

Sr No	Reference from RFP Section (If From RFP)	Volume & Section Ref	Page No	Query / Issue	Company	Bank's Response
1	Section 3 Clause 3.5.1 - Bid Security, Cost of RFP, Performance Bank Guarantee Clause 3.5.2, Cost of RFP		14	<p>MSEs registered under single point Registration scheme of NSIC may be exempted from payment of cost of RFP and EMD.</p> <p>We request the bank to consider Government of India guidelines applicable to MSME and not to restrict the benefit of MSME to Vendors who are registered only with NSIC under single point registration scheme but also to consider and extend the same to MSMEs who are registered as per the Gazette Notification [Part II-Section3-Sub section(0)] dated 26/03/2012 on Public Procurement Policy for Micro and Small Enterprises (MSEs) order 2012 and hold a valid Udyog Aadhar Memorandum (UAM)</p> <p>We submit the following for the consideration of the bank</p> <p>Government of India, Gazette Notification [Part II-Section 3 - Sub section(ii)] dated 26/03/2012 on Public Procurement Policy for Micro and Small Enterprises (MSEs) order 2012 states that:</p> <p>1). And whereas, the Public Procurement Policy shall apply to Micro and Small Enterprises, Registered with District Industries Centre or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicraft and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprise:</p> <p>2). Post 18-09-2015 Udyog Aadhar Memorandum</p> <p>UAM to be treated at par with SSL Registration</p> <p>The selected Bidder will have to buyback 500 old SSPBP which are deployed 5 years back (July 2013 onwards) at various branches/ ATM lobby/ Elobby across India as is basis. The locations of these SSPBP will be shared with the selected bidder. Bidder should mention the buyback price in the commercial proposal. The buyback value given by bidders would be considered for determining the TCO of the tender.</p> <p>We request the bank to consider and delete this clause from the RFP. The 500 old SSPBP which are deployed 5 years back do not carry any Intrinsic Value. Therefore, we request that this clause be deleted</p>	<p>Albertsons International Private Limited</p>	<p>UAM will be considered as a valid proof for availing MSME benefit.</p>
2	Section 4, Background, Eligibility Criteria, Scope of Work 4.3 Scope of work Y) Buyback of old SSPBP			<p>UAM to be treated at par with SSL Registration</p> <p>The selected Bidder will have to buyback 500 old SSPBP which are deployed 5 years back (July 2013 onwards) at various branches/ ATM lobby/ Elobby across India as is basis. The locations of these SSPBP will be shared with the selected bidder. Bidder should mention the buyback price in the commercial proposal. The buyback value given by bidders would be considered for determining the TCO of the tender.</p> <p>We request the bank to consider and delete this clause from the RFP. The 500 old SSPBP which are deployed 5 years back do not carry any Intrinsic Value. Therefore, we request that this clause be deleted</p>		<p>RFP clause remains same</p>
3	Annexure-B - Compliance of Eligibility Criteria		34	<p>The bidder or the OEM should have installed Self-Service Pass Book Printing Kiosks, in at least one Commercial Bank (except RRB/Co-operative Bank/Nagriv/Sankari Bank) in India or abroad.</p> <p>We request the bank to modify the clause to include RRB/Co-Operativebank/Nagriv/Sankari Bank</p>		<p>Revised Clause "The bidder or the OEM should have installed Self-Service Pass Book Printing Kiosks, in at least one Commercial Bank (including RRB/Co-operative Bank/Nagriv/Sankari Bank) in India or abroad"</p>



4 Annexure-B - Compliance of Eligibility Criteria	34	<p>The bidder should have a minimum annual turnover of Rs 50 crores during each of the last three financial years i.e. 2015-16, 2016-17 and 2017-18. Group company turnover will not be considered.</p> <p>We request the bank to consider and reduce the minimum annual Turnover from Rs.50 crores to Rs.25 crores.</p> <p>It is observed in the RFP that the bank has no clause on profitability of the Company. The turnover alone as considered by the Bank will not assure security to bank on deliverables by the vendor who has not recorded/earned profit in the corresponding years. Profit earned indicates financial stability of the vendor. Therefore, we request the bank to consider and reduce the minimum annual turnover to Rs.25 crores with corresponding profit in each of the last three financial years (i.e. 2015-16, 2016-17 and 2017-18.) with positive net worth in each of the last three financial years (i.e. 2015-16, 2016-17 and 2017-18.)</p>	RFP clause remains same
5 Annexure-B - Compliance of Eligibility Criteria	34	<p>The bidder should have a minimum annual turnover of Rs 50 crores during each of the last three financial years i.e. 2015-16, 2016-17 and 2017-18. Group company turnover will not be considered.</p> <p>Further, we also request the bank to facilitate participation of the MSME by relaxing the condition of prior turnover and prior experience with respect of Micro & Small Enterprises (MSEs) having valid Udyog Aadhar Memorandum (UAM) in all public procurements subject to meeting of quality and technical specifications.</p> <p>Bank may consider the following GOI guideline. Office Memorandum No. F.20/2/20 14.PPD (Pt.) issued by Ministry of Finance, Department of Expenditure, Procurement Policy-Division on Relaxation of Norms for Startups Medium Enterprises in Public Procurement regarding Prior Experience - Prior Turnover criteria. Which states that "Ministry of Micro, Small & Medium Enterprises (MSMEs) vide Policy Circular No. 1(2)/1/2016-MA dated 10th March 2016 has clarified that all Central Ministries/ Departments / Central Public Sector Undertakings (CPSUs) may relax condition of prior turnover and prior experience with respect of Micro & Small Enterprises (MSEs) in all public procurements subject to meeting of quality and technical specifications</p>	As per guidelines applicable relaxations will be given.
6 3.7.8 Penalty and LD	17	<p>In the event of failure of repairing the machine and making it operational beyond 24 hours from the time of logging the call, penalty of Rs. 1000/- per day per machine would be levied till the repair is done to the satisfaction of the Bank.</p>	<p>Revised Clause " In the event of failure of repairing the machine and making it operational beyond 24 hours from the time of logging the call, penalty of Rs. 500/- per day per machine would be levied till the repair is done to the satisfaction of the Bank."</p>



7 4 3 (K)		24	However its installation and updating from Bank's antivirus server is the responsibility of the vendor.	Antivirus provided by bank will be installed in the machine during production at the factory by the vendor. But the antivirus updation will not be bidders scope as we do not have access to banks server nor we have any agreement with banks antivirus vendor. Banks network team will have to update the antivirus.	Bank will support the vendor for regular anti virus updation through the central location. However, in case the updation from central location is not possible / feasible than the vendor is required to update antivirus solution and other security setup manually without any cost to Bank.
8	4.3(n)	Page 25	Option to order central server	There is no line item for costing of central server in TCO.	It is an option which bank may exercise in future for procurement of server from vendor. Presently on TCO it does not have any impact.
9	4.3(u)	Page 26	Spare parts for a minimum period of 7 years from the date of installation	We request bank to amend the clause as "arrange spare parts for minimum period of 7 years from the date of RFP"	RFP clause remains same.
10	4.4(i) & o)	Page 27	Any future upgrade/enhancement necessitated to meet any regulatory / government compliance shall be carried out without any extra cost to Bank. Further, no visit /service charges will be borne by the Bank for up gradation of the software/replacement of hardware component pertaining to SSPBP kiosks for the purpose of enhancing their functionality to meet regulatory/ government compliance. Any up-gradation should be completed within 60 days from the date of request from the Bank.	Since we cannot predict the kind of software and hardware changes bank may require in future, so it is difficult to assume the feasibility and compatibility of hardware, mechanical and software at this point of time. We request bank to consider the future changes in software and hardware at Mutually agreed rate and change the clause accordingly.	RFP clause remains same.
11	4.4(i)	Page 27	Server requirement	Pls. clarify	It is an option which bank may exercise in future for procurement of server from vendor. Presently on TCO it does not have any impact.
12	4.4(n)	Page 27	Antivirus updation	Pls. ref our request as mentioned in point no 2	Bank will support the vendor for regular anti virus updation through the central location. However, in case the updation from central location is not possible / feasible than the vendor is required to update antivirus solution and other security setup manually without any cost to Bank.
13	4.4(i)	Page 27	Penalty of 1000 INR per day	Pls. ref our request as mentioned in point no 1.	Revised Penalty is Rs 500 per day.



