

Request for Proposal for Supply, Installation and Maintenance of Self-Service Passbook Printing Kiosks

RFP Reference Number: BCC/DB/109/SSPBP/458 dated 29th June 2017

Clarification / Bank's replies to queries raised by bidders including pre-bid meeting

Sr. No.	Page	Point/ Section / Clause	Original RFP Clause / Clause detail	Query	Bank's Reply
1	11	3.2.e	Capability and readiness of the kiosk for additional services like Non Cash Transaction / Bill Payment etc.	Request bank to provide if this would be part of scope for additional services to be developed with interface details	This would be additional services, which will be implemented basis on mutual agreement
2	14	3.6.1. Bid Security /Earnest Money Deposit(EMD)	Bidder shall furnish, as part of its bid, a bid security/EMD for an amount of Rs 85,00,000/= (Rupees Eighty Five Lacs Only), in the form of DD/ Bankers' Cheque in favor of Bank of Baroda drawn at Mumbai or	This is exempted for SME units registered with NSIC (National Small Industries Corporation). We wants Bank's confirmation and concurrence here.	As advised in the RFP, MSEs registered under single point Registration scheme of NSIC may be exempted from payment of cost of RFP/EMD.
3	14	3.6.2. Cost of RFP	A complete set of bidding documents may be purchased by any of eligible bidders from our office (address given in section 2.2) upon payment of a non-refundable fee of Rs. 40,000/- (Rupees Forty Thousand Only), in the form of a Demand Draft / Banker's Cheque in favor of Bank of Baroda payable at Mumbai.	This is exempted for SME units registered with NSIC (National Small Industries Corporation). We wants Bank's confirmation and concurrence here.	As advised in the RFP, MSEs registered under single point Registration scheme of NSIC may be exempted from payment of cost of RFP/EMD.
4	24	Scope of work / 4.3 /f	The vendor is required to arrange certification 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 certification 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.	OEM is not a certifying authority for the passbooks supplied by other vendors. But as per the banks request will test the sample passbooks of banks passbook vendor and submit a report. For testing of passbooks from the OEM vendor, passbook vendors will have to pay the fee as per Quotation of OEM vendor. The testing will be done within 4 weeks time excluding holidays and the test results are for the samples provided. Also test results of passbook is related only to those passbooks which are provided by the banks passbook vendor.	Printer OEM is required to certify that the passbook is confirming the specification provided and compatible with the printer. The cost of such certification is bear by the SSPBP vendor. SSPBP vendor / Printer OEM is also required to provide handholding support to passbook vendor(s) to ensure quality and its compatibility with printer.

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5	24	Scope of work / 4.3 /j	j) Model proposed having feature of passbook printing in English and Hindi using Graphic Driver and Bitmap Converter. Selected vendor will have ensured necessary solution, compatibility, configuration to operationalise Hindi Printing at no additional cost to Bank.	We will support the banks existing Hindi printing vendor to interface for the Hindi printing support. If the banks Hindi printing vendor demands interface fee then it is in banks scope.	The SSPBP vendor is required to install the application/interface provided by the Bank for translation of message into Hindi and provide all support to Bank's vendor in this respect. Also SSPBP vendor needs to provide Graphic drivers of the printer.
6	24	scope of work / 4.3/ k	k) The vendor will also undertake to load anti-virus solution and other security setup for safe & secured customer service without any extra cost.	We will install the anti virus at the time of production or before dispatch. Anti virus need to be given to vendor before dispatch of the machine. Regular anti virus updation will be scope of bank.	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.
7	24	4,3-i	The vendor should also undertake to customize display screens desired by bank in graphic mode in three languages (Hindi, English and the local language of the state where the machine is deployed) on touch screen format for all transactions undertaken by SSPBP without any extra cost	Request bank to confirm on the total transaction planned on SSPB other than Passbook Issuance & Update service.	Will be shared with the selected bidder
8	24	4.3. Scope of work	b) The Bank is looking for a vendor who can supply, install and maintain Self-Service Passbook Printing Kiosks compatible with bank's existing as well as proposed magnetic stripe passbooks.	Need the details of the existing magstrip passbooks and system to understand the integration part	Sample of the passbook can be collected from RFP co-ordinator. Integration details will be shared with the selected bidder

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9	24	4.3. Scope of work	e) The SSPBP software should have the features of auto mapping of subsequent passbook.	We request Bank to provide indetail requirement for this clause	Will be shared with the Selected bidder
10	24	4.3. Scope of work	j) Model proposed having feature of passbook printing in English and Hindi using Graphic Driver and Bitmap Convertor. Selected vendor will have ensured necessary solution, compatibility, configuration to operationalise Hindi Printing at no additional cost to Bank.	Wether Bank CBS would send ISO string messeges/transaction details in Hindi language? Need clarity on this.	No, CBS send the ISO string messages in English. 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.

