

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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1	3.2 (Technical)	11	<p>The RFP stipulates that the passbook printer should have a readily available auto page flip facility. As you would be aware, it is only Hitachi Company which manufactures passbook printers with auto page flip provision. As per our past experience, this printer has got some major maintenance issues also. Therefore, all other major Banks have not installed this kind of pass book printers. These are costly also when compared with similar other printers available in the market. This kind of unusual requirement will help in avoiding the healthy competition and would also cost additionally to the Bank. Therefore, we request that this provision be removed from the technical specifications / requirements of passbook printer. You would also have observed that all major commercial PSU Banks in the recent past have come out with tenders for procuring large number of self servicing Passbook printing kiosks / passbook updation kiosks / Swayam machines without this kind of peculiar requirement of auto flip page provision.</p> <p>We urge upon you that in the interest of healthy competition, please remove this condition and Passbook printer kiosk with normal facilities be asked. This would help you to reduce your cost for the same kind of machine, without affecting customer service.</p>		Core Computers	RFP Clause remains same.
2	4.3(i) (Scope of work)	24	Kindly let us know if CBS functionality will be provided by the Bank in the passbook printing kiosk for enabling issuance of passbook by bank officials from the Kiosk and security concerns will be taken care of.			The interface with CBS will be provided but issuance functionality and security at kiosk end and during communication will be the responsibility of the selected vendor.
3	4.3(w) (Scope of work)	26	What is the number of existing machines, their configuration, and present installed locations.			Details will be shared with selected vendor at Bank's discretion.
4	4.4(i) Execution of work	27	It is not clear as to how many times bidders would be required to undertake the changes / provide upgradation in the system / software. Nature of changes / upgradations needed is also highly uncertain. Therefore, in the absence of any specific requirement, either the number of times changes would have to be undertaken should be restricted or it should be made chargeable, at the rates agreed at relevant time.			RFP Clause remains same.
5	4.10(a) AMC	29	Please confirm that AMC would be given to the bidders who would be supplying passbook printing kiosks.			The AMC will be given to the selected vendor for the machines supplied and installed by them.
6	4.12 Payment Terms, Support Services & Miscellaneous Terms/ Requirements	30	We suggest that the payment terms should be made more practicable. 75% should be payable on delivery of machines.			RFP Clause remains same.
7	Section 2	7	<p>Section 2 : Lodgment of RFP</p> <p>One Set of bid documents (paper copies) containing Eligibility cum Technical compatibility and Commercial response (each of these being enclosed in separate sealed envelopes); one (1) electronic copy (Microsoft Office 2003/2007 on CD) and one (1) electronic copy (Adobe .pdf non-editable / password protected on CD) must be supplied to the Bank in a sealed master envelope superscripted "Proposal for Supply, Installation and Maintenance of Self-Service Passbook Printing Kiosks for Bank of Baroda". It should be noted that in case of any discrepancy in information submitted by the bidder in hard-copy and soft-copy, the hard-copy shall be given precedence and will form the basis of evaluation and final selection. However, in case of non-submission of any hard copy document, if the same is found submitted in the soft-copy, Bank reserves right to accept the same at its absolute discretion.</p>	We request the bank to allow online submission as during Covid time and lockdown situation, our offices are shut and it is difficult to take printouts and hard copies and send to the bank.	CMS	RFP Clause remains same.
8	3.2. Technical details required	11	e) Capability and readiness of the kiosk for additional services like Non Cash Transaction / Bill Payment etc.	We request the bank to clarify if they are looking for a Multifunction kiosk?		These mentioned services are futuristic and if in future any additional requirement in functionality of kiosk comes then the vendor need to provide the functionality.
9	3.2. Technical details required	11	l) Demonstration of proposed Hardware, Software and Services – actual demonstration of tools(s) and not just PPT presentations	We request the bank to allow to do online demonstration due to covid and lockdown situation		In case in person visit/demonstration can not be arranged at the decided time then Bank at its own discretion may opt for online demonstration.
10	3.2. Technical details required	11	n) Demonstration of the Hindi Printing.	We request the bank to allow to do online demonstration due to covid and lockdown situation		In case in person visit/demonstration can not be arranged at the decided time then Bank at its own discretion may opt for online demonstration.
11	3.2. Technical details required	12	o) Demo of compatibility of Self Service Passbook Printing Kiosk proposed by bidder with bank's existing passbook at the time of visit by Bank's evaluation team. Bidder may obtain copy of passbook and/or related information before the visit. This is a mandatory requirement and any delay/deviation in demo of compatibility would result into summary disqualification of the bidder.	We request the bank to allow to do online demonstration due to covid and lockdown situation		In case in person visit/demonstration can not be arranged at the decided time then Bank at its own discretion may opt for online demonstration.
12	Annexure-K.	15	ii. To furnish OEM certification of the passbook supplied to him within the 2 week of the delivery of the sample to bidder. The bidder or his OEM will not charge any amount for the initial certification or further certification of passbooks (maximum one certification in a quarter).	We request the bank to clarify this point.		This point implements that for the Bank's existing passbooks the printer OEM should provide certification that the machine is compatible with these passbooks and printing will be done properly.

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13	3.6.3. Performance Bank Guarantee	15	3.6.3. Performance Bank Guarantee Successful bidder has to furnish a Performance Bank Guarantee of 10% of the total contract value issued by any reputed Scheduled Commercial Bank in India (other than Bank of Baroda) in favour of Bank of Baroda. The Guarantee shall be valid for the entire period of contract and 3 months thereafter.	We request the bank to take the PBG for 10% of the product value for 1 year and 3 months warranty period. Post one year, the PBG can be returned. A new PBG can be issues for 10% of the AMC amount for 4 years period.		RFP clause remains same.
14	8. Penalty & Liquidated Damages (LD)	17	3.7.8. Penalty & Liquidated Damages (LD) 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 15,00,000/- then Bank reserves the right to cancel the entire order.	We request the bank to provide all the details before the integration beginning and then provide 6 weeks for integration and 10 weeks for the batch of 50 to be installed during first phase.		RFP clause remains same.
15	3.7.12. Termination	20	3.7.12. Termination Bank shall have the option to terminate this RFP at any stage without prior notice. The Bank reserves the right to terminate any subsequent agreement and / or any particular order, in whole or in part by giving Vendor at least 90 days prior notice in writing. It is clarified that the Vendor shall not terminate this RFP & the subsequent Agreement for convenience	We request the bank to do termination for cause along with a cure period of 90 days. Bank should also give the right to the bidder to terminate under the same clause.		RFP clause remains same.
16	3.7.14. Limitation of Liability	21	3.7.14. Limitation of Liability a) The vendor's aggregate liability in connection with obligations undertaken as a part of this Project whether arising under this project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual.	We request the bank to limit the liability to the value of the contract. All liability should be subjected to actual proven loss.		RFP clause remains same.
17	4.3. Scope of work	24	a) 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. Bank may extend the AMC period further as per it's discretion.	We request the bank to opt for semiautomatic pass book printing kiosk as it is being used by most of the banks in India. Bank to consider that part will be replaced if it is a genuine fault against the manufacturing quality. Consumable items such as printer head and parts damaged due to improper electric supply or vandalism etc. should be replaced at cost as per the spares rate agreed with bank		RFP clause remains same.
18	4.3. Scope of work	24	e) The SSPBP software should have the features of auto mapping of subsequent passbook. Also bank may require software to print QR code passbook at the existing teller DOT matrix printer and should be inter-operable with SSPBP if desire	We request the bank to clarify of this software has to be provided separately and who will manage this software including reinstallation and troubleshooting?		The automapping feature should be available at Kiosk level and should be part of the provided Kiosk application software. The software for teller machine may arise infuture and the details will be shared at that time only as per the requirements of Bank.
19	4.3. Scope of work	24	g) The successful vendor will take total responsibility for supply, installation of SSPBP and making them operational through interface with Finacle and middleware server. Vendor will ensure end to end integration of SSPBP Kiosk.	We request the bank to provide complete details, documentation and support from its own and its CBS and middleware vendor's team for integration,		Details will be shared with the selected vendor.
20	4.3. Scope of work	25	j) 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.	The translation is provided by the middleware and no processing happens on the kiosk. We request the bank to clarify on this point.		Bank may arrange for providing DLL for Hindi printing or may ask vendor to arrange for the same. Vendor to arrange for necessary integration in case DLL is provided by Bank.
21	4.3. Scope of work	25	k) The vendor will also undertake installation of anti-virus solution and its regular update.	We request the bank to clarify who will provide the antivirus software, its definitions and testing in lab before deployment. We request the bank to consider OS hardening and port blocking as a better way to secure the SSPBP kiosk.		Bank at its discretion either ask vendor to provide antivirus or Bank itself may provide the same. Vendor need to arrange for updation of antivirus in both cases.

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22	4.3. Scope of work	26	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.	We request the bank to provide all the details before the integration beginning and then provide 6 weeks for integration and 10 weeks for the batch of 50 to be installed during first phase.		RFP clause remains same. The details will be shared with the selected vendor.
23	4.3. Scope of work	26	u) 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.	We request the bank to share the design of the wrap.		Details will be shared with the selected vendor.
24	4.3. Scope of work	26	w) 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.	We request the bank to clarify on this upgrade. We also request the bank to remove this from the TCO as the printer being used may not be bidder's competency.		RFP clause remains same.
25	4.4. Terms of execution of work	27	l) No additional visit charges will be paid by the Bank, whatever the reason may	We request the bank to pay for charges for visits which are not attributable to the bidder.		RFP clause remains same.
26	4.4. Terms of execution of work	27	i) 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.	We request the bank to pay for any future upgrade/enhancement necessitated to meet any regulatory / government compliance charges. These charges are unknown and are not attributable to the bidder and we cannot factor or estimate any charges for next 5 years. SSPBP is also the bank's property and compliance has to be done by the bank. Under such scenario, we request the bank to pay for such charges.		RFP clause remains same.
27	4.4. Terms of execution of work	27	n) Updation of patches and antivirus is vendor's responsibility and it should be done centrally.	We request the bank to provide the connectivity to the SSPBP kiosks along with the necessary hardware and software for doing this centrally.		Software/utility for carrying out these functions will have to be arranged by the vendor.
28	4.4. Terms of execution of work	27	o) Any updation prescribed by NPCI/RBI/any other regulatory authority should be done free of cost.	We request the bank to pay for any future upgrade/NPCI/RBI/any other regulatory authority. These charges are unknown and are not attributable to the bidder and we cannot factor or estimate any charges for next 5 years. SSPBP is also the bank's property and compliance has to be done by the bank. Under such scenario, we request the bank to pay for such charges.		RFP clause remains same.
29	4.4. Terms of execution of work	27	p) Server requirement specifications should be given clearly.	We request the bank to clarify if it will provide on OS, DB, replication software, connectivity etc. as well		Bank may provide the server or may ask vendor to provide the same.

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30	4.12 Payment Terms, Support Services & Miscellaneous Terms/Requirements	30	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 complaint resolution performance for the said half year.	These payment terms impact our cash flow severely. We request the bank to make the payment terms as: 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 delivery, 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 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 quarterly after obtaining report of uptime and complaint resolution performance for the said half year.		RFP clause remains same.
31	4.13. Centralized Call Login Facility and web based solution	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 request the bank to clarify the time of duty. We also request the bank to clarify that it will take care of the DC/DR infra.		The time of duty will be in alignment with the Bank working hours. It requires to manage SSPBP servers at Dcand DR in co-ordination with our teams.
32	Annexure-B - Compliance of Eligibility Criteria	34	The bidder or the OEM should have ready model(s) having features of sensing QR code of 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.	We request the bank to go for semi automatic SSPBP kiosk. The machines are already available for reading QR code.		RFP clause remains same.
33	Annexure-B - Compliance of Eligibility Criteria	34	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.	We request the bank to pay for any future upgrade/NPCI/RBI/any other regulatory authority. These charges are unknown and are not attributable to the bidder and we cannot factor or estimate any charges for next 5 years. SSPBP is also the bank's property and compliance has to be done by the bank. Under such scenario, we request the bank to pay for such charges.		RFP clause remains same.
34	Annexure-D – Compliance of Technical Specification D1	37	Processor : Intel i3 (Minimum 9th Generation) or higher Motherboard : Industrial Grade (2 x serial / 6 x USB 2.0 or higher / 1 x Line out / 1 x MIC in / 1 x VGA / 1 x RJ 45 LAN GbE / integrated Full HD Graphics, support DirectX12, OpenGL4.5 / 1 x PCIe slot / support for WiFi module) Operation Temperature: (0°C to 60°C) Storage Temperature: (-20°C to 70°C) Relative Humidity (5% to 95%), RH non-condensing MTBF : over 1,00,000 hours at 40°C	We request the bank to remove serial port as the same is outdated. We request the bank to change the processor to i3 6th generation or higher as the workload does not require a very high end and high cost processor to be put in the SSPBP kiosk. We request the bank to change the operating temperature to 5-50 degrees C We request the bank to change the storage temperature to 5-50 degrees C		RFP clause remains same. Bank has mentioned this as minimum requirement of processor in terms of configuration and performance. Bidder may quote for processor of any company with similar configuration and performance or higher
35	Annexure-D – Compliance of Technical Specification D1	37	Monitor : 15" touch screen or higher	We request the bank to change this to 17 inch monitor as 15 inch as baseline is almost end of life		RFP clause remains same.
36	Annexure-(H-4)	47	7. Cost of up gradation of existing machines to QR compatible machine	We request the bank to clarify on this upgrade. We also request the bank to remove this from the TCO as the printer being used may not be bidder's competency.		RFP clause remains same.
37	Annexure – (H-2)- Cost of Spare Parts (part of Commercial Bid)	47	Annexure – (H-2)- Cost of Spare Parts (part of Commercial Bid)	We request the bank to remove this clause as it may distort the TCO. This can be an optional item.		RFP clause remains same.

