

Sub: Procurement of 300 cash dispensers along with 1 KVA UPS providing 8 Hours backup.

REF: CO: TMD: ATM: 453:2013-14, dated 10/10/2013

ANNEXURE-2 of NOTICE -2 : Clarifications of pre-bid queries received from bidders					
No	RFP Page No.	RFP Point No.	RFP Clause	Query / Modification Requested	Bank's response
1	3		Last date for receipt of bids: 05.11.2013 at 16:00 Hours	<ol style="list-style-type: none"> 1. Request to extend the Bid submission by 10 working days considering the festival holidays. 2. Requesting the Bank to extend the tender submission date by 10 days for better convenience. 3. We request you to kindly extend to Bid submission date by minimum one week as there are continuous holidays coming in before the Submission Date and most of people will be on Holiday. It will difficult for us for working commercials as third party products are also involved. Hence we sincerely request for extension of Bid Submission. 4. We would further request considering extending submission date, in view of diwali holidays in the first week 	<p>Covered by Notice 1</p> <p>Last date for receipt of bids : 18.11.2013 at 16:00 Hours</p> <p>Opening of technical bid (Part-1) : 18.11.2013 at 16:15 Hours</p>
2	5	5.iii	Bank reserves the right to negotiate with the lowest (L1) Bidder under exceptional circumstances.	Request bank to share more details and clarify on "exceptional circumstances"	The clause is provided to protect Banks interest in case of requirements to negotiate on account of regulatory guidelines.
3	8	3.1.4	Undertaking letter to provide 8 Hrs battery backup using 1 KV UPS for the CD, network device & 1 CFL light and to demonstrate the same within 4 weeks after identifying the L1 vendor.	Requesting the Bank to provide the power output wattage of the network device & CFL lamp	Estimated Wattage for CFL is 20 Watts and network devices are 150 Watts.
4	12	14.2	The Bank reserves the right to entrust the work of AMC to any vendor after the expiry of warranty period at its discretion.	The TCO is arrived on the basis of product + AMC + EJ services and the costing for the tender is done accordingly .Request Bank to consider entrusting the AMC to any other vendor only on consist / Major default from the existing vendor.	Please adhere to the terms of RFP.

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5	16	3	<p>If at the time of supplier supplying, installing and commissioning the equipment in terms of the present contract/order or subsequently it appears at any point of time that an infringement has occurred of any patents, trademarks or other rights claimed by any third party, then in respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, supplier shall indemnify the Bank and keep it indemnified in that behalf. However, except for indemnity for IPR (Intellectual properties rights) claims, the supplier will not be cumulatively liable to the Bank for any amount greater than the Contract value.</p>	<p>The CD and Software supplied by us has appropriate patent and copyright protection. Considering that these products are supplied by us to global customers, we offer a detailed indemnity clause to our customers in respect of any third party IP infringement claims against our products. The indemnity offered by us is benchmarked against the indemnity offered by top technology companies. The indemnity covers (a) payment of damages, costs and expenses that are awarded by a court against the Bank; (b) payment of any settlement amount that the Bank is required to pay; and (c) modification / replacement of infringing products or refund of amount paid by the Bank against the infringing product. We therefore recommend the following clauses in place of clause 3:</p> <p>3.(I) Supplier will, at its expense, defend Bank against any IP Claim. Supplier will also pay the damages, costs, and attorneys' fees that are awarded against Bank in a final, non-appealable court judgment for the IP Claim, or required to be paid by Bank or on behalf of Bank in a settlement of the IP Claim that Supplier has agreed to in writing. As used in this clause 3 (I), an "IP Claim" means a suit brought against Bank by a third party to the extent the suit alleges that Bank's use of CD or Software (Product) infringes a patent or copyright of the third party.</p> <p>3.(II) Bidder's obligations set forth in clause 3.(I) are subject to Bank (a) providing</p>	<p>Please adhere to the terms of RFP</p>

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				<p>Supplier prompt written notice that the IP Claim has been threatened or brought, whichever is sooner (the "Claim Notice"); (b) providing Supplier sole control of the defense, appeal, and/or settlement of the IP Claim; (c) cooperating with Supplier with respect to the defense, appeal, and/or settlement of the IP Claim; (d) providing Supplier with requested documentation and information relevant to the IP Claim or its defense, appeal, and/or settlement; and (e) complying with all court orders. If Bank's delay in providing the Claim Notice causes detriment to Bidder with respect to the defense or resolution of the IP Claim, the obligations set forth in clause 3.(I) will not apply to the IP Claim. Notwithstanding any other provision of this Agreement, Supplier is not responsible for any fees (including attorneys' fees), expenses, costs, judgments, or awards that are incurred prior to Supplier's receipt of the Claim Notice from Bank. Supplier will have the sole right to select counsel.</p> <p>3.(III) The obligations set forth in clause 3.(I) will not apply to an IP Claim if the alleged infringement is based on, caused by, or results from (a) Supplier's compliance with Bank's design, specification, or instruction; (b) modification of the Product other than by Supplier; (c) any product or service not provided by Supplier to Bank; or (d) combination or use of the Product with any</p>	