14	4.9(g)	Page 29	Warranty should not become void if Bank buys any other supplemental hardware/consumable from a third party and install it with these equipment. However, the warranty will not apply to such hardware/consumable items installed by the Bank on its own	<p>We request bank to keep the TAT as follows considering the practical problems such as availability of transport and other infrastructure in rural areas.</p> <p>City 24 hrs / semi urban 48 hrs / Rural 72 hrs</p>	RFP clause remains same.
15	4.12(b&c)	Page 30	Payment terms	In case site is not ready we request bank to release payment on "site not ready" report	RFP clause remains same.
16	4.12(d)	Page 30	AMC charges	We request bank to release AMC charges half yearly in Advance.	RFP clause remains same.
17		Page 32	Original certificate	We request bank to change the clause where ever original certificate is mentioned to "original certificate or PO copy"	RFP clause remains same.
18	Eligibility criteria	Page 33	OEM certificate as per Annexure M	<p>We are manufacturer of the kiosk machine and responsible for the kiosk and related service during the contract period. As per our printer supplier they are responsible only related to Printer and printer spares parts during the contract period and not for the full kiosk machine. The kiosk machine has other various parts such as DC, OS.</p> <p>We also undertake that in the event of our authorized representative in India failing to perform its obligations under the Contract for supply, installation and maintenance of the printer for any reason whatsoever, we shall perform all the pending obligations as if the contract were between the Bank and us."</p>	RFP clause remains same.



And instead of that add following clause

19	Annexure E – 1/ point no 7 & 8	Page no 41	Letter from bank	All the guarantee, warranty and obligation mentioned above are limited to the supply of Automatic printer module and related spare parts provided by us for the entire contract period"	RFP clause remains same
20	Annexure H-1	Page 44	AMC for Central server (DC DR)	We request bank to amend the clause as "letter from bank on letter head or PO copy"	Kindly refer to revised Annexure - H1.
21	NA	Page 47	Price composition	There is no corresponding line item of DC DR server price is TCO – Annexure H4 ?	AMC for machines is exclusive of GST
22	Annexure -N	Page 55	Integrity pact	Is franking required for this document ? If yes what should be the value of franking / stamp duty ?	Franking is required and should be executed in Baroda for Rs 200 stamp duty.
23					RFP clause remains same
24	Annexure C, Compliance to Functional specification 1 & 4 and in Annexure D	23	For Scanning the QR code effectively. QR code should be printed through a bar code printer. QR codes printed on Dot matrix printers do not have the high resolution required		RFP clause remains same
25	Annexure D	17	Ideally the QR code should be printed through bar code printer on labels and the labels should be affixed on the passbook. After scanning the QR code, the same can be decoded through the same demo software which is being used to decode bar codes. AUTO PAGE FLIPPING IS AN OUTDATED CONCEPT WHERE MECHANICAL ROBOTIC ARM IS PROVIDED INSIDE THE PRINTER TO TURN PAGES. These mechanical arms are prone to failure. With Touch screen monitors, it is very simple to give due instructions to the passbook holder in various languages on the screen and guide the customer to turn the page and reinsert passbook after the passbook is ejected when one page is full. This model has been successfully adopted and is running on thousands of kiosks across the country deployed by all leading banks	We would like to suggest the penalty should be charge at the rate Rs. 50000/- per week instead per day	RFP clause remains same
	3.7.8. Penalty & Liquidated Damages (LD)- Bank reserves the right to charge a penalty at the rate of Rs. 50,000/- per day up to a maximum penalty on this account of Rs. 15,00,000/-. If the penalty charged reached to 15,00,000/-, then Bank reserves the right to cancel the entire order.				



<p>26</p> <p>4.3. Scope of work- Y) Buyback of old SSPBP The selected Bidder will have to buyback 500 old SSPBP which are deployed 5 years back (July 2013 onwards) at various branches/ ATM lobby/ Elobby across India as is basis. The locations of these SSPBP will be shared with the selected bidder. Bidder should mention the buyback price in the commercial proposal. The buyback value given by bidders would be considered for determining the TCO of the tender.</p>	26	<p>We would need the price at which these 500 SSPBP were purchased and if they are under working or non working condition. Also, please specify the model details and the tech specs.</p>		<p>For tech specifications kindly refer to Annexure A.</p>
<p>27</p> <p>4.12 Payment Terms, Support Services & Miscellaneous Terms/Requirements-b) 90% of the value of the equipment shall be paid on installation, on per site basis. The payment shall be released on completion of installation on production of successful installation report duly signed by bank official.</p>	30	<p>Looking at the magnitude of the project we would like to suggest the payment terms to be 50% after delivery and remaining 50% after installation.</p>		<p>RFP clause remains same.</p>
<p>28</p> <p>3.7.8. Penalty & Liquidated Damages (LD)-Subsequent SSPBP should be delivered and installed within 4 weeks and 6 weeks for road permit location, from the date of receipt of site address from the Bank.</p>	17	<p>We would like to suggest to amend this to - Penalty & Liquidated Damages (LD)-Subsequent SSPBP should be delivered and installed within 6 weeks and 8 weeks for road permit location from the date of receipt of site address from the Bank.</p>		<p>RFP clause remains same.</p>
<p>29</p> <p>3.7.8. Penalty & Liquidated Damages (LD)-Delay in shifting of machine beyond the period mentioned in the below table will liable for penalty as under -</p>	17	<p>We would like to suggest the time frame as Within City- 7 working days, Within State- 15 working days, Inter State (Non-permit locations) 20 working days & Inter State (Permit Locations) 20 working days.</p>		<p>RFP clause remains same.</p>



30	4.3. Scope of work- x) Upgrade of existing magnetic stripe based machines of bank to QR code compatible machines by installing QR reader component and enabling any other necessary enhancements. However, Bank may or may not decide to go for up gradation of existing machines to QR code compatible machines.	26	We have spoken to the OEM and they said it is not possible to upgrade the existing magnetic stripe based machines due to some technical incompatibility				RFP clause remains same.
31	3.6 Bid Security, Cost of RFP, Performance Bank Guarantee	14	Bidder shall furnish, as part of its bid, a bid security/EMD for an amount of Rs 85,00,000/- (Rupees Eighty Five lakhs Only), in the form of DD/ Bankers' Cheque in favor of Bank of Baroda drawn at Baroda or Bank Guarantee in favor of Bank of Baroda issued by a reputed scheduled commercial bank in India (other than Bank of Baroda) in the format enclosed and valid for-3-months from the last date of submission of the Commercial bid		The selected vendor shall start integration with Bank's/ Bank's RRB's host system (Finacle), SSPBP Server and complete the integration within four weeks of the acceptance of purchase order. For any delay in integration with Bank's host system beyond 4 weeks and to bring the first 50 machines live at the locations desired by bank with CMT tool at central location, interface with bank's ESQ system and web based complaint lodging solution, within 6 weeks from the date of acceptance of purchase order, Bank reserves the right to charge a penalty at the rate of Rs. 50,000/- per day up to a maximum penalty on this account of Rs. 15,00,000/- . If the penalty charged reached to Rs. 15,00,000/-, then Bank reserves the right to cancel the entire order.	We request bank to please consider maximum of 5 % of the specific kiosk invoice value branch / location wise. We also request following clause is not acceptable. There shouldn't be any penalty for integration as it involves support from Bank.	RFP clause remains same.
32	3.7.8	17					RFP clause remains same.