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38	Annexure – (H-3)- Shifting Cost (part of Commercial Bid)	47	Annexure – (H-3)- Shifting Cost (part of Commercial Bid)	We request the bank to remove this clause as it may distort the TCO. This can be an optional item.		RFP clause remains same.
39	General Query		1. Whether Kiosk is directly interacting with CBS or through Middleware for Passbook request? But for monitoring middleware is there.	1. Whether Kiosk is directly interacting with CBS or through Middleware for Passbook request? But for monitoring middleware is there.		The selected vendor need to provide the middleware application for inetraction between Kiosk and CBS.
40	General Query		2. Whether Passbook Request communication with CBS is https (Web API) or TCP?	2. Whether Passbook Request communication with CBS is https (Web API) or TCP?		Details will be shared with the selected vendor.
41	General Query		3. While CBS integration Whether bank will provide public URL for testing at vendor premises or same we need to do at bank premises with sending our resource ?	3. While CBS integration, whether bank will provide public URL for testing at vendor premises or same we need to do at bank premises with sending our resource ?		This need to be done at Bank's premises.
42	3.7.8. Penalty &Liquidated Damages (17	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. 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".	We request bank to please consider SSPBP delivery and installation in 4 -6 weeks and 6-8 weeks for road permit locations. Request exclude the tax part from the penalty.		RFP clause remains same.
43	3.7.8. Penalty &Liquidated Damages (17	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.	In Covid19 situation across world, Request Bank to consider the period as 2 to 4 weeks as there will be parts which is imported and penalty subject to maximum of 1% of order value.		RFP clause remains same.
44	3.7.8. Penalty &Liquidated Damages (18	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.	Request Bank to consider beyond 48hrs in Major cities and beyond 72hrs in Rural areas. NE States, Uttarakhand, Himachal Pradesh, Chhattisgarh, J & K, Sikkim, States should be exempted from this clause. Please consider penalty Rs. 150/- per quarter per machine.		Revised penalty amount is Rs 500 per day per machine. Rest RFP clause remains same.
45	3.7.8. Penalty &Liquidated Damages (18	If the selected Bidder fails to complete due performance of the contract in accordance to the terms and conditions agreed during the final contract negotiation, Bank reserves the right either to cancel the contract or to accept performance already made by the selected bidder. In case of termination of contract the Bank reserves right to recover an amount equal to 10% of the total contract value as Liquidated Damages for non-performance.	Please clarify 10% is the PBG value or additional 10% will be recovered from the bidder. If it is additional then request for deletion of the clause.		It is additional. RFP clause remains.
46	3.7.8. Penalty &Liquidated Damages (18	Both penalty and liquidated damages are independent of each other and are applicable separately and concurrently.	we request bank to consider any one of penalty with Cap of Maximum amount. We Request for amendment in the Clause.		RFP clause remains same.
47	3.7.8. Penalty &Liquidated Damages (20	Force Majeure means an event beyond the control of the either party to the contract and not involving anyone's fault or negligence and not foreseeable. Such events may include, but are not restricted to, such as a war, strike, riot, crime, or an act of God / Nature (such as hurricane, flooding, earthquake, volcanic eruption, etc.), which prevents one or both parties from fulfilling their obligations under the contract.. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.	Bank to add events like Epidemic, Pandemic in Force Majeure clause		RFP clause remains same.
48	3.7.14.Limitation of Liability	21	a) The vendor's aggregate liability in connection with obligations undertaken as a part of this Project whether arising under this project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual. b) Vendor's liability in case of claims against the bank resulting from Wiiful Misconduct or Gross Negligence of the vendor , its employees and Subcontractors or from infringement of patents, Trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited. c) The bank shall not be held liable for and is absolved of any responsibility or claim/litigation arising out of the use of any third party software or modules supplied by the vendor as part of this Agreement. In no event shall any Party be liable for any indirect, incidental or consequential damages or liability, under or in connection with or arising out of this Agreement or the hardware or the software delivered hereunder, howsoever such liability may arise	We request bank to please consider and cap the liability.		RFP clause remains same.

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49	4.1. Background	23	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	Please clarify in detail on the replacement of existing printer available/running in the branch.		The machine software should be able to print the passbooks already printed on other OEM machine without causing any duplication or overwriting.
50	4.1. Background	23	Bank would require the new solution to be inter-operable with its existing solution.	Bank to provide more clarity on inter operable with existing solution.		The machine software should be able to print the passbooks already printed on other OEM machine without causing any duplication or overwriting.
51	4.1. Background	23	vendor to provide for a web based portal for lodging / raising trouble ticket with asset tagging for each machine.	Bank to clarify weather Vendor has to provide the separate application of Call management system and asset tagging solution.		Vendor to provide these functionalities in addition to other mentioned functionalities in Central Monitoring Tool (CMT) portal. In future if Bank feels that load has increased on CMT portal Bank may ask for division of functionalities in two portals.
52	4.3.Scope of work Point no. b)	24	The Bank is looking for a vendor who can supply, install and maintain Self-Service Passbook Printing Kiosks compatible with bank's proposed QR code based passbooks.	Bank to confirm QR code reader is separate module or inbuilt in the printer. Bank to confirm weather the passbook is enabled with magstrip and QR code or only with the QR code. Bank to provide the sample of the passbook kiosk with QR code and Magnetic strip or separate.		The QR code should be inside the Kiosk.Regarding positioning inside Kiosk vendor has to decide the same ensuring Bank's existing passbooks are read and printed properly.
53	4.3.Scope of work Point no. e)	24	Also bank may require software to print QR code passbook at the existing teller DOT matrix printer	Suggest bank to print the QR code on separate printer for better readability than dot matrix printer		RFP clause remains same.
54	4.3.Scope of work Point i)	24	Bank will provide the regional language screens. For example: In Kerala the screens will be in English, Hindi and Malayalam & in Maharashtra it will be in English, Hindi and Marathi.	Will bank provide the screen or language conversion script.		Bank will provide the screens. The language conversion script Bank may provide or may ask the vendor to provide the same.
55	4.3.Scope of work Point no l)	24	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).	Bank clarify whether vendor has to integrate with existing CMT application or vendor has to provide the CMT application. Also Bank has clarify weather existing server hardware will provide or vendor has to provide hardware for middleware and RMMS(CMT).		Vendor has to provide CMT application. In future, Bank may ask vendor to integrate the monitoring solution with Bank's ESQ or any other portal for streamling and enhancing the process. Bank may ask vendor to supply server or may provide Bank's server.
56	4.3. a) Scope of work	24	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. Bank may extend the AMC period further as per it's discretion.	Bank to consider that part will be replaced if it is a genuine fault against the manufacturing quality. Plastic, rubber parts, broken parts, parts damaged due to improper electric supply or vandalism etc. will be replaced at cost as per the spares rate agreed with bank		RFP clause remains same. Replacement will be chargeable only for cases of Bank dependency , other wise it will be free. Bank dependency will be discussed and defined at time of agreement signing, the rate will be as per rates quoted in bid in response to the RFP.
57	4.3.Scope of work Point no. n)	25	Vendor is also required to integrate the SSPBP with Bank's ESQ system.	what is format of ESQ integration. Bank to provide the required API to Integrate with ESQ system. Any update/patch related passbook kiosk will be updated through ESQ system or vendor need to provide the separate system.		Vendor need to provide mechanism for patch update. The details for ESQ will be communicated with the selected vendor.
58	4.3.Scope of work Point no. i)	25	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).	Suggest bank to share the current setup, architecture and infrastructure. Please also help to share the server sizing and capacity to accommodate additional 4000 kiosks.		Details will be shared with the selected vendor.
59	4.3.Scope of work Point no. J)	25	Model proposed having feature of passbook printing in English and Hindi using Graphic Driver or other methods and Bitmap Converter.	Bank to confirm who will provide the English to Hindi converter Data/Dictionary(DLL) for Hindi printing.		Bank may arrange for providing DLL for Hindi printing or may ask vendor to arrange for the same.

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60	4.3. s) Scope of work	25 & 26	Bank can also use the services of the vendor for shifting of SSPBP as per the rate provided by the vendor in Annexure H-3. In such cases services of de-installation, dismantling, packing, lifting, transportation, transit insurance, assembling, re-installation, testing at new location, making live at new location and training to staff at new location will be provided by the vendor. Shifting of the SSPBP within the premises/onsite ATM/ Onsite Lobby will be carried out by Bank and re-installation, testing and making live will be done by the bidder without any cost and will be treated as a preventive maintenance.	We request to please consider mutually agreed commercials for all such calls. Please include additional visit charge line item in commercial format of the bid.		RFP clause remains the same.
61	4.3. t) Scope of work	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 request to please provide the bank's master AMC agreement to comment on this clause.		RFC clause remains same. The AMC agreement will be signed with the selected vendor.
62	4.3. v) Scope of work	26	Bank will use the shifting, spare part, consumable rates provided by the vendor to place the order for any requirement during the contract period. The Bank will have an option to renegotiate these rate with the vendor from time to time depending on the prevailing market rates. The rates provided by the vendor shall include the all type of taxes, delivery charges, installation, transportation etc. and it will be the vendors' responsibility to deliver and install the consumable/spare parts/SSPBP at Bank's branches/offices. 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	We recommend Bank to purchase consumables & spares only from Vendor/OEM supplying SSPBP machines to ensure the performance of the SSPBP.		RFP clause remains the same.
63	4.4.a)Terms of execution of work	26	The delivery may be spread over a period of 10 to 12 months, as per Bank's requirements though Bank desires to complete the installation and operationalization of all the 3000 machines as early as possible. The first set of 50 SSPBP will have to be operationalized within a period of 6 weeks from the date of acceptance of purchase order.	We request bank to please consider 6-8 weeks instead of 6 weeks to operationalize the first 50 SSPBP.		RFP clause remains the same.
64	4.4.b)Terms of execution of work	26	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.	We request bank to please consider delivery timeline as within 4-6 and 6-8 weeks for road permits locations.		RFP clause remains the same.
65	4.4.d)Terms of execution of work	27	Service Level Agreements (SLAs) will have to be entered into with the Bank with uptime guarantees for all installations. SLA has to be entered after issuance of LOI/Purchase Order.	Please share SLA format if any specific to the bank to comment on the same.		Details will be shared with the selected vendor.
66	4.4.e)Terms of execution of work	27	The vendor would be responsible for timely applying/loading of all the software patches, versions and screens into the individual SSPBP during the Warranty and AMC period. This job has to be done as a part of Warranty and AMC support services, without any extra cost to the bank	We recommend to do the same remotely by using the CMT solution. If any site visit is required then in that case that should be considered as additional cost and cost for the same to be mutually agreed.		RFP clause remains the same.
67	4.4.g)Terms of execution of work	27	The vendor should obtain transit insurance cover for the SSPBP from their factory/ godown/ warehouse to the site and such insurance cover should be available till installation of the SSPBP. If installation is delayed due to the Bank's reason, the insurance must be available for minimum 15 days from the delivery of SSPBP.	We request bank to please consider the insurance of the SSPBP till delivery at site.		RFP clause remains the same.
68	4.4.L)Terms of execution of work	27	No additional visit charges will be paid by the Bank, whatever the reason may be.	We request bank to amend the clause as If visits are due to Bank dependency and not in control of the bidder then in that case case visits will be done on mutually agreed cost.		RFP clause remains the same.
69	4.4.n)Terms of execution of work	27	Updation of patches and antivirus is vendor's responsibility and it should be done centrally	SSPBP is in Banks intranet. This function should be automatic. If needed Vendor would update through Remote. Any visit to this would be at additional cost		RFP clause remains the same.
70	4.4.q)Terms of execution of work	27	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.	We request to please consider 15th of the month instead of 10th of the month.		RFP clause remains the same.
71	4.4.r)Terms of execution of work	27	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.	24hrs in Major Cities, 48hrs in Semi urban & 72hrs in Rural areas. NE States, Uttarakhand, Himachal Pradesh, Chhattisgarh, J & K, Sikkim, States should be exempted from this clause		RFP clause remains the same.
72	4.4.t)Terms of execution of work	27	t) 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.	Monthly meeting will be done by the bidder but request bank to remove penalty charges from this clause.		RFP clause remains the same.

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73	4.9. e)Warranty	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 installed 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.	Bank to Consider maximum of 4 days from the date of SLM call logged through portal & email. NE States, Uttarakhand, Himachal Pradesh, Chhattisgarh, J & K, Sikkim, States should be exempted from this clause		RFP clause remains the same.
74	4.9. g)Warranty	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	Warranty will become void if Bank buys any other supplemental hardware / consumable from a third party and install it with these equipment because such things will impact the performance of the kiosk.		RFP clause remains the same.
75	4.10. a)Annual Maintenance Contract	29	If Bank desire, the vendor is expected to maintain the equipment supplied for at least 4 years after the expiry of warranty period. The same maintenance standards are expected during warranty period as well as during AMC period. Bank may extend	We request bank to please consider the different mutually agreed AMC rate for extended period if any.		RFP clause remains the same.
76	4.10. b)Annual Maintenance Contract	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.	Generally all OEMs provide support only for 5 years. Hence request bank to consider support up to 5 years. Extended period AMC rate to be mutually agreed post assessment of the deployed kiosk.		RFP clause remains the same.
77	4.11 Maintenance Standard during W	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.	Request Bank to consider the following: In the event of failure of repairing the machine and making it operational beyond 72 hours from the time of logging the call, penalty of Rs. 150/- per quarter 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. This is not acceptable as there are already many penalties being stated in multiple clauses		Revised penalty amount is Rs 500 per day per machine. Rest RFP clause remains same.
78	4.12 Payment Terms, Support Services & Miscellaneous Terms/Requirements	30	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	We request bank to consider payment term as follows : 70% against Delivery 20% against Installation 10% against PBG		RFP clause remains the same.
79	4.12 Payment Terms, Support Services & Miscellaneous Terms/Requirements	30	d) AMC Charges will be payable half-yearly after obtaining report of uptime and complaint resolution performance for the said half year.	We request bank to make AMC payment quarterly instead of Half Yearly		RFP clause remains the same.
80	4.13. Centralized Call Login Facility and web based solution	31	4.13. Centralized Call Login Facility and web based solution	Bank to Clarify centralized call login application will be deployed on vendor location or bank premises.		Bank may host the application or may ask the vendor to host the application as per requirement.
81	Annexure-B - Compliance of Eligibility	33	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/Nagrik/Sahkari Bank) in India.	We request bank to please amend the clause as "The bidder or the OEM should have installed minimum 1000++ Self-Service Pass Book Printing Kiosks, in at least Three Commercial Bank (except RRB/Co-operative Bank/Nagrik/Sahkari Bank) in India."		RFP clause remains the same.
82	Annexure-C - Compliance of Function	35	1. This kiosk should be capable of automatic reading of QR code of passbook and flipping of passbook pages in forward or backward direction. The Kiosk should be capable of reading optical lines also.	Suggest bank to go with manual flipping of passbook pages in forward direction and optical reading lines as standard passbook printers available have manual flipping of pages and no optical line reader. Almost all banks are using the same approach for passbook printing kiosk.		RFP clause remains the same.