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				product or service not provided by Supplier to Bank. 3.(IV) If an intellectual property infringement allegation is brought or threatened against the Product, or Supplier believes that such an allegation may be brought or threatened, Supplier may (a) obtain a license for the Product; (b) modify the Product; or (c) replace the Product with a product having substantially the same functionality. If Supplier in its discretion determines that none of the foregoing is available on a reasonable basis, upon Supplier's written request to Bank, Bank will promptly return the Product to Supplier, and Supplier will refund Bank the price Bank paid to the Supplier for the Product, less depreciation on a five-year straight-line basis. 3.(V) Clause 3 sets forth Supplier's entire obligations and Bank's exclusive remedies with respect to intellectual property infringement, including any IP claim.	
6	16	4.1	Within 15 (fifteen) days of receiving the purchase order, the supplier shall furnish to the Bank performance security by way of Bank Guarantee, called Contract Performance Guarantee, equivalent to 10% of the Contract amount (cost of CASH DISPENSERS, cost of 1 KVA UPS with 8 hrs power backup, AMC price of CD, AMC price of UPS and EJ pulling charges) valid for 7 years, with an additional claim period of 1 month.	<ol style="list-style-type: none"> Under clause 14.2 on page 12 of the RFP the Bank reserves the right to award AMC contract to the vendor or to any third party. Since the Bank is not committal on award of AMC contract to the ATM vendor, the Bank is requested to reduce the period of BG to 3 years and also reduce the value of BG to the price of 300 CDs as in the previous RFP issued by the Bank. Since RFP refers to the Clause "The Bank reserves the right to entrust the 	Please adhere to the terms of RFP

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				work of AMC to any vendor after the expiry of warranty period at its discretion ", Request Bank to restrict the BG validity for warranty period with additional claim period of 1 month.	
7	17	7	(iii) Insurance Certificate (vi) Cash Dispenser Software License Certificate	Insurance certificate cannot be given for every machine, as we are covered under our Global Insurance, and cover note of the document can be shared as a onetime submission at the beginning. Software license is shipped as part of the machine, and will not be submitted as a document separately. Request bank to amend the clause accordingly.	Copy of the global insurance with specific reference to the coverage of the equipments supplied as part of this procurement to be furnished. Regarding Software Licenses necessary documentary evidences confirming the legality and validity of the licenses to be provided.
8	17	8	The supplier should also insure the goods for the 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 the supplier should ensure that the insurance policy has residual period of 60 days.	<ol style="list-style-type: none"> 1. Delay in submission of invoice should not result in extension of insurance policy .Request Bank to exclude the Residual Period clause. 2. Our Global Insurance policy covers the goods up to the Title transfer to customer, and later to that, bank to take the responsibility of coverage. For additional storage cum erection policy till three months from the date of delivery with a residual period of 60 days, is requested to be waived off. 	Please adhere to the terms of RFP

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9	18	10	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 Dispensers supplied and also to ensure 100% EJ pulling from the 300 CDs.	Request Bank to amend this clause as <i>"Remote Technical support to be 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 Dispensers supplied and also to ensure 100% EJ pulling from the 300 CDs."</i> This will help the bidders to reduce the cost of the services and the cost savings will be invariably extended to the Bank. Also since the EJ Pulling happens at the night time, providing onsite resource between 10 a.m. to 7 p.m may not serve the purpose in totality.	The resource requirement is for equipment uptime management and services delivery supplied as part of the procurement. Hence please adhere to the terms of RFP.
10	19	11.6	During the warranty period, supplier is required to maintain, repair and replace any defective or failed components of the Cash Dispenser and UPS excluding consumables like ribbons, Printer heads, Currency cassettes, Purge bins, and Stationery, at no additional cost to the Bank. No other components of the Cash Dispenser and UPS are excluded for this purpose. If the chest door lock is faulted, the same has to be replaced by cutting the chest door at vendor's cost.	<ol style="list-style-type: none"> 1. Request bank to exclude chest door lock .The chest door lock is a third party product and handled by the custodians on day to day. Kindly consider to reimburse the charges at actuals while the services can be provided by the bidder. 2. Request Bank to include Combination Locks/ e-Locks as well in the list of consumable items, as locks are majorly handled by CIT agencies, and their actions are beyond the control of the service provider. Also Chest Door Cutting activity should be excluded from the scope of the Bidder's responsibilities during AMC and Warranty period manly because Chest Doors may get locked if CIT agencies fail to open the locks with right combination keys, and Service Provider should not be 	Chest door lock replacement along with cut open due to lock malfunction/ defect will be the responsibility of the bidder during the contract period. However replacements/ cut open on account of wrong combination, forgot password by the custodian will be the responsibility of the Bank.

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				asked to bear cost of cutting chest door.	
11	19	11.7	All the components except consumables as mentioned in 11.6 are covered under warranty without any exclusion for replacement due to defect or malfunction at no cost to the Bank.	Request Bank to exclude Combination Locks/ e Locks, Paper Roll, Journal Roll as well from the list of consumable items that are to be supplied by the service provider during Warranty and AMC Period.	Please refer point no. 10 for clarification on Chest door lock. Paper rolls & Journal rolls are classified as stationery which are already excluded.
12	19	11.9	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 Dispenser.	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 <i>"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 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 grace period for that particular Cash Dispenser"</i>	Please adhere to the terms of RFP