33	3.7.8	17	<p>Subsequent SSFPB should be delivered and installed within 4 weeks and 6 weeks for road permit location from the date of receipt of site address from the Bank. Bidder will have to pay penalty to Bank @ 0.5% of the machine value inclusive of all taxes, duties, levies etc. per machine per week or part thereof, for late delivery/installation, to a maximum of 5% of machines value. If the cumulative penalty charged is exceed 5% of total contract value / purchase order then Bank reserves the right to cancel the entire order and de-list the bidder from participating any of our banks tender in future for a period of two years.</p>	<p>We request below delivery schedule post UAT Sign off for Passbook Printing Kiosk: Order upto 100 nos - 8 weeks Above 100 nos will be supplied in lots of 50 -100 per month. (Proof of document should be submitted along with the invoice). We request bank to consider scan copy of Computer generated Proof of Delivery which has delivery date/time, location details, Invoice no, Courier Track No ,Bank officials Name & without Bank Officials signature Where a single claim is being submitted for the delivery and installation payments, if POD is not available, then only installation report should suffice for release of both payments.</p>	RFP clause remains same.
34	3.7.8	17	<p>Non delivery of consumable / spare parts to ordered locations beyond a period of 2 week from the lodging of request through the email or portal provided by vendor, will liable for a penalty @ 0.5% of that delayed order value inclusive of all taxes, duties, levies etc. per week or part thereof, subject to maximum of 5% of order value.</p>	<p>We kindly request bank to consider that consumables should delivered for period of 4 weeks depending type of consumable/spare parts to be replaced.</p>	RFP clause remains same
35	3.7.8	17	<p>In the event of failure of repairing the machine and making it operational beyond 24 hours from the time of logging the call, penalty of Rs. 1000/- per day per machine would be levied till the repair is done to the satisfaction of the Bank</p>	<p>We kindly request bank in the event of failure of repairing the machine and making it operational beyond :- For Metro Cities-36 hours. For Urban / Semi Urban areas - 48 hours For North East States and Rural areas-72 hours We request to kept the penalty of Rs 200 per day will be levied till resolution.</p>	Revised Penalty is Rs 500 per day.
36	3.7.8	18	<p>Bank may recover such amount of penalty from any payment being released to the vendor / performance guarantee.</p>	<p>We request bank to please consider that in any circumstances entire/total service penalty should not be more than 10% of the AMC value of the Kiosk. We request Bank to please consider maximum liquidated damages of 5 % of the specific kiosk invoice value branch / location wise</p>	RFP clause remains same



37				Both penalty and liquidated damages are independent of each other and are applicable separately and concurrently.	We request bank to please consider that in any circumstances entire/total service penalty should not be more than 10% of the AMC value of the Kiosk. We request bank to please consider maximum liquidated damages of 5% of the specific kiosk invoice value branch / location wise.	RFP clause remains same
38	3.7.8	18		The Vendor should allow the Reserve Bank of India (RBI) or persons authorized by it to access BOB documents, records or transaction or any other information given to, stored or processed by Vendor within a reasonable time failing which Vendor will be liable to pay any charges/ penalty levied by RBI.	As a vendor we are not generating the proposed passbook printing kiosk solution doesn't stored any transactional data in kiosk therefore penalty for this clause to be deleted/remove. Penalty should be applicable for this clause.	RFP clause remains same
39	3.7.20 Audit	22		The Bank is looking for a vendor who can supply, install and maintain free standing Self-Service Passbook Printing Kiosk having features of auto page flipping of QR code based passbooks. These SSPBP would have a comprehensive warranty period of 1 year and post-warranty comprehensive AMC of 4 years including replacement of all hardware parts, printer head, plastic parts etc. without any extra cost to Bank	We kindly request bank that these SSPBP would have a comprehensive warranty against Manufacturing defects for a period of 1 year (Except Consumables, Plastic, Broken Parts) and post-warranty comprehensive AMC against Manufacturing defects for 4 years including replacement of all hardware parts (Except Consumables, Plastic, Broken Parts), printer head without any extra cost to Bank	RFP clause remains same
40	4.3.a	23 & 24		Tough screen will also be used to issue Passbooks where Bank officials will enter the A/c no., date etc. in case of failure of branch PCs. Vendor is required to display the content provided by Bank to customize display screen and change as per requirement of the Bank (once in two months)	We kindly request bank to specify display screen format during UAT phase. Any change post sign off would be consider as Change Request and the customization charges has to be borne by the bank.	RFP clause remains same.
41	4.3. Scope of work J	24		Model proposed having feature of passbook printing in English and Hindi using Graphic Driver or other methods and Bitmap Converter. Selected vendor will have ensured necessary solution, compatibility, configuration to operationalize Hindi Printing at no additional cost to Bank	We suggest bank to print passbook in english language only to avoid customer confusion or Fruade to be provide necessary Hindi script data for printing. If client try to convert it in hindi format then it will be violation data security.	The SSPBP vendor is required to install the application/interface provided by the Bank's vendors for translation of message into Hindi. The SSPBP should have capability of printing Hindi text with Unicode Hindi fonts through standard Windows Graphics mode printing. For this purpose, the device should have appropriate Graphics Printer Device Driver installed and Printer should be visible as standard Windows device.



42	4.3. Scope of work K	24	The vendor will also undertake to load anti-virus solution and other security setup for safe & secured customer service without any extra cost. Bank will provide Anti-virus software/ update to the selected bidder. However its installation and updating from Bank's antivirus server is the responsibility of the vendor.	We kindly request bank that how Bank will provide update to vendor for all kiosks or they will connect through their WSUS server for automatic Windows Patch Update please confirm.	Bank will support the vendor for regular anti virus update through the central location. However, in case the updation from central location is not possible / feasible then the vendor is required to update antivirus solution and other security setup manually without any cost to Bank.
43	Scope of work : point M	25	Vendor will have 4 weeks' time to integrate with the banks CBS/middleware server after acceptance of purchase order and will have to bring the first 50 machines live at the locations desired by the bank with Central Monitoring Tool (CMT), integration with Bank's ESQ system at central location and web based complaint lodging solution within 6 weeks from the date of acceptance of purchase order.	We kindly request bank that they will have to while list the call logging URL in bank's network level	Will be discussed with selected vendor.
44	Scope of work : point O	25	Vendor will have to provide CMT and will provide MIS reports like number of Passbooks issued in a day, number of hits per day, uptime/downtime etc. for all the SSPBP installed, as per the Bank's existing requirement. Bank should be able to know the down status of SSPBP kiosks installed on remote location. The MIS reports will be generated in the Central Server for SSPBP interfaced with Finacle. The MIS can be in simple report formats like PDF or Excel. Vendor is also required to integrate the SSPBP with Bank's ESQ system.	We kindly request bank for the following:- 1. bank to provide exact required formats for MIS reports. 2. Please provide more details about ESQ and its scope of work.	Will be communicated to selected vendor.
45	4.3 q	25	g) Vendor should provide the patch cord of required length (approx. 2 meter) at the site from I/O port to SSPBP Kiosk without any extra cost to Bank.	We kindly request bank to consider the patch cord to be kept under banks scope.	RFP clause remains same.
46	4.3 q	25	The bank reserves the rights to shift the installed SSPBP to different locations depending upon the need. For these locations bank would arrange the shifting of SSPBP and vendor will arrange to disconnect and commission the same in new location without any cost to Bank. Such type of shifting will not be more than 5% of the total installation.	We recommend the bank that shifting cost of SSPBP kiosks should be case to case basis and it should be borne by bank on actuals	RFP clause remains same.
47	4.3 U	26	Bidder should undertake to provide maintenance support (for a period of 4 years after one year warranty) to equipment and arrange for spare parts for a minimum period of 7 years from the date of installation. Comprehensive annual maintenance contract has to be entered into with the Bank, as per terms and conditions for this purpose. The bidder should execute Bank's approved master AMC agreement with the Bank as per terms and conditions without any exception.	We kindly request bank that spare parts for a minimum period of 5 years from the date of installation should be kept	RFP clause remains same.