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83	Annexure-C - Compliance of Function	35	4. Machine should have the capability of Automatic Page Flipping Function forward and backward	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. Almost all banks are using the same approach for passbook printing kiosk.		RFP clause remains the same.
84	Annexure-C - Compliance of Function	35	5. Should have automatic Page number Recognition Function reading optical lines and automatic QR code reading function. 6. Should have passbook Retraction Function	Suggest bank to remove this specs and go for "Standard Passbook printer specs with inbuilt barcode scanning feature" with dual CIS scanners which will reduce the cost of the product. Almost all banks are using the same approach for passbook printing kiosk. Currently 50,000+ semi-automatic passbook printing kiosks are installed at various banks across India.		RFP clause remains the same.
85	Annexure-C - Compliance of Functional Specification Point No. 2	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.	Kindly clarify as this is provide the CBS vendor not the passbook vendor		In future if the requirement arises then vendor need to provid the functionality.
86	Annexure-C - Compliance of Functional Specification Point No. 3	35	Additionally, provision should be available at the SSPBP kiosk for branch administrator to map the passbook to account number.	Bank to Provide the API to map with account number		Details will be shared with the selected vendor.
87	Annexure-C - Compliance of Functional Specification Point No. 11	35	End to end Encryption of sensitive customer demographic and transactional data	Bank to provide the encryption data logic and the same data will be decrypted at CBS end.		Details will be shared with the selected vendor. Bank may provide the data logic or may ask the vendor to provide the same.
88	Annexure-C - Compliance of Functional Specification Point No. 12	36	12. Device Health Status. Application should be able to show the Real time health of all the	Bank to clarify health monitoring will be available on centrally RMMS(CMT) or kiosk level.		At central level. In future if any new requirement for health monitoring comes then vendor to fulfill the same without any additional cost.
89	Annexure-C - Compliance of Functional Specification Point No. 13	36	13. Process Diagnostic – Application should provide a detailed track report of process failure with re-attempt count.	Bank to clarify health monitoring will be available on centrally RMMS(CMT) or kiosk level.		At central level. In future if any new requirement for health monitoring comes then vendor to fulfill the same without any additional cost.
90	Annexure-C - Compliance of Functional Specification Point No. 14	36	14. Application should able to measure the total Turnaround time for each service and transaction.	Bank to clarify health monitoring will be available on centrally RMMS(CMT) or kiosk level.		At central level. In future if any new requirement for health monitoring comes then vendor to fulfill the same without any additional cost.
91	Annexure-C - Compliance of Functional Specification Point No. 15	36	15. Application should able to provide a diagnostic of total success and failure transaction	Bank to clarify health monitoring will be available on centrally RMMS(CMT) or kiosk level.		At central level. In future if any new requirement for health monitoring comes then vendor to fulfill the same without any additional cost.
92	Annexure-C - Compliance of Functional Specification Point No. 17	36	17. Audit Trail should be provided in case of below changes ┆ User Activity (User Addition/Deletion, User Logon/Logoff etc.) ┆ Configuration or Content changes. ┆ Rules or Policy Modification. ┆ Security setting Modification.	Bank to share audit policy to implement the audit trail.		Details will be shared with the selected vendor.
93	Annexure-C - Compliance of Functional Specification Point No. 18	36	18. Use of strong cryptography and security protocols such as secure sockets layer (SSL) / transport layer security (TLS) and Internet protocol security (IPSEC) to safeguard sensitive customer data during transmission over banks network.	We understand that Bank will provide SSL/TLS certificates to implement in the bank network. Please clarify.		Details will be shared with the selected vendor. Bank may provide the SSL/TLS certificate or may ask the vendor to provide the same.
94	Annexure-C - Compliance of Functional Specification Point No. 19	36	Solution should be capable of supporting Single Sign-On feature in order to have easy access for Branches, Bank officials.	Bank to confirm any AD/LDAP Integration will required to implement the single sign-on features. We understand that bank will provide the Active directory services to provide this feature.		Details will be shared with the selected vendor.
95	TECHNICAL SPECIFICATIONS/PC C	37	Motherboard : Industrial Grade	Suggest ban to go ahead with commercial grade PC which will reduce cost of the product		RFP clause remains the same.
96	TECHNICAL SPECIFICATIONS/PC C	37	Operating System: Windows 10 or Higher	bank to confirm whether Windows 10 IOT OS can be provided and sufficient for the passbook printing functionality. Which will reduce the cost of the kiosk.		Vendor at its own discretion may provide Windows 10 Professional or Windows 10 IOT. But the supplied software support should be available for complete contract period and if any upgradation is required in OS same has to be done by vendor without ny additional cost.
97	TECHNICAL SPECIFICATIONS/Pass	37	┆ Automatic page number reading/sensing ┆ Automatic Page Turning Unit to turn the pages forward and backward ┆ Automatic Passbook retraction facility	Suggest bank to remove this specs and go for "Standard Passbook printer specs with inbuilt barcode scanning feature" which will reduce the cost of the product and printers with mentioned functionality is available with a single vendor which can create issues for support in future to the bank.		RFP clause remains the same.

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98	TECHNICAL SPECIFICATIONS/Pass	38	Download of F/W to FONTS, Settings	Suggest bank to keep the font as per the branch printed font to maintain the uniformity		RFP clause remains the same.
99	TECHNICAL SPECIFICATIONS/QR c	39	QR code reader :	Suggest bank to go with inbuilt dual CIS barcode scanning, which are available in standard passbook printers.		RFP clause remains the same.
100	Template for "Technical Evaluation" (For Bank team) 2. Operating System	40	Windows 10	Windows 10 is latest OS in Market hence if we quote Windows 10 then we will not get any Mark ? If it is the case then this criteria doesn't make sense		RFP clause remains same. If Windows 10 is latest accordingly marks will be given.
101	Template for "Technical Evaluation" (For Bank team) 4. Printing Speed (CPS in Draft Mode at 17.1 CPI)	40	Printing Speed (CPS in Draft Mode at 17.1 CPI)	Please explain the signification and relevance of Printing Speed (Printing Speed (CPS in Draft Mode at 17.1 CPI)		Minimum requirement is 12 CPI and 240 CPS , Bidder may quote for higher configuration.
102	Annexure – (H-1)- AMC cost of SSPB	45	AMC percentage as cost of the Machine	we recommended bank to please consider AMC Rate 10 to 12% for 2nd & 3rd year & 13% to 15% for 4th & 5th Year		The AMC rate mentioned in RFP is minimum AMC rate which has to be quoted , bidder may quote for higher AMC rate.
103	Annexure-(H-4)	47	Annexure-(H-4)	We request bank to add one commercial line item for additional site Visit		RFP clause remains same.
104	Annexure-(H-4)	47	Less : Buyback of Fully Automatic SSPBP	We request bank to deletion this line item		RFP clause remains same.
105	General Query			We request bank to please provide the specification off QR code passbook		Bidder may collect sample passbook from Bank for review purpose.
106	General Query			Who are printing companies for QR code passbook? How many companies?		Details will be shared with the selected vendor.
107	General Query			Please provide, acceptable margin of the current using QR code passbook for its size, position of QR code and position of page bar.		Bidder may collect sample passbook from Bank for review purpose.
108	General Query			Please confirm if the printer does not need to support passbooks which are out of range of the approved passbook margin.		The existing Self Service Passbooks of Bank should be supported and printed properly on these machines.
109	General Query			Printer cartridge specification (D-2) mentions length (min. 25mm) and character printing capacity with min. 4 million Can we support both? Or is it acceptable for BOB to support either?		Both requirements should be fulfilled.
110	Section 2	7	Section 2 : Lodgment of RFP One Set of bid documents (paper copies) containing Eligibility cum Technical compatibility and Commercial response (each of these being enclosed in separate sealed envelopes); one (1) electronic copy (Microsoft Office 2003/2007 on CD) and one (1) electronic copy (Adobe .pdf non-editable / password protected on CD) must be supplied to the Bank in a sealed master envelope superscripted "Proposal for Supply, Installation and Maintenance of Self-Service Passbook Printing Kiosks for Bank of Baroda". It should be noted that in case of any discrepancy in information submitted by the bidder in hard-copy and soft-copy, the hard-copy shall be given precedence and will form the basis of evaluation and final selection. However, in case of non-submission of any hard copy document, if the same is found submitted in the soft-copy, Bank reserves right to accept the same at its absolute discretion.	We request the bank to allow online submission as during Covid time and lockdown situation, our offices are shut and it is difficult to take printouts and hard copies and send to the bank.	Forbes Technosys System	RFP clause remains same.
111	3.2. Technical details required	11	e) Capability and readiness of the kiosk for additional services like Non Cash Transaction / Bill Payment etc.	We request the bank to clarify if they are looking for a Multifunction kiosk?		These mentioned services are futuristic and if in future any additional requirement in functionality of kiosk comes then the vendor need to provide the functionality.
112	3.2. Technical details required	11	l) Demonstration of proposed Hardware, Software and Services – actual demonstration of tools(s) and not just PPT presentations	We request the bank to allow to do online demonstration due to covid and lockdown situation		Bank will communicate to the eligible vendors regarding mode of demonstration looking into the condition at that time at its own discretion.
113	3.2. Technical details required	11	n) Demonstration of the Hindi Printing.	We request the bank to allow to do online demonstration due to covid and lockdown situation		Bank will communicate to the eligible vendors regarding mode of demonstration looking into the condition at that time at its own discretion.
114	3.2. Technical details required	12	o) Demo of compatibility of Self Service Passbook Printing Kiosk proposed by bidder with bank's existing passbook at the time of visit by Bank's evaluation team. Bidder may obtain copy of passbook and/or related information before the visit. This is a mandatory requirement and any delay/deviation in demo of compatibility would result into summary disqualification of the bidder.	We request the bank to allow to do online demonstration due to covid and lockdown situation		Bank will communicate to the eligible vendors regarding mode of demonstration looking into the condition at that time at its own discretion.
115	Annexure-K.	15	ii. To furnish OEM certification of the passbook supplied to him within the 2 week of the delivery of the sample to bidder. The bidder or his OEM will not charge any amount for the initial certification or further certification of passbooks (maximum one certification in a quarter).	We request the bank to clarify this point.		RFP clause remains same. The OEM of machine should provide certification that the machines are compatible with Bank's existing passbooks and same will get read and printed properly.

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116	3.6.3. Performance Bank Guarantee	15	3.6.3. Performance Bank Guarantee Successful bidder has to furnish a Performance Bank Guarantee of 10% of the total contract value issued by any reputed Scheduled Commercial Bank in India (other than Bank of Baroda) in favour of Bank of Baroda. The Guarantee shall be valid for the entire period of contract and 3 months thereafter.	We request the bank to take the PBG for 10% of the product value for 1 year and 3 months warranty period. Post one year, the PBG can be returned. A new PBG can be issues for 10% of the AMC amount for 4 years period.		RFP clause remains same.
117	3.7.8. Penalty & Liquidated Damages (LD)	17	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. 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".	We request bank to please consider SSPBP delivery and installation in 4 -6 weeks and 6-8 weeks for road permit locations. Request exclude the tax part from the penalty.		RFP clause remains same.
118	3.7.8. Penalty & Liquidated Damages (LD)	17	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.	In Covid19 situation across world, Request Bank to consider the period as 2 to 4 weeks as there will be parts which is imported and penalty subject to maximum of 1% of order value.		RFP clause remains same.
119	3.7.8. Penalty & Liquidated Damages (LD)	18	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.	Request Bank to consider beyond 48hrs in Major cities and beyond 72hrs in Rural areas. NE States, Uttarakhand, Himachal Pradesh, Chhattisgarh, J & K, Sikkim, States should be exempted from this clause. Please consider penalty Rs. 150/- per quarter per machine.		Revised penalty amount is Rs 500 per day per machine.
120	3.7.8. Penalty & Liquidated Damages (LD)	18	If the selected Bidder fails to complete due performance of the contract in accordance to the terms and conditions agreed during the final contract negotiation, Bank reserves the right either to cancel the contract or to accept performance already made by the selected bidder. In case of termination of contract the Bank reserves right to recover an amount equal to 10% of the total contract value as Liquidated Damages for non-performance.	Please clarify 10% is the PBG value or additional 10% will be recovered from the bidder. If it is additional then request for deletion of the clause.		It is additional. RFP clause remains same.
121	3.7.8. Penalty & Liquidated Damages (LD)	18	Both penalty and liquidated damages are independent of each other and are applicable separately and concurrently.	we request bank to consider any one of penalty with Cap of Maximum amount. We Request for amendment in the Clause.		RFP clause remains same.
122	3.7.8. Penalty & Liquidated Damages (LD)	20	Force Majeure means an event beyond the control of the either party to the contract and not involving anyone's fault or negligence and not foreseeable. Such events may include, but are not restricted to, such as a war, strike, riot, crime, or an act of God / Nature (such as hurricane, flooding, earthquake, volcanic eruption, etc.), which prevents one or both parties from fulfilling their obligations under the contract.. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.	Bank to add events like Epidemic, Pandemic in Force Majeure clause		RFP clause remains same.
123	3.7.12. Termination	20	3.7.12. Termination Bank shall have the option to terminate this RFP at any stage without prior notice. The Bank reserves the right to terminate any subsequent agreement and / or any particular order, in whole or in part by giving Vendor at least 90 days prior notice in writing. It is clarified that the Vendor shall not terminate this RFP & the subsequent Agreement for convenience	We request the bank to do termination for cause along with a cure period of 90 days. Bank should also give the right to the bidder to terminate under the same clause.		RFP clause remains same.
124	3.7.14. Limitation of Liability	21	a) The vendor's aggregate liability in connection with obligations undertaken as a part of this Project whether arising under this project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual. b) Vendor's liability in case of claims against the bank resulting from Wilful Misconduct or Gross Negligence of the vendor , its employees and Subcontractors or from infringement of patents, Trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited. c) The bank shall not be held liable for and is absolved of any responsibility or claim/litigation arising out of the use of any third party software or modules supplied by the vendor as part of this Agreement. In no event shall any Party be liable for any indirect, incidental or consequential damages or liability, under or in connection with or arising out of this Agreement or the hardware or the software delivered hereunder, howsoever such liability may arise	We request bank to please consider and cap the liability. All liability should be subjected to actual proven loss.		RFP clause remains same.
125	4.1. Background	23	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	Please clarify in detail on the replacement of existing printer available/running in the branch.		Details will be shared with the selected vendor.

