, subsidiaries and preferred vendors by giving intimation.	Covered by amended corrigendum.
57.	2.5 Offline Submissions	50	In addition to uploading the documents in our e-Tendering portal, Bidders should also submit the following in a sealed envelope, super scribing with the tender Reference number, due date, Name of the Bidder, etc. a) DD towards Cost of bid document b) Integrity Pact c) Bid Security Declaration.	We request Bank to clarify whether only 3 mentioned documents are required in hardcopy format or other documents whose soft copies will be uploaded on tendering portal are also required in hardcopy format.	Except the mentioned 3 documents, all other documents to be submitted online.
58.	Part 2 - 8	65	3. Annual support charges for Central Monitoring software	Software support charges should be paid in full irrespective of sharing pattern (60:40, etc.) of Kiosk Quantity. Please confirm.	Please adhere to the terms of RFP.



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59.	8. Commercial Bid Format	65	FACILITY MANAGEMENT COST (Onsite engineer at Head Office)	We request Bank to allow revision in the manpower cost to the tune of CPI as applicable every year.	The cost of CPI can be included in the TCO.
60.	Part 2 - 8	65	Facility Management Services	Facility Management Services should be paid in full irrespective of sharing pattern (60:40, etc.) of Kiosk Quantity (as we need to maintain min. wages; as per page 35 clause 8). Please confirm.	TCO quoted by L1 bidder to be matched by L2/L3 bidders. Price of Individual line items to be quoted by the successful bidder as per the criteria stipulated in the RFP.
61.	13. Cost of Consumables and Spares	71	13. - Cost of Consumables and Spares	Our understanding is, we should submit this format along with technical bid (Part 1) Please confirm.	Yes the document need to be submitted along with Part I
62.	General Query			Due to Current Pandemic Situation, Requesting Bank to Conduct the Online Pre-bid Meeting in Webex, MS Teams, Zoom app or Google Connect.	Pre bid Meeting has been conducted through online mode (Webex) only.
63.	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.	File will be shared through mail based on request.



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64.	Technical Specifications of QR Code Printers	52	5. Max. Print Speed, Min. 5 IPS (inches per second)	Request the Bank to change it to 6 IPS for better performance	Please adhere to the terms of RFP.
65.	Technical Specifications of QR Code Printers	53	18. Media Width 25.4 – 118 mm (1.0” – 4.6”)	Request the Bank to amend it to (20 ~ 112 mm (0.8”~ 4.4”)) to match with the advanced Barcode/QR Code printers available in the market. Moreover, the same will not affect any functionality/usage of the purpose of the RFP	Covered by amended corrigendum.
66.	Technical Specifications of QR Code Printers	53	21 Label Length 10 – 2,794 mm (0.39” – 110”)	Request the Bank to amend it to (5 ~ 2,794 mm, (0.2”~ 110”)) to match with the advanced Barcode/QR Code printers available in the market. Moreover, the same will not affect any functionality/usage of the purpose of the RFP	Covered by amended corrigendum.
67.	Technical Specifications of Passbook Printing Kiosk	53	Processor : Intel core i5 8 th generation or above with base frequency 2.8 Ghz or above	The Bank requirement to run the kiosk properly i3 processor is sufficient for the same. We request to modify the existing clause i.e. i5 to i3 as it will increase the cost of product with no benefit in the performance of kiosk.	Please adhere to the terms of RFP.
				i3 8th Gen, 3.6Ghz base frequency will be sufficient for PBKs. Kindly confirm	Please adhere to the terms of RFP.
68.	Technical Specifications of Passbook Printing Kiosk	53	Memory: 8 GB DDR4 or higher	The Bank requirement to run the kiosk properly and 4GB RAM is sufficient. We request to modify the existing clause i.e. 8 GB DDR4 to 4GB DDR4 as it will increase the cost of product with no benefit in the performance of kiosk.	Please adhere to the terms of RFP.
				Memory: 4 GB DDR4 or higher will be sufficient for PBK. Kindly confirm	Please adhere to the terms of RFP.



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69.	Technical specifications of passbook printing Kiosk	53	Operating System - Windows 10 pro	Request for Bank to consider Windows 10 IOT, which is tailor-made for self service requirements	Please adhere to the terms of RFP.
70.	Technical specifications of passbook printing Kiosk	53	Monitor : 15.6" or Higher LED/LCD Touch screen with 1024 x 768 resolution or better(Industrial grade)	Request the Bank to amend if to 17" PCAP Touch monitor considering the obsolescence of 15" monitor and the support aspect for the next 5 yrs.	Please adhere to the terms of RFP.
				Request bank to modify it to minimum 15 inch and remove industrial grade to reduce the overall cost without any impact on performance of kiosk	Please adhere to the terms of RFP.
				15.4" or higher LED/LCD Touch screen (normal grade) will be sufficient. 15.6" size is obsolete in the market.	Please adhere to the terms of RFP.
71.	Passbook kiosk unit configuration	54	Passbook kiosk unit configuration	Please confirm the Enclosure sheet thickness	Covered by amended corrigendum.
72.	Colour customization and Product wrapping for Passbook kiosk	54	Material: Self-adhesive vinyl of 3M/ Metamark makes with 5 year warranty from the manufacturer against shrinkage, excessive colour degradation and peeling of due to adhesive failure	Vinyl make should not be limited to specific brands, please mention "equivalent" also, to explore more opportunities.	Please adhere to the terms of RFP.
73.	Functional Specifications of Passbook Printing Kiosk	55	Should be able to send signals to central monitoring server during opening and closure of the kiosk.	Do we need to provide physical sensor for kiosk Opening /closure (Kiosk door open /close sensor) .Please confirm.	Yes sensor for kiosk Opening /closure should be provided.