48	4.3 y	26	<p>Buyback of old SSPBP</p> <p>The selected Bidder will have to buyback 500 old SSPBP which are deployed 5 years back (July 2013 onwards) at various branches/ ATM lobby/ Elobby across India as is basis. The locations of these SSPBP will be shared with the selected bidder. Bidder should mention the buyback price in the commercial proposal. The buyback value given by bidders would be considered for determining the TCO of the tender.</p>	<p>We kindly request bank that Rs 1000 per machine can be quoted for buyback.</p> <p>Or</p> <p>We request bank to remove the following clause as its not vendor scope of work to buy old kiosks.</p>	<p>RFP clause remains same Bidder to quote offer in commercial bid.</p>
49	4.4 B	26	<p>The vendor shall deliver SSPBP at the respective sites within 4 weeks and 6 weeks for Road permit locations from the date of receiving the order from the Bank failing which Bank reserves right to levy liquidated damages.</p>	<p>We request below delivery schedule post UAT Sign off for Passbook Printing Kiosk. Order upto 100 nos - 8 weeks Above 100 nos will be supplied in lots of 50 -100 per month</p> <p>(Proof of document should be submitted along with the invoice). We request bank to consider scan copy of Computer generated Proof of Delivery which has delivery date/Time, location details, Invoice no., Courier Track No Bank Officials Name & without Bank Officials signature.</p> <p>We request bank to please consider maximum liquidated damages of 5 % of the specific Kiosk invoice value branch / location wise.</p>	<p>RFP clause remains same</p>
50	4.4 f	27	<p>In case the software/windows operating system provided in the SSPBP is discontinued during the Warranty and AMC period, the vendor should upgrade the new version of software / windows operating system in SSPBP, without any additional cost to the bank.</p>	<p>We kindly request bank that Vendor should intimate Bank and obtain approval if any additional cost involved. The following activity is chargeable basis if any site visit required bank has to borne the cost for the same.</p>	<p>RFP clause remains same.</p>



51	4.4.1	27	Any future upgrade/enhancement necessitated to meet any regulatory / government compliance shall be carried out without any extra cost to Bank. Further, no visit /service charges will be borne by the Bank for up gradation of the software/replacement of hardware component pertaining to SSFPB Kiosks for the purpose of enhancing their functionality to meet regulatory/ government compliance. Any up-gradation should be completed within 60 days from the date of request from the Bank	We kindly request bank that per visit charges to be borne by the bank. Any regulatory compliances will be developed FOC and will be deployed remotely by RIMMS SPOC. Any additional resources required for remote update or field visit for doing the update shall be chargeable on mutually agreed rate	RFP clause remains same
52	4.4.k	27	SSFPB kiosk should have protection from Pests, Rats, rodents etc. starting from the date of delivery till the contract period. Vendor will replace the damaged part during the contract period in case of any loss due to Pests, Rats, rodents. Bank will not entertain any claim of any part damages by Pests, Rats, rodents.	We kindly request bank that vendor will replace the damaged part On Chargeable basis during the contract period in case of any loss due to Pests, Rats, rodents. Bank on case to case basis may approve on chargeable basis towards any claim of any part damages by Pests, Rats, rodents Kiosk is the sole responsibility of bank it is in bank premises	RFP clause remains same.
53	4.4.m	27	Updation of patches and antivirus is vendor's responsibility and it should be done centrally.	We request bank to consider that Any additional resources required for remote update or field visit for doing the update shall be chargeable on mutually agreed rate. We recommend that the bank may seek the following 1. Remote updation Charges 2. Field Visit Charges	Bank will support the vendor for regular anti virus updation through the central location. However, in case the updation from central location is not possible / feasible than the vendor is required to update antivirus solution and other security setup manually without any cost to Bank.



54			Any updation prescribed by NPCI/RBI/any other regulatory authority should be done free of cost.	We kindly request bank that per visit charges to be borne by the bank. Any regulatory compliances will be developed FCC and will be deployed remotely by RMMS SPOC. Any additional resources required for remote update or field visit for doing the update shall be chargeable on mutually agreed rate	RFP clause remains same
	4.4.0	27		We recommend that the bank may seek the following 1. Remote updation Charges 2. Field Visit Charges as optional items in the price bid	
55			Turn Around Time (TAT) of complainant resolution should be 24 hours and in case of failure to comply a penalty of Rs 1000 per day will be levied till resolution.	We kindly request bank that Turn Around Time (TAT) of complainant resolution should be:- For Metro Cities-36 hours For Urban / semi urban-48 hours 72hours in North East States and Rural areas In case of failure to comply a penalty of Rs 200 per day will be levied till resolution	Revised Penalty is Rs 500 per day
	4.4.1	27			
56			Monthly meeting with Bank's regional representatives should be facilitated and signed copy of minutes of meeting by all the members present should be shared by 10th of next month, failure to do same will result into penalty charges.	Meetings with team should not be linked to penalties. Kindly remove this clause	RFP clause remains same.
57			Spare for the product offered should be available for entire contract period including warranty and 4 years AMC from date of installation. Monthly report of quantity of each spare available should be shared with Bank. Maintaining sufficient spare is responsibility of vendor and in case of failure to do so Bank will levy liquidated charges.	We request bank to remove this clause	RFP clause remains same.
	4.8.b	28			
58			In case the product/configuration offered is discontinued during the contract period, the vendor should provide SSPBP of the new model (higher configuration with requisite compatibility) at the same price. If the vendor is unable to provide services for the already installed SSPBP due to non-availability of spares as the said product/model is discontinued by the OEM, then the vendor will have to replace the said SSPBP with new SSPBP for which spares and support services are available at no additional cost to the Bank.	We request bank to modify this clause- The new model charges should be borne by the bank at the time of supply or when and where is requires and it should be at extra cost as per the new rates of that product	RFP clause remains same.
	4.8.c	28			



59	4.9.c	29	The offer must include comprehensive on-site warranty of One year from the date of installation and commissioning of the equipment including the replacement of spare parts/ replacement of machine. This will include visit of engineers for repairs and replacement of spares.	We request bank to remove replacement of machine from this clause.	RFP clause remains same
60	4.9.e	29	Vendor must warrant all equipment, accessories, spare parts etc. against any manufacturing defects during the warranty period. Vendor shall maintain the equipment and repair/replace all the defective components at the resalied site, at no additional charge to the bank. The vendor should replace the part, in case of requirement without any cost to bank within maximum two days from the date of SLM call logged over phone or otherwise.	We request bank that repair/replace is required site visit bank has to borne the cost. If in a week Working days from the date of SLM call logged over phone or otherwise.	RFP clause remains same
61	4.9.f	29	If any particular SSPBP is frequently going out of order for mechanical reasons for more than three times and/or downtime is found to be more than 3 days in a month, the vendor has to make immediate arrangement for standby system and if system has reached maximum ceiling (more than 6 downtime in a quarter), vendor shall replace the SSPBP	We request bank that, vendor shall replace with new spares in SSPBP not the entire kiosk.	RFP clause remains same
62	4.9.g	29	Warranty should not become void if Bank buys any other supplemental hardware/consumable from a third party and install it with these equipment. However, the warranty will not apply to such hardware/consumable items installed by the Bank on its own.	We kindly suggest bank to go with the genuine consumable/hardware provide by the Bidder. In case bidder is not responsible for the third party install done by the bank as it may void the warranty of the kiosk.	RFP clause remains same.
63	4.10.b	29	At the same time, the vendor is also expected to make available the spare parts for the systems for at least 7 years after the date of purchase order. Thereafter, Successful Bidder shall give at least twelve months' notice prior to discontinuation of support services.	At the same time, the vendor is also expected to make available the spare parts for the systems for at least 5 years after the date of purchase order. Thereafter, Successful Bidder shall give at least twelve months' notice prior to discontinuation of support services.	RFP clause remains same.