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13	19	11.10.	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. However, the warranty will not apply to such third-party hardware/ software items installed by the BANK.	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. However CD supplier can test the third party software before roll out.
14	19	11.B (i)	On Delivery: Eighty (80) % of the cost of the CD & UP shall be paid on receipt of Goods at the destination and upon submission, at the Bank's Corporate 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.	The Bank is requested to release 80% payment if the Bank's representative does not acknowledge documents specified in clause 7 within 7 days of delivery of CD by the Supplier.	Please adhere to the terms of RFP
15	20	11.B(ii)	On Final Acceptance: The remaining Twenty (20) % of the cost of the CD & UPS shall be paid upon submission of claim supported by the Acceptance / installation Certificate issued by the Bank's representative in the proforma enclosed.	<ol style="list-style-type: none"> 1. The Bank is requested to release 20% payment if the Bank's representative does not issue Acceptance / Installation Certificate within 7 days of installation of CD by the Supplier. 2. In case of installation being delayed beyond 14 days from the delivery date due to reasons attributed to the client, the machine shall be deemed accepted and Bank shall release the final payment for the site as well sign the installation certificate and the vendor will undertake the installation of CD as on when the site is ready for installation, however the 	Please adhere to the terms of RFP

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				warranty will be considers as per Warranty clause.	
16	20	11.B (ii)	Payment of EJ pulling services will be made quarterly in arrears on submission of invoices and based on the actual number of EJ files received by the Bank.	Request Bank to make payment for the EJ Pulling Service also quarterly in advance. If Bank is proposing to make payment based on number of EJ Files received by the Bank, then request Bank to elaborate more on how the EJ Pulling performance will be measured and how the payment would be linked to number of EJ Files being pulled?	Please adhere to the terms of RFP
17	21	14	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 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 delivered price of the delayed Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10%. Once the maximum is reached, the BANK may consider termination of the contract.	<ol style="list-style-type: none"> 1. Should exclude Force majeure conditions. 2. Reduce the cap upto 5%. 3. We request the Bank to provide supplier cure period of 30 days before exercising this right. 4. 6 Weeks is okay, however request to consider for the initial (first) lot of shipment order is given 8 weeks lead time. Also Penalty should be restricted to the extent of non- permit locations, and wherever permits are applicable for delivery of the machine, Customer to provide the form/ Permit and LD penalty calculation should be from the date of handing over the permit. 	<ol style="list-style-type: none"> 1. Please refer Para No. 16 in Page No.22 of the RFP for Force Majeure conditions. 2. Please adhere to the terms of RFP. 3. Please adhere to the terms of RFP. 4. Please adhere to the terms of RFP.
18	21	15	The BANK, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Supplier, may terminate this Contract in whole or in part : (a) if the Supplier fails to deliver any or	We request the Bank to provide supplier cure period of 30 days before exercising this right.	Please adhere to the terms of RFP

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			all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the BANK; or (b) if the Supplier fails to perform any other obligation(s) under the Contract. (c) If the Supplier, in the judgement of the BANK has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.		
19	22	17	Termination For Convenience	Request Bank to DELETE this clause as Termination For Convenience is not acceptable.	Please adhere to the terms of RFP
20	24	20.a	The successful Bidder will take total responsibility for supplying, installation of Cash dispensers (as per Technical specification) and making them operational. The Cash dispensers have to be interfaced with Financial Transaction Switch (BASE24). 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 dispensers with new switching interface without any additional cost to the Bank.	We need proper switch support to complete the activity without additional cost from switch vendor.	As per the Technical specification (SI No. 8.4), the CD supplied should have been certified by all the major EFT switches in the country. Hence, please adhere to the terms of RFP.

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21	24	21	The supplier has to grout, install the cash dispenser along with the UPS and commission the same within the specified period. The purchaser will inform the places of installations and the purchaser will be responsible for the provision of infrastructure. The Supplier is responsible for all unpacking, assembling, wiring, installations, cabling between hardware units and connecting to power supplies.	<ol style="list-style-type: none"> 1. The responsibility of the supplier will be restricted to only to connecting CD and UPS .Since Site work is not included in the scope of the tender, external camera Cabling is to being the scope of the TIS Contractor. 2. Request Bank to provide the Power Supply Connection Point and LAN Port available at the site within 2 meters reach from the place where ATM is to be grouted/ installed. 	<ol style="list-style-type: none"> 1. Cabling for external camera will be done by the TIS contractor. CD supplier should provide the cable of 5 meter length and fix the camera in coordination with TIS contractor. 2. Bank will provide the power and LAN point at the shortest distance possible as per site conditions.
22	24	20.b	It is the responsibility of the successful bidder to deploy the existing and new (if any) display screens in cash dispensers as and when decided by the Bank without any additional cost to the Bank.	<ol style="list-style-type: none"> 1. Requesting the Bank to limit this activity to 1 visit per year or pay for every visit whenever required, since there is no limit of how many visits shall be required during the contract period. 2. Request Bank to provide a upper cap on the visits. 	The content management activity to be carried out by the bidder during the contract period. The execution of the same can be carried out remotely or through personnel visits to the ATM site during service visits or quarterly PM visits.
23	24	20.c	The Bank may outsource the cash dispenser Managed services to an outside agency. The successful bidder should provide & install all the software and other utilities required for facilitating the Managed services (including but not limited to EJ Pulling and software installation/distribution) for the new cash dispensers also, without any extra cost.	Requesting the Bank to limit this activity to 1 visit per year or pay for every visit whenever required, since there is no limit of how many visits shall be required during the contract period.	The content management activity to be carried out by the bidder during the contract period. The execution of the same can be carried out remotely or through personnel visits to the ATM site during service visits or quarterly PM visits.

