

Pre-Bid Queries Response of RFQ floted vide reference no. BCC/DIGITAL/DBO/RFQ/115/02 on 6th October 2023 for 3500 Cash Recyclers					
S.N.	Page	Point/Section	Clarification point as stated in the tender document	Queries/ Suggestion/Deviation	Response
1	2	Last Date of Submission of RFQ response (Closing Date)	3:00 PM on 01st November 2023 at Mode: Online URL:https://www.tenderwizard.com/BOB	Request Bank to provide us atleast two weeks time from the date of pre bid response floated by bank as the current timeline of RFQ Bid submission is too stringent.	Date extended as per RFQ terms
2	3	10	Rs 4,41,00,000 (Rupees Four Crore and Forty One Lacs only) as per Annexure- 23. EMD should be valid for -12- months with claim expiry period of additional 6 months.	Request Bank to look into the following : The EMD amount is extremely high. We request Bank to consider reducing the EMD amount. Bank will appreciate that EMD blocks the working capital . This request also follows keeping in view that State Bank of India in their latest RFP for 13500 ATMs have sought for an EMD of 2 crs. We request Bank to allow Insurance Security Bonds as an additional instrument for furnishing EMD as per the govt guidelines. As per 6.1.2 (i) in page 106 of the Manual for Procurement of Goods dated June 2022 by Dept of Expenditure, Procurement Policy Division, Ministry of Finance - Bid Security may be furnished in the form of Insurance Surety Bond. This is also as per Office Memorandum No.F.1/1/2022-PPD dated 02.02.2022 of Dept of Expenditure, Ministry of Finance which made amendments to General Financial Rules (GFR), 2017 regarding 'Bid Security' and 'Performance Security' to include Insurance Surety Bonds as Security Instrument.	No change in EMD value. Further,EMD/PBG may be submitted as Insurance Surity Bonds as per GOI guideline dated 02.02.2022
3	3	Important instructions	Physical documents shall reach us within the stipulated timeline (As given above). The sealed Envelope containing Physical documents as mentioned above shall contain the name & address of the bidder and name of RFQ.	Request Bank to confirm if below understanding is correct: Physical submission (hardcopy) shall only constitute documents like EMD-BG, Integrity pact and NDA. Rest of the technical bid submission shall be made ONLINE ONLY.	Your understanding is correct
4	10	Clause 3.11	3.11 Bank will take strict action like forfeit the Bid security (EMD) and debar the bidder from Bank future RFP in case of violation of RFQ/RFP Terms.	Requested Changes:- Bank should provide a cure period of 7 days before strict action like forfeit the Bid security and debar the bidder from Bank future RFP in case of violation of RFP Terms.	RFQ clause remains same

5	10	3.3 Project Scope Work	The Bank intends to install CRs at existing locations or new locations which Bank feels that location has potential as per business requirement of Bank. In case of shifting/closure of any Cash Recycler, entire expense for shifting/closure and related activity will be borne by the bidder.	In case of closure, WDV for residual period to be paid by Bank? For shifting at Bank's behest, cost of deinstallation/reinstallation & transport of all equipment should be paid by Bank	RFQ clause remains same
6	10	3.6 Project Scope Work	During RFP stage, Bidder will be asked to provide commercials based on fixed cost basis with and without Machine and MS services including CRA managed and Branch Managed cash Recyclers. This is required to run the existing CRMs machines which are not yet due for replacement. Bidder will take over the machine and run on "as is where is" basis.	The Commercials cannot be considered, under different scenario . There needs to be fixed requirement. During RFP stage, Bidder will be asked to provide commercials based on fixed cost basis with and without Machine and MS services including CRA managed and Branch Managed cash Recyclers. This is required to run the existing CRMs machines which are not yet due for replacement. Bidder will take over the machine and run on "as is where is" basis. SLM should not be part of MS services as it is provided by the respective OEMs. SLM in MS will also benefit existing OEM vendors in pricing in this bid and it will not be a level plying field scenario.	SLM activities will be taken care by Bank OEM
7	10	3.2 Project Scope Work -	Site details of replacement locations will be shared with successful bidder. Bidder has to deploy CRs at onsite/offsite locations advised by Bank. Bank may assign Managed services work of existing Cash Recyclers on fixed cost to L1 and/or L2 Bidders as per Bank's discretion.	The Bank shall notify the bidder on a prior basis of engaging L1 and L2 bidders and the bidder shall not be held liable for their acts or omissions.	RFQ clause remains same

8	10	3.5 Project Scope Work -	<p>The payments shall be made by the Bank on monthly basis after successful installation of the machine for the customer's transactions. The indicative number of CRM to be installed at new sits or replacement site in various zone across India to be decided by the Bank. Bank reserves right to change the Zone and number of CR machine deployment in zones at any time at its sole discretion.</p>	<p>CMS business to note the highlighted part. Further, any change to the Zone and number of CR Machines must be only after prior intimation to CMS. below clause shall be shall be added :- In case of delay in payment made by the Bank, Bidder should be entitled to charge interest @ 18% p.a from the date of outstanding till the amount actually released by the Bank. Further, the bidder shall also be entitled to suspend / terminate the services in case Bank fails to make payment on time and Bank agrees that such suspension shall not be termed as breach of the Agreement. Further, the bank should not be allowed to withheld the whole payment.</p>	RFQ clause remains same
9	10	3.6 Project Scope Work	<p>During RFP stage, Bidder will be asked to provide commercials based on fixed cost basis with and without Machine and MS services including CRA managed and Branch Managed cash Recyclers. This is required to run the existing CRMs machines which are not yet due for replacement. Bidder will take over the machine and run on "as is where is" basis.</p>	<p>The bank should consider cash services for all the Cash Recyclers so that there can be uniformity in prices and the bank also has the option to get the services with fully cash management option in order to maintain compliances for the entire duration of the contract.</p>	RFQ clause remains same
10	10	3.7 Project Scope Work	<p>Installation of CR machines would cover all centers i.e. Metro, Urban, Semi Urban and Rural. The indicative number of CRs to be deployed/installed in each zone and list of existing CRs installed in each zone of the bank will be shared during RFP process. Bank reserves the right to change the number of CRs to be deployed in zones at any time, at its sole discretion. The bidder/ applicant should be ready and have the capacity to implement the Project across the length and breadth of the country. The Bank at it sole discretion may increase or decrease the number of CRs to be deployed during the period of the contract.</p>	<p>The Bank shall inform/notify the Bidder of any new requirement of CRs and provide the bidder a reasonable time to provide the same. Any change in the order needs to be done only after prior intimation and confirmation to us.</p>	RFQ clause remains same

11	10	3.6	During RFP stage, Bidder will be asked to provide commercials based on fixed cost basis with and without Machine and MS services including CRA managed and Branch Managed cash Recyclers. This is required to run the existing CRMs machines which are not yet due for replacement. Bidder will take over the machine and run on "as is where is" basis	Bidder would like to understand the intent of having this provision? Considering this RFQ contemplates OPEX model, what role bidder is expected to play with regard to machines ownership of which lies with Bank? Is the bank looking for MS services for those machines? Commercial can be provided only after proper health checkup of machines and on mutually agreed cost with bank.	Bidder will provide the only Managed Services for existing machine and the ownership of the hardware along with AMC will be with Bank. commercial details will be shared in RFP process for MS services only hence health checkup may not be required
12	10	3.1	This Request for Qualification (RFQ) has been issued by the Bank for procurement of 3500 Cash Recyclers (CRs) along with Managed services for installation across the length and breadth of the country, with scope for up to 25% additional machines, if required, at the sole discretion of the Bank. The procurement of CRs is for replacement of 1250 old CAPEX machines and installations at 2250 new Sites under the Bank's future expansion plan of the Bank at Bank's discretion.	Since Bank has mentioned the overall requirement of 3500. Request you to share /specify offsite and Onsite site count. This helps to plan and propose network requirement for ATM sites. Requesting bank to specify onsite/offsite bifurcation for New and Old sites.	Will be shared during RFP stage
13	10	3.3	In case of shifting/closure of any Cash Recycler, entire expense for shifting/closure and related activity will be borne by the bidder.	The same shall be based on chargeable basis, as it would not be feasible for bidder to relocate any time as per banks requirement on his own cost.	RFQ clause remains same

14	11	3.13 Project Scope Work	Bank at its discretion may re-allot, interchange or withdraw the scope of work defined in the RFQ from assigned Zones or geography to the successful bidders during the currency of the contract, in view of the business requirements or if the performance of the bidder is not as per SLAs defined or the concerned bidder's infrastructure is not supportive in any particular geography. Bank shall not pay any amount for closure/ takeover / migration of the sites or any resultant expenses. All costs related to such closure/takeover / migration shall be borne by the bidder in such eventualities.	The Bank may alter the scope subject to consent of the bidder and sufficient time of 15 days needs to be given to the Bidder to rectify the default on part of the Bidder to meet the SLA and failure to do so then the Bank shall may re allot the scope of work . WDV in case of closures at behest of the Bank? Here, bidder will invest the amount. For any closure, Bank needs to consider to pay WDV amount. Also in case of shifting initiated by Bank, Bank needs to provide the cost of Shifting.	RFQ clause remains same
15	11	4 Contrct Period	The arrangement is proposed for a period of - 5- (Five) years and after completion of 5 years from the date of signing the contract, Bank shall at its sole discretion exercise its right to continue for further period of one year plus one year.	We request the bank to change the contract period to 7 years fixed so that the cost can be ammortized over 7 years. This will be beneficial to the bank as well as the bidder has to ammortize capex over 7 years and not lading the	RFQ clause remains same

16	11	3.13	Bank at its discretion may re-allot, interchange or withdraw the scope of work defined in the RFQ from assigned Zones or geography to the successful bidders during the currency of the contract, in view of the business requirements or if the performance of the bidder is not as per SLAs defined or the concerned bidder's infrastructure is not supportive in any particular geography. Bank shall not pay any amount for closure/ takeover / migration of the sites or any resultant expenses. All costs related to such closure/takeover / migration shall be borne by the bidder in such eventualities.	Not acceptable. All costs under the RFP shall be as per mutual agreement between the parties.	RFQ clause remains same
17	11	4	The arrangement is proposed for a period of - 5- (Five) years and after completion of 5 years from the date of signing the contract, Bank shall at its sole discretion exercise its right to continue for further period of one year plus one year. All the 3500 CRs are required to be deployed within -6- months from pilot machine live for the period of FIVE years from the date of SLA execution, which can be extended upto 2 (1+1) years, at the sole discretion of the Bank.	Not acceptable. Any changes to the term of the agreement shall be as mutually accepted by the Parties.	RFQ clause remains same
18	11	Contract period	The arrangement is proposed for a period of - 5- (Five) years and after completion of 5 years from the date of signing the contract, Bank shall at its sole discretion exercise its right to continue for further period of one year plus one year.	Request Bank to keep the contract period of 7 years from the beginning as Bidder would have large investment costs to incur which cannot be compensated within a 5 year term.	RFQ clause remains same