64			Bank dependency cases will be discussed with selected vendor.
65	<p>4.10 c</p> <p>29</p>	<p>During the period of AMC, the Successful Bidder shall replace all the spares parts which are required to be replaced without any cost to Bank during the tenure of the AMC. However, cost of replacement of spares in case of Force Majeure incidences shall be borne by Bank. The replacement of such spares shall be done at the prices mentioned in Annexure H-2 during the contract period. If a Force Majeure situation arises, the vendor shall promptly notify the Bank in writing of such condition and the cause thereof. The vendor shall have to provide sufficient evidence to support the reasons for Force Majeure up to the satisfaction of Bank.</p>	<p>During the period of AMC, the Successful Bidder shall replace all the spares parts which are required to be replaced without any cost to Bank during the tenure of the AMC. However, cost of replacement of spares in case of Improper Earthing and Input supplies, Force Majeure incidences shall be borne by Bank. The replacement of such spares shall be done at the prices mentioned in Annexure H-2 during the contract period. In case of Improper Earthing and Input supplies and Force Majeure situations, the vendor shall promptly notify the Bank in writing of such condition and the cause thereof. The vendor shall have to provide sufficient evidence to support the reasons for Force Majeure up to the satisfaction of Bank.</p>
66	<p>4.9 c</p> <p>29</p>	<p>The offer must include comprehensive on-site warranty of One year from the date of installation and commissioning of the equipment including the replacement of spare parts/ replacement of machine. This will include visit of engineers for repairs and replacement of spares.</p>	<p>The offer must include comprehensive on-site warranty of One year against Manufacturing defects except consumables and plastic parts from the date of installation and commissioning of the equipment including the replacement of spare parts/ replacement of machine. This will include visit of engineers for repairs and replacement of spares.</p>
67	<p>4.9 g</p> <p>29</p>	<p>Warranty should not become void if Bank buys any other supplemental hardware/consumable from a third party and install it with these equipment. However, the warranty will not apply to such hardware/consumable items installed by the Bank on its own.</p>	<p>Warranty should not become void if Bank Uses Genuine hardware/consumable (recommended by a Bidder/vendor) from a third party and install it with these equipment. However, the warranty will not apply to such hardware/consumable items installed by the Bank on its own.</p>
68	<p>4.10 d</p> <p>29&30</p>	<p>At the same time, the vendor is also expected to make available the spare parts for the systems for at least 7 years after the date of purchase order. Thereafter, Successful Bidder shall give at least twelve months' notice prior to discontinuation of support services.</p>	<p>We kindly request bank that spare parts for a minimum period of 5 years from the date of installation should be kept.</p>
68		<p>If any of the peripherals, components etc. are not available or difficult to procure out, the procurement is likely to be delayed. The equipment shall be carried out with equipment of equivalent capacity or higher capacity at no cost to the Bank. At the the warranty period and AMC.</p>	



69	4.11 b	30	For SSFBP installed in 24x7 lobbies/ATM cabins, the vendor must ensure 95% uptime of individual SSFBP (to be calculated on monthly basis taking 24 hours per day and 30/31 days in a month) during warranty period and post warranty maintenance contract period.	We kindly request bank that the vendor must ensure 95% uptime of individual SSFBP (to be calculated on monthly basis taking 24 hours per day and 23 days in a month considering the availability of KEYS for accessing the Kiosk) during warranty period and post warranty maintenance contract period.	RFP clause remains same.
70	4.11 c	30	Vendor should also ensure that the maximum response time for onsite service call should not exceed 24 hours excluding Sundays, holidays and force majeure events.	We kindly request bank to consider that vendor should also ensure that the maximum response time for onsite service call should be within 72 hours excluding Sundays, holidays and force majeure events.	RFP clause remains same.
71	4.11 d	30	In the event of failure of repairing the machine and making it operational beyond 24 hours from the time of logging the call, penalty of Rs.- 1000/- per day per machine would be levied till the repair is done to the satisfaction of the Bank. If after repair machine again goes out of order within 30 days and is not made operational in 24 hours from the time of logging the call, penalty of Rs.- 1500/- per day per machine would be levied.	We request bank that the repairing the machine and making it operational beyond 48 hours (without parts)from the time of logging the call, penalty of Rs. 200/- per day per machine would be levied till the repair is done to the satisfaction of the Bank. If after repair machine again goes out of order for same issue within 30 days and is not made operational in 72 hours from the time of logging the call, penalty of Rs. 200/- per day per machine would be levied.	Revised clause "In the event of failure of repairing the machine and making it operational beyond 24 hours from the time of logging the call, penalty of Rs. 500/- per day per machine would be levied till the repair is done to the satisfaction of the Bank. If after repair machine again goes out of order within 30 days and is not made operational in 24 hours from the time of logging the call, penalty of Rs. 1000/- per day per machine would be levied."
72	4.11 e.	30	First Year warranty and post warranty AMC will cover breakdown fix (as and when required), quarterly preventive maintenance and ribbon change etc. as and when requisitioned by the Bank	We First Year warranty and post warranty AMC will cover breakdown fix (as and when required), quarterly preventive maintenance as and when requisitioned by the Bank. Ribbon Change is an consumable and should chargeable basis on mutually agreed price	RFP clause remains same. Here by ribbon change, visit for ribbon change is implied and not ribbon cost.
73	4.13	31	Vendor shall provide a technical person to bank at centralized location to train the staff and solving technical / any other issues that are faced by user in the initial period of roll-out. Bank will not pay any additional charges for this central support and it should be included in overall quoted price.	We will be providing training for a single day to bank staff. Further if training required will be on the chargeable basis.	RFP clause remains same



74	Annexure-B-Compliance for Eligibility Criteria	34	The bidder should have a minimum annual turnover of Rs 50 crores during each of the last three financial years i.e. 2015-16, 2016-17 and 2017-18. Group company turnover will not be considered.	We kindly request bank to consider the minimum annual turnover of Rs 100 crores during each of the last three financial year i.e. 2015-16, 2016-17 and 2017-18. It should be individual company turnover not any group of companies.	RFP clause remains same.
75	Annexure-C - Compliance of Functional Specification	35	This kiosk should be capable of automatic reading of QR code of passbook and flipping of passbook pages in forward or backward direction.	We suggest bank to go with manual flipping of passbook pages in forward direction as standard passbook printers available have manual flipping of pages.	RFP clause remains same.
76	Annexure-C - Compliance of Functional Specification	35	To provide for a fast and satisfactory experience to its customers, vendor needs to provide a solution whereby Branch staff is able to map the passbook to a particular account number of customer from his desktop by using CBS. Customer is expected to insert passbook without entering any data i.e. A/c no, starting date etc. and passbook should be issued and transaction printed.	We kindly request bank to clarify this point. What is meant by mapping the passbook to particular account number of a customer?	Mapping means assigning a particular passbook against an account. Details will be discussed with selected vendor.
77	Annexure-C - Compliance of Functional Specification	35	4. Machine should have the capability of Automatic Page Flipping Function forward and backward	We suggest bank to change the specs to manual flipping of passbook pages in forward direction as standard passbook printers available have manual flipping of pages.	RFP clause remains same.
78	Annexure-C - Compliance of Functional Specification	35	5. Should have automatic Page number Recognition Function and automatic QR code reading function 6. Should have passbook Retraction Function	We suggest bank to remove this specs and go for "Standard Passbook printer specs with inbuilt barcodescanning feature" which will reduce the cost of the product.	RFP clause remains same.
79	TECHNICAL SPECIFICATIONS/Passbook Printer Unit:	36	Automatic page number reading/sensing Automatic Page Turning Unit to turn the pages forward and backward Automatic Passbook retraction facility	We suggest bank to remove this specs and go for "Standard Passbook printer specs with inbuilt barcodescanning feature" since for the said features or available with limited OEM. We suggest bank to go with Standard Passbook Printer as it will reduce the cost of the product and printers.	RFP clause remains same.
80	TECHNICAL SPECIFICATIONS/QR code reader	37	QR code reader :	We suggest bank to go with inbuilt dual CIS barcode scanning printers which are available in standard passbook printers	RFP clause remains same.