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	& Central Monitoring Software - Pt No. 2				
74.	Functional Specifications of Passbook Printing Kiosk & Central Monitoring Software - Pt No. 5	55	Ability to support horizontal and vertical type passbook	Printer will support one format / type passbook at single time.	Covered by amended corrigendum.
75.	POINT NO 5	55	5. Ability to support horizontal and vertical type passbooks	Need the format in advance	Format will be provided for testing before moved to production.
76.	Functional Specifications of Passbook Printing Kiosk & Central Monitoring Software	55	13. Kiosk should connect to central monitoring and management application of the successful bidder and to middleware application of the Bank. Middleware application will connect to CBS (BANCS24) for transmitting the data necessary for printing the passbook.	Can you please confirm the interface with CBS using BANC24 middleware or ISO 8583?	The communication with TCS middleware should be through https request Response
77.	Functional Specifications of Passbook Printing Kiosk & Central Monitoring	55	Central Monitoring Software should have capability to remotely update patches/screens/antivirus updates on the kiosk machine	Updation of antivirus in under Banks scope for central location. As antivirus will be provided by Bank.	Anti-virus update will be pushed from central site.



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	Software - Pt No. 15				
78.	Functional Specifications of Passbook Printing Kiosk & Central Monitoring Software - Pt No. 18	55	Should support SNMP protocol for accessing the pass book kiosk over the network by the central management and monitoring software	As we understand SNMP server software and its client functionality is under banks scope. or vendor need to consider in its CMS system. Kindly confirm.	SNMP feature can be enabled in the server
79.	Functional Specifications of Passbook Printing Kiosk & Central Monitoring Software	55	Should support SNMP protocol for accessing the passbook kiosk over the network by the central management and monitoring software.	Can we use secure HTTPS protocol for management of kiosk centrally other than SNMP? Please confirm	Please adhere to the terms of RFP.
80.	Functional Specifications of Passbook Printing Kiosk & Central Monitoring Software - Pt No. 27	56	Braille sticker should be provided with the kiosk to support visually challenged.	Request Bank to share / elaborate the requirement to support visually challenged. As touch screen will not be used for braille support function. Request for Bank to remove this requirement.	Covered by amended corrigendum.
81.	Functional Specifications of Passbook Printing Kiosk & Central	56	Pass Book kiosk should be preloaded with software and should be capable of running multivendor software without hardware and operating system change	Request bank to share multivendor software details. Also multivendor software need to support the Hardware and OS provided against this RFP. Multivendor software need to take care for all software functions as mention in this RFP,	Yes Bank will share the required details for testing the software in UAT.



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	Monitoring Software - Pt No. 31			we will support for HW only. Kindly confirm.	
82.	Functional Specifications of Passbook Printing Kiosk & Central Monitoring Software	56	Passbook kiosk should be preloaded with software and should be capable of running multivendor software without hardware and operating system change	Can you please clarify the point of Multivendor software without hardware and operating system?	After successfully testing the software in UAT, the same will be pushed to production environment
83.	POINT NO 33	56	Should be capable of supporting Remote certificate/key management and automatic certificate/key from the central site. The certificate/key would be internally generated by the bank and would be distributed internally. There would be no external certificate / key providers for the same. The DVSS data (image & Video) should be stored in the Hard disk in readable digital format for minimum of 6 months at an average of 300 transactions per day.	1. DVSS systems means surveillance system; is it a part of site's CCTV or e-Surveillance system or need to be supplied with kiosk? 2. What is the remote certification/key? 3. This system will use hard drive from CPU or from separate DVR?	1. The camera need to be supplied with kiosk. 2. Certificate / key used to communicate between kiosk and central monitoring server. 3. This system will use hard disk from CPU.
84.	Transactions to be supported in the Pass Book Kiosks	57	Pass Book Kiosk operational heights should be suitable for wheel chair based operation for physically challenged	Request Bank to confirm In this case the Kiosk design and height has to be made ADA compliant	The said clause not present in RFP
85.	33. Security	57	Camera should be pilfer proof and should take care of extreme light	Please share Camera specification	Camera should be able to capture the image even



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			conditions		in low light environment.
86.	Functional Specifications of Passbook Printing Kiosk & Central Monitoring Software - Pt No. 35	57	The Kiosk should be capable of supporting third party software/Agent for Data pulling services and provide software upgradation/ distribution/ monitoring	It is subjected to feasibility and will be at additional cost if our support involves for this activity. Kindly confirm.	Since it is a software/agent, the same can be pushed from central site and any site visit for the purpose can be made during PM visit.
87.	34. Transactions to be supported in the Passbook Printing Kiosks	57	Drilling 10"-12" holes in the flooring and hammering metal sleeves in these holes. Putting in Anchor fasteners - min. 8" long anchor fasteners, preferably of Fischer make. Applying resin adhesive (Araldite) over the finished bolt positions for improved bonding.	Please re-confirm the hole size	Covered by amended corrigendum.