19	12	4	All the 3500 CRs are required to be deployed within -6- months from pilot machine live for the period of FIVE years from the date of SLA execution, which can be extended upto 2 (1+1) years, at the sole discretion of the Bank.	Request Bank to change project time-line from 6 months to 12 months as per practical experiences as well as availability of MII ATMs considering multiple CRM RFPs. Suggest Bank to allocate project for straight 7 years to make it financially viable based on huge Capex investments. Please confirm do we have to carry out TIS work at sites? If yes, at how many sites?	TIS is not required,Other clause remains same
20	13	Clause 9.1	Termination	Requested Changes:- Bank should provide reasons before termination of RFQ/RFP	RFQ clause remains same
21	13	8.1 Compliance of Laws	Compliance in obtaining approvals/permissions/licenses: The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project. Also, the bidder shall comply with the provisions of code of wages, and other labor welfare legislations. in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from. The Bank will give notice of any such claim or demand of liability within reasonable time to the Bidder.	The bidder shall be solely liable for non-compliance attributable to its acts or omissions.	RFQ clause remains same

22	13	9.1 Termination	Bank reserves the right to terminate this RFQ/RFP at any stage without any notice or assigning any reason.	The Bank shall notify of such termination of RFP on a prior notice to the bidder. In case of earlier termination of RFP by whatever reasons by the Bank, Bidder should be entitled for non-cancellable costs i.e. the cost already incurred by the Bidder for the project. Also, If there is additional cost, it should be mutually discussed. In any event, Bidder cannot be responsible in case Bank procures materials from any third party.	RFQ clause remains same
23	13	9.1	Termination - Bank reserves the right to terminate this RFQ/RFP at any stage without any notice or assigning any reason.	Request Bank to issue notice minimum 90 days of advance notice. Also, Bidder should also have right of termination. This clause needs modification.	RFQ clause remains same
24	14	9.2 Termination	At any time during the course of the RFQ/RFP process or before the award of contract or after execution of the contract that one or more terms and conditions laid down in this Request for Qualification/ Request for Proposal has not been met by the bidder or the bidder has made material misrepresentation or has given any materially incorrect or false information, Bank may terminate his contract/eligibility to participate in the RFQ/RFP and may invoke performance bank guarantee or forfeit the security deposit as the case may be. Further bank may impose such restriction/s on the defaulting bidder as it deemed fit	The Bank shall provide the bidder a prior notice of 30 days for providing clarification prior to taking any decision. Further, we cannot agree for invoking of BG. We can only agree for termination of Agreement.	RFQ clause remains same
25	14	9.4 Termination	Notwithstanding above, Bank reserves the right to terminate this assignment or any subsequent agreement and / or any particular order, in whole or in part, without assigning any reason, by giving Service Provider at least 90 days prior notice in writing.	The bidder is investing its own Capex of more than 100+ crores in this RFP so the termination for convenience should not apply. This clause should be made mutual in nature. In case of earlier termination of RFP by whatever reasons by the Bank, Bidder should be entitled for non-cancellable costs i.e. the cost already incurred by the Bidder for the project. Also, If there is additional cost, it should be mutually discussed. In any event, Bidder cannot be responsible in case Bank procures materials from any third party.	RFQ clause remains same
26	16	Clause 15	Right to reject Bids	Requested Changes :- Before termination, bank should provide reason for Rejection.	RFQ clause remains same

27	16	6. Subcontracting	The selected service provider/vendor is allowed to subcontract non-core services, however in any case there will not be more than one subcontract allowed during the term of engagement. Even though it is subcontracted, the service provider will be solely responsible to the bank for the delivery of the services. Please note that no work/ services shall be subcontracted without prior intimation/permission from the Bank in writing.	Sub-vendors don't have PAN India presence. Primary bidder works with respective sub-vendors regionwise, where sub-vendor is having strong presence. Bank should not restrict sub-vendors number as it will create hinderences to provide best services.	As far as sub-contracting is concerned, there shall be no deviation in the clause as the Principal contractor is bound to take permission of the Bank to further sub-contract the work allotted by the Bank.
28	20	3.18.7	Centralized content distribution to all CRMs within 2 days after Bank provides creative , new/additional CRM screen sets & audio files etc. and provides details of Successful and unsuccessful upload of the same in CRM. In case it is not possible to distribute the screens through centralized mode due to size of files or any other issue, the Bidder should update the same by sending engineer onsite without any cost to Bank. In case, Bank requires to change the full screen set of CRMs or full set for additional language, then Bank will bear the cost of same on mutually agreed terms wherein onsite visit by the CRM engineer is required.	Capping on frequency of such activity should be provided. Size of such screens/content distribution should not be exceed 1 mb to avoid over utilisation/chocking of the bandwidth.Exclusion should be consider in case delay in content distribution machine level issue in the CRM.	No such clause given in RFQ

29	21	Clause 19	Indemnity	<p>Requested Changes : Similarly Bank shall indemnify, protect and save the Bidder and hold the Bidder harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from</p> <ul style="list-style-type: none"> i breach of any of the terms of this RFP, ii. Infringement of any patent, trademarks, copyrights etc. of the Bidder iii. Bank shall indemnify the Bidder against any loss or damage to the Bidder's premises or property, loss of life, etc., due to the acts of the Bank's employees or representatives. iv. breach of any representation and warranties and breach of its obligations. 	RFQ clause remains same
30	21	19 Indemnity	<p>The Bidder shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:</p> <ul style="list-style-type: none"> •Bank's authorized / bonafide use of the Deliverables and /or the Services provided by Bidder under this RFP/RFQ; and/or 	<p>We cannot be responsible for indirect loss.</p> <p>The highlighted part should be modified as follows: " Bank's authorized / bonafide use of the Deliverables and /or the Services provided by Bidder under this RFP/RFQ wherein such loss arising is solely attributable to the Bidder's acts or omissions; and/or"</p> <p>Following wordings to be added: The Bidder should only be liable for direct damages losses which are suffered by the Bank and which are proven by the adjudicating authority and not otherwise. Also, indirect losses should be excluded. Also below clause to be added: Bidder shall not be responsible under indemnity provisions in this Agreement to the extent that loss is attributable to the negligence or breach of this Agreement and breach of applicable Laws by the Bank or its employees or for any services that is availed by bank outside the scope of this Agreement .</p> <p>The liability is limited to contract value. We suggest to add the value during execution of contract. Further, Bidder should only be liable for actual and proven losses incurred by the Bank and not otherwise.</p>	RFQ clause remains same

31	21	18 Disclaimer	Subject to any law to the contrary, and to the maximum extent permitted by law, the Bank and its directors, officers, employees, contractors, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities, expenses or disbursements incurred therein or incidental thereto) or damage, (whether foreseeable or not) (“Losses”) suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFQ document or conduct ancillary to it whether or not the Losses arises in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of the Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.	The Bank shall take responsibility of any information provided under this RFP. Additionally the highlighted part of this clause should be deleted since the Bank shall be liable for losses incurring due to negligence, default etc.	RFQ clause remains same
32	23	Clause 20	Confidentiality	Requested Changes : This clause should be kept mutual.	RFQ clause remains same
33	23	20	Confidentiality	The bidder shall disclose the Confidential Information of the Bank if such information is required to be disclosed under the law. We cannot agree that the Clause needs to survive in perpetuity post termination. We suggest that the Confidentiality clause shall survive only for period of 1 year post termination of the agreement.	RFQ clause remains same
34	24	21	The Bidder agrees that the Bidder shall not be entitled to assign any or all of its rights and or obligations under this RFQ/RFP and subsequent Agreement to any entity including Bidder's `affiliate without the prior written consent of the Bank.	Such consent shall not be unnecessary withheld by the Bank	RFQ clause remains same

35	25	Clause 22	Bid Security / Earnest Money Deposit	Requested Changes: Bank Should not forfeit Bid Security / EMD without assigning reasons and cure period of 7 days.	RFQ clause remains same
36	27	3. Verification of Local Content	Bidders shall source Cash Recycler Machines, Cash Dispenser, ACs, UPS, Batteries etc., and such other items which are available locally, only from Class I/ Class II local suppliers. Imported items shall not be supplied for aforesaid items.	The bank has not asked for E-Surveillance in this RFP. Does it mean that E-Surveillance will be provided by the bank at both onsite and offsite locations?	Your understanding is correct
37	27	3. Verification of Local Content	Bidders shall source Cash Recycler Machines, Cash Dispenser, ACs, UPS, Batteries etc., and such other items which are available locally, only from Class I/ Class II local suppliers. Imported items shall not be supplied for aforesaid items.	Kindly share AC & UpS Specification and Ratings.	UPS and Battery specification attached separately
38	27		AC	Details regarding the split AC, such as the machine's capacity and star rating, are not displayed in the tender	AC supply not in the scope of the RFQ
39	37	1. Eligibility Criteria	Only Class I or Class II local supplier are eligible to bid as per guidelines on Public Procurement (preference to make in India) issued by Govt. of India and Local Content % for the "Cash Recycler \machine" will be considered. Document to Furnish: Only Class I or Class II local supplier are eligible to bid as per guidelines on Public Procurement (preference to make in India) issued by Govt. of India and Local Content % for the "Cash Recycler machine" will be considered	We request Bank to consider & clarification - Certificate on letterhead of Bidder's cost auditor to be countersigned by Bidder only (and NOT OEM) for bids by authorised representative of OEM? Since this is a document that is given by the statutory auditor of the bidder so the OEM has not basis to sign on the same.	Certificate should be signed by Auditor of Bidder or OEM