<p>81.3. The prices quoted by the bidder shall be inclusive of all taxes, levies, duties, cess such as CST, GST, excise and custom duties, VAT, installation, transportation to respective sites and insurance for minimum 15 days from the date of delivery of SSPBP. However, the prices shall exclude local taxes like octroi, entry tax, LBT etc. which shall be payable on actual on producing receipts/proofs and Invoice</p>	12	<p>We request the bank to keep the price exclusive of all taxes as the same is liability to be paid to the government and is subject to change from time to time</p>		CMS	RFP clause remains same
<p>82. In Site visits and demonstration of fulfillment of requirements, features of the machine/technical capabilities/support infrastructure etc. as given in this RFP to the Bank's evaluation team, Bank may choose to visit the live/working sites where the offered model of Self-Service Passbook-Printing Kiosks is currently operational, whether in India or abroad or the bidder may be asked to arrange tele/video conference with relevant resources of the Bank where the Self-Service Passbook-Printing Kiosks are deployed in case Bank chooses to visit the location, the bidder shall bear the cost of travel and stay for the Bank team comprising of three to four members.</p>	11	<p>We request the bank to consider the solution based on a demo unit as we are only supplying the kiosks without page turning option</p>			RFP clause remains same



<p>83. 3.7.8 Penalty & Liquidated Damages: (LD) The selected vendor shall start integration with Bank's/ Bank's RRB's host system (Fireace), SSPBP Server and complete the integration within four weeks of the acceptance of purchase order. For any delay in integration with Bank's host system beyond 4 weeks and to bring the first 50 machines live at the locations desired by bank with CMT tool at central location, interface with bank's ESQ system and web based complaint logging solution, within 6 weeks from the date of acceptance of purchase order. Bank reserves the right to charge a penalty at the rate of Rs. 50,000/- per day up to a maximum penalty on this account of Rs. 15,00,000/-. If the penalty charged reached to 15,00,000/- then Bank reserves the right to cancel the entire order.</p>	17	<p>We request the bank to remove the LD clause as the software integration is dependent on multiple factors and some of them may be beyond the control of the suppliers and may take longer to integrate than the timelines provided. The bank should however take a legitimate view of the integration time period based on all the stakeholders working together to achieve the objective. The bank should take the ownership to drive this to closure within the time period.</p> <p>Additionally, this gives undue advantage to existing vendors who already have the solution integrated.</p>		RFP clause remains same
<p>84. 3.7.8 Subsequent SSPBP should be delivered and installed within 4 weeks and 6 weeks for road permit location, from the date of receipt of site address from the Bank. Bidder will have to pay penalty to Bank @ 0.5% of the machine value inclusive of all taxes, duties, levies etc., per machine per week or part thereof, for late delivery/installation, to a maximum of 5% of machines value.</p>	17	<p>We request the bank to keep the delivery and installation within 6 weeks of the from the date of receipt of site address from the Bank.</p> <p>We request the bank to change the penalty to 1% of the machine per week or part thereof upto a maximum of 1% of the machine value.</p>		RFP clause remains same.
<p>85. f. The vendor is required to arrange testing of the passbooks supplied by Bank's passbook vendor(s) from the printer OEM without any cost to Bank/passbook vendor(s), within a period of 2 week of passbooks sample provided by the passbook vendor(s). Bank will try to cap these testing once in a quarter. Vendor/OEM is also required to provide handholding support to passbook vendor(s) to ensure passbook quality and its compatibility with printer.</p>	24	<p>We request the bank to change this to 4 weeks.</p>		RFP clause remains same.



<p>96 l) Vendor will have to develop and implement interface of SSPBP with Bank's Core Banking System (Finacle) and intermediate/middleware SSPBP server install at DC/DR at their own cost as per its current setup of existing SSPBP so as to maintain uniformity of solution and Central Monitoring Tool (CMT). Development of interface/software for intermediate / middleware, migration of machine into Bank's Domain and their connectivity with Finacle as per its current setup of existing SSPBP is responsibility of vendor.</p> <p>m) Vendor will have 4 weeks' time to integrate with the bank's CESS/middleware server after acceptance of purchase order and will have to bring the first 50 machines live at the locations desired by the bank with Central Monitoring Tool (CMT). Integration with Bank's ESQ system at central location and web based complaint lodging solution within 6 weeks from the date of acceptance of purchase order. Unsatisfactory experience of bank, non-accomplishment of fulfilling the criteria for integration within the said 4/6 weeks or any other Bank feedback against the vendor or products will lead to disqualification of the offer and annulment of the contract/agreement.</p>	25	<p>We request the bank to clarify these points further</p> <ol style="list-style-type: none"> 1. Who will provide the hardware for this solution 2. Who will provide the OS, middleware, DB and replication software for DC and DR application 3. The bank has to share the current solution design in advance for development and integration. Existing vendors may have an advantage as they have already integrated 4. There will be no additional cost by existing vendors thereby putting the other bidders at a cost disadvantage. 5. Unsatisfactory experience of bank is a subjective term. 6. Bank has to provide full and time based support for migration of machine into Bank's Domain and their connectivity with Finacle as per its current setup of existing SSPBP 		<p>Middleware will be provided by vendor and rest Bank will provide. Exact specifications will be provided to selected vendor.</p>
<p>87 n) Bank will have option to order for central server, which will be interfaced with Finacle/intermediate Server. The central server should be capable of supporting 8,000 Self-Service Passbook Printing Kiosk. The server configuration is to be given by the vendor as part of the technical bid. In case bank provide central server then vendor is required to develop and implement interface of SSPBP with this intermediate/middleware SSPBP server as per its current setup of existing SSPBP so as to maintain uniformity of solution and Central Monitoring Tool (CMT) tool at their own cost. Bank will provide only Hardware and Operative System of the intermediate server.</p>	25	<p>Since we are not the existing vendor so we do not have details of you current setup of existing SSPBP. It is difficult to size this requirement, so we request the bank to remove this clause and also remove the cost and AMC from the TCO</p>		<p>Kindly refer to revised Annexure - H1.</p>



<p>88) Vendor will have to provide CMT and will provide MIS reports like number of Passbooks issued in a day, number of hits per day, uptime/downtime etc. for all the SSPBP installed as per the Bank's existing requirement. Bank should be able to know the down status of SSPBP kiosks installed on remote location. The MIS reports will be generated in the Central Server for SSPBP interfaced with Finacle. The MIS can be in simple report formats like PDF or Excel. Vendor is also required to integrate the SSPBP with Bank's ESO system</p>	25	<p>We request the bank to provide ESO and CMT feed to our managed services center where the machines can be monitored remotely and can be managed proactively even before calls getting logged by bank officials.</p> <p>Additionally, access to the machines from our MS center will help in faster resolution through remote or phone based troubleshooting and thereby increasing the uptime of the machines.</p>	RFP clause remains same
<p>89) b) The vendor shall deliver SSPBP at the respective sites within 4 weeks and 6 weeks for Road permit locations from the date of receiving the order from the Bank, failing which Bank reserves right to levy liquidated damages.</p>	26	<p>We request the bank to make the delivery period to 6 weeks for all the locations</p>	RFP clause remains same
<p>90) 4.12 Payment Terms, Support Services & Miscellaneous Terms/Requirements The terms of payment shall be as follows: a) No advance payment would be done against purchase order. b) 90% of the value of the equipment shall be paid on installation, on per site basis. The payment shall be released on completion of installation on production of successful installation report duly signed by bank official. c) Balance 10% shall be payable after three months of satisfactory performance. However, this balance 10% payment may be released one month after installation against bank guarantee of equivalent amount. This payment shall be paid on submission of performance data and record of complaints (from CMT and complaint portal) on per site basis. d) AMC Charges will be payable half-yearly after obtaining report of uptime and resolution performance for the said half year.</p>	30	<p>We request the bank to give 90% on delivery and 10% on installation along with 10% PBG.</p> <p>We request the bank to pay AMC charges quarterly and not on half yearly basis as it blocks the cash flow for 6-9 months.</p>	RFP clause remains same