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11	25	scope of work / 4.3 / k	w) The Bank shall have the right (for future requirement) to either place the order for the consumable on the vendor or to procure the same from the other sources.	vendor is not responsible for the fault or malfunctioning of the machine due to use of inferior or duplicate quality of consumables if banks procure from some other vendor. Parts damaged due to use of consumables from other sources by bank will be charged extra.	Bank has also asked the rate of consumable i.e. printer cartridge in the RFP and will guide the branches to use the consumable supplied/approved by the OEM/bidder. However, the vendor is required to check the usage of original consuable i.e. printer cartridge during their visit and in case of any variance, advise the same to Bank immediately. They are also required to check this during preventive maintenance visit and confirm it in their report.
12	25	4.3 m	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. 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	Details needed on ESQ Integeration. The time needed for Total integeation of 6 weeks will be less to setup Server systems of CMT & MIS,DR etc and request bank to provide additional time of 4 weeks on this.	No change in RFP terms. ESQ integration details will be shared with the sucessful bidder

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13	25	4.3. Scope of work	o) 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.	Need further technical details on this.	Will be shared with the Selected bidder
14	27	4.4-i	Any future upgrade/enhancement necessitated to meet any regulatory / government compliance shall be carried out at mutually agreed cost. However, 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 30 days from the date of request from the Bank.	The statement is contradictory where bank is agreeing to provide cost and in another line not agreeing for some part cost which may be necessary for meeting compliance. The changes needed has to be at an agreed cost	NO Change in RFP terms. As given in the RFP "Any future upgrade / enhancement necessitated to meet any regulatory / government compliance shall be carried out at mutually agreed cost . However, 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.

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15	28	warranty / 4.9 / g	g) Warranty should not become void if Bank buys any other supplemental hardware/consumable from a third party and install it with these equipments. However, the warranty will not apply to such hardware/consumable items installed by the Bank on its own.	Vendor is not responsible for the fault or malfunctioning of the machine due to use of any other hardware /consumable purchased by bank form a third party. The machine cannot work properly if unauthorised parts are used. Warranty will become void due to use of such parts.	Bank has also asked the rate of consumable i.e. printer cartridge in the RFP and will guide the branches to use the consumable supplied/approved by the OEM/bidder. However, the vendor is required to check the usage of original consuable i.e. printer cartridge during their visit and advise the same to Bank immediately. They are also required to check this during PM visit.
16	32	Annexure B	The bidder should have a minimum annual turnover of Rs 50 crores during last three financial years i.e. 2013-14, 2014-15 and 2015-16.	Please clarify whether there will be exemption given for MSE vendors. Attached the MSME Government notification for Public Procurement Policy for Micro and Small Enterprises Order 2012 and other circulars relating to MSME units for exemption of prior experience and turnover criteria.	As advised in the RFP, MSEs registered under single point Registration scheme of NSIC may be exempted from payment of cost of RFP/EMD only .
17	32	Annexure B - Compliance of Eligibility Criteria	The bidder should have a minimum annual turnover of Rs 50 crores during last three financial years i.e. 2013-14, 2014-15 and 2015-16.	Reference to point 6 , turnover criteria (page 32)- Is the esteemed bank looking for average turnover (3 years) to be 50cr or any specific year having 50cr can be considered. If the OEM is an international provider, can the consortium turnover be considered?	No change in RFP terms. The bidder should have a minimum annual turnover of Rs 50 crores during last three financial years i.e. 2013-14, 2014-15 and 2015-16.

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18	53	Annexure M	We hereby extend our full comprehensive guarantee and warranty as per Conditions of Contract for the goods and services offered for supply by the above firm against this RFP. 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 above product and associated services for any reason whatsoever, we shall perform all the pending obligations as if the contract were between the Bank and us.	We hereby extend our full comprehensive guarantee and warranty as per Conditions of Contract for the Printer.	Revised Clause "We hereby extend our full comprehensive guarantee and warranty as per Conditions of Contract for the Self Service Passbook Printer against this RFP. 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 passbook printer and associated services for any reason whatsoever, we shall perform all the pending obligations as if the contract were between the Bank and us."
19		Other		Would be esteemed bank considered the installation of Kiosk in "Aviation" industries for boarding pass, Tickets and Baggage Tagging ?	No

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20				As per MSME ."Public Procurement Policy for Micro & Small Enterprises (MSEs) Order, 2012" as notified by the Government of India, Ministry of Micro Small and Medium Enterprises, New Delhi vide Gazette Notification dated 26.03.2012 , public sector institutions including Banks are mandated to procure a minimum of 20% of all procurement from MSME vendors. Request to please add a similar clause in line with the MSME notification.	As advised in the RFP, MSEs registered under single point Registration scheme of NSIC may be exempted from payment of cost of RFP/EMD only.

21. Revised Important Dates

Sr. No.	Particulars	Date and Time
1	Last date of submission of BIDs	29.07.2017 (3 PM)
2	Date of opening of Eligibility cum Technical bid	29.07.2017 (4 PM)
3	Oral presentations & product demo at Live working sites	31.07.2017 to 02.08.2017
4	Announcement of qualifiers and opening of commercial bid	03.08.2018 (4 PM)

Note - All other terms of the RFP remains unchanged