40	37	Annexure 02 - Compliance of Eligibility Criteria Point 1	Only Class I or Class II local supplier are eligible to bid as per guidelines on Public Procurement (preference to make in India) issued by Govt. of India and Local Content % for the "Cash Recycler machine" will be considered	We request the bank to go for global tender, 1. There is not enough competition for Class 1 & Class II (make in India) , who have sizable presence of cash recycler deployments in India 2. RFP qualified for global tender , since the expected TCO is above 200 crores. 3. In global tender , where all Class 1 , Class II and non local supplier are eligible to participate / bid. 4. by increase the participant and OEM's , bank will have more bidders and get competitive prices. 5. Recently PSU bank has opted this option of global tender for their CR procurement.	RFQ clause remains same
41	37	Annexure 02 - Compliance of Eligibility Criteria Point 2	Bidder should be managing at least 5000 Machines (ATM/CR/BNA) in India under CAPEX or OPEX Managed Services contract (for scope of work for Machines as contained in this RFQ) for at least THREE year for all Banks put together.	We request the bank to consider the below Bidder should be managing at least 3000+ Machines (ATM/CR/BNA) in India under CAPEX or OPEX Managed Services contract) for at least THREE year for all Banks put together.	Clause modified as " Bidder should be managing at least 3000 Machines (ATM/CR/BNA) in India under CAPEX or OPEX Model for at least THREE year in last 5 years for all Banks put together.
42	37	Annexure 02 - Compliance of Eligibility Criteria Point 5	The Bidder should be a registered company in India and have registered average turnover of Rs. 300 Crore (from Indian Operations only) during the last three completed financial years – 2019-20, 2020- 21 and 2021-22* (Not inclusive of the turnover of associate companies) as per the Audited Financial Statements.	Request the Bank to consider The Bidder should be a registered company in India and have registered average turnover of Rs. 200+ Crore (from Indian Operations only) during the last three completed financial years – 2019-20, 2020- 21 and 2021-22* (Not inclusive of the turnover of associate companies) as per the Audited Financial Statements.	Clause modified as "The Bidder should be a registered company in India and have registered average turnover of Rs. 220 Crore (from Indian Operations only) during the last three completed financial years – 2019-20, 2020- 21 and 2021-22* (Not inclusive of the turnover of associate companies) as per the Audited Financial Statements.

43	38	8. Eligibility Criteria	The Bidder /s must have Machine monitoring system, which will be provided to the Bank to monitor the functionalities of the Machine from the Bank's Head Office, Zonal/Regional Offices and any of the office of the Bank in India.	We are requesting bank to share no of user for accessing Machine Monitoring System in Head Office/Zonal/Regional Offices. Will this usage will be extended to Branch Level also? Will it only "View only" access?	Details provided in Scope of Work (Annexure 17). Approximate requirement is for 200 users , however , this count is not restrictive and may be extended. This will be without any additional cost to Bank.
44	38	Annexure 02 - Compliance of Eligibility Criteria	Bidder must be net profit (after tax) making entity (from Indian operations only) continuously for the last three years, that is financial years – 2019-20, 2020-21 and 2021-22*. OR The net worth of the bidder should be positive as on RFQ date AND also should not have eroded by more than 30% (thirty percent) in the last three years (as on RFQ Date).	As per the RBI circular RBI/2017-18/152 DCM (Plg) No.3563/10.25.07/2017-18 dated 6 April 2018, which states that "As the cash held with the service providers and their sub-contractors continue to remain the property of the banks and the banks are liable for all associated risks, the banks shall put in place appropriate Business Continuity Plan approved by their boards to deal with any related contingencies" Standards for engaging the Service Provider and its sub-contractors (The circular clearly states that this applies to both the bank's service provider and its subcontractor i.e. the CRA services provider.) - This applies to all the bidders. A. Eligibility Criteria (1) Minimum net worth ¹ requirement of ₹ 1 billion. The net worth of at least ₹ 1 billion should be maintained at all times. [The net worth requirement will come into force with immediate effect for all future outsourcing agreements of the banks. In case of existing agreements, the banks shall ensure that the net worth criteria is met as on March 31, 2019 (audited balance sheet to be submitted to the bank concerned by June 30, 2019) or at the time of renewal of agreement, whichever is earlier]. We request the bank to include this clause in the criteria as it is related to regulatory compliance for the bank by the regulator i.e. RBI.	Bidder should give undertaking that if selected, they will provide statement or confirmation of continued net worth of INR 1 Bn and above on a quarterly basis as part of outsourcing compliance.
45	39	12. Eligibility Criteria	The bidder should be the Original Equipment Manufacturer (OEM) or their authorized representative in India.	We request the bank to allow only the OEM or its authorized partner to participate in the bid	RFQ clause remains same

46	39	Annexure 02 - Compliance of Eligibility Criteria Point 2	Bidder can submit the bid with maximum one OEM solution/product for application. OEM can authorize different bidders/SI to quote for the same product.	Please let us know 1. Bidder can submit the bid with maximum one OEM solution. Understood 2. OEM can authorize different bidders/SI to quote for the same product. OEM can provide number of MAFs to bidders and there is no limitations ? If bidder is the OEM, then please let us know whether OEM can provide authorize for different bidders also.	1. Understanding is correct. 2. Understanding is correct. Since, OPEX model is more of a service rather than product so OEM and its authorized representative both are allowed to participate and there is no limit.
47	45	Annxure - 06	Pre-Contract Integrity Pact	Request bank to clarify about Stamp -Duty value	Stamp duty to be paid on agreement is Rs. 100 in the State of Maharashtra.
48	46	Annexure 6 - PRE CONTRACT INTEGRITY PACT	Clause 4.2	Requested Changes: Bank Should not recover damages without assigning reasons.	RFQ clause remains same
49	47	Annexure 8- Section 8	Appointment of Independent External Monitors (IEM)	The Bank shall enter a contract with such IEM to keep the information of the Bank and the bidder confidential	The Bank has appointed Independent External Monitors in consultation with the Central Vigilance Commission.
50	49	Annexure 7	Non-Disclosure Agreement	This agreement should be mutual in nature. Also please clarify bidders to submit NDA as a proforma on plain paper, or actual NDA itself on stamp-paper? if latter what value of stamp-paper?	It should be stamped as an agreement and the same also contains the indemnity hence the stamp duty to be paid in State of Maharashtra shall be Rs. 600

51	54	5.27	Bidder has to ensure that the success rate of EJ pulling is at least 97% on T+1 (Calendar Days) basis and 100% on T+2 (Calendar Days) basis. In case of non-submission of 100% EJ on T+2 (Calendar Days) basis, Bank will charge a penalty of Rs 200/- per day per CRM. Further, in case of any claims of the cardholder by the Bank in the event of non-availability of EJ and EJ reconciliation, the Bank will recover the amount from bidder claimed by the cardholder	Exclusion should be consider in case delay in providing the required EJ due to bank network or switch level issue in the ATM . Non-availability of EJ data due to issue realted to switch should not be recovered from the MS Bidders.	No such clause given in RFQ
52	54	5.28	Bidder should provide images/footages in case of disputed transactions/ or as and when required by the Bank. If Bidder is unable to do so for any reason, the Bidder will be liable to pay the disputed amount plus costs incurred by the Bank towards satisfaction of the disputed amount. If Bidder is unable to provide images within 3 days then a penalty of Rs.500 /- will be charged, per incident.	Exclusion should be consider for non availability of DVR Video /Image due to any uncontrollable incident.	No such clause given in RFQ
53	58	Annexure - 12	Currently Rendering Incidence Management services for how many CRs / ATMs / CDs?	We request bank to clarify whether bidder to fill in these details for all its clients (since to be signed by Autho. Signatory); OR Bidder to obtain each client letter in this format of Annexure-12, with all these details?	Bidder to obtain each client letter in the format of Annexure-12 with all the details.
54	65	1 Delivery, Installation and Operationalization of CRs with given specification	The Bank proposes to procure and install 3500 Cash Recyclers with front loading arrangements. Bank will provide site details for replacement/Managed Service of existing CRM and for deployment of new CRMs as per Bank business requirement. Site Rent including raw electricity will be provided by the Bank.	We request bank to clarify whether Site Rentals incl. Electricity to be provided - THAT IS - paid for by the Bank? Would site agreements be with Bidder or Bank?	Bank will provide site's rental and electricity

55	65	1. Delivery, Installation and Operationalization of CRs with given specification Pt No 4	4. Cash Recycler should be able to recycle (accept & dispense) at the minimum Rs.20, Rs.50, Rs.100 (old and new notes), Rs.200 and Rs. 500 denominations notes (and cassette configuration as per Bank's requirement) from the same cassettes where the cash is accepted. Ability to recycle all denominations would be required. In case any currency is issued/discontinued by RBI/Bank in future then same to be configured for acceptance/dispensation without any cost to Bank.	At any given time, the machine can be only configured to recycle 4 currency denominations. Since 20 and 50 Rs notes have their challenges in terms of standardization and security features so we request the bank to consider only 3 denominations.	RFQ clause remains same
56	65	Annexure 17 - Clause 10	Bidder should update the software to support all new variants of currency notes as well as new denominations, discontinuation of any currency note, if any, issued subsequently without any extra cost to the Bank during the period of contract i.e. 5 years and plus 1+1 year if Bank extend the contract.	Updation (if any) will have to subject matter of change request and at the cost of Bank . We don't know what kind of changes in terms of currency notes will comes in future and if any hardware changes is required it will be on mutually agreed cost to the Bank.	RFQ clause remains same
57	65	Annexure 17 1.3	Bidder will provide UPS and required batteries with 4 hour backup at all the locations. Further, Bank may ask 8 hour battery backup if existing power supply is given geography is not sufficient.	Request bank to provide for only one backup duration, either 4 hour backup or 8 hour backup. Orelse kindly provide the backup hour wise number of locations.	Ideally 4 hours is sufficient but at few locations 8 hours may be required
58	65	2	Bank will provide network connectivity for Onsite locations and Bidder has to provide the required network connectivity (VSAT/4G/5G/other) for Offsite locations. Further for onsite locations where the existing Bank connectivity is not having sufficient bandwidth, bidder has to provide the connectivity.	Bank has not mentioned anything about the Minimum Bandwidth requirement for VSAT/4G. Please Confirm the minimum BW Requirement for VSAT as Well as 4G.	Bidder to factor sufficient Bandwith to run the CR machine and it should be upgardd without any cost to Bank.