<p>91 4.13. Centralized Call Login Facility and web based solution The vendor should provide a centralized call login facility (through telephone) with 24x7 access for Bank /branches/offices. Vendor should also provide web based platform for lodgment of complaints including below mentioned functionalities: a) Complaint lodging b) Complaint tracking - In portal all events/steps should be captured in chronological order and should be available at any given time for later review. c) Complaint status d) Service report of calls attended, quotations and corresponding proofs and Preventive Maintenance (PM) reports should be uploaded and available in portal.</p>	31	<p>We request the bank to provide ESC and GMT feed to our managed services center where the machines can be monitored remotely and can be managed proactively even before calls getting logged by bank officials. Additionally, access to the machines from our MS center will help in faster resolution through remote or phone based troubleshooting and thereby increasing the uptime of the machines</p>		RFP clause remains same
<p>92 Eligibility Criteria Pt.No 5 The bidder or the OEM should have ready model(s) having features of sensing QR code or passbook and automatic page flip in forward and backward direction. The bidder should demonstrate the kiosk having these features during technical evaluation. The bidder should make compatible with bank's proposed QR code passbook stationery requirements.</p>	33	<p>We have model for this solution but we have supplied passbook printing machines which do not have page flipping capability We request the bank to share the details and design of the bank's proposed QR code passbook stationery requirements</p>		Bidder will have to demonstrate the functionality as asked in RFP at the time of technical evaluation
<p>93 Eligibility Criteria Pt.No 9. Bidder should be ready to comply with future RBI or any other regulatory authority requirements without any additional cost to Bank for entire contract period.</p>	34	<p>We request the bank to remove this clause as this is speculative in nature. In case of any major hardware and software changes, the bank should bear the cost for the changes based on mutually agreed prices.</p>		RFP clause remains same.
<p>94 Annexure- L - Certificate from Bank</p>	53	<p>The banks may not give the certificate in the above format due to their internal guidelines. We can provide the certificates which cover the essence of the format asked by the bank. We request the bank to accept the same.</p>		RFP clause remains same.



<p>96 Page 24 Pt. 4.3 C</p> <p>The Bank is planning to procure 750 SSPBP with bank's sole discretion to increase upto 1,000 SSPBP, during the contract under this RFP. These SSPBP would be interfaced with Bank's/RRBs' Core Banking Solution i.e. Finacle through an intermediate server. and</p> <p>Page 25 Pt. 4.3 L</p> <p>Vendor will have to develop and implement interface of SSPBP with Bank's Core Banking System (Finacle) and intermediate/middleware SSPBP server install at DC/DR at their own cost as per its current setup of existing SSPBP so as to maintain uniformity of solution and Central Monitoring Tool (CMT). Development of interface/software for intermediate / middleware, migration of machine into Bank's Domain and their connectivity with Finacle as per its current setup of existing SSPBP is responsibility of vendor.</p> <p>Page 25 Pt. 4.3 M</p> <p>Vendor will have 4 weeks' time to integrate with the bank's CBS/middleware server after acceptance of purchase order and will have to bring the first 50 machines live at the locations desired by the bank with Central Monitoring Tool (CMT). Integration with Bank's ESC system at central location and web based complaint lodging solution within 6 weeks from the date of acceptance of purchase order. Unsatisfactory experience of bank, non-accomplishment of fulfilling the criteria for integration within the said 4/6 weeks or any other Bank feedback against the vendor or products will lead to disqualification of the offer and annulment of the contract/agreement.</p> <p>Page 25 Pt. 4.3 N</p> <p>Model proposed having feature of passbook printing in English and Hindi using Graphic Driver or other methods and Bimap Converter. Selected vendor will have ensured necessary solution, compatibility, configuration to operationalize Hindi Printing at no additional cost to Bank</p>	<p>Page 24 25, 46</p>	<p>These statements are confusing and in point 4.3 N it is mentioned that Bank would have an option to buy intermediate/middleware but Point 3 C, L & M and Page 46 Pt. 2 (H-4) mentions integration with intermediate/middleware. Bank to clarify is Bidder responsible to provide intermediate/middleware server application and Real-time Monitoring application as there would be costing variation in both the cases</p>		<p>Vendor to provide application software Hardware requirement is an option which may or may not be exercised by Bank.</p>
<p>97</p> <p>e) Capability and readiness of the Kiosk for additional services like Non Cash Transaction / Bill Payment etc.</p>	<p>Pg 11 Sec 3.2</p>	<p>Please specify the type of transaction (Non cash) as the HW specification asked in RFP does not have any additional HW which can handle customer authentication (like Biometric, Card + PIN etc). Please clarify.</p>	<p>Aurion Pro</p>	<p>Will be discussed with selected vendor when such facility is required</p>
<p>98</p> <p>k) The vendor will also undertake to load anti-virus solution and other security setup for safe & secured customer service without any extra cost. Bank will provide Anti-virus software/ update to the selected bidder. However its installation and updating from Bank's antivirus server is the responsibility of the vendor</p>	<p>Pg 24 Sec 4.3</p>	<p>Initial loading of AV can be done as an factory deployment process. But any future update need to be pushed centrally from banks AV server. Bank need to provide necessary bandwidth to the PBK's for applying AV updates centrally.</p>		<p>Bank will support the vendor for regular anti virus updation through the central location. However, in case the updation from central location is not possible / feasible then the vendor is required to update antivirus solution and other security setup manually without any cost to Bank.</p>



<p>99</p> <p>n) Vendor will have 4 weeks' time to integrate with the banks CBS/middleware server after acceptance of purchase order and will have to bring the first 50 machines live at the locations desired by the bank with Central Monitoring Tool (CMT). Integration with Bank's ESS system at central location and web based complaint lodging solution within 6 weeks from the date of acceptance of purchase order. Unsatisfactory experience of bank, non-accomplishment of fulfilling the criteria for integration within the said 4/6 weeks or any other Bank feedback against the vendor or products will lead to disqualification of the offer and annulment of the contract/agreement.</p>	<p>Pg 25 Sec 4.3</p>	<p>Bank need to share all necessary CMT and ESSO integration details on day one since the project is awarded. Also request the lead time to be extended to 5 weeks also the number of machines to be decreased to 10.</p>		<p>RFP clause remains same. Specific details will be discussed with selected vendor.</p>
<p>100</p> <p>5. Should have automatic Page number Recognition Function and automatic QR code reading function.</p>	<p>Pg 35 Annexure C</p>	<p>Bank need to clarify whether they need Page reading functionality on QR code. If that is the case then there would be 2 QR code scanner required in the kiosk. The first top read the QR code data on the cover page(account/serial number) and the second QR code is to read the Pg number data. Please clarify and confirm.</p>		<p>Page reading facility on QR code is required.</p>
<p>101</p> <p>Upgrade of existing magnetic stripe based machines of bank to QR code compatible machines by installing QR reader component and enabling any other necessary enhancements. However, Bank may or may not decide to go for up gradation of existing machines to QR code compatible machines</p>	<p>Pg 35 Clause X</p>	<p>Suggest the bank to remove this clause as the existing vendor has advantage and better understanding of their product and any updations / deletions on their product will have issues.</p>		<p>RFP clause remains same.</p>
<p>102</p> <p>In the event of failure of repairing the machine and making it operational beyond 24 hours from the time of logging the call, penalty of Rs. 1000/- per day per machine would be levied till the repair is done to the satisfaction of the Bank. If after repair machine again goes out of order within 30 days and is not made operational in 24 hours from the time of logging the call, penalty of Rs. 1500/- per day per machine would be levied.</p>	<p>Pg 30 point d</p>	<p>The penalties are too high and request bank to divide the same as per the class of cities (Locations)</p>		<p>Revised Penalty is Rs 500 per day.</p>
<p>103</p> <p>Tender to be awarded to L1 vendor for 750 SSPBs</p>		<p>Request & suggest the bank to consider splitting it 60:40 as existing vendor already has advantage and splitting of order gives new/better vendor opportunity to work.</p>		<p>RFP clause remains same.</p>