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126	4.1. Background	23	Bank would require the new solution to be inter-operable with its existing solution.	Bank to provide more clarity on inter operable with existing solution.		Details will be shared with the selected vendor.
127	4.1. Background	23	vendor to provide for a web based portal for lodging / raising trouble ticket with asset tagging for each machine.	Bank to clarify weather Vendor has to provide the separate application of Call management system and asset tagging solution.		These functionalities should be provided, vendor may provide the same in single application or separate application.
128	4.3.Scope of work Point no. b)	24	The Bank is looking for a vendor who can supply, install and maintain Self-Service Passbook Printing Kiosks compatible with bank's proposed QR code based passbooks.	Bank to confirm QR code reader is separate module or inbuilt in the printer. Bank to confirm weather the passbook is enabled with magstrip and QR code or only with the QR code. Bank to provide the sample of the passbook kiosk with QR code and Magnetic strip or separate.		The QR code reader should be inside the Kiosk.Regarding positioning inside Kiosk vendor has to decide the same ensuring Bank's existing passbooks are printed and read properly.
129	4.3.Scope of work Point no. e)	24	Also bank may require software to print QR code passbook at the existing teller DOT matrix printer	Suggest bank to print the QR code on separate printer for better readability than dot matrix printer		RFP clause remains same.
130	4.3.Scope of work Point i)	24	Bank will provide the regional language screens. For example: In Kerala the screens will be in English, Hindi and Malayalam & in Maharashtra it will be in English, Hindi and Marathi.	Will bank provide the screen or language conversion script.		Bank will provide the screens. The language conversion script Bank may provide or may ask the vendor to provide the same.
131	4.3.Scope of work Point no l)	24	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).	Bank clarify whether vendor has to integrate with existing CMT application or vendor has to provide the CMT application. Also Bank has clarify weather existing server hardware will provide or vendor has to provide hardware for middleware and RMMS(CMT).		Vendor has to provide CMT application. In future, Bank may ask vendor to integrate the monitoring solution with Bank's ESQ or any other portal for streamling and enhancing the process. Bank may ask vendor to supply server or may provide Bank's server.
132	4.3. a) Scope of work	24	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. Bank may extend the AMC period further as per it's discretion.	Bank to consider that part will be replaced if it is a genuine fault against the manufacturing quality. Plastic, rubber parts, broken parts, parts damaged due to improper electric supply or vandalism etc. will be replaced at cost as per the spares rate agreed with bank		Replacement will be chargable only for cases of Bank dependency , other wise it will be free. Bank dependency will be discussed and defined at time of agreement signing, the rate will be as per rates quoted in bid in response to the RFP.
133	4.3.Scope of work Point no. n)	25	Vendor is also required to integrate the SSPBP with Bank's ESQ system.	what is format of ESQ integration. Bank to provide the required API to Integrate with ESQ system. Any update/patch related passbook kiosk will be updated through ESQ system or vendor need to provide the separate system.		Details will be shared with the selected vendor.
134	4.3.Scope of work Point no. i)	25	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).	Suggest bank to share the current setup, architecture and infrastructure. Please also help to share the server sizing and capacity to accommodate additional 4000 kiosks.		Details will be shared with the selected vendor.
135	4.3.Scope of work Point no. J)	25	Model proposed having feature of passbook printing in English and Hindi using Graphic Driver or other methods and Bitmap Converter.	Bank to confirm who will provide the English to Hindi converter Data/Dictionary(DLL) for Hindi printing.		Bank may arrange for providing DLL for Hindi printing or may ask vendor to arrange for the same.
136	4.3. s) Scope of work	25 & 26	Bank can also use the services of the vendor for shifting of SSPBP as per the rate provided by the vendor in Annexure H-3. In such cases services of de-installation, dismantling, packing, lifting, transportation, transit insurance, assembling, re-installation, testing at new location, making live at new location and training to staff at new location will be provided by the vendor. Shifting of the SSPBP within the premises/onsite ATM/ Onsite Lobby will be carried out by Bank and re-installation, testing and making live will be done by the bidder without any cost and will be treated as a preventive maintenance.	We request to please consider mutually agreed commercials for all such calls. Please include additional visit charge line item in commercial format of the bid.		RFP clause remains same.
137	4.3. t) Scope of work	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 request to please provide the bank's master AMC agreement to comment on this clause.		RFC clause remains same. The AMC agreement will be signed with the selected vendor.

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138	4.3. v) Scope of work	26	Bank will use the shifting, spare part, consumable rates provided by the vendor to place the order for any requirement during the contract period. The Bank will have an option to renegotiate these rate with the vendor from time to time depending on the prevailing market rates. The rates provided by the vendor shall include the all type of taxes, delivery charges, installation, transportation etc. and it will be the vendors' responsibility to deliver and install the consumable/spare parts/SSPBP at Bank's branches/offices. 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	We recommend Bank to purchase consumables & spares only from Vendor/OEM supplying SSPBP machines to ensure the performance of the SSPBP.		RFP clause remains same.
139	4.4.a)Terms of execution of work	26	The delivery may be spread over a period of 10 to 12 months, as per Bank's requirements though Bank desires to complete the installation and operationalization of all the 3000 machines as early as possible. The first set of 50 SSPBP will have to be operationalized within a period of 6 weeks from the date of acceptance of purchase order.	We request bank to please consider 6-8 weeks instead of 6 weeks to operationalize the first 50 SSPBP.		RFP clause remains same.
140	4.4.b)Terms of execution of work	26	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.	We request bank to please consider delivery timeline as within 4-6 and 6-8 weeks for road permits locations.		RFP clause remains same.
141	4.4.d)Terms of execution of work	27	Service Level Agreements (SLAs) will have to be entered into with the Bank with uptime guarantees for all installations. SLA has to be entered after issuance of LOI/Purchase Order.	Please share SLA format if any specific to the bank to comment on the same.		Details will be shared with the selected vendor.
142	4.4.e)Terms of execution of work	27	The vendor would be responsible for timely applying/loading of all the software patches, versions and screens into the individual SSPBP during the Warranty and AMC period. This job has to be done as a part of Warranty and AMC support services, without any extra cost to the bank	We recommend to do the same remotely by using the CMT solution. If any site visit is required then in that case that should be considered as additional cost and cost for the same to be mutually agreed.		RFP clause remains same.
143	4.4.g)Terms of execution of work	27	The vendor should obtain transit insurance cover for the SSPBP from their factory/ godown/ warehouse to the site and such insurance cover should be available till installation of the SSPBP. If installation is delayed due to the Bank's reason, the insurance must be available for minimum 15 days from the delivery of SSPBP.	We request bank to please consider the insurance of the SSPBP till delivery at site.		RFP clause remains same.
144	4.4.L)Terms of execution of work	27	No additional visit charges will be paid by the Bank, whatever the reason may be.	We request bank to amend the clause as If visits are due to Bank dependency and not in control of the bidder then in that case case visits will be done on mutually agreed cost.		RFP clause remains same.
145	4.4.n)Terms of execution of work	27	Updation of patches and antivirus is vendor's responsibility and it should be done centrally	SSPBP is in Banks intranet. This function should be automatic. If needed Vendor would update through Remote. Any visit to this would be at additional cost		RFP clause remains same.
146	4.4.q)Terms of execution of work	27	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.	We request to please consider 15th of the month instead of 10th of the month.		RFP clause remains same.
147	4.4.r)Terms of execution of work	27	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.	24hrs in Major Cities, 48hrs in Semi urban & 72hrs in Rural areas. NE States, Uttarakhand, Himachal Pradesh, Chhattisgarh, J & K, Sikkim, States should be exempted from this clause		RFP clause remains same.
148	4.4.t)Terms of execution of work	27	t) 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.	Monthly meeting will be done by the bidder but request bank to remove penalty charges from this clause.		RFP clause remains same.
149	4.9. e)Warranty	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 installed 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.	Bank to Consider maximum of 4 days from the date of SLM call logged through portal & email. NE States, Uttarakhand, Himachal Pradesh, Chhattisgarh, J & K, Sikkim, States should be exempted from this clause		RFP clause remains same.
150	4.9. g)Warranty	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	Warranty will become void if Bank buys any other supplemental hardware / consumable from a third party and install it with these equipment because such things will impact the performance of the kiosk.		RFP clause remains same.
151	4.10. a)Annual Maintenance Contract	29	If Bank desire, the vendor is expected to maintain the equipment supplied for at least 4 years after the expiry of warranty period. The same maintenance standards are expected during warranty period as well as during AMC period. Bank may extend	We request bank to please consider the different mutually agreed AMC rate for extended period if any.		RFP clause remains same.

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152	4.10. b)Annual Maintenance Contract	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.	Generally all OEMs provide support only for 5 years. Hence request bank to consider support up to 5 years. Extended period AMC rate to be mutually agreed post assessment of the deployed kiosk.		RFP clause remains same.
153	4.11 Maintenance Standard during Warranty & AMC	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.	Request Bank to consider the following: In the event of failure of repairing the machine and making it operational beyond 72 hours from the time of logging the call, penalty of Rs. 150/- per quarter 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. This is not acceptable as there are already many penalties being stated in multiple clauses		RFP clause remains same.
154	4.12 Payment Terms, Support Services & Miscellaneous Terms/Requirements	30	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	We request bank to consider payment term as follows : 70% against Delivery 20% against Installation 10% against PBG		RFP clause remains same.
155	4.12 Payment Terms, Support Services & Miscellaneous Terms/Requirements	30	d) AMC Charges will be payable half-yearly after obtaining report of uptime and complaint resolution performance for the said half year.	We request bank to make AMC payment quarterly instead of Half Yearly		RFP clause remains same.
156	4.13. Centralized Call Login Facility and web based solution	31	4.13. Centralized Call Login Facility and web based solution	Bank to Clarify centralized call login application will be deployed on vendor location or bank premises.		Bank may host the application or may ask the vendor to host the application as per requirement. Details will be shared with the selected vendor.
157	4.13. Centralized Call Login Facility and web based solution	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 request the bank to clarify the time of duty. We also request the bank to clarify that it will take care of the DC/DR infra.		Details will be shared with the selected vendor.
158	Annexure-B - Compliance of Eligibility Criteria	33	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/Nagrik/Sahkari Bank) in India.	We request bank to please amend the clause as "The bidder or the OEM should have installed minimum 1000++ Self-Service Pass Book Printing Kiosks, in at least Three Commercial Bank (except RRB/Co-operative Bank/Nagrik/Sahkari Bank) in India."		RFP clause remains same.
159	Annexure-B - Compliance of Eligibility Criteria	34	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.	We request the bank to pay for any future upgrade/NPCI/RBI/any other regulatory authority. These charges are unknown and are not attributable to the bidder and we cannot factor or estimate any charges for next 5 years. SSPBP is also the bank's property and compliance has to be done by the bank. Under such scenario, we request the bank to pay for such charges.		RFP clause remains same.
160	Annexure-C - Compliance of Functional Specification	35	1. This kiosk should be capable of automatic reading of QR code of passbook and flipping of passbook pages in forward or backward direction. The Kiosk should be capable of reading optical lines also.	Suggest bank to go with manual flipping of passbook pages in forward direction and optical reading lines as standard passbook printers available have manual flipping of pages and no optical line reader. Almost all banks are using the same approach for passbook printing kiosk.		RFP clause remains same.