59	65	2	Bank will provide network connectivity for Onsite locations and Bidder has to provide the required network connectivity (VSAT/4G/5G/other) for Offsite locations. Further for onsite locations where the existing Bank connectivity is not having sufficient bandwidth, bidder has to provide the connectivity.	We hope the Bank is looking for Dual SIM based 4G/5G connectivity with internet, SMS and Voice barred. Request bank to confirm on the same	Will be discussed with Successful Bidder
60	65	2	Bank will provide network connectivity for Onsite locations and Bidder has to provide the required network connectivity (VSAT/4G/5G/other) for Offsite locations. Further for onsite locations where the existing Bank connectivity is not having sufficient bandwidth, bidder has to provide the connectivity.	For the 4G/5G connectivity, it should be on Private APN to ensure security and static IP addressing. Also, the 4G/5G SIMs should be without Voice, internet, SMS. Request bank to confirm on the same	Your understanding is correct
61	65		Bank will provide network connectivity for Onsite locations and Bidder has to provide the required network connectivity (VSAT/4G/5G/other) for Offsite locations. Further for onsite locations where the existing Bank connectivity is not having sufficient bandwidth, bidder has to provide the connectivity.	Incase of Dual SIM, Dual 4G/5G links should be on Active-Active switchover to ensure quick switchover amongst the two 4G/5G links of the two separate Telcos/Service providers	Your understanding is correct
62	65	3	Battery Backup	VAH for Battery Backup not specified. Request bank to kindly provide the required details	RFQ clause remains same
63	65	Annexure 17 1.2	Bank will provide network connectivity for Onsite locations and Bidder has to provide the required network connectivity (VSAT/4G/5G/other) for Offsite locations. Further for onsite locations where the existing Bank connectivity is not having sufficient bandwidth, bidder has to provide the connectivity	Request bank to amend the clause, and provide that for onsite location where the existing Bank connectivity is not having sufficient bandwidth then in such case bidder should provide the connectivity on additional commercials. Or else, request bank to provide the number of such onsite location where network connectivity is low.	RFQ clause remains same

64	65	Annexure 17 1.14	Cash Recycler should be able to perform all the normal and value added services like Balance Inquiry, Pin Change, Mini Statement printing, Mobile top-up, Direct Tax Payment, Card to Card Payment, bill payment, Mobile banking registration, ICCW withdrawal, ICD deposit, mobile number modification facility to customers or any future addition. The bidder should ensure that any future addition to the functionalities are to be provided to bank without any extra to the bank.	Request bank to detail out the scope of ICCW and other services.	Will be discussed with Successful Bidder
65	65	Annexure 17- Scope of Work	Bank will provide network connectivity for Onsite locations and Bidder has to provide the required network connectivity (VSAT/4G/5G/other) for Offsite locations. Further for onsite locations where the existing Bank connectivity is not having sufficient bandwidth, bidder has to provide the connectivity.	Since there is no information available about such branch sites where bidder is required to provide the connectivity, Bidder wont be able to cost for the same. Bidder assume such links for branch sites would be chargeable. Please confirm.	RFQ clause remains same
66	65	Annexure 17- Scope of Work	Bidder will provide UPS and required batteries with 4 hour backup at all the locations. Further, Bank may ask 8 hour battery backup if existing power supply is given geography is not sufficient	Bidder is requesting Bank to share the % of sites under 8 Hrs backup required Bidder is assuming , UPS/Batteries Supply & Services will be managed by Bidder for All the locations including Onsites	Bidder to provided UPS and Battery at all sites
67	65	1. Delivery, Installation and Operationalization of CRs with given specification	3. Bidder will provide UPS and required batteries with 4 hour backup at all the locations. Further, Bank may ask 8 hour battery backup if existing power supply is given geography is not sufficient.	Bank to provide alternative power source support on high power outage geography to support charging the UPS batteries to get the desired backup	RFQ clause remains same

68	65	Annexure 17- Scope of Work Point 4	Cash Recycler should be able to recycle (accept & dispense) at the minimum Rs.20, Rs.50, Rs.100 (old and new notes), Rs.200 and Rs. 500 denominations notes (and cassette configuration as per Bank's requirement) from the same cassettes where the cash is accepted. Ability to recycle all denominations would be required. In case any currency is issued/discontinued by RBI/Bank in future then same to be configured for acceptance/dispensation without any cost to Bank.	We request the bank to consider and change Cash Recycler should be able to recycle (accept & dispense) at the minimum Rs.100 (old and new notes), Rs.200 and Rs. 500 denominations notes (and cassette configuration as per Bank's requirement) from the same cassettes where the cash is accepted. Ability to recycle all denominations would be required. After the deployments if any changes to be configured, please consider testing and roll out cost.	RFQ clause remains same
69	65	Annexure 17- Scope of Work Point 6	Cash recycling functionality has to be made available from ab-initio stage. Bidder have to provide user friendly seamless reconciliation process and reports out of the box.	Please clarify bank requirement	Cash Recycling facility should be started from day one.
70	66	19	The bidder must provide comprehensive warranty of 7 year from the date of installation of Cash Recycler. The warranty and AMC will cover the Cash Recycler, Image VSS systems e- surveillance system, and all parts of the Cash Recycler. The bidder will have to rectify the defects / replace the defective parts and equipment wherever required free of cost during the said warranty / AMC period.	Bank has given option that DVSS for image of transacting customer and Dome Camera in lobby. Ther is no comprehensive e-Surveillance for whole lobby scope mentioned in this RFQ. We request Bank to consider comprehensive e-surveillance Systems in Bank Lobby.	RFQ clause remains same

71	66	26	In future, pursuant to RBI or any other regulatory authority's directives for any development / implementation for any functionality, or due to Industry level changes, (which may require software / hardware changes), the same should be implemented at all CRs without any additional cost in new as well as existing CRs.	Requesting bank to amend the clause and make it on Mutally agreed cost for any future upgrades after bid submission.	RFQ clause remains same
72	66	Annexure 17, 1.26	In future, pursuant to RBI or any other regulatory authority's directives for any development / implementation for any functionality, or due to Industry level changes, (which may require software / hardware changes), the same should be implemented at all CRs without any additional cost in new as well as existing CRs.	Request the Bank to make such clause to be at mutually accepted cost to be agreeable in future. Its very difficult to arrive at cost for all such future requirements	RFQ clause remains same
73	66	Annexure 17 1.19	The bidder must provide comprehensive warranty of 7 year from the date of installation of Cash Recycler. The warranty and AMC will cover the Cash Recycler, Image VSS systems e- surveillance system, and all parts of the Cash Recycler. The bidder will have to rectify the defects / replace the defective parts and equipment wherever required free of \ cost during the said warranty / AMC period.	Bank has provided contract term for 5 years and 2 year possible extensions. However, bank is requesting for 7 years warranty.Request to please amend the clause.	Warranty/AMC should cover the extended period without any cost to Bank
74	66	Annexure 17- Scope of Work Point 17	Cash Recycler must have pilfer proof camera able to capture the images of the user / customer at the time of accepting / dispensing and also capture video and images at the cash slot evidencing acceptance / dispensation of cash besides images of the user.	Please let us know bank requirement Whether Bank require both image and video at the cash slot acceptance	Your understanding is correct

75	66	Annexure 17- Scope of Work Point 25	The Bidder should provide end to end solution and implementation, including server/switch application component (without any additional cost to the Bank) suitable for visually challenged persons (with audio support) for all above CR in English, Hindi, Regional languages. The CR should have Voice Guidance flow enabled for the visually challenged along with Text to Speech, web extension services, functional keys based voice guidance support with internal speakers & jack. The Bidder should also participate in the testing and end to end implementation and rollout without any additional cost to the Bank.	<p>Please let us on this requirement</p> <p>Bidder should provide end to end solution and implementation, including server/switch application component (without any additional cost to the Bank) suitable for visually challenged persons (with audio support)</p> <p>Voice Guidance is available for English and Hindi, Regional language not available. Please request for change.</p> <p>Consider the necessary screens and audio files from bank</p>	RFQ clause remains same
76	66	Annexure 17- Scope of Work Point 26	In future, pursuant to RBI or any other regulatory authority's directives for any development / implementation for any functionality, or due to Industry level changes,(which may require software / hardware changes), the same should be implemented at all CRs without any additional cost in new as well as existing CRs.	<p>Please to inform,</p> <p>We bidder will support all compliance and regulatory till the time of SIT and UAT.</p> <p>It would be difficult for bank and also bidder to estimate the change in future compliance.</p> <p>We request the bank to consider that bank and bidder will discuss on such future requirements at cost.</p>	RFQ clause remains same

77	67	31	<p>The Bidder shall deliver Cash Recycler at the respective sites within four weeks from the date of receiving the intimation over e-mail / letter from the Bank. In case of existing sites, bidder should verify the earthing voltage and submit a report to the Bank to ensure proper earthing voltage to avoid damage to Cash Recycler parts. Bidder shall undertake site survey / verification to assess the feasibility of the site for installation of the Cash Recycler and submit a report without any additional cost to Bank. The delivery and operationalization of the machine including site survey / verification must be completed with a period of four to six weeks.</p>	<p>We request bank to consider eight to ten weeks for new site sourcing, TIS work along with deployment opportunity.</p>	<p>Site sourcing is not required so no change in clause</p>
78	67	38	<p>Cash Recycler shall have complete vinyl wrapped on three sides as per the Bank's branding / requirement at no additional cost for all machines during the contract period. Bank shall provide design and creative files as regards to vinyl wraps. Vinyl Wrap of good quality must be affixed with high quality adhesive and carry a warranty of five years against peeling, fading, tearing etc.</p>	<p>We request Bank to clarify whether it is one time activity and multiple time activity within contract period. We request bank to consider in time of starting of deployment, wrapping activity would be without additional cost. Within contract period, if bank wants to change the same after 1st time wrapping, it would be mutually agreed chargeable activity of Printing of Vynl Wrap along with resource visit at site for pasting the wrap.</p>	<p>RFQ clause remains same</p>
79	67	Annexure 17- Clause 26	<p>In future, pursuant to RBI or any other regulatory authority's directives for any development / implementation for any functionality, or due to Industry level changes, (which may require software / hardware changes), the same should be implemented at all CRs without any additional cost in new as well as existing CRs</p>	<p>Bidder can not take responsibility of upgradation of existing machines, if Bank wants to upgrade any new requirements in existing CRs it will be on mutually agreed cost to Bank.</p>	<p>This clause applicable for CRMs supplied by the Bidder</p>