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24	24	20.e	<p>The following are the other works to be undertaken by the successful bidder</p> <ol style="list-style-type: none"> 1. Connectivity with Switch. 2. User acceptance test with screens and audio in regional language. 3. User training/ admin function training 4. Signoff 	<p>Request Bank to exclude <i>Connectivity to Switch</i> from the scope of the Bidder, as the same needs to be provided by Bank's MS Service Provider.</p>	<p>Please adhere to the terms of RFP</p>
25	25	22	<p>The Supplier will accomplish preventive and breakdown maintenance activities to ensure that all hardware execute without defect or interruption for at least 98.5% up-time for 24 hours a day, 7 days a week of operation of the machine</p> <p>If any critical component of the entire configuration is out of service for more than two days, the Supplier shall immediately replace either the defective unit or replace the Cash Dispenser/UPS at its own cost. If the chest door lock is faulted, the same has to be replaced by cutting the chest door at vendor's cost.</p>	<ol style="list-style-type: none"> 1. We presume this is applicable only for manufacturing defects. For any need of safe open due to safe door faulted by forgotten/incorrect password/physical damage etc, the bank has to pay for such activity. 2. We always delivers quality hardware equipments, if for some reasons the ATMs are not working properly, then we will ensure that the equipment is restored to its normal working condition without extra cost to the Bank, however we cannot replace the equipment for free. Also Chest Door Cutting activity should be excluded from the scope of the Bidder's responsibilities during AMC and Warranty period manly because Chest Doors may get locked if CIT agencies fail to open the locks with right combination keys, and Service Provider should not be asked to bear the cost of cutting the chest door. 3. Chest Door Cutting activity should be 	<ol style="list-style-type: none"> 1. The applicability is for manufacturing defects. Please refer point no. 10 for clarification on Chest door lock. 2. Parts replacements are to be carried out immediately without any loss of time on receipt of service call from the Bank. If the downtime is more than 2 days due to critical component failure attributable to the bidder and the bidder is unable to rectify, the bidder is liable for replacement of the entire unit. 3. Please refer point no. 10 for clarification on Chest door lock. Batteries are excluded from the scope of AMC.

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				<p>excluded from the scope of the Bidder's responsibilities during AMC and Warranty period mainly because Chest Doors may get locked if CIT agencies fail to open the locks with right combination keys, and Service Provider should not be asked to bear the cost of cutting the chest door.</p> <p>Also for the UPS, Batteries to be excluded from the scope of AMC. As Batteries are consumable items.</p>	
26	25	22.1	In case the vendor fails to meet any one of the above standard of maintenance, there will be a penalty of Rs.1500/- (Rupees one thousand and five hundred only) per day per cash dispenser/ UPS subject to a maximum of Rs 15,000/- (Rupees Fifteen thousand only) per cash dispenser/ UPS for not complying to the UPTIME as specified by the bank.	<ol style="list-style-type: none"> 1. Penalties proposed by Bank are on much higher side, and it will unnecessarily increase the AMC costs. Request Bank to reduce the penalty amount to Rs. 500/- (Rupees five hundred only) per day per cash dispenser/UPS subject to a maximum of Rs 5,000/ (Five Thousand only) per cash dispenser/ UPS for not complying to the UPTIME as specified by the bank. 2. Request bank to consider penalty of Rs.500 per day per CD and Rs.200 per day Per UPS subject to maximum of Rs.5000 and Rs.2000 per CD & UPS for not complying to Uptime 	Please adhere to the terms of RFP
27	26	23	All the parts of cash dispenser and UPS except consumables, Ribbons and stationery are covered under the scope of AMC. The supplier is also expected to maintain the equipment supplied for at least seven years from the date of acceptance by the BANK.	Request Bank to also include UPS Batteries, mechanical combination locks/e Locks, Paper Rolls in the list of consumable items which are excluded from the scope of AMC.	<ol style="list-style-type: none"> 1. Batteries are excluded from the scope of AMC. 2. Please refer point no. 10 for clarification on Chest door lock. 3. Paper rolls & Journal rolls are classified as stationery which are already excluded.

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28	26	23	During Preventive maintenance, functioning of DVSS system and EJ pulling agent should be checked and the data backup (EJ & images/videos) has to be handed over to the branch for preserving the same.	Request Bank to provide required CDs or DVDs in which EJ, images/videos to be backed up.	Bank will provide the media in the form of CD, DVD, USB drive or external Hard Disc.
29	26	23	The BANK reserves its right to disqualify any bid made with AMC rate of 3% of the cost of the cash dispenser and UPS or less as unrealistic.	Request bank to amend the same to minimum on 6% which is realistic and will be par with WPI and inflation	Please adhere to the terms of RFP
30	26	24	For each hardware and software component installed, supplier is required to train the designated bank technical and end-user personnel to enable them to effectively operate the total system.	We will provide training only once to the Bank staff. Any further requests will be on a chargeable basis.	Please adhere to the terms of RFP
31	27	1	Indian Bank reserves its right to place an order for additional cash dispensers and UPS numbering 15% of the order at the same price and terms within six months from the date of delivery of last lot of cash dispensers ordered under this order.	Request bank to acknowledge any change in government duties or tax will be paid at actuals by the bank	Duties form part of the Price of the equipment and cannot be paid at actuals. Taxes are excluded as per the price bid and are payable at actual.
32	27	2	Delivery of complete systems with all accessories and software and installation to be completed within 6 weeks from the date of issuing the delivery instruction by the bank	Request Bank for additional 2 weeks for Permit areas	Please adhere to the terms of RFP