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161	Annexure-C - Compliance of Functional Specification	35	4. Machine should have the capability of Automatic Page Flipping Function forward and backward	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. Almost all banks are using the same approach for passbook printing kiosk.		RFP clause remains same.
162	Annexure-C - Compliance of Functional Specification	35	5. Should have automatic Page number Recognition Function reading optical lines and automatic QR code reading function. 6. Should have passbook Retraction Function	Suggest bank to remove this specs and go for "Standard Passbook printer specs with inbuilt barcode scanning feature" with dual CIS scanners which will reduce the cost of the product. Almost all banks are using the same approach for passbook printing kiosk. Currently 50,000+ semi-automatic passbook printing kiosks are installed at various banks across India.		RFP clause remains same.
163	Annexure-C - Compliance of Functional Specification Point No. 2	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.	Kindly clarify as this is provide the CBS vendor not the passbook vendor		Bank may ask the selected vendor to provide an application for this functionality as per Bank's requirement.
164	Annexure-C - Compliance of Functional Specification Point No. 3	35	Additionally, provision should be available at the SSPBP kiosk for branch administrator to map the passbook to account number.	Bank to Provide the API to map with account number		Details will be shared with the selected vendor.
165	Annexure-C - Compliance of Functional Specification Point No. 11	35	End to end Encryption of sensitive customer demographic and transactional data	Bank to provide the encryption data logic and the same data will be decrypted at CBS end.		Details will be shared with the selected vendor. Bank may provide the encryption data logic or may ask the vendor to provide the same.
166	Annexure-C - Compliance of Functional Specification Point No. 12	36	12. Device Health Status. Application should be able to show the Real time health of all the	Bank to clarify health monitoring will be available on centrally RMMS(CMT) or kiosk level.		At central level. In future if any new requirement for health monitoring comes then vendor to fulfill the same without any additional cost.
167	Annexure-C - Compliance of Functional Specification Point No. 13	36	13. Process Diagnostic – Application should provide a detailed track report of process failure with re-attempt count.	Bank to clarify health monitoring will be available on centrally RMMS(CMT) or kiosk level.		At central level. In future if any new requirement for health monitoring comes then vendor to fulfill the same without any additional cost.
168	Annexure-C - Compliance of Functional Specification Point No. 14	36	14. Application should able to measure the total Turnaround time for each service and transaction.	Bank to clarify health monitoring will be available on centrally RMMS(CMT) or kiosk level.		At central level. In future if any new requirement for health monitoring comes then vendor to fulfill the same without any additional cost.
169	Annexure-C - Compliance of Functional Specification Point No. 15	36	15. Application should able to provide a diagnostic of total success and failure transaction	Bank to clarify health monitoring will be available on centrally RMMS(CMT) or kiosk level.		At central level. In future if any new requirement for health monitoring comes then vendor to fulfill the same without any additional cost.
170	Annexure-C - Compliance of Functional Specification Point No. 17	36	17. Audit Trail should be provided in case of below changes <ul style="list-style-type: none"> ⌚ User Activity (User Addition/Deletion, User Logon/Logoff etc.) ⌚ Configuration or Content changes. ⌚ Rules or Policy Modification. ⌚ Security setting Modification. 	Bank to share audit policy to implement the audit trail.		Details will be shared with the selected vendor.
171	Annexure-C - Compliance of Functional Specification Point No. 18	36	18. Use of strong cryptography and security protocols such as secure sockets layer (SSL) / transport layer security (TLS) and Internet protocol security (IPSEC) to safeguard sensitive customer data during transmission over banks network.	We understand that Bank will provide SSL/TLS certificates to implement in the bank network. Please clarify.		Details will be shared with the selected vendor. Bank may provide the SSL/TLS certificate or may ask the vendor to provide the same.
172	Annexure-C - Compliance of Functional Specification Point No. 19	36	Solution should be capable of supporting Single Sign-On feature in order to have easy access for Branches, Bank officials.	Bank to confirm any AD/LDAP Integration will required to implement the single sign-on features. We understand that bank will provide the Active directory services to provide this feature.		Details will be shared with the selected vendor.
173	TECHNICAL SPECIFICATIONS/PC Client PC Configuration	37	Motherboard : Industrial Grade	Suggest ban to go ahead with commercial grade PC which will reduce cost of the product		RFP clause remains same.
174	TECHNICAL SPECIFICATIONS/PC Client PC Configuration	37	Operating System: Windows 10 or Higher	bank to confirm whether Windows 10 IOT OS can be provided and sufficient for the passbook printing functionality. Which will reduce the cost of the kiosk.		Vendor at its own discretion may provide Windows 10 Professional or Windows 10 IoT. But the supplied software support should be available for complete contract period and if any upgradation is required in OS same has to be done by vendor without ny additional cost.
175	TECHNICAL SPECIFICATIONS/PC Client PC Configuration	37	Monitor : 15" touch screen or higher	Bank to provide details of Touchscreen technology to be provided by the bidder. We request the bank to change this to 17 inch monitor as 15 inch as baseline is almost end of life		RFP clause remains same. This is minimum requirement, bidder may quote for higher configuration.

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176	TECHNICAL SPECIFICATIONS/Passbook Printer Unit:	37	<ul style="list-style-type: none"> ⌞ Automatic page number reading/sensing ⌞ Automatic Page Turning Unit to turn the pages forward and backward ⌞ Automatic Passbook retraction facility 	Suggest bank to remove this specs and go for "Standard Passbook printer specs with inbuilt barcode scanning feature" which will reduce the cost of the product and printers with mentioned functionality is available with a single vendor which can create issues for support in future to the bank.		RFP clause remains same.
177	TECHNICAL SPECIFICATIONS/Passbook Printer Unit:	38	Download of F/W to FONTS, Settings	Suggest bank to keep the font as per the branch printed font to maintain the uniformity		RFP clause remains same.
178	TECHNICAL SPECIFICATIONS/QR code reader :	39	QR code reader :	Suggest bank to go with inbuilt dual CIS barcode scanning, which are available in standard passbook printers.		RFP clause remains same.
179	Template for "Technical Evaluation" (For Bank team) 2. Operating System	40	Windows 10	Windows 10 is latest OS in Market hence if we quote Windows 10 then we will not get any Mark ? If it is the case then this criteria doesn't make sense		RFP clause remains same. If Windows 10 is latest accordingly marks will be given.
180	Template for "Technical Evaluation" (For Bank team) 4. Printing Speed (CPS in Draft Mode at 17.1 CPI)	40	Printing Speed (CPS in Draft Mode at 17.1 CPI)	Please explain the signification and relevance of Printing Speed (Printing Speed (CPS in Draft Mode at 17.1 CPI)		CPS stands for character per second and CPI stands for characters per inch.
181	Annexure – (H-1)- AMC cost of SSPB	45	AMC percentage as cost of the Machine	we recommended bank to please consider AMC Rate 10 to 12% for 2nd & 3rd year & 13% to 15% for 4th & 5th Year		The AMC rate mentioned in RFP is minimum AMC rate which has to be quoted, bidder may quote for higher AMC rate.
182	Annexure-(H-4)	47	Annexure-(H-4)	We request bank to add one commercial line item for additional site Visit		RFP clause remains same.
183	Annexure-(H-4)	47	Less : Buyback of Fully Automatic SSPBP	We request bank to deletion this line item		RFP clause remains same.
184	Annexure-(H-4)	47	7. Cost of up gradation of existing machines to QR compatible machine	We request the bank to clarify on this upgrade. We also request the bank to remove this from the TCO as the printer being used may not be bidder's competency.		RFP clause remains same.
185	Annexure – (H-2)- Cost of Spare Parts (part of Commercial Bid)	47	Annexure – (H-2)- Cost of Spare Parts (part of Commercial Bid)	We request the bank to remove this clause as it may distort the TCO. This can be an optional item.		RFP clause remains same.
186	Annexure – (H-3)- Shifting Cost (part of Commercial Bid)	47	Annexure – (H-3)- Shifting Cost (part of Commercial Bid)	We request the bank to remove this clause as it may distort the TCO. This can be an optional item.		RFP clause remains same.
187	General Query			We request bank to please provide the specification off QR code passbook		Bidder may collect sample passbook from Bank for review purpose.
188	General Query			Who are printing companies for QR code passbook? How many companies?		Details will be shared with the selected vendor.
189	General Query			Please provide, acceptable margin of the current using QR code passbook for its size, position of QR code and position of page bar.		Bidder may collect sample passbook from Bank for review purpose.
190	General Query			Please confirm if the printer does not need to support passbooks which are out of range of the approved passbook margin.		Printer need to be compatible with Bank's existing self service passbooks. In future if there are any changes in passbook then vendor need to make adjustments in specifications accordingly.
191	General Query		Printer cartridge specification (D-2) mentions length (min. 25m) and character printing capacity with min. 4 million.	Please amend the clause as Printer cartridge specification (D-2) mentions length (min. 16m) and character printing capacity with min. 4 million.		RFP clause remains same.
192	Important Dates Oral presentations & product demo at Live working sites 13-08-2020 to 15-08-2020	2	Kindly postpone the demo date by minimum 50 days as we get only 5 days after bid submission and the movement restriction due to current pandemic situation is constraint.		Manipal Technologies Limited	If any changes in schedule are there same will be updated at Bank's site. In all other cases RFP clause remains same.
193	Important Dates 4. Last date of submission of BIDs 07-08-2020 (2 PM)	2	Kindly extend the date of bid submission by 20 more days considering current state of pandemic situation			If any changes in schedule are there same will be updated at Bank's site. In all other cases RFP clause remains same.

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194	Section 2: Lodgment of RFP: One Set of bid documents (paper copies) containing Eligibility cum Technical compatibility and Commercial response (each of these being enclosed in separate sealed envelopes); one (1) electronic copy (Microsoft Office 2003/2007 on CD) and one (1) electronic copy (Adobe .pdf non-editable / password protected on CD)	7	We request Bank to consider only one (1) electronic copy (Adobe .pdf non-editable / password protected on CD). Few Documents such as PO copies and Company Registrations & compliance certificates are available only in PDF format which cannot be submitted in MS-Office 2003/2007. Please specify which documents needs in MS-Office if it required.			RFP clause remains same.
195	3.2. Technical details required , Technical assessment shall broadly cover the following: E. Capability and readiness of the kiosk for additional services like Non Cash Transaction / Bill Payment etc.	11	do you want to have bill payment facility in kiosk ?			In future if the requirement arises then vendor need to provide the functionality.
196	3.3. Commercial Proposal:	12	Requesting bank to go with Reverse Auction as per CVC guideline this will benefit bank in achieving best price			RFP clause remains same.
197	3.3. Commercial Proposal: 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. 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.	12	Please keep GST as exclusive & paid by Bank at actual for all category of Commercial bid template.			RFP clause remains same.
198	Demo of compatibility of Self Service Passbook Printing Kiosk proposed by bidder with bank's existing passbook at the time of visit by Bank's evaluation team. Bidder may obtain copy of passbook and/or related information before the visit	12	Request Bank to provide the sample passbook			Bidder may collect sample passbook from Bank for review purpose.

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199	3.7.8. Penalty & Liquidated Damages (LD) 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 15,00,000/- then Bank reserves the right to cancel the entire order.	17	Penalty per day Rs 50000/ upto a maximum penalty Rs 15,00,000 is too high which should reduced Rs 500 per day			RFP clause remains same.
200	4.3. Scope of work a. 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. Bank may extend the AMC period further as per it's discretion	24	kind Suggestion is that Auto page flip printer is much costlier than standard passbook printer and very few player in market to provide service , only one OEM printer technical specification matches completely with specification you are seeking through RFB and they are not ready to supply the Auto page flip passbook printer other than their authorized partner in india. because of this there is high chance of monopoly so kindly change it from Auto page flip printer to standard dot matrix passbook printer.			RFP clause remains same.
201	4.3. Scope of work, a) 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. Bank may extend the AMC period further as per it's discretion.	24	Clause to be added with - Except cost of any parts which becomes defective due to reasons attributed to bank need to be borne by the bank			Replacement will be chargeable only for cases of Bank dependency , other wise it will be free. Bank dependency will be discussed and defined at time of agreement signing, the rate will be as per rates quoted in bid in response to the RFP.