80	67	Annexure 17, 1.27	Bank may require starting new product/functionality/features including HTML screen , MVS in future on these machines. The Bidder to provide any patch support (if required for such new functionality/feature) free of cost to the Bank during contract period for successful implementation.	Request the Bank to make such clause to be at mutually accepted cost to be agreeable in future. Its very difficult to arrive at cost for all such future requirements	RFQ clause remains same
81	67	38	Cash Recycler shall have complete vinyl wrapped on three sides as per the Bank's branding / requirement at no additional cost for all machines during the contract period.	Make of the Vinyl Wrap is not mentioned. Bank to share the artwork for Vinyl Wrap.	Will be discussed with Successful Bidder
82	67	Annexure 17 1.26	In future, pursuant to RBI or any other regulatory authority's directives for any development / implementation for any functionality, or due to Industry level changes, (which may require software / hardware changes), the same should be implemented at all CRs without any additional cost in new as well as existing CRs.	Request bank to amend the clause and provide that any future RBI or any other regulatory authority's directives for any development / implementation for any functionality, or due to Industry level changes, (which may require software / hardware changes), the same should be implemented at all CRs with additional cost in new as well as existing CRs.	RFQ clause remains same
83	67	Annexure 17 1.27	Bank may require starting new product/functionality/features including HTML screen , MVS in future on these machines. The Bidder to provide any patch support (if required for such new functionality/feature) free of cost to the Bank during contract period for successful implementation.	Request bank to amend the clause and provide that the said activity would be on chargeable basis.	RFQ clause remains same

84	67	Delivery, Installation and Operationalization of CRs with given specification - Point 25 & Point 26	<p>25. The Bidder should provide end to end solution and implementation, including server/switch application component (without any additional cost to the Bank) suitable for visually challenged persons (with audio support) for all above CR in English, Hindi, Regional languages. The CR should have Voice Guidance flow enabled for the visually challenged along with Text to Speech, web extension services, functional keys based voice guidance support with internal speakers & jack. The Bidder should also participate in the testing and end to end implementation and rollout without any additional cost to the Bank.</p> <p>26. In future, pursuant to RBI or any other regulatory authority's directives for any development / implementation for any functionality, or due to Industry level changes, (which may require software / hardware changes), the same should be implemented at all CRs without any additional cost in new as well as existing CRs.</p>	<p>Currently we offer English & Hindi voice guidance as per IBA guidelines. Also bidder would be able to offer Solutions complying to various guidelines as on Date of the RFP. Any introduction post the RFP cannot be envisaged and cost of the same cannot be considered at this stage and to looked into as and when comes in consultation with Bank and cost considerations for the same</p>	RFQ clause remains same
85	67	Delivery, Installation and Operationalization of CRs with given specification - Point 36	<p>36. Bidder should install remote monitoring systems/Agents to monitor the health of Cash Recyclers on a 24X7 basis and initiate trouble shooting. The system should be capable of sending alerts to Bank's switch/monitoring tool. Switch/ESQ feed will be provided for monitoring CR health status. The Bidder should do two way integration with the switch/HP- ESQ feed with their systems. This needs to be done for existing CRs also without any additional cost to Bank.</p>	<p>We don't have clarity about the existing CRs and what is needed to have this running. Can this be done outside the scope this RFP</p>	Bidder to provide all the MS services as per Scope defined in RFQ document

86	67	Annexure 17- Scope of Work Point 27	Bank may require starting new product/functionality/features including HTML screen , MVS in future on these machines. The Bidder to provide any patch support (if required for such new functionality/feature) free of cost to the Bank during contract period for successful implementation	As the bidder MVS testing for any machines will take months / year to on board the solution and we request bank to incorporate our testing cost along with the implementation cost with the MVS vendor .	RFQ clause remains same
87	67	Annexure 17- Scope of Work Point 30	The successful Bidder /s should provide TWO Cash Recycler of same configuration / features as a test bed to the Bank free of cost. The same has to be delivered and installed and maintained during contract period at address advised by the Bank	We request the bank to consider one machine	RFQ clause remains same
88	67	Annexure 17- Scope of Work Point 32	For each CR site, the Bidder is expected to provide a minimum of one set of media and documentation for equipment including software license certificate.	Please clarify bank requirement.	Bidder to provide required documents and license of software
89	67	Annexure 17- Scope of Work Point 37	Cash Recyclers should recognize the Chip cards / Biometric authentication/ Bar code/ QR code/two way communications and accordingly display the screen / voice prompts.	Please consider Cash Recyclers should recognize the Chip cards / Biometric authentication/ Bar code/ QR code/two way communications and accordingly display the screen. No voice prompt	RFQ clause remains same
90	68	2. Managed Services of new and existing Cash Recycler machines.	CR EOD must be done on daily basis irrespective of the cash offloading/loading of the machine. There should be minimum of 15 cash offloading/loading/EOD in a month. The BIDDERS should furnish the details of the replenishments made during the month along with the bills for payment.	Under CS EOD shall not reach upto 15 EOD, but we will ensure Cash is evacuated as per Cassette ifs Full. Also long distance CRM exclusion is required to perform 15 EOD.	RFQ clause remains same

91	68	Delivery, Installation and Operationalization of CRs with given specificatio	45. Bank may take over the existing CR machine at Banks sole discretion at an aggregate value of Rs. 1,000/- per site at the end of the contract period at Banks Discretion. The BIDDER should ensure that assets of CRs, VSAT etc. deployed are free of all encumbrances for the Bank to take over on expiry of the Contract.	Need Clarification	This clause is applicable after end of contract.
92	68	44	In case of replacement of existing cash Recyclers, BIDDER shall have to buyback the old CR and remove the existing HDD and handover the same to Bank from existing machine as per buyback rate finalized through this RFQ/RFP process. Further, degrouting of old CR and grouting of new CR at the site to be done without any cost to Bank	We request bank to provide ageing of machines and current book value	Will be discussed with Successful Bidder
93	68	Annexure 17 1.41	In the event of Microsoft ceasing support to the existing operating system the bidder shall upgrade and install the latest higher version of operating system and all application software and hardware like EPP/Kernel etc. supporting the operating software for satisfactory function of Cash Recyclers on all Cash Recyclers deployed with no extra cost to Bank. The bidder shall also upgrade hardware required to support the higher version of operating system at no extra cost to Bank	Request bank to amend the clause and provide that the said activity would be on chargeable basis.	RFQ clause remains same

94	68	Annexure 17- Scope of Work Point 40	The Bidder should also undertake to deploy and manage centrally customized display screens in graphic mode in any language (Hindi, English and the local language like Gujarati, Marathi, Punjabi, Tamil, Malayalam, Telugu, Kannada, Oriya, Bengali etc.) and also for touch screen format for all transactions undertaken on Cash Recycler. It will be the responsibility of the Bidder to deploy the required screens in the Cash Recycler	We request the bank to provide all the necessary screens	Bank will provide required screen details with successful bidder
95	69	2. Managed Services of new and existing Cash Recycler machines.	Offloaded Cash, C3R Report along with Switch and Machine Counter must be submitted on T/T+1 basis to Bank Nodal branches and Central Recon Team by 1:00 PM daily.	Report shall be furnished to Bank before 4:00PM, few distance ATMS will be delayed by 1 days more due to connectivity issues.	RFQ clause remains same
96	69	2. Managed Services of new and existing Cash Recycler machines.	Cash Replenishment/offloading Services shall be provided normally whenever required. BIDDER shall also replenish/offload on Sundays and Holidays may also be required in emergency or Cash Full/out situations. It is to be done at no extra cost to the Bank). Based on the predict model, cash will be provided/accepted on daily basis	Offloading cash shall be performed whenever Branch is open at Non vaulting location, while at Vaulting location we will perform activity of Cash offloading.	Your understanding is correct
97	69	2. Managed Services of new and existing Cash Recycler machines.	The BIDDER will be responsible for reconciliation of cash and resolution of all related complaints received from customers as per SOP defined by the Bank Recon Team and as per TAT defined by the RBI	SOP defined - Need clarification	SOP will be finalized with the selected Bidder
98	69	2.A	CR EOD must be done on daily basis irrespective of the cash offloading /loading of the machine. There should be minimum of 15 cash offloading/loading/EOD in a month.	We would require switch file every 2 hours / Bank dispense file and at least 1 yr dispense trend.	RFQ clause remains same

99	69	2.A	Offloaded Cash ,C3R report along with Switch and Machine Counter must be submitted on T/T+1 basis to Bank Nodal branches and Central Recon Team by 1:00 PM daily.	We request bank to consider C3R submission TAT at 4:00 PM.	RFQ clause remains same
100	69	2.A	Bidder will provide the portal access for real time update/report of cash management activity like Admin Activity , Cash loading , Cash Offloading , Cash verification and EOD reports without any cost to the Bank.	Request bank to share format of reports (C3R , VCB ,DLR).	Will be discussed with Successful Bidder
101	69	2.A Cash Replenishment / Cash Evacuation/Cash Verification Services:	Cash offloading, cash loading, Cash verification, Cash optimization and Cash Forecasting will be the responsibility of the selected BIDDER. Any services mentioned under this agreement shall be outsourced to vendor/Sub-contractor who are fully complying with the criteria mentioned by RBI/MHA and other regulators time to time.	Request Bank to confirm if Cash replenishment/evacuation services is required by Bank for onsite locations.	cash services are required for all CRMs
102	70	2. Managed Services of new and existing Cash Recycler machines. A. Cash Replenishment / Cash Evacuation/Cash Verification Services:	Once the note packets are taken out of Bank's premises, the BIDDER would be responsible for shortage, torn/cut notes and fake currency if any, noticed subsequently	Under CS - Authentication of cash si done at Vaulting premises of CRA while non Vaulting Bank should provide ample space to CRA to validate the cash	RFQ clause remains same