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33	27	3	Though the validity of prices shall be one year from the date of contract/order, in case the whole quantity is not absorbed by the Bank during the validity period then the validity period of the prices shall be extended by another 180 days.	Request bank to acknowledge any change in government duties or tax will be paid at actuals by the bank	Duties form part of the Price of the equipment and cannot be paid at actuals. Taxes are excluded as per the price bid and are payable at actual.
34	28	6.a	The CDs supplied shall be provided with EJ pulling software agents such as Tranxit/SDMS/Radia/Infobase etc. and /or with any other EJ pulling agent that may be deployed from time to time. Agent installation on CDs as may be required from time to time will be the responsibility of the Supplier and will be done free of cost, i.e., without any cost to the Bank. Site visits related to EJ pulling shall be made at no extra cost to the Bank.	<ol style="list-style-type: none"> 1. Requesting the Bank to limit this activity to 1 visit per year or pay for every visit whenever required, since there is no limit of how many visits shall be required during the contract period. We understand that deployment of EJ agent falls under our scope. Rest other points under this section i.e. Centralize server for EJ, etc are in scope of third party vendor for EJ. Kindly Confirm. 2. Site visits related to EJ pulling shall be made at no extra cost to the Bank only in case of EJ services to taken care by the Vendor .In case of EJ services handled by the 3rd party than the visits will be charged for reasons not attributed to the vendor. 3. request bank should consider to pay visit charges for the EJ copying aroused out of network disconnect 4. Agent has to be provided by Bank. As there is cost impact on the site visits we request Bank to have cap on the same and any additional visits should be at mutually agreed price. 	<ol style="list-style-type: none"> 1. EJ Pulling forms part of the contract and no third party are involved. It is the responsibility of the bidder for end to end management and delivery of EJ to the Bank on daily basis. 2. As described above. 3. In case of network disconnect, EJ to be pulled on subsequent day and delivered to the Bank. 4. As described above.

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35	28	6.d	CD-wise EJs shall be stored in the EJ server of Supplier at a centralized location for minimum period of 6 (six) months. CD-Wise EJs pulled are to be spooled separately and pushed to the designated server at Bank end on daily basis. The EJ data may be purged by the Supplier after seeking confirmation of the Bank	EJ Server can be with back up for a month only. Every month CD will be provided to bank.	Bidder is responsible to deliver EJ's to the Bank for last 6 months when demanded.
36	28	6.g	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 the disputed transaction amount along with penalty, if any, charged by the statutory authorities, such as banking Ombudsman, etc., from the Supplier.	Request Bank to deduct the disputed transaction amount from the fees payable to its Cash Replenishment Agency, as the Cash Shortages or Overages is to be reported by CIT Agency. We will pay nominal penalties in case EJ Data and JP Roll BOTH are not available. If anyone is made available, then Bank should not charge any penalties to us.	Please adhere to the terms of RFP
37	28	6.h	Bank will provide 64 Kbps leased line connectivity between Bank's data centre and the EJ server of the Supplier. Supplier should provide adequate security and redundant power supply to the devices installed by Bank at the Supplier's premises.	Request Bank to leave the sizing of the leased line open for discussion, as the Bandwidth consumption depends upon number of ATMs for which EJ Files are to be pulled. And it remains to be seen how much bandwidth would be necessary to pull EJ files from all ATMs on T+1 day.	Bank will provide 64 Kbps leased line connectivity initially. Capacity addition will be provided on need based.

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38	29	4	The organisation should be in existence in India and in ATM business at least for the last 3 years and details of up to 10 clients to be given as per performance statement	Request to add manufacturer and amend as below: The "organisation OR CD manufacturer" should be in existence in India and in ATM business at least for the last three years and details of upto 10 clients to be given as per performance report. We are reputed ATM/CD Manufacturer's in India, having presence for more than three years, with installations across country in PSU and Pvt banks. We would be bidding through our authorised partner, who has larger financial standing, capabilities and reach, to support our growth plans for ATM deployment and services in India.	If the bidder and CD manufacturer are different organizations, either one of them should meet all the qualification criteria given in Section VII of the bid document.
39	29	8	Against a single purchase order issued by a Scheduled Commercial bank in India during the last 36 months, the organisation should have "supplied & installed" at least 300 ATMs/ Cash Dispensers. Documentary evidence (copy of purchase order & certificate of installation issued by the Bank) to this effect should be enclosed along with the bid.	Request to add manufacturer and amend as below: Against a single purchase order issued by a scheduled commercial bank in India during the last 36 months, the "organisation or CD manufacturer" should have "supplied & installed" at least 300 ATMs/ Cash dispensers. Documentary evidence (copy of purchase order & certificate of installation issued by the Bank) to this effect be enclosed along with the bid. As OEM, the manufacturer has been supplying ATM/CDs for more than 3 years directly and would provide copies of contract and certificate of installation issued by Bank.	If the bidder and CD manufacturer are different organizations, either one of them should meet all the qualification criteria given in Section VII of the bid document.
40	30	15.iii	The Bidder should clearly confirm that all the facilities exist in its factory for inspection and testing and these will be made available to the Purchaser or its representative for inspection.	Bank to consider the factory or Ware House	Ware House is considered if the factory is not in India