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202	4.3 scope of work g)The successful vendor will take total responsibility for supply, installation of SSPBP and making them operational through interface with Finacle and middleware server. Vendor will ensure end to end integration of SSPBP Kiosk.	24	What is the protocol used to finacle and middleware server intergation - ISO messages or API based cummunication ?			Details will be shared with the selected vendor.
203	4.3 scope of work h)The vendor should provide all the software and other utilities required for facilitating integration/interface and upgrade it whenever required by Bank without any cost to Bank.	24	We would like to know the other utilites required. Also confirm what all intergation/interface available on bank for intergation ?			RFP clause remains same.
204	4.3 scope of work 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. Bank will provide the regional language screens. For example: In Kerala the screens will be in English, Hindi and Malayalam & in Maharashtra it will be in English, Hindi and Marathi. Bank will provide these details to the finally selected vendor. Touch 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	24	Does passbook issuance is part of Kiosk application ? Yes, what is the iterafce detail with CBS ? Can you please provide the same interface detail document for CBS intergation ?			Details will be shared with the selected vendor.
205	4.3 Scope of work , r) 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	25	Bank need to consider Engineer visit for disconnect the kiosk at existing location and commission the same in new location on chargeable basis			RFP clause remains same.
206	4.3. Scope of work o) Vendor will also provide a web based solution as part from toll free number and email ID for issue reporting, status monitoring and call escalation to enable branches / controlling offices to lodge complaints for breakdowns etc. and monitor status in CMT tool provided to Bank.	25	Request Bank to confirm if web based solution can be hosted at Bidder selected server / cloud? Or if Bank will provide required space, Power & infra for hosting such application & Database?			Bank may host the solution or may ask the vendor to host the solution as per requirement. Details will be shared with the selected vendor.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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207	4.3 scope of work j)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.	25	Does bank CBS supporting the Hindi transaction for bank transaction ?			The Hindi translation utility is not built in CBS, translation utility either Bank will provide or may ask vendor to arrange for the same.
208	4.3 scope of work 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.	25	What is the ESQ bank system ? Can you please share the detail of intergation ? Any documents			Details will be shared with the selected vendor.
209	4.3 scope of work q)The vendor will be required to maintain adequate spares inventory at each of its service/support centres. For bigger cities/centres or higher deployment centre (where more than 100 SSPBs are deployed), the vendor may be required to have at least one fully functional passbook printer available as a standby in case of emergency replacement.	25	Can you please qualityfy the number of spare required ?			Details will be shared with the selected vendor.
210	4.4.Terms of execution of work a. The delivery may be spread over a period of 10 to 12 months, as per Bank's requirements though Bank desires to complete the installation and operationalization of all the 3000 machines as early as possible. The first set of 50 SSPBP will have to be operationalized within a period of 6 weeks from the date of acceptance of purchase order	26	kindly increse the date of installation of first 50 machine within as 9 weeks considering the current pandemic situation and movement restriction			RFP clause remains same.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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211	4.4. Terms of execution of work 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.	26	kind request to change the delivery time as 8 to 10 weeks due to the constraint of pandemic			RFP clause remains same.
212	4.3. Scope of work, u) 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.	26	Clause to be added, warranty will not cover if quality of sticker becomes deteriorate reason attributed to Bank			RFP clause remains same.
213	4.3 Scope of work , v) Bank will use the shifting, spare part, consumable rates provided by the vendor to place the order for any requirement during the contract period. The Bank will have an option to renegotiate these rate with the vendor from time to time depending on the prevailing market rates. The rates provided by the vendor shall include the all type of taxes, delivery charges, installation, transportation etc. and it will be the vendors' responsibility to deliver and install the consumable/spare parts/SSPBP at Bank's branches/offices. 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	26	Clause to be amended that installation of consumable at any point in time is the Bank scope if Engineer intervention required then it would be on chargeable basis			RFP clause remains same.
214	4.3 Scope of Work (w) 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	Request bank to confirm that this QR code reader component should be from same OEM as that of Printer? If Bank will supply such reader?			Bank will not provide QR code reader. The QR reader should be able to read Bank existing passbooks and can be of any OEM.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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215	4.3. Scope of work x) Buyback of old SSPBP The selected Bidder may have to buyback old SSPBP deployed at various branches/ATM lobby/ E lobby. 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. The Buyback option will be exercised by Bank at it's own discretion.	26	Request Bank to confirm quantity of such Kiosk for buyback.what is the condition of kiosk ? How old the kiosk is ? What is the technical specification of kiosk ?who is the OEM for passbook printer ?			Details will be shared with the selected vendor.
216	4.3 scope of work 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.	26	can you please share the current setup topology ? Does middelware server and databse provide by Bank at both DC and DR location ?			Details will be shared with the selected vendor.
217	4.4.Terms of execution of work p) Server requirement specifications should be given clearly.	27	server will be provided by bank right ? If bidder has to give where to include it in commercial ?			RFP clause remains same. Bank may ask vendor to supply server or may provide Bank's server. Server price to be coated in annexure H-1.
218	4.4.Terms of execution of work ,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	If spare parts required then the resolution time should be considred 48 hours.			RFP clause remains same.
219	4.4 Terms of execution of work (n) Updation of patches and antivirus is vendor's responsibility and it should be done centrally.	27	Request Bank to confirm if Antivirus application & licesne will be provided by Bank ?			Bank at its discretion either ask vendor to provide antivirus or Bank itself may provide the same. Vendor need to arrange for updation of antivirus in both cases.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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220	4.3 scope of work w) 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.	27	How many are the existing magnetic stripe based machine ? What is the vendor name ? Does these machine is capable to install the QR reader components. Please share the complete detail			Details will be shared with the selected vendor, if required.
221	4.7 Training At the request of the Bank, the Vendor should provide more rounds of user/administrative training at selected locations, without any extra cost to ensure utilization of these machines. However, bank would restrict such request to a minimum number.	28	Request Bank to provide the maximum number of training request anticipated.			RFP clause remains same.
222	4.9 Warranty c) 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 spare	29	Clause to be changed as warranty will not be applicable if defects of any spare parts, machines due to reason attributes to Bank			RFP clause remains same. Replacement will be chargeable only for cases of Bank dependency , other wise it will be free. Bank dependency cases will be discussed and defined at time of agreement signing, the rate will be as per rates quoted in bid in response to the RFP.
223	4.9. Warranty e) 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 installed 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.	29	Clause to be added - if any spare become defective due to reasons attribute to bank will not be responsibility of the bidder. Spare parts replacemnet TAT to be considered minum 4 days from the date of SLM call logged.			RFP clause remains same.
224	4.9. Warranty 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.	29	Caluse to be added warranty will void if Bank install hardware / consumables from a third party resulting malfunctioning of other parts of the machine and that cost would be born by the Bank. Also bank should inform before it make the changes in the hardware to the vendor.			RFP clause remains same.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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225	4.9 Warranty 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.	29	Request Bank to remove this clause as OEM would not provide any warranty for the damages made due to usability of third party Consumables / Hardware.			RFP clause remains same.
226	4.11 Maintenance Standard during Warranty & AMC a) For SSPBP installed in branch / lobbies, the vendor should ensure 95% uptime of individual SSPBP (to be calculated on monthly basis taking 7 hours per day and 23 days in a month) during warranty period and post warranty maintenance contract period.	30	Kindly change the clause as "a) For SSPBP installed in branch / lobbies, the vendor should ensure an avg of 95% uptime for all SSPBP (to be calculated on monthly basis taking 7 hours per day and 23 days in a month) during warranty period and post warranty maintenance contract period".			RFP clause remains same.
227	4.11 Maintenance Standard during Warranty & AMC, d) 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.	30	Penalty Rs1000/ per day per machine is too high, Should be reconsider and reduced it to Rs100/ per day per machine			Revised penalty amount is Rs 500 per day per machine.
228	4.11 Maintenance Standard during Warranty & AMC, e) 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.	30	Clause to be added with Ribbon cost and any other consumable replacement cost during PM would be born by the Bank. If any parts become defective for the reasons attributed to bank then vendor will not be liable for the same			RFP clause remains same. Replacement will be chargeable only for cases of Bank dependency , other wise it will be free. Bank dependency cases will be discussed and defined at time of agreement signing, the rate will be as per rates quoted in bid in response to the RFP.
229	4.12 Payment Terms, Support Services & Miscellaneous Terms/Requirements 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.	30	Whether this 10 % Bank guarantee is on addition to 10 % PBG on TCO which will be paid by L1 bidder?			It is additional.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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230	4.16 Right to Alter Quantities Bank can order separately for additional spare parts for existing Self-Service Passbook Printing Kiosks as per the rate quoted in current offer apart from the units quoted in Bills of Materials. The vendor must execute the same without any demur.	31	Request Bank to confirm Make and model of existing Printer, PC, Monitors and other peripherals used in the existing Kiosk. Possibility of obtaining such spares will be exclusive to particular OEM. Will Bank instruct existing OEM to support the bidder on supply of such peripherals / spares?			Details will be shared with the selected vendor, if required.
231	Annexure-B - Compliance of Eligibility Criteria The bidder or the OEM should have ready model(s) having features of sensing QR code of 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.	34	Request to change it as standard dot matrix passbook printer			RFP clause remains same.
232	Annexure B - Compliance of Eligibility Criteria The bidder or the OEM should have ready model(s) having features of sensing QR code of 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.	34	Request Bank to provide the detailed specification of complete Passbook including gsm of cover page, inner page, QR code size, location of QR code and data to be encoded in the QR Code			Bidder may collect sample passbook from Bank for review purpose.
233	Annexure-B - Compliance of Eligibility Criteria The bidder or the OEM should have ready model(s) having features of sensing QR code of 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.	34	Request Bank to extend the demo date (to atleast 45 - 60 days) as the time frame is only 5 working days for demonstration post to bid submission.			If any changes in schedule are there same will be updated at Bank's site. In all other cases RFP clause remains same.
234	Annexure-C - Compliance of Functional Specification 10. Ability to read QR code which is printed on top cover of passbook. The QR code reading should be automatic and have to be inside the kiosk and should be part of the complete transaction	35	Bank to confirm if barcode/QR code reader can be placed any where inside the kiosk or should it be mounted on the printer passbook input area.			The QR code reader should be inside the Kiosk.Regarding positioning inside Kiosk vendor has to decide the same ensuring Bank's existing passbooks are printed properly.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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235	Either the Passbook Printer OEM or their authorized representatives in India can bid in the RFP but both cannot bid for the same make of passbook printer	35	Does it mean that Hitachi printer can be proposed by Aplab & Lipi as they are authorized distributor. This will have only L1 & L2 since only authorized partner will get the passbook printer from their OEM, and the OEM may not entertain other partner this will give chance to monopoly			RFP clause remains same.
236	Annexure-D – Compliance of Technical Specification Automatic Passbook retraction facility	37	Request Bank to confirm after Passbook is retracted should there be any box to store the retracted passbook in the kiosk ?			Retraction facility should be available, the inside arrangement is left on Bidder's discretion.
237	Annexure-D – Compliance of Technical Specification Passbook PC Client PC Configuration	37	Motherboard Industrial grade may not be required, since it is for kiosk application normal motherboard can full fill the requirement & Industrial grade has price impact.			RFP clause remains same.
238	Annexure-D – Compliance of Technical Specification Passbook PC Client PC Configuration	37	Memory : DDR4 4GB shall be enough, 32GB Expansion may not be required. It has price impact.			RFP clause remains same.
239	Annexure-D – Compliance of Technical Specification Passbook PC Client PC Configuration	37	Please specify the OS type & version, whether it is Win 10 IOT or Professional.			Vendor at its own discretion may provide Windows 10 Professional or Windows 10 IoT. But the supplied software support should be available for complete contract period and if any upgradation is required in OS same has to be done by vendor without any additional cost.
240	Annexure-D – Compliance of Technical Specification Passbook PC Client PC Configuration	37	Storage space can be made min 1TB, since, 500GB is obsolete by all standard computer manufacturers.			RFP clause remains same, this is the minimum requirement, bidder may quote for higher configuration.
241	Annexure-D – Compliance of Technical Specification Passbook PC Client PC Configuration	37	Please specify the touch type Capacitive or any other.			Details are mentioned in RFP, kindly check.
242	Annexure-D – Compliance of Technical Specification Passbook Printer Unit	37	You can proceed with normal passbook printers instead of auto flip. Since, all major banks are using the same. It has source limitation where only one vendor provides printer which matches with the RFP specification and also they don't respond to any other expect their partner in India & huge price impact.			RFP clause remains same.
243	Annexure-D – Compliance of Technical Specification Solution should be able to read page number by sensing optical lines as well as by sensing QR code	39	Request Bank to clarify, Is Bank expecting Barcode reader to read page number by sensing optical line? Request to remove this point under QR code reader details.			RFP clause remains same.
244	Annexure-D – Compliance of Technical Specification Should read all standard 2D QR code, Environment : IP40	39	Request Bank to confirm if bidder can use third party (Non OEM) barcode reader as the requirement is to read all standard 2D QR codes & also to be with IP rating.			RFP clause remains same, the requirement is to read QR codes and not Bar code.
245	Annexure-D – Compliance of Technical Specification Printer Cartridge Specification (D-2), Shelf life : Minimum 1 year	39	Life of the cartridge is subjected to storage condition of machine in the branch. Request Bank to reduce this for 6 months.			RFP clause remains same.
246	ANNEXURE-E - Template for "Technical Evaluation" (For Bank team) 4. Printing Speed (CPS in Draft Mode at 17.1 CPI)	41	Bank to confirm if the printing speed to be 17.1 CPI or 12CPI ? Reason: In Annexure D, Page 37 technical specification indicated printing speed to be 12 CPI where as here it mentions CPI 17.1. Please reconfirm			Minimum requirement is 12 CPI and 240 CPS, Bidder may quote for higher configuration.
247	A. Eligibility Evaluation: Letter from Bank/s on their letterhead where bidder/OEM have Supplied/Installed Self-Service Passbook Printing Kiosk having features of sensing strip or QR code based passbook and auto page flip facility.	42	Kindly remove auto flip page facility experience requirement and kindly add the clause as " Letter from Bank/s on their letterhead where bidder/OEM have Supplied/Installed Self-Service Passbook Printing Kiosk having features of sensing strip or QR code or bar code based passbook .			RFP clause remains same.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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248	Annexure E(1) -A. Eligibility Evaluation 8. Letter from Bank/s on their letterhead where bidder/OEM have Supplied/Installed Self-Service Passbook Printing Kiosk having features of sensing strip or QR code based passbook and auto page flip facility.	42	Request Bank to clarify if the bidder can enclose the OEM letter for such experience gained outside India?			RFP clause remains same. Outside experience may be provided as additional information but Bank (any commercial bank operating in India including RRB/Co-operative Bank/Nagrik/Sahkari Bank) letter is mandatory.
249	Annexure-E (1) - Supporting documents to be submitted 8. Letter from Bank/s on their letterhead where bidder/OEM have Supplied/Installed Self-Service Passbook Printing Kiosk having features of sensing strip or QR code based passbook and auto page flip facility	42	Request Bank to confirm if Bidder / OEM can produce the letter featuring Passbook with auto page flip facility? Reason: QR scanner can be installed in the kiosk and need not be mandatory as part of Printer.			RFP clause remains same.
250	Annexure – (H-2)- Cost of Spare Parts (part of Commercial Bid)	46	Unit Price (A) - Whether unit price should be quoted inclusive of GST or exclusive of GST? Please confirm.			Details are clearly mentioned in RFP , kindly quote as per the format and details mentioned.
251	Annexure – (H-3)- Shifting Cost (part of Commercial Bid)	46	Unit Price (A) - Whether unit price should be quoted inclusive of GST or exclusive of GST? Please confirm.			Details are clearly mentioned in RFP , kindly quote as per the format and details mentioned.
252	Annexure – (H-3)- Shifting Cost (part of Commercial Bid)	46	Unit Price (A) - Whether unit price should be quoted inclusive of freight/courier charges? Please confirm.			Details are clearly mentioned in RFP , kindly quote as per the format and details mentioned.
253	Annexure-(H-4) Commercial Bid Template (Note – All software are required to be purchased, latest and licenses provided to bank. The cost shall be inclusive in above commercials)	47	whether bank will provide data base licence or it has to included in this			Bank at it's own discretion may provide the Database or ask vendor to provide the same.
254	Annexure-(H-4) Commercial Bid Template	47	Unit Price (B) - Whether unit price should be quoted inclusive of GST or exclusive of GST? Please confirm.			Details are clearly mentioned in RFP , kindly quote as per the format and details mentioned.
255	Annual Maintenance Charges for Self Service Passbook Printing Kiosk for - 4- years (as per column H of the Annexure "H-1")	47	Total Price C = (A)*(B) - Whether total price should be quoted inclusive of GST or exclusive of GST? Please confirm.			Details are clearly mentioned in RFP , kindly quote as per the format and details mentioned.
256	Annexure-(H-4) Commercial Bid Template	47	Where we need to quote the total price of 'Annual Maintenance Charges for Central Server (at DC and DR) for -4- years" of Annexure- (H-1) in Annexure-(H-4) Commercial Bid Template.			Details are clearly mentioned in RFP, kindly quote as per the format and details mentioned.
257	Annexure K : Format for Bid Guarantee	53	Request to share the Bank details of Bank of Baroda for issuing Bank Guarantee			Details will be shared with the selected vendor.
258	General queries(if Bidder to provide server)		1) Since servers are going to be installed in Bank DC, will assume bank will provide switches/firewall connection/port required for server. 2) Is the database license/Switches/firewall/LB will be provided by Bank for server. 3) Total Transaction per second value. 4) Data base size and its YoY growth value, this will provide data to size the storage required for 5 years tenure. 5) what will be the RPO/RTO ratio for DR replication. 6) Will bank provides bandwidth for DC/DR replication.			Details will be shared with the selected vendor.
259	General		Please specify Enclosure details, Max Height, width, sheet thickness, peripheral mounting heights, coating finish, color codes & branding details.			If required, details will be shared with the selected vendor.
260	x) Buyback of old SSPBP The selected Bidder may have to buyback old SSPBP deployed at various branches/ATM lobby/ E lobby. 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. The Buyback option will be exercised by Bank at it's own discretion.	26	A)Request bank to give the detailed specification with make & model of the existing kiosk, total buyback quantity, working or non working condition & location of kiosk to quote buyback price. B)Request Bank to let us know if Bank will pay extra for those kiosk which has damages to the peripherals which will be discovered post to inspecting the condition of the supplied kiosk. C)After buyback, request Bank to confirm if the bidder have to replace with new kiosk? If yes, please specify the quantity.			RFP clause remains same. Details if required will be shared with the selected vendor at Bank's discretion.