103	70	2. Managed Services of new and existing Cash Recycler machines. A. Cash Replenishment / Cash Evacuation/Cash Verification Services:	Similarly, all the cash offloaded from CRs are deposited to Nodal branches with proper record and Bank will not be responsible for torn/cut notes and fake currency, if any submitted by the Bidder without proper record/proof. For torn/cut notes, value of currency to be decided as per RBI currency norms. All torn/cut/fake notes found in CR should be submitted with record on T+1 basis else Bank will not be responsible.	Please update on record & proof required while submitting at Br/nodal. Further, T+1 need to be extended to T+2	RFQ clause remains same
104	70	2.A	CR machine, UPS/batteries, Network equipment's and Cash in CR machine will be insured by the BIDDER at own cost.	Since cash loaded in CR is owned by bank, we request bank to undertake insurance for cash that is loaded in CR	RFQ clause remains same
105	70	Annexure 17- Scope of Work	Once the note packets are taken out of Bank's premises, the BIDDER would be responsible for shortage, torn/cut notes and fake currency if any, noticed subsequently.	Bidder is requesting Bank to remove this clause of Fake Currency, Bidder or Bidder partner is not having control to check the fake currency	RFQ clause remains same
106	71	2 / B	v. Providing video footage / images of the CRs to the Branch, by way of media provided by bank without any additional cost to the Bank. Images should be provided as and when required. 180 days image data should be made available to the Bank. In case the vendor fails to provide video footage as and when requested any loss to the bank on account of not providing video footage/image will be recovered from the BIDDER. BIDDERS will share the required images / footages on SFTP server or required locations by bank.	Bidder should not responsible for > 180 days images evenif Bank requested for the same	RFQ clause remains same

107	71	<p>2. Managed Services of new and existing Cash Recycler machines.</p> <p>A. Cash Replenishment / Cash Evacuation/Cash Verification Services:</p>	<p>Bidder shall ensure following activity at all CRs irrespective of loading type i.e Bank managed or CRA managed without any cost to the Bank</p>	<p>We request to clarify that it is Bank's managed CRM. Whether Bank will ask to take over entire CRM for MS Services or Bank will ask for Only for OTC Management. If Bank's ask for CR's OTC Management, CRMS are managed by Bank's employee then CR's OTC management cant be provided due to security issue.</p>	<p>OTP solution should be provided for self loading CRMs also</p>
108	71	<p>First Level Maintenance (FLM) and Second Level Maintenance (SLM)</p>	<p>The BIDDER will be responsible for the maintenance of all CR Sites both on-site and off-site and replace all spares/equipment's/materials including consumables. The BIDDER to support /repair /replace/maintain all parts of the equipment's mentioned above irrespective of whether the parts are manufactured by the BIDDER or outsourced by it.</p>	<p>For Onsite -Any ATM or network parts damaged due to Bank related - Electrical, Earthing Voltage, UPS has to be bourned by Bank</p>	<p>Bidder should install UPS with Isolation transformer/earthing to protect the damage. Bank will not bear any cost</p>
109	71	<p>Annexure 17 2A</p>	<p>Bidder shall ensure following activity at all CRs irrespective of loading type i.e Bank managed or CRA managed without any cost to the Bank</p>	<p>Request bank to provide the number of onsite and offsite location</p>	<p>RFQ clause remains same</p>

110	71	B. First Level Maintenance (FLM) and Second Level Maintenance (SLM)	The BIDDER will be responsible for the maintenance of all CR Sites both on-site and off-site and replace all spares/equipment's/materials including consumables. The BIDDER to support /repair /replace/maintain all parts of the equipment's mentioned above irrespective of whether the parts are manufactured by the BIDDER or outsourced by it. Preventive Maintenance of Bank of Baroda Confidential CRs, UPS, Video Surveillance System etc. and other site infrastructures are to be carried out at least once a quarter to ensure uninterrupted machine service.	Based on the bidders experience is managing the ATMs and Site Assets (UPS/AC) etc. We recommend the bank to keep the PM Quarterly for Recyclers (which are a complex machines) and for all other assets, once in 6 months	PM to be done on quarterly basis
111	72	Annexure 17 -Clause B (e)	Implementation of Hardware level Configuration parameter changes in the current CR supplied by the Bidder will be without any cost, wherever required / necessitated by Bank/RBI/MHA during the contract period	As no one knows or can anticipate about future regulatory changes, all such development/ implementation has to be on the cost of Bank which to be agreed as and when such situation arises.	RFQ clause remains same
112	73	Incident Management, Help Desk Service and Monitoring Tool and MIS service	BIDDER should ensure two way integration of Bank monitoring system (present ESQ) with BIDDERS Monitoring tool for real time update & monitoring of ATMs	Yes, Bank to support in the initial days of cash live provided call events, Switch support and connectivity	RFQ clause remains same
113	73	E. Incident Management, Help Desk Service and Monitoring Tool and MIS service	a) The BIDDER will be responsible for Online and real time monitoring of CRs to ensure desired 98% for Metro and Urban areas and 97% for Semi-Urban and Rural areas	Exclusions not mentioned anywhere hence we should be clear about to get all possible exclusions- Under Force Majeure-Rain,VSAT related bulk down, DR by Suppliers,Any Bank related downtime, Access related as per MHA, DR Drill or Patch, Strike,Riot , Cash -Bank not provided cash, FOS penalties. Also we suggest Bank to consider 96% uptime for Metro & Urban CRMs & 94% for Semi-Rural, Rural CRMs 94% as standard exclusion.	RFQ clause remains same

114	73	Annexure 17- Scope of Work 2. Managed Services of new and existing Cash Recycler machines. Section E. Incident Management, Help Desk Service and Monitoring Tool and MIS service	a) The BIDDER will be responsible for Online and real time monitoring of CRs to ensure desired 98% for Metro and Urban areas and 97% for Semi-Urban and Rural areas.	Bank to add below Standard Exclusions which are beyond Bidder Control : 1. Force majeure: flood, earthquake, natural calamities and vandalism cases, delays due to strikes, Bandh, Hartal, Political instability in the region, area transformer outage 2. Site not accessible for ATM servicing due to timing/access restrictions from Govt. or Local Authorities 3. Downtime due to Software/MVS & Other scheduled maintenance calls 4. Area Power failure beyond the battery backup, mainly problems caused in rural areas or chronic power deficit area 5. Downtime due to unavoidable delays for service personnel to reach the site on account of unavailability of public transport, road blocks, strikes, riots, civil work by authorities etc., 6. Downtime due to robbery attempt/vandalism at the site 7. Downtime caused due to any fraudulent activity which requires investigation	Will be shared during RFP stage
115	73	E	The BIDDER will be responsible for Online and real time monitoring of CRs to ensure desired 98% for Metro and Urban areas and 97% for Semi-Urban and Rural areas. Bidder should provide remote monitoring tool at Bank's site or site specified by the Bank for observing the health and status of all the CRs outsourced/deployed by the bidder.	Suggest Bank to modify the desired Uptime 97% for metro, 96% for Urban, 95% for Semi-urban & Rural. Standard exclusions applicable.	RFQ clause remains same
116	73	E. Incident Management, Help Desk Service and Monitoring Tool and MIS service	a) The BIDDER will be responsible for Online and real time monitoring of CRs to ensure desired 98% for Metro and Urban areas and 97% for Semi-Urban and Rural areas. Bidder should provide remote monitoring tool at Bank's site or site specified by the Bank for observing the health and status of all the CRs outsourced/deployed by the bidder.	Per current understanding ESQ monitoring tool used by Bank for remote monitoring and bidder also need to integrate with ESQ for real time monitoring. Need clarification if any additional requirement here. Bidder is also requesting Bank to reduce these targets to 98% for Metro/Urban & 96% for other locations	Bidder to extend the access of remote monitoring tool to Bank for daily monitoring as per Bank requirement

117	73	E. Incident Management, Help Desk Service and Monitoring Tool and MIS service	a) The BIDDER will be responsible for Online and real time monitoring of CRs to ensure desired 98% for Metro and Urban areas and 97% for Semi-Urban and Rural areas. Bidder should provide remote monitoring tool at Bank's site or site specified by the Bank for observing the health and status of all the CRs outsourced/deployed by the bidder.	Bidder is also requesting Bank to reduce these targets to 96% for Metro/Urban & 94% for other locations with allowed exclusions which are beyond bidder's control/scope.	RFQ clause remains same
118	73	E. Incident Management, Help Desk Service and Monitoring Tool and MIS service	a) The BIDDER will be responsible for Online and real time monitoring of CRs to ensure desired 98% for Metro and Urban areas and 97% for Semi-Urban and Rural areas. Bidder should provide remote monitoring tool at Bank's site or site specified by the Bank for observing the health and status of all the CRs outsourced/deployed by the bidder.	With respect to the Uptime%, Bidder's understanding is that uptime will be calculate after excluding the downtime which are beyond bidder's control	Will be shared during RFP stage
119	74	f	It is the responsibility of the BIDDER to change/upgrade/customize their infrastructure at all levels (like Infrastructure at Management Centre, Disaster Recovery Site, associated hardware/software and related Network to run the ATM) to meet the guidelines issued by the RBI, IBA and VISA/MasterCard requirements at no additional cost to the Bank	We request Bank to consider all compliance date of RFQ submission. In case all future changes only if feasible & on mutually agreed Ts-&-Cs, incl. commercials.	RFQ clause remains same
120	74	F. Providing cassette swap services	a) BIDDER shall replenish/offload cash through Cassette Swap Method in terms of RBI's letter No. RBI/2017-18/DCM (Plg.) No. 3641/10.25.007/ 2017-18 dated April 12, 2018 on Cassette Swap in CRs	CS shall be adhere (only at Vaulting location) at RBI/IBA mentioned location. Long distance CRM need to be Excluded.	RFQ clause remains same