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41	44	1.6	At least 1 free Serial port + minimum 2 free USB ports with at least in the front side, should be available after connecting the ATM hardware / devices.	<ol style="list-style-type: none"> 1. With the introduction of USB technology in ATMs, serial port and parallel ports are not being offered. There are not devices to connect to such ports. Considering this request Bank to amend this as minimum 2 USB ports should be available. 2. The technology has migrated to USB and 4 Free USB ports are available. 3. Request for Bank to Change this requirement as - "At least 1 free serial port + minimum 1 free USB ports at front side, should be available after connecting the ATM hardware/devices" 	Covered by Amendment corrigendum
42	44	1.7	Voice guidance support with internal speakers and head phone jack. Suitability for visually challenged. 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). Should be capable of Audio guidance in nine languages (Bengali, English, Gujarati, Hindi, Kannada, Malayalam, Marathi, Tamil & Telugu). Required audio files should be provided by the vendor in a standard format. Successful bidder should demonstrate the feature within 4 weeks of identifying the L1 vendor.	<ol style="list-style-type: none"> 1. Need clarity on the VG requirement. Current solution can work for English & Hindi. 2. Text speech software to be procured from software vendor. Presently Regional language text speech software may not be available. Bank need to clarify on the same. Request Bank to provide audio files, text files and transaction flow for regional languages and English/Hindi. 3. TTS support available in English & Hindi language only. IBA flow for visually challenged is in the above 2 languages. For Voice guidance required audio and switch support to be provided by Bank 4. Can support only two Languages English and Hindi and Transactions supported are, Balance Enquiry, Cash Withdrawal and PIN Change. 	<p>Text to speech converter software should work with English and Hindi / Regional language.</p> <p>Other normal voice guidance should be available in 9 languages. All transactions as per IBA standards should be supported.</p>

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43	44	1.8	OS hardening: All CDs should be adequately hardened. Only white listed necessary services should run on the machines. No malware including viruses, worms & Trojans enter the CD and affect the CD and the network. All CDs should be PA-DSS Compliant.	Our Application is PADSS compliant. Certification will be provided at no cost to the Bank during the contract period including AMC period. Please consider and Confirm.	Please adhere to the terms of RFP
44	45	2.1	UL 291 Level 1 certified chest. Certificate should be in force at the time of submitting the bid and also throughout the contract period.	We have introduced CEN 1 safes as part of our security initiation globally and offer CEN 1 safes on our machines which are more secure than UL 291 Level 1 safe. Request bank to amend the clause as "UL 291 Level 1 / CEN 1 safe....."	Covered by Amendment corrigendum
45	45	2.2	Resistance to Fire/ High Temperature	Need clarification on the same. Product will be able to withstand only till certain temperature	Please adhere to the terms of RFP
46	45	2.3	Send signals to external alarm system and also to EFT switch during opening and closure of the chest door.	Chest door open /close will send signal only to switch. Need clarification on signals to be sent to external alarm system.	Vendor should coordinate with the suppliers of external alarm systems to fix the sensors of external alarm system on the CDs.
47	45	2.4	Dual Combination...	<ol style="list-style-type: none"> 1. Please clarify the requirement is for 6+6 Dual electronic lock or Lock with OTC functionality. 2. Please clarify on `Dynamic combination lock. 3. Need clarification on the Dynamic Combination lock. 4. Request for Bank to Elaborate Dynamic combination lock requirement. Is Bank looking for One time combination Lock. Please confirm. 	Vendor to provide dual electronic lock which is capable of verifying the correctness of One time combination passwords generated by central software for opening & closing of chest door.

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48	45	3.8	Capable of diverting non-ATM fit notes. Single bill divert feature is required	<ol style="list-style-type: none"> 1. Our machines are designed with clearing the dispenser in the case of any wrong stack or bad note. This make sure that any subsequent dispense is a clean bunch. Single bill divert is vendor specific feature/functionality. Request bank to amend the clause as "capability to divert un-fit notes to divert bin". 2. Single Bill Divert is not available in our CDs. And we hope only one or two vendors have Single Bill divert. Request you to please look into this. 	Covered by Amendment corrigendum
49	45	3.9	Four-Pick Module with 4 currency cassettes and 1 divert cassette with cassette latching facility is required.	We will provide 4 cassettes with latch facility and one divert cassette with Lock facility. Please consider and confirm.	Please adhere to the terms of RFP
50	46	5.1	10" and above LCD or LED Colour Display.	10" LCD is too small for a regular Banking Cash Dispenser. Request Bank to make 15" which is the current market standard for the Cash Dispenser.	Please adhere to the terms of RFP
51	46	5.3	Rugged spill proof Triple DES enabled keyboard with polycarbonate tactile /stainless steel EPP with Braille enabled keys. EPP Keypad to be PCI version 1.3 or later compliant. EPP should support Singe DES till the time Bank migrates to Triple DES system. EPP should be Braille enabled.	EPP PCI keypad does not support single DES.	Successful bidder to supply the EPP with single DES initially and to upgrade to PCI version 1.3 or later at no extra cost to the Bank whenever the Bank migrates to Triple DES system
52	46	5.6	Trilingual Screen Support	<ol style="list-style-type: none"> 1. Will the bank be providing screen files 2. Icons and Switch support to be provided by bank. 	Bank will provide the screen files in .gif, .jpg or .pcx formats only.