104	Since the installation of the existing and proposed Auto page flip self-service passbook printing kiosk will result in replacement of existing printers available in the Bank, the Bidder must include in its proposal / solution the process for efficient change over so as to have least inconvenience / disruption in services	23	1. Kindly confirm how many existing kiosks has to be replaced with the new auto flip Passbook Printer. 2. As the existing kiosks are supplied by different vendors, replacing them with new printer is not possible until the OEM of the machines supports on engineering front and support front.		Mangal Technologies	Will be discussed with selected vendor.
105	Upgrade of existing magnetic stripe based machines of bank to QR code compatible machines by installing QR reader component and enabling any other necessary enhancements. However, Bank may or may not decide to go for up gradation of existing machines to QR code compatible machines	26	Kindly confirm what is the quantity, machine details with make and model			Will be communicated to selected vendor.
106		27				RFP clause remains same.
107	Any future upgrade/enhancement necessitated to meet any regulatory / government compliance shall be carried out without any extra cost to Bank. Further, no visit/service charges will be borne by the Bank for up gradation of the software/replacement of hardware component pertaining to SSPBK kiosks for the purpose of enhancing their functionality to meet regulatory/ government compliance. Any up-gradation should be completed within 60 days from the date of request from the Bank.		Any future upgradeable apart from the technical specification as mentioned in RFP should be borne by bank.			Revised clause "The bidder or the OEM should have installed Self-Service Pass Book Printing Kiosks, in at least one Commercial Bank (including RRB/Co-operative Bank/Nagrak/Sahkari Bank) in India or abroad"
108	The bidder or the OEM should have installed Self-Service Pass Book Printing kiosks, in at least one Commercial Bank (except RRB/Co-operative Bank/Nagrak/Sahkari Bank) in India or abroad. Buy Back of 500 kiosks	33 46	We are supplying different kinds of kiosks to banks and would like to supply SSPBK to BOB. Request Bank to modify the clause to "The bidder or the OEM should have installed Self-Service Pass Book Printing kiosks or any other banking kiosks, in at least one Commercial Bank (except RRB/Co-operative Bank/Nagrak/Sahkari Bank) in India or abroad" Request bank to remove the clause as these are 5 years old machines and cannot be used for any purpose			RFP clause remains same.



109	<p>4.3 - v) Buyback of old SSPBP</p> <p>The selected Bidder will have to buyback 500 old SSPBP which are deployed 5 years back (July 2013 onwards) at various branches/ ATM lobby/ Lobby across India as is basis. The locations of these SSPBP will be shared with the selected bidder. Bidder should mention the buyback price in the commercial proposal. The buyback value given by bidders would be considered for determining the TCO of the tender.</p>	26	As there is no clarity of machine condition & physical check of these machines in stipulated time is mere impossible, please remove this clause & from TCO value. It still required, please share the location details with approval letter to vendors for physical verification of each SSPBP machines	
110	<p>3.3 - d) The prices quoted by the bidder shall be inclusive of all taxes, levies, duties, cess such as CST, GST, excise and custom duties, VAT, installation, transportation to respective sites, and insurance for minimum 15 days from the date of delivery of SSPBP.</p>	12	Please keep GST exclusive for all material as tax may vary from time to time over the period of 5 years.	
111	Annual Maintenance Charges for Central Server (at DC and DR) for -4- years	46	Where we need to account the cost of "Annual Maintenance Charges for Central Server (at DC and DR) for -4- years" in Annexure-(H-4) Commercial Bid Template	
112	<p>v) SSPBP shall have complete vinyl wrapped on three sides as per the Bank's branding / requirement at no additional cost for the first wrap for all machines. 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 three years against peeling, fading, tearing etc.</p>	26	Warranty only under normal conditions	
113		27	Need clarity	
114	<p>o) Any updation prescribed by NPCI/RBI/any other regulatory authority should be done free of cost.</p>	34	Need clarity	
115	<p>Bidder should be ready to comply with future RBI or any other regulatory authority requirements without any additional cost to Bank for entire contract period.</p> <p>g) Warranty should not become void if Bank buys any other supplemental hardware/consumable from a third party and install it with these equipment. However, the warranty will not apply to such hardware/consumable items installed by the Bank on its own.</p>	29	Consumables usage will effect the performance and warranty. Hence request to remove the clause	

RFP clause remains same.

RFP clause remains same.

Refer to revised Annexure - H1.

RFP clause remains same.

RFP clause remains same.

RFP clause remains same.

RFP clause remains same.



116					AMC charges are defined in RFP in Annexure H1.
117	4.4 q) Preventive Maintenance (PM) reports of each quarter should be submitted by 10th of first month of next quarter. Failure to do the same will result in levy of Penalty charges.	27	Preventive maintenance cost not defined in the RFP need to be clarify		
	4.4 r) Turn Around Time (TAT) of complaint resolution should be 24 hours and in case of failure to comply a penalty of Rs 1000 per day will be levied till resolution	27	Penalty range is too high, need to be considered 100 per day		Revised Penalty is Rs 500 per day

Place : Baroda
Date : 14-12-2018



Revised Annexure – (H-1)- AMC cost of SSPBP (part of Commercial Bid)

S r. No	Description	Qty. (A)	Cost of Self-Service Passbook Printing Kiosk (SSPBP) excluding taxes* (B)	AMC price per unit in Rs. (B*AMC Percentage)					Total AMC cost for 4 year after warranty (H=A*G)
				AMC percentage as cost of the Machine					
				2 nd Year (C) 6%	3 rd Year (D) 6%	4 th Year (E) 8%	5 th Year (F) 8%	Total AMC for 4 year (G= C+D+E+F)	
2.	Annual Maintenance Charges for Self-Service Passbook Printing Kiosk for -4- years	750							

* like GST, VAT, CST and LST

SIGNATURE

(Name & Designation, seal of the firm)



Annexure A

Broad specifications of machine procured by Bank in earlier RFP:

PC Client Configuration	Processor – Pentium Dual Core or Higher
	Memory – 2 GB or Higher
	Storage Space – 160 GB or Higher
	Operating System – Windows XP (with SP 2)/Windows 7
	Monitor – 15” touch screen or higher
	Virtual keyboard for login/ entering A/c no & Date
Pass Book Printer Unit	<p>It should consists of:</p> <ul style="list-style-type: none"> • Passbook printer for passbook update • Integrated within body • OSU for page and line sensing • Automatic page turning unit to turn the pages forward or backward • Retract unit to store the retracted passbooks
Other Descriptions	<ul style="list-style-type: none"> • Printing Method & Diameter of Printing wire – 24 Pin dot matrix & 0.25 mm • Printing Speed – 288 CPS • Character Pitch <ul style="list-style-type: none"> – at Single Character Pitch : 10,12 to 16,18 CPI - at Double Character Pitch : 5,6 to 8 and 6.67 CPI • Line Pitch – 5, 6 and N/120 LPI • Automatic Document Alignment – Left side (By auto skew function) • Mouth-piece – from 122 to 165 mm • Customer Guidance Panel – LED-type : 6 or 7 or 8 or 9 pcs • Physical dimensions (W*D*H) – Approx 350 mm +/-50 mm to 450 mm * 500 mm to 600 mm * 220 mm to 260 mm • Electrical Specifications – 85-132 V AC, 230+/- 10V AC, 49 to 51 Hz • Power consumption – Less than 180 W • Communication – Serial : RS232 C * 1