121	74	Annexure 17 F	F. Providing cassette swap services BIDDER will arrange the cassettes at its own cost for replenishment and evacuation of cash under cassette swap method. Further, vendor will replenish/evacuate the cassettes at its own premises and at its own risk and responsibility. The bank will not be liable for any loss arising in this regard.	Request bank to keep cassette swap on optional basis and the same shall be availed on requirement basis at additional charge.	RFQ clause remains same
122	74	E. Incident Management, Help Desk Service and Monitoring Tool and MIS service	f) It is the responsibility of the BIDDER to change/upgrade/customize their infrastructure at all levels (like Infrastructure at Management Centre, Disaster Recovery Site, associated hardware/software and related Network to run the ATM) to meet the guidelines issued by the RBI, IBA and VISA/MasterCard requirements at no additional cost to the Bank	Any future compliances, upgrades, change, the bidder assumes that the bank and the bidder will work these on a mutually agreeable cost.	RFQ clause remains same
123	75	F. Providing cassette swap services	b) BIDDER will arrange the cassettes at its own cost for replenishment and evacuation of cash under cassette swap method. Further, vendor will replenish/evacuate the cassettes at its own premises and at its own risk and responsibility. The bank will not be liable for any loss arising in this regard.	CS shall be adhere (only at Vaulting location). Long distance CRM need to be Excluded and at Non Vaulting location, bank need to provide ample space to Custodain to perform EOD Activity.	RFQ clause remains same
124	75	G. Other Points-	Bidder should have a mechanism to capture the login and log out time of Cash Replenishment agency (CRA) in their system for particular Cash Recycler Machine (CRM) and MSPs to monitor the CRA login activity and share the report on daily basis with Bank.	login and log out time , need clarity.	Bidder should provide CR machine login/logout report on daily basis as per bank requirement.
125	75	G. Other Points-	Offloaded cash to be deposited to Nodal Branches on same day or T+1.	We request to considet T+2 for this said activity.	RFQ clause remains same

126	75	G. Other Points-	The Bidder will perform ADMIN activity at Cash Recyclers on every unloading. CRAs to clear admin counter and machine counter for offloaded cash and submit the C3R on T+1 before 11 AM.	Custodain at all location will not be in position to reach by 11am.	RFQ clause remains same
127	75	G. Other Points-	The Bidder will perform CRM EOD activity on daily basis and share the C3R on T+1 before 11 AM	Custodain at all location will not be in position to reach by 4pm.	RFQ clause remains same
128	75	3. Compliance of all Regulatory Requirement like Bank, MHA, RBI, NPCI, DFS, IBA etc. during the Contract period	Any future compliance issued during the contract period will be implemented on free of cost basis. Bank reserves the right to close the machine at its discretion for non-compliance of regulatory guidelines. BIDDER will ensure implementation of ICD(Interoperable Cash Depoit) & ICCW (Interoperable Card less Cash Withdrawal through ATM), Any Modification of this software, hardware, procurement and deployment of various server, Change of Configuration, integration etc. pertaining to ATM for the purpose of rollout / enhance the new functionality incl. ICCW will be done by BIDDER at no cost to bank.	We request the bank to provide the necessary backend hardware,software, middleware for the same. Any new functionality has to be on mutually agreed costs as we cannot predict and factor for the same in the current price.	RFQ clause remains same
129	75	3	Compliance of all Regulatory Requirement like Bank, MHA, RBI, NPCI, DFS, IBA etc. during the Contract period	Request the Bank to make such clause to be at mutually accepted cost to be agreeable in future. Its impossible to arrive at cost for all such future requirements	RFQ clause remains same

130	75	3	<p>Compliance of all Regulatory Requirement - It is the responsibility of the bidder to change/upgrade/customize the infrastructure at all levels (like software, hardware supplied to Bank, Infrastructure at Management Centre, ATM site etc.) for ensuring the compliance to statutory, RBI, IBA and VISA/MasterCard/NPCI etc. requirements during the contract without any cost to the Bank. Any future compliance issued during the contract period will be implemented on free of cost basis. Bank reserves the right to close the machine at its discretion for non-compliance of regulatory guidelines.</p>	<p>Request Bank to modify as if there are any additional software or hardware or solution or services required which will be chargeable at mutually agreed financials.</p>	<p>RFQ clause remains same</p>
131	75	Annexure 17 3	<p>BIDDER will ensure implementation of ICD(Interoperable Cash Depoit) & ICCW (Interoperable Card less Cash Withdrawal through ATM), Any Modification of this software, hardware, procurement and deployment of various server, Change of Configuration, integration etc. pertaining to ATM for the purpose of rollout / enhance the new functionality incl. ICCW will be done by BIDDER at no cost to bank</p>	<p>Request bank to detail out the scope of ICCW and ICD.</p>	<p>Will be discussed with Successful Bidder</p>

132	75	Compliance of all Regulatory Requirement like Bank, MHA, RBI, NPCI, DFS, IBA etc. during the Contract period - Point 3	It is the responsibility of the bidder to change/upgrade/customize the infrastructure at all levels (like software, hardware supplied to Bank, Infrastructure at Management Centre, ATM site etc.) for ensuring the compliance to statutory, RBI, IBA and VISA/MasterCard/NPCI etc. requirements during the contract without any cost to the Bank. Any future compliance issued during the contract period will be implemented on free of cost basis. Bank reserves the right to close the machine at its discretion for non-compliance of regulatory guidelines. BIDDER will ensure implementation of ICD(Interoperable Cash Depoit) & ICCW (Interoperable Card less Cash Withdrawal through ATM), Any Modification of this software, hardware, procurement and deployment of various server, Change of Configuration, integration etc. pertaining to ATM for the purpose of rollout / enhance the new functionality incl. ICCW will be done by BIDDER at no cost to bank.	Request bank to consider this on a case to case basis for any changes coming from RBI, IBA, EMV, NPCI/NFS after 1 year of UAT sign off. We cannot envisage what would be needed throughout the contract period and any major change may need banks support here.	RFQ clause remains same
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133	75	Compliance of all Regulatory Requirement like Bank, MHA, RBI, NPCI, DFS, IBA etc. during the Contract period - Point 3	It is the responsibility of the bidder to change/upgrade/customize the infrastructure at all levels (like software, hardware supplied to Bank, Infrastructure at Management Centre, ATM site etc.) for ensuring the compliance to statutory, RBI, IBA and VISA/MasterCard/NPCI etc. requirements during the contract without any cost to the Bank. Any future compliance issued during the contract period will be implemented on free of cost basis. Bank reserves the right to close the machine at its discretion for non-compliance of regulatory guidelines.	Request bank to consider this on a case to case basis for any changes coming from RBI, IBA, EMV, NPCI/NFS after 1 year of UAT sign off. We cannot envisage what would be needed throughout the contract period and any major change may need banks support here.	RFQ clause remains same
134	75	3. Compliance of all Regulatory Requirement like Bank, MHA, RBI, NPCI, DFS, IBA etc. during the Contract period	BIDDER will ensure implementation of ICD(Interoperable Cash Deposit) & ICCW (Interoperable Card less Cash Withdrawal through ATM), Any Modification of this software, hardware, procurement and deployment of various server, Change of Configuration, integration etc. pertaining to ATM for the purpose of rollout / enhance the new functionality incl. ICCW will be done by BIDDER at no cost to bank.	Please consider, implementation and testing for ICCW & ICD at the time of SIT and UAT. This would help bidders to roll out during deployments . If any testing or development is taken after SIT & UAT an deployments. We request bank to discuss with bidder for a mutual agreed cost.	RFQ clause remains same
135	76	4.11	Bidder should comply all the formats of reports, reconciliation report, Electronic Journal, Receipts etc. as required by Bank, RBI, Govt etc., free of cost	We would require reconciliation format which needs to be addressed to Bank.	Will be discussed with Successful Bidder
136	78	16	QR code Enabled Cash deposit/ Withdrawal/ Fund Transfer	Requesting bank to clarify whether bidder need to use existing bank middleware or need to provide Middleware for generating QR codes?	Bidder to provide end to end middleware server and softwares etc as per Bank requirement for UPI(ICCW) based withdrawal.
137	78	Point 12. Functional Specifications	Aadhar Enabled Cash deposit/Withdrawal/ Fund Transfer	We request the bank to share us the process of how the Aadhar enabled transaction work. Please let us know Bank scope and bidder scope. Please also let us know who will provide the RD server	Will be discussed with Successful Bidder

138	79	22.3 , 9	Denomination-wise Cash Balance Report , Reconciliation Reports	Need format and report type for better clarification.	Will be discussed with Successful Bidder
139	79	Point 21 Functional Specifications	Videos detailing transaction steps	Please clarify bank requirement	Machine should be able to display video on the screen for transactions type decided by Bank
140	79	Point 23 Functional Specifications	Value added services like, Green PIN, Mobile banking registration, re-KYC, Aadhar update, customer feedback, card limit set	Please let us know Value Added Services (VAS) requirement will be tested during SIT & UAT or at the later stage. Bank require to test VAS at later stage after deployments, we request bank to consider testing cost and engineer visit cost for deployments	RFQ clause remains same
141	80	1.3	500 GB SSD (primary) or higher and 1 TB SATA / e-SATA HDD (secondary). In case, Bank requires primary SSD of 1 TB, the same should be installed without any additional cost to the Bank during the contract period.	Requesting bank to change the 500 GB SSD HDD to 1 TB SATA HDD as SSD is not required for ATM operation	RFQ clause remains same
142	80	Technical Specifications - Processor & Hardware - Point 1.1	9th Generation Intel® Core™ i5 Processor or higher with minimum 3.3 GHz and 3 MB cache or above. Vendor to provide the latest processor and OS/patching related software/ hardware upgrades without any cost to the Bank during the contract period.	Request Bank to go with embedded processor which is "9th Generation Intel® Core™ i5 Processor or higher with minimum 3.0 GHz and 8 MB cache or above. Vendor to provide the latest processor and OS/patching related software/ hardware upgrades without any cost to the Bank during the contract period"	Please read processor speed as Minimum 3.0 GHz or above.
143	80	Point 1.3 Technical Specifications	500 GB SSD (primary) or higher and 1 TB SATA / e-SATA HDD (secondary). In case, Bank requires primary SSD of 1 TB, the same should be installed without any additional cost to the Bank during the contract period.	We request bank to consider 500GB SSD x1 (Primary) 1TB HDD SATA x1 (Secondary) Please consider the cost for the SSD and engineer visit.	RFQ clause remains same
144	81	3.2	Any key/ hardware required to operationalize and use OTC must be supplied with the machine.	Keys to operationalise the OTC feature are provided by the CIT agencies who have the central system to generate the OTC. Bank should get the keys from their MS vendor or CIT agency.	RFQ clause remains same