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53	47	7.1	The system shall have two cameras: A pinhole camera installed inside the CD for capturing the images of the persons standing in front of the CD and an external camera of 1/3"CCD Dome type with Auto Iris (Back light compensation) and with 2.1mm lens or above for capturing video of motion inside and outside the site.	<ol style="list-style-type: none"> 1. We offer In-built camera with 2.1mm lenses for better image FOV. Request Bank to amend the clause as 1 inbuilt camera instead of pinhole. Also we prefer to capture images at the frequency defined and store rather video. Also these are motion based hence number images will be sufficiently large. 2. In our ATM, camera surveillance application works with USB based camera to capture images of the customer for transaction and motion. Our application also support additional USB camera for site surveillance. We can manage two cameras for surveillance system (one mounted inside the ATM and other in ATM room) as mentioned in RFP. 3. We will provide one USB camera (Not pin hole) inside the ATM for transaction images and 2nd (external camera) PIN hole camera USB type instead of Dome type. It will not affect the surveillance system in ATM. Please consider. 	The description of the internal camera as pin hole is to ensure the invisibility of the camera to the customer.
54	47	7.4	The DVSS date (image & video) should be stored in the secondary had disc in a readable digital format for minimum 6 months at an average of 300 transactions per day. The vendor will be responsible for maintenance activities like taking backup and image retrieval. The backups should be taken during every preventive maintenance activity by the	Data backup is to be done on a periodically and cannot be clubbed with PM .Training will be given to ATM Custodian so that backup can be taken weekly. Request Bank to exclude backups from the scope of PM.	<p>Please adhere to terms of the RFP.</p> <p>Vendor can also consider automation of backup activity in the cash dispenser and copy the data into external storage media provided by the branches. In such cases, vendor should ensure that the backup activity is not affecting the normal operations of the cash dispenser. The external media has to be handed over to the branch during</p>

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			vendor.The media for back up will be provided by the bank. The data backup is to be monitored to ensure that there will not overwriting after the specified minimum period.		PM visit.
55	47	8.1	The CD should be capable of supporting third party software for EJ pulling services, Monitoring of CD and software upgradation/ distribution.	Third party software to be tested by us before deployment.	Vendor can test the software before roll out.
56	48	9.4	Receipt printer should support printing of receipt in local languages also	This is switch dependent activity to support customer/Local language. Is switch provide local language data to print ? Please confirm.	Switch support will not available to print receipt in local languages. Feature to be implemented in Cash Dispenser software.
57	48	10.1	40 column or better Dot Matrix Journal Printer. CD should permit financial transaction when the Journal printer is faulted or running out of paper and the transactions should be printed in the Electronic Journal (EJ). There should be low media warning for paper roll. Bidders can also offer thermal journal printer if they cannot supply dot matrices printers. But, vendor should ensure that the data printed in thermal journal are retained for a minimum period of 1 year from the date of printing the data. In case of settlement of any claim of the cardholder by the Bank in the event of non-availability of data on thermal printer paper, the Bank reserves the right to recover the disputed transaction amount along with penalty, if any, charged by the statutory	<ol style="list-style-type: none"> 1. Request the Bank to remove the Journal printer from the CD's specification since Electronic Journal shall be available and EJ pulling services is under the scope of the vendor. Data retained on thermal is depending on Thermal Paper quality which comes under Banks scope. Bank need to procure correct paper according to the specifications for retaining the Data. Please confirm. 2. Request Bank to Exclude Journal Printer from the technical specification requirement since the scope of the project included EJ services. 3. As bank opting for EJ pulling services and is EJ data is Vendors responsibility we kindly request bank to remove Journal Printer from the Technical Spec and with regard Thermal Journal Printer there will difficulty in maintenance as bank has to depend on Quality of paper 	Covered by Amendment corrigendum

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			authorities, such as banking Ombudsman, etc. from the Vendor.	and we really doubt the data on paper will exist for minimum one Year. Today most of the Banks are moving out Journal Printer.	
58	50	13.1	Should be operational in a wide range of 10 to 45o C temperature and humidity conditions from 10 to 90 RH.	Our recommended working temperature is 10 to 40C and humidity condition from 20 to 80 RH. Currently all machines are designed to work under 10 to 40C and 20 to 80RH. Request Bank to amend the clause accordingly. Request Bank to amend this clause as the same	Vendor to replace the parts at their own cost if the parts are damaged due to temperature and humidity conditions falling within the range specified in the RFP.
59	50	13.5	The CD shall be properly grouted as defined below: 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.	<ol style="list-style-type: none"> 1. Drilling of 10"-12" is not possible in many places as this will be the depth of the floor. 4" to 6" will be the grouting depth followed across. Please amend the clause accordingly. 2. In Case of Tiles Damage, Matching Floor Tiles Color will be possible only on availability of same color tiles in nearby location or else it has to be arranged with the help of TIS vendor. 3. Grouting by 8" fasteners will be weaker as the bolt expansion occurs in compacted earth instead of in the PCC layer above it. Further, and because of this, 8" long bolts are hardly available in the market. Request Bank to allow Bidders to grout ATMs using 6" Anchor fasteners. 	<ol style="list-style-type: none"> 1. The bidder to drill holes of 10"-12" wherever feasible. In other locations, minimum drilling of 6" to be carried out (or) up to maximum depth of the floor whichever is higher. 2. Please adhere to terms of the RFP. 3. 6" Anchor fasteners are acceptable, however 8" fasteners to be used wherever feasible for proper grouting. Use of 6" fasteners should not compromise the security of the cash dispenser grouted and the same will be the responsibility of the bidder.