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261	Printer Cartridge Specification (D-2) Length : Minimum 25 meter (black) Character printing capacity: Minimum 4 million character or higher	39	Request bank to clarify if bank is using existing 25m length cartridge and if it produces 4million characters at ARIAL 10 font.			RFP clause remains same.
262	Annexure-D – Compliance of Technical Specification Passbook size : Horizontal Fold type	38	A)Request bank to confirm if Passbook supplied by bank are pre-printed with QR code? B)Our understanding is Bank is going to print the QR code on the lables at branches and then affixed on to the passbook and issued to the customer? If yes, does the scope of supply of such lables will be in the scope of bidder? If yes, what is the volume of such lable supplies?			Passbooks have pre-printed QR codes and passbook serial number.
263	Annexure-C - Compliance of Functional Specification	35	Request Bank to confirm the process flow from the point of customer arrival to update passbook.			Details will be shared with the selected vendor.
264	3.2. Technical details required	11	Request bank to confirm what are expected functionality in the demonstartion to be showcased in the solution?(Branding, process flow, back end, with integration)?			Functionality of QR code based passbook printing should be shown during demonstration. Also, Bank at it's own discretion may ask to show other capabilities as mentioned in RFP.
265	4.3 scope of work w) 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.	27	Request Bank to provide the required SDKs /APIs for the existing printer provider to upgrade existing magstripe printer with barcode/QR reader.			Details will be shared with the selected vendor.
266	Annexure E(1) -A. Eligibility Evaluation 8. Letter from Bank/s on their letterhead where bidder/OEM have Supplied/Installed Self-Service Passbook Printing Kiosk having features of sensing strip or QR code based passbook and auto page flip facility.	42	Request Bank to change the clause as " Letter from Bank/s on their letterhead where bidder/OEM have Supplied/Installed Self-Service Passbook Printing Kiosk/Passbook printer with auto page flip facility"			RFP clause remains same.
267	3.7.8 Penalty &Liquidated Damages (LD)	17	Bidder requests for LD limited to 0.5% of affected deliverable with an overall cap combined for of LD & Penalty limited to 5% of overall contract value. Bidder also request for a cure period of 30 days before customer exercises the right to terminate the contract,		Hewlett Packard Enterprise India Pvt Ltd	RFP clause remains same.
268	Warranty	29	Bidder shall provide standard warranties for the hardware and software delivered. The acceptance of all goods will occur on delivery.			RFP clause remains same.
269	4.12 Payment Terms	30	Bidder request for payment terms of 30 days from the invoice date			RFP clause remains same.
270	4.12 Payment Terms : 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.	30	Bidder requests for 100% of the payment for value of equipment upon installation			RFP clause remains same.
271	4.12 (d) d) AMC Charges will be payable half-yearly after obtaining report of uptime and complaint resolution performance for the said half year	30	Bidder requests for monthly payment of the AMC Charges			RFP clause remains same.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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272	<p>Fall Clause</p> <p>The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.</p>	60	Bidder request for deletion of this clause			RFP clause remains same.
273	<p>1.10 (Introduction and Disclaimer)</p> <p>Recipient shall, by responding to the Bank with a submission, be deemed to have accepted the terms of this document in totality without any condition whatsoever.</p>	6	<p>Bidder requests to relax this term to enable the Bidder to propose/suggest alternate terms on the material terms and conditions of the RFP.</p> <p>Also, the Bidder submits that the contract will be signed based on mutually agreed terms between the parties.</p>			RFP clause remains same.
274	<p>3.3 Commercial Proposal</p> <p>e) The prices offered shall be on a fixed price basis and should not be linked to variable like foreign exchange rate.</p>	12	Bidder submits that any change in the prices during the term of the contract due to reasons beyond the bidder's control shall be mutually agreed between the parties.			RFP clause remains same.
275	<p>3.3 Commercial Proposal</p> <p>Refusal/failure to commit supply of Self-Service Passbook Printing Kiosks as per terms of RFP shall result in disqualification of the vendor from this process as well as future procurements of Bank and also forfeiture of EMD.</p>	13	<p>Bidder requests to relax this term to enable the Bidder to propose/suggest alternate terms on the material terms and conditions of the RFP.</p> <p>Also, the Bidder submits that the contract will be signed based on mutually agreed terms between the parties.</p>			RFP clause remains same.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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276	3.6.1. Bid Security /Earnest Money Deposit(EMD) The bid security may be forfeited: a) If a bidder withdraws its bid during the period of bid validity; or b) In case of a successful bidder, if the bidder fails: i. To sign the agreement within the stipulated time; or ii. To furnish OEM certification of the passbook supplied to him within the 2 week of the delivery of the sample to bidder. The bidder or his OEM will not charge any amount for the initial certification or further certification of passbooks (maximum one certification in a quarter). iii. To furnish performance guarantee within the stipulated time and valid till the end of contract period plus six months.	15	Bidder submits that the EMD shall not be forfeited for inability of the parties to reach a mutual agreement on the applicable terms and conditions..			RFP clause remains same.
277	3.6.3 Performance Bank Guarantee	15	Bidder submits that the PBG issuance process is initiated after the execution of the governing contract. Till that period the Customer already retains the EMD. Within 21 days of the date of signing the contract, the successful Bidder shall submit the performance Bank guarantee for the value equivalent to 10% of total cost of project and should be valid for the duration of the contract. No grace/additional period shall be allowed for the validity of the Performance Bank Guarantee beyond the operative period of the contract. We further submit that the Performance Guarantee shall be valid for a period of 12 months from the date of Contract which shall be renewed at the end of each contract year for the duration of contract. Bidder requests that Bank shall provide a cure period of 30 days for rectifying the material failure in discharging it contractual obligations prior to forfeiture of performance Bank guarantee and such amount be limited to the actual losses suffered and subject to the Limitation of Liability.			RFP clause remains same.
278	3.7.1. Adherence to Terms and Conditions Bidders who wish to submit responses to this RFP should note that they should abide by all the terms and conditions mentioned in the RFP. If the responses contain any extraneous conditions put in by the respondents, such responses may be disqualified and may not be considered for the selection process.	15	Bidder requests to relax this term to enable the Bidder to propose/suggest alternate terms on the material terms and conditions of the RFP. Also, the Bidder submits that the contract will be signed based on mutually agreed terms between the parties.			RFP clause remains same.
279	3.7.2 Execution of SLA/NDA Scope of Service may be enhanced based on Bank's business needs/Regulatory requirement on an ongoing basis	16	Bidder submits that any cost incurred as a result of the enhancement of scope shall be mutually agreed between the parties and shall be in writing.			RFP clause remains same.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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280	3.7.4 Sunstitution of Project Team Members If the Bank is not satisfied with the substitution, the Bank reserves the right to terminate the contract and recover whatever payments made by the Bank to the vendor during the course of this assignment besides claiming an amount, equal to the contract value as liquidated damages.	16	Bidder requests deletion of this portion of the section.			RFP clause remains same.
281	3.7.8 Penalty and Liquidated Damages	17	Bidder submits that all liquidated damages be capped cumulatively at a maximum of 5% of the affected/delayed deliverables.			RFP clause remains same.
282	3.7.9 Indemnity	18	"The Indemnifying Party ("Bidder") shall defend (settle and/or pay damages awarded by the court) the Indemnified Party against any third party claims arising from the following: a. Claims for loss or damage to third party tangible property; b. claim by any person in respect of bodily injury or death; c. claims by any third party in respect of any IP infringement; brought against or recovered from Indemnified Party by reasons of any act or omission of the Indemnifying Party , his agents or employees in the performance of the contractual obligation.			RFP clause remains same.
283	3.7.12 Termination	20	Bidder submits that the customer shall not terminate the RFP/agreement without prior written notice. Further, in the event of termination, the customer shall make all payments due and payable for the services rendered till the effective date of termination and such additional amount as may be mutually agreed between the parties.			RFP clause remains same.
284	3.7.14 Limitation of Liability a) The vendor's aggregate liability in connection with obligations undertaken as a part of this Project whether arising under this project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual.	21	Bidder submits amending this section as follows: a) The vendor's aggregate liability in connection with obligations undertaken as a part of this Project whether arising under this project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual <i>and capped at a maximum of the total contract value</i> .			RFP clause remains same.
285	3.7.20 Audit	22	Bidder submits that: Auditors shall NOT be given access to: 1.any information not related to the Services; 2.Bidder locations/premises (or portions thereof) that are not related to the Services; or 3.Bidder records or documents relating to the make up of Bidder's internal overhead calculations or direct costs, their relationship to the service charges, any financial cost model, calculation of service charges or Bidder's profitability; or 4. internal Bidder audit reports, or any summaries thereof. Bidder requires Independent Monitors to: 1. provide Bidder with at least thirty (10) days notice of its requirement for an Audit allowed once in a year, with such notice describing the issue(s) that will be the subject of the audit; 2. be subject to Bidder site/premises security obligations and have their access controlled/monitored by Bidder; 3.pay all Bidder costs associated with the audit at current time and material rates and submit any requests for Bidder assistance with an audit as a change request. A third party auditor/inspector shall: 1. not be a competitor of Bidder or a third party in dispute / conflict with Bidder; 2. execute a confidentiality agreement acceptable to Bidder; 3. be independent.			RFP clause remains same.
286	4.11 Maintenance Standard during Warranty & AMC	30	Bidder submits that all penalties shall be capped cumulatively at 5% of the monthly charges payable by the customer.			RFP clause remains same.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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287	4.12 Payment Terms, Support Services & Miscellaneous Terms/Requirements	30	Bidder submits that all payments be made within 30 days from the date of invoice.			RFP clause remains same.
288	4.15. Pre-delivery factory inspection Bank shall carry out pre-delivery inspection of SSPBP at the vendor's factory or point of dispatch.	31	Bidder requests deletion of this section.			RFP clause remains same.
289	4.16. Right to Alter Quantities Bank reserves the right to alter quantity and will be free to either reduce or increase the quantity, at its sole discretion on the same terms and conditions. Bank can order separately for additional spare parts for existing Self-Service Passbook Printing Kiosks as per the rate quoted in current offer apart from the units quoted in Bills of Materials. The vendor must execute the same without any demur.	31	Bidder submits that any change in the prices due to an alteration in quantities shall be mutually agreed between the parties in writing.			RFP clause remains same.
290	Annexure N Pre-Integrity Pact Fall Clause The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	60	Bidder requests deletion of this portion of the section.			RFP clause remains same.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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291	Annexure-B - Compliance of Eligibility Criteria "The bidder or the OEM should be in the business of supplying, installing and maintaining of Self-Service Passbook Printing Kiosks or banking kiosks like Automatic Deposit Terminals, Cheque Deposit terminals, Multifunction kiosk, other banking kiosk etc. in India or abroad for last three years from the date of the RFP."	33	To arrive to the correct service provider /bidder department should consider only those bidder who have experience to supplying, installing and maintaining of Self-Service Passbook Printing Kiosks at least 30% of your estimated volume i.e. 1300 no. "our submission is the clause should be " The bidder or the OEM should be in the business of supplying, installing and maintaining of 1000 Self-Service Passbook Printing Kiosks in any of the PSU Banks in India only for last three years from the date of the RFP." A certificate from the Bank should be attached along with the technical bid.		CBSL	RFP clause remains same.
292	Annexure-B - Compliance of Eligibility Criteria / The bidder or the OEM should have ready model(s) having features of sensing QR code of 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.	34	This is to inform you that all the PSU bank taking Passbook updating kiosk with the kiosk without automatic page flip in forward and backward direction and only one OEM is making such printer. It will be costly to the Bank in compare to other printing Kiosk. Instead of costing the operation change is also there like stuck the passbook in the kiosk during the flipping and it will limit the competition and the very objective of floating RFP to maximization participation to get the most competitive rates will be defeated . Our submission in this regards the clause should be "The bidder or the OEM should have ready model(s) having features of sensing QR code of passbook. 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."			RFP clause remains same.
293	The bidder should have a minimum annual turnover of Rs 40 crores during each of the last four financial years i.e. 2016-17, 2017-18, 2018-19 and 2019-20. Group company turnover will not be considered.	34	Considering the importance of the project the bidder be profit making company and they shou not have NPA accounts. Our submission to take affidavit on no NPA accounts having with the bidder. And CA certificate issued from the CA with CIN no. for turn over and profit /loss must be submitted along with the Technical bid. Our submission in this regards to please incorporate this clause as a mandatory criteria.			RFP clause remains same.
294	Annexure-C & 1	35	Need clarification on for reading capabilities of optical lines.			Machine should be able to read optical lines for reading page number of passbooks.
295	Annexure-C & 2	35	Need clarification - Who will provide software required to generate passbook number and map the same with CBS.			Passbooks have pre-printed QR codes and passbook serial number. For mapping with CBS bank may provide the solution or may ask the vendor to provide the same.
296	Annexure-C & 3	35	Need Clarification - Who will generate passbook number and QR Code			Passbooks have pre-printed QR codes and passbook serial number.
297	Annexure-C & 12	35	CPU, HDD & RAM utilisation details can be provided. Need details from the Bank if anything else is required.			Bidder to provide details asked in RFP, in future if required Bank may ask bidder to share additional details.
298	Annexure-C & 17	35	Need more clarity on Rules or Policy modifications, Security setting modification and auditing setting modification			Details will be shared with the selected vendor.
299	4.3 & e	24	Software to generate QR Code and map with CBS should be installed at Branch machine as well as KIOSK. - Need Clarification			Bank at its own discretion may ask vendor to provide software for priting QR code based passbook at Bank's existing tellet DOT matrix printers also. This software should be compatible with software installed at kiosk.
300	4.3 & i	24	Need following clarification from the Bank • Content to be displayed when KIOSK is idle will be provided by the Bank. CBSL will provide tool to place content at KIOSK level. Content can be images or videos • Vendor will provide Bank user at KIOSK level to print passbook. The content for the same will be provided by the Bank. This application will be integrated to CBS. Content for this utility will be fixed.			Details will be shared with the selected vendor.
301	4.3 & j	25	Only transactions will be printed in Hindi – Need Clarification			Hindi printing functionality should be provided not only for transactions but for complete information which gets printed on passbook.
302	4.3 & o	25	Will branches login to the complaint portal and lodge complaints.			This should be one of the functionality along with other functionalities.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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303	Annexure E, Template for "Technical Evaluation" (For Bank team) / Proposed model should accept QR code passbooks. The proposed Self-Service Passbook Printer should have features of sensing of QR code of passbooks and auto page flipping facility in forward and backward direction.	40	This clause should be removed from the mandatory criteria or replace with this "Proposed model should accept QR code passbooks. The proposed Self-Service Passbook Printer should have features of sensing of QR code.			RFP clause remains same.
304	3.3. Commercial Proposal: / d	12	GST should be extra			RFP clause remains same.
305	Annexure – (H-1)- AMC cost of SSPBP (part of Commercial Bid)	45	Please clarify the "TAX Cost of Self- Service Passbook Printing Kiosk (SSPBP) excluding taxes", Customs Duty and Excise Duty (B)" Request you the GST should be Extra.			Details are clearly mentioned in RFP , kindly quote as per the format and details mentioned.
306	3.2 (Technical Assessment) 4.1 (Background)	11 & 23	As per RFP, it is desired by Bank of Baroda that the passbook printer should have auto page flip facility. We would like to point out that auto page flip passbook printer is manufactured by only one vendor, i.e. M/s Hitachi. Therefore, asking for this kind of printer would give rise to monopoly of one vendor. We would request you not to insist for this specific facility. In the recent tender issued by SBI for 13500 printers, SBI has asked for normal passbook printer kiosks without auto page flip facility. In the tender floated by Central Bank of India, it was desired in the original tender that auto based facility should be available, but later on realizing the practical problem, this condition was withdrawn. A copy of the relevant pages of SBI tender and Central Bank tender alongwith corrigendum is attached herewith for ready reference. In many similar tenders of other nationalized Banks viz. Indian Bank, Bank of Maharashtra, PNB, UBI, etc., normal passbook printing kiosks have been procured. In the light of above, we would request you not to kindly insist on auto flip condition and drop this clause.		ISOFT TECHNOLOGIES PVT. LTD.	RFP clause remains same.
307	4.3(i) (Scope of work)	24	It is stated in the para 4.3 (i) that "Touch screen will also be used to issue Passbooks where Bank officials will enter the A/c no., date etc. "□ We presume that necessary provision for this purpose in the Bank's server for providing this facility in passbook printer will be taken care of by the Bank. Please confirm.			The Bank will provide Bank end interface but the utility at front end and its communication with Back end should be done by vendor.
308	4.3(w) (Scope of work)	26	Please apprise the details of existing machines, i.e. configuration, number of machines and location where these machines are installed.			The details if required will be shared with the selected vendor at Bank's discretion.
309	4.3(x) (Scope of work)	26	We suggest that the buyback value should not be considered for determining the TCO of the Project as this is not a direct project related cost of the SSPPKs. However, the quote for the same may be asked.			RFP clause remains same.
310	4.4(i) Terms of execution of work	27	This para is an open ended requirement and does not specify the kind of changes, maximum number of times the changes would be required to be implemented and the efforts which would be required from the vendor to complete the task for unknown Regulatory / Government compliances, that may arise in future. In the absence of any specific requirement it would be difficult to assess the cost for the item. Therefore, we suggest that while the requirement under the clause may be continued but the commercial part for this particular activity be left to be decided by the Bank and vendor, with mutual consent, at the appropriate time when the requirement arises, depending upon the efforts required. Otherwise, this would be difficult to include in the pricing of machine.			RFP clause remains same.
311	4.6 Installation	28	We presume that the connectivity will be provided by the Bank. Please confirm.			The LAN port will be provided by the Bank. Making the machine connected with server after installation is the responsibility of the vendor.
312	4.10(a) AMC	29	It is mentioned in the RFP that "If Bank desire, the vendor is expected to maintain the equipment supplied for at least four years....". Does it mean that the Bank can avail service from a different vendor for AMC? Please clarify as it may affect pricing.			The AMC services will be taken from vendor who has supplied the machine. In future if any issue arises in AMC service quality then Bank at it's own discretion may cancel AMC service contract and may hire another vendor for AMC services.
313	4.12 Payment Terms, Support Service	30	We suggest that the payment clause may be changed as under: (i)70% on delivery of machines (ii)20% on installation and (iii)10% after three months of installation of Kiosks.			RFP clause remains same.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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314	Annexure H-1	45	Column for total is not included in the format which kindly include for the sake of clarity. This is also required because only one column is provided in the format H-4 where figure of H-1 is to be given.			The format remains same, kindly provide the details in mentioned format only.
315		45	At page 12 (3.3.d), it has been mentioned that the cost will be inclusive of GST. We suggest that the price quote should be asked for exclusive of GST because GST may undergo change any time in the present situation, causing loss to the Bank / Vendor. That would be a fair way of asking the quote. However, price quote may be taken inclusive of all other taxes, except Octroi, entry tax, LBT, etc as mentioned on page 12 (3.3.d) itself.			Details are clearly mentioned in RFP , kindly quote as per the format and details mentioned.
316	1. Introduction The RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the solution. The provision of the solution is subject to observance of selection process and appropriate documentation being agreed between Bank and the successful bidder as identified by the Bank, after completion of the selection process as detailed in this document. 1.6. No Legal Relationship No binding legal relationship shall exist between any of the Respondents and the Bank until execution of a contract. 2.1 All submissions, including any accompanying documents, shall become the property of the Bank. Hence, submission of response to the RFP shall be deemed as respondents' license, and grant all rights to the Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, notwithstanding any copyright or other intellectual property right that may subsist in the	5 6 8	BIDDER requests that the proposal as submitted by BIDDER be treated as confidential due to the same being proprietary to BIDDER. BIDDER would like to clarify that BIDDER's rights to Bank to reproduce would be restricted only for evaluation purpose within Bank but BIDDER would remain as the owner for all purposes as the contents are proprietary to the BIDDER.		FSS	RFP clause remains same.
317	1.10. Acceptance of Terms Recipient shall, by responding to the Bank with a submission, be deemed to have accepted the terms of this document in totality without any condition whatsoever. 3.7.1. Adherence to Terms and Conditions Bidders who wish to submit responses to this RFP should note that they should abide by all the terms and conditions mentioned in the RFP. If the responses contain any extraneous conditions put in by the respondents, such responses may be disqualified and may not be considered for the selection process.	6 15	BIDDER would request that any binding terms and conditions, including the RFP and other terms and conditions of the Contract will be binding subject to the comments herein and upon mutually agreed terms.			RFP clause remains same.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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318	3.7.2 Execution of SLA/NDA: The successful Service Provider shall execute (a) Master Service Agreement, which include overall terms of engagement (b)a Service Level Agreement, which would include product level services and terms and conditions of the services to be extended and any other conditions as may be prescribed by the Bank. Scope of Service may be enhanced based on Bank's business needs/Regulatory requirement on an ongoing basis; and (c) Non-disclosure Agreement. The Service Provider shall execute the MSA, SLA and NDA within one month from the date of acceptance of Letter of Appointment.	16	<p>Bidder shall, in its capacity as a service provider, comply with all agreed scope in compliance with existing regulatory/statutory guidelines/rules/laws as on date of submission of the bid, for delivery of services. Any change/enhancement in scope of service due to Bank's business needs/future regulatory or statutory guidelines shall be implemented by the bidder, only upon payment of additional cost by the Bank.</p> <p>Also, BIDDER would like to discuss with Bank to extend the 1 month time limit to 2 months time, as one month is a too short period.</p>			RFP clause remains same.
319	3.7.2 The successful vendor shall bare all the expenses related to execution of agreement including the appropriate stamp duty and registration charges if any.	16	Bidder requests that the stamp abd registration charges to be borne equally between the parties			RFP clause remains same.
320	3.7.6.Adherence to Standards The vendor should adhere to laws of the land and rules, regulations and guidelines issued by the various Regulatory, Statutory and Government authorities.	17	Bidder shall, in its capacity as a service provider, comply with all existing regulatory/statutory guidelines/rules/laws as on date of submission of the bid, for delivery of services. Future regulatory or statutory guidelines shall be implemented by the bidder, upon payment of additional cost by the Bank.			RFP clause remains same.
321	3.7.9 Indemnity • breach of any of the term of this RFP or subsequent agreement or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Vendor under this RFP; and/or	19	<p>Bidder request Bank to delete this Sub-clause under indemnity. This indemnity clause being very broad, the Bidder would like to negotiate on this clause with Bank on the contract award stage.</p> <p>Also Bidder requires Bank exclusion of indirect damages from Liability</p>			RFP clause remains same.
322	3.7.11 Force Majeure	19	Request Bank to include the Pandemic, Epidemic and lockdown under the definition of Force Majeure events			RFP clause remains same.
323	3.7.12.Termination The Bank reserves the right to terminate any subsequent agreement and / or any particular order, in whole or in part by giving Vendor at least 90 days prior notice in writing. It is clarified that the Vendor shall not terminate this RFP & the subsequent Agreement for convenience.	20	<p>BIDDER would like to discuss with Bank to have a mutual termination clause.</p> <p>BIDDER requests that any termination under the agreement be only for cause with a sufficient notice period and hence requests the deletion of this provision on termination for convenience.</p>			RFP clause remains same.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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324	3.7.12 However the Bank will be entitled to terminate any subsequent agreement, if Vendor breaches any of its obligations set forth in this RFP and any subsequent agreement and		<p>Bidder requests a cure period of a minimum of 60 days.</p> <p>BIDDER would requests the Bank to delete the expressions " unsatisfactory " and modify the sub-clause by linking the same to the service levels mutually agreed between the Parties because these expressions are subjective in nature and will lead to prejudicial interpretation.</p>			RFP clause remains same.
325	3.7.12 In the event of the Bank terminating the Contract in whole or in part, the Bank may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered, and the Bidder shall be liable to the Bank for any excess costs for such similar services.		<p>BIDDER requests that the costs of such procurement of third party services vests with the Bank as opposed to BIDDER.</p>			RFP clause remains same.
326	3.7.12 Bank will first install 50 machines and if the performance of these machines is not satisfactory and machine goes out of order twice in same month, Bank will cancel order and vendor will have to take the machines back. Bank will recover cost of these machines from vendor.		<p>In any such case, Vendor will ensure to either rectify the fault/replace the machine, Bank cannot cancel the order for these reasons and can claim any money in this regard.</p> <p>Request bank to remove same as same should be mutually agreeable</p>			RFP clause remains same.
327	3.7.13 Confidentiality	21	<p>Request Bank to have a mutual confidentiality clause and requests the Bank that the use of documents/information, retention to documents, confidentiality obligations and data ownership provisions shall be mutual upon both the parties because the proposal and other documents submitted by BIDDER are confidential as the same being proprietary to BIDDER.</p> <p>BIDDER would like to clarify that ownership of the documents and proprietary information of the BIDDER shall remain as that of the BIDDER at all times.</p>			RFP clause remains same.
328	3.7.14 Limitation of Liability a) The vendor's aggregate liability in connection with obligations undertaken as a part of this Project whether arising under this project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual.	21	<p>If Bidder is a successful Bidder, then Bidder would like to negotiate with Bank on the amount that Bidder would like to limit as its aggregate liability under the Contract</p>			RFP clause remains same.
329	3.7.14 b) Vendor's liability in case of claims against the bank resulting from Willful Misconduct or Gross Negligence of the vendor , its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.	21	<p>Request Bank to make this clause mutual</p>			RFP clause remains same.