145	81	Software - 2.3.	Software with CEN 3.0 complaint XFS and cross-Bidder Support	Request Bank to consider Software with CEN 3.20 complaint XFS and cross-Bidder Support	RFQ clause remains same
146	81	Currecncy Chest - 3.1	UL 291 Level 1/CEN1 Certified Secure Chest	Request Bank to consider that "CRM to have CEN1 Certified Secure Chest (Cash Recycler consists of deposits and withdrawals. Its important to have high graded security chest for the same, UL 291 does not have the same level of security as CEN 1)	RFQ clause remains same
147	82	4.3	Should provide necessary certificates/approvals from VISA, Master Card, Amex, Union Pay, Rupaya, Discover including TQM(IFM) certificates.	EMV & NPCI testing is done by the Bank. DN will provide support to the Bank during the EMV & MPCl testing. DN will provide certificates & compliances related to the HW such as EMVCo L1, L2 and TQM	RFQ clause remains same
148	82	Point 3.4 Technical Specifications	Machine should be IBNS compliant.	We request Bank to confirm exact requirements under IBNS compliance	This functionality is optional. Intelligent banknote neutralisation systems (IBNS) are cash protection systems to secure banknotes against unauthorised access and machine should be capable to comply with above requirement in future
149	83	4.8	Cash Recycler must also have the readiness to start BAR code / QR code based transactions	Requesting bank to clarify whether the QR code reader to be present from Day one or CR should have upgradation capability	CR should have upgradation capability
150	83	Point 4.8 Technical Specifications	Cash Recycler should have Contactless Card integration capability	Please clarify bank requirement , whether only integration capability or HW also to be provided . If yes, please share the specification of the HW .	NFC Hardware also required

151	84	5.6	<p>Braille stickers on all devices as per requirements to support visually challenged. EPP Pin Pad Should be with Braille Embossing. In case, Braille Keypad is not readily available, bidders can supply machine without Braille embossings in each key. However, in case any guideline is issued by any entity (RBI/IBA/NPCI/ GoI etc.) to ensure each key with Braille Embossing, then the same should be provided by the bidder at no extra cost to the Bank. In case, any penalty is imposed on the Bank for not having the braille embossing in each key, the same should be made good by Bank Requirements / Specifications the bidder.</p>	<p>We request the bank to take this functionality as Ab-initio and not keep it for indefinite future. There is a cost differential and there is no way to ascertain that the Braille EPP will be implemented.</p> <p>The bank should get this on Day-1 as it is part of the technical compliance.</p>	RFQ clause remains same
152	84	5.6	<p>EPP Pin Pad Should be with Braille Embossing.</p>	<p>As per global accessibility standards, the '5' key has the protuding dot. Is this OK for the Bank or is the requirement for braille on all keys of the EPP?</p>	Machine should comply with regulatory requirement for Braile embossing
153	84	Customer Interface - 5.6	<p>Braille stickers on all devices as per requirements to support visually challenged. EPP Pin Pad Should be with Braille Embossing. In case, Braille Keypad is not readily available, bidders can supply machine without Braille embossings in each key. However, in case any guideline is issued by any entity (RBI/IBA/NPCI/ GoI etc.) to ensure each key with Braille Embossing, then the same should be provided by the bidder at no extra cost to the Bank. In case, any penalty is imposed on the Bank for not having the braille embossing in each key, the same should be made good by the bidder</p>	<p>Request bank to go with specification defined by IBA and also global ADA compliance as well.</p>	RFQ clause remains same

154	86	6.1	Compliance to RBI's Note Authentication and Fitness sorting parameters configuration change has to be done centrally within 2 weeks	Need more clarity on this requirement	Will be discussed with Successful Bidder
155	86	7.2	The machine should have capability to recognize the year of issue of the currency and should be able to be configured in such a way that while currency printed in or upto a certain year may be accepted (or rejected) by the machine, it may not be dispensed.	The machine will not detect the year of issue of the currency. However, the CDF is developed considering which revisions/year of currency / denomination should be accepted by the machine.	RFQ clause remains same
156	86	Cash Module - 7.1	Bunch Note Accepting and dispensing with capacity of minimum 200 notes at one time and accepting / dispensing all denominations Rs.20 and above. if any denomination is issued/discontinued subsequently to be configured without any extra cost to the Bank. All cassettes should be adjustable to hold and dispense the currency notes if dimensions of currency notes are changed without any cost to Bank.	Rs. 20 and below don't have proper machine readable security feature hence it should be kept out from acceptance.	Will be discussed with Successful Bidder
157	86	point 6.11	Compliance to RBI's Note Authentication and Fitness sorting parameters (configuration can be carried out by Bank or it has to be done in Bidder's location only). configuration change has to be done centrally within 2 weeks	2 weeks from the date of release of new note is not something reasonable timeframe to secure cash and do all the necessary changes to the template to update any new currency release. We request bank to consider 4-5 weeks in such scenarios	RFQ clause remains same
158	87	7.3	The reject bin and counterfeit / suspect notes bin MUST MANDATORILY have dual locking mechanism	Can the safe door lock and the reject bin / counterfeit bin lock be considered as dual locking mechanism?	Your understanding is correct
159	88	7.12	Storing & Searching facility on image data at a later date	Image required of the serial number of the note or entire note?	Image should have Serial Number of the Note

160	90	Software Agent - 10.1	Bidder MUST provide / install & integrate their own software agent for Remote Monitoring Software support for the Cash Recycler to monitor its functions from a Central site. The Cash Recycler should be capable of supporting a third party software agent such as SDMS / Infobase / Radia, etc for EJ pulling and Remote Monitoring Software support. The Bidder also agrees to install any software selected by the Bank at no cost to the Bank	Request bank to modify this clause. Bidder to use their own software agent for remote monitoring / EJ pulling as a primary offer. In case any changes Bank wants to do later, this will be discussed at an appropriate time.	RFQ clause remains same
161	92	19	Bank wishes to adopt high software security with use of application CR Co. The solution should comply with the following processes: - 1) Server Certificate to CR for Authentication 2) Verification of Server Certificate at the CR 3) New session for every new communication between CR & Server CR Application should provide a secure communication TLS 1.2 to the host / ATM switch such that the data flowing between CR & Switch remain secure). Necessary and latest TLS 1.2 at the CR level will be vendor responsibility and at the back-end switch level it will be Banks responsibility. In case of any TLS version upgrade, Bidder will upgrade without any cost to Bank. The dispenser and CR PC Core should be strong encryption between CR PC Core & Dispenser. The process of authentication between CR & PC Core to be controlled through a physical access to safe if there is any change in HDD OS which already connected and authenticated communication Security Solution Should comply to PCI DSS Standards	We request the bank to clarify on this and also provide the server side TLS certificate. Any upgrade should be paid on mutually agreed basis between the bank and the vendor	RFQ clause remains same

162	93	20	Top cabinet box should have a capability fit a unique lock. Machine to be equipped with unique key	By unique lock and key, does it mean that each machine would have a different key number? That is, should the key of machine 1 not work on machine 2?	Your understanding is correct
163	93	Point 19 Technical Specifications	Necessary and latest TLS 1.2 at the CR level will be vendor responsibility and at the back-end switch level it will be Banks responsibility. In case of any TLS version upgrade, Bidder will upgrade without any cost to Bank	We request the bank TLS Certificate for UAT and Production Environment to be provided by Bank	RFQ clause remains same
164	94	21.9	Remote Power-on / Power-off facility	Hope this capability is from the HOST	RFQ clause remains same
165	95	21.18	CR should have capability ab-initio to support Biometric, NFC / Contactless Card Reader, UPI QR Code based Inter-operable Cardless Cash Withdrawals (ICCW), Contactless Card Reader as required by the Bank in future. The Bidder to provide support for integration for the Biometric, NFC / Contactless Card Reader, UPI QR Code based Inter-operable Cardless Cash Withdrawals (ICCW), Contactless Card Reader as required by the Bank in future without any additional cost to the Bank. The NFC contactless module with support Contactless Card integration (Hardware and Software) supporting upto ISO 14443 Type A/Type B, MiFare, ISO 21481 and ISO/IEC 18092 or higher. In case of any new guidelines or the regulator mandates newer specifications, Bidder should provide required support for hardware/software	Requesting bank to clarify whether the QR code reader to be present from Day one or CR should have upgradation capability.	CR should have upgradation capability for QR code reader.
166	96	24	DOM camera- Bidder should provide DOM camera in machine lobby to capture the footage of customers operating the CRs.	Should this external camera be connected to the USB port in CRM PC?	Your understanding is correct

167	96	25	These coordinated LED lights but can be explored at keypad area and FDK (if present) by the OEMs in future. Bank would like to have backlit keypad and FDK for its future procurements.	EPP and FDK do not have backlit and this clause should not be a mandatory requirement	Machine should have indicating light for EPP
168	99	Annexure 20 - MAF	<p>b) In the event of termination of production of such Products:</p> <p>i. Advance notification to the Bank of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and</p> <p>ii. Following such termination, furnishing at no cost to the Bank, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.</p>	Request Bank to remove Point B from the MAF as bidder would not be able to give blueprints, design documents which is IP of the bidder	RFQ clause remains same
169	82, 94	Technical Specifications - Processor & Hardware - Point 1.1	<p>3.3 Alarm sensors for temperature status, seismic or vibration status and chest open status while sending signal/messages to Switch/Management Centre. CR should have alarm sensors capable of monitoring the above status and having capability to send signals/messages/ alerts in case of Chest Door Open status/ thermal status/ vibration status</p> <p>21.11 Bidder to integrate – where feasible - the alarm sensors of the Cash Recycler to the branch siren / hooter without any additional cost to Bank.</p>	Request Bank to confirm with clarity if Bidder need to deploy E-surveillance solution across all sites.	RFQ clause remains same

170			New Query	Service providers may use the existing backhaul connected to Bank DC/DR by upgrading the Bandwidth, if necessary. Pls confirm.	Will be discussed with Successful Bidder
171			General Query	Please allow network service provider to use existing redundant backhaul connectivity with bank to connect service provider HUB with bank DC and DR.	Will be discussed with Successful Bidder
172			The Cash Dispensers proposed for deployment under this RFQ/RFP shall comply with all RBI, IBA, EMV, NPCI/NFS, UIDAI guidelines. If any new guidelines are issued by these organizations, the bidder shall arrange for its compliance / up-gradation and bear the cost for the same during the contract period i.e. 5 years plus one plus one year. This clause is also applicable for hardware and all the software like OS of ATM, TSS, and EMV etc. offered under this RFQ/RFP.	Request bank to consider this on a case to case basis for any changes coming from RBI, IBA, EMV, NPCI/NFS after 1 year of UAT sign off. We cannot envisage what would be needed throughout the contract period and any major change may need banks support here.	RFQ clause remains same