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60	50	1	1 no. of 1 KVA single phase input & output with facility for automatic switch over without any delay to battery power when main power is not available and automatic revert to main power without any delay when it is restored. The UPS should be compatible to SOLAR system also. Bank reserves right to add the solar systems in future as per the requirements.	<ol style="list-style-type: none"> 1. Load connected on the UPS will be between 700-800 Watts. It will be full load on 1KVA UPS .To provide backup of 8 Hrs on UPS will be impossible. Battery vendors suggest that after full discharge of the battery, It requires at least 20 Hrs of charging so that the battery can come in the normal mode.(With respect to 8 Hrs Backup),but continuous 20 Hrs Electricity is not possible in B & C class cities. 2. Since UPS Batteries are consumable items, request Bank to exclude Batteries from the scope of AMC. Bidder should not be held responsible to maintain UPS Batteries during AMC Period of the UPS. Bidders can only notify the health status of the Batteries and if any batteries need replacement when observed during preventive maintenance. 3. Request bank to amend the UPS requirement as: <ul style="list-style-type: none"> - 1KVA / 700 Watts 1KVA with Inbuilt Input Isolation transformer <p>UPS should be EMI & EMC certified as per IEC -62040-2 UPS should be Safety certified as per IEC -62040-1</p> 	<ol style="list-style-type: none"> 1. The bidder to ensure that the CD supplied operates on peak power load of less than 500 Watts to handle the additional load of 150 Watts for network equipment and 20 Watts of CFL connected to the UPS. The bidder to submit an undertaking letter confirming the load / power utilization of the CD connected to the UPS is within 500 Watts and demonstrate the same to the Bank. 2. Batteries are not covered under AMC. Bidder to note that batteries are covered under 3 years warranty. 3. Please adhere to terms of the RFP.
61	51	10	No. of hours of battery backup: 8 hours [Load of 1 KW @ unity power factor]. In addition to the CD, network equipment and One CFL lighting in the	<ol style="list-style-type: none"> 1. Please mention the power consumption for the network equipment & CFL light so that correct sizing of the UPS can be done. 2. Please clarify is it 8hr backup on 	<ol style="list-style-type: none"> 1. Estimated Wattage for CFL is 20 Watts and network devices are 150 Watts. 2. UPS should provide 8 hours backup on

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			ATM room are also to be considered for the load calculation.	connected load (CD+router+CFL14W-1 number).	connected load (CD + Network Equipment + 1 CFL)
62	51	13	Battery Make, Model: Reputed make from companies conforming to ISO 9001-2000 standards and the product should have been certified by either CEIL (Certified Engineers International Limited) or PDIL (Projects & Development India Limited – Govt of India organization). 3 year warranty should be provided.	<ol style="list-style-type: none"> 1. Request bank to amend the Battery requirement as - Battery Makes: Panasonic / NUMERIC /EXIDEPWERSAFE/AMARARAJA/southern batteries. Battery Backup: 8 Hours Battery VAH for 8 Hrs: 8640 VAH Battery to be offered: 12 x 120 x 6 Nos. 2. Request bank to amend the warranty of battery to 12 months (1 year). 3. Request bank to consider UPS 3 Year warranty and Battery 1 Year warranty. 4. Obtaining Certification from CEIL or PDIL for submission along with the bid may not be possible since the minimum period of testing will be at least 4 to 5 months time. 	<ol style="list-style-type: none"> 1. Please adhere to the terms of RFP 2. Please adhere to the terms of RFP 3. Please adhere to the terms of RFP 4. With regard to the Certification from CEIL (or) PDIL to be submitted along with the bid (or) the bidder to provide the certification within 6 months from the date of Purchase Order if selected as L1 bidder.
63	53	33	Manual bypass facility should be provided	Manual Bypass is not required for 1 KVA UPS it will unnecessary add cost to the UPS price.	Please adhere to the terms of RFP
64	52	34	Inverter Efficiency [DC to AC] at full load & nominal input voltage: > = 90 %	Suggested >=80%	Please adhere to the terms of RFP
65	52	36	Converter Efficiency [AC to DC] at full load & nominal input voltage: > = 90 %	Suggested >=80%	Please adhere to the terms of RFP
66	52	49	Isolation transformer To be provided as an internal feature of the system at the input	Isolation Transformer is suggested to be External to ensure heat generated by the Transformer should not be passed to the power electronics in UPS.	To be read as "Integral feature". The isolation transformer can be internal/external to the UPS.
67	52	51	Communication Interface 1.RS232 2.SNMP	RS 232 will be provided SNMP should be optional.	Please adhere to the terms of RFP

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68	53	Part II	batteries also to be provided with 3 year warranty	Request bank to amend the warranty of battery to 12 months (1 year)	Please adhere to the terms of RFP
69	54	Part II	Prices Quoted should be exclusive of Value Added Tax(VAT), Sales Tax and Work contract Tax applicable in respective states	Local body tax applicable in some areas, hence request Bank to include LBT also in Tax category	Covered by Amendment corrigendum