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330	3.7.15. Governing Law and Disputes The bid and the subsequent Contract with the selected bidder shall be governed in accordance with the Laws of India and shall be subject to the exclusive jurisdiction of Courts in Baroda.	22	Bidder requests the Jurisdiction be of Chennai			RFP clause remains same.
331	3.7.19 Assignment	22	Bidder would like to clarify that this assignment restriction will not apply for cases like joint venture, merger, amalgamation, restructure or reorganization and in such cases assignment can be done with prior intimation.			RFP clause remains same.
332	4.3 h) The vendor should provide all the software and other utilities required for facilitating integration/interface and upgrade it whenever required by Bank without any cost to Bank.	24	Same will be at mutually agreed rates			RFP clause remains same.
333	4.4 h) The SSPBP should be upgradable to support additional software/ services that Bank may introduce at a later date at mutually agreed cost and timeline. 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. l) No additional visit charges will be paid by the Bank, whatever the reason may be. o) Any updation prescribed by NPCI/RBI/any other regulatory authority should be done free of cost.	27	Bidder shall, in its capacity as a service provider, comply with all agreed scope in compliance with existing regulatory/statutory guidelines/rules/laws as on date of submission of the bid, for delivery of services. Any change/enhancement in scope of service due to Bank's business needs/future regulatory or statutory guidelines shall be implemented by the bidder, only upon payment of additional cost by the Bank.			RFP clause remains same.
334	4.16 Bank reserves the right to alter quantity and will be free to either reduce or increase the quantity, at its sole discretion on the same terms and conditions.	31	Request bank to give threshold if same			RFP clause remains same.
335	Annexure A Annexure I	32 49	BIDDER would request that any binding terms and conditions, including the RFP and other terms and conditions of the Contract will be binding subject to the comments herein and upon mutually agreed terms.			RFP clause remains same.

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336	Annexure B The bidder must be either the Original Equipment Manufacturer (OEM) of Self Service Passbook Printer Kiosk or its authorized representative in India. In case of an authorized representative an authorization letter from manufacturer as per Annexure "M" (Manufacturer's Authorization Letter) to this effect should be furnished. Letter from OEM(As per Annexure "M" and copy of agreement)	33	Request bank to remove agreement clause as same is based on case to case basis and can be shown once contract is signed between bank and Bidder			RFP clause remains same.
337	Annexure B 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.	34	Bidder shall, in its capacity as a service provider, comply with all agreed scope in compliance with existing regulatory/statutory guidelines/rules/laws as on date of submission of the bid, for delivery of services. Any change/enhancement in scope of service due to Bank's business needs/future regulatory or statutory guidelines shall be implemented by the bidder, only upon payment of additional cost by the Bank.			RFP clause remains same.
338	Annexure N Fall Clause The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	60	Request Bank to delete this clause as it is not acceptable to the Bidder. As it is a commercial arrangement, costs will be arrived at by the Bidder in considerate with various other factors.			RFP clause remains same.
339	General		BIDDER would wish to clarify that if BIDDER is selected as a successful bidder, then the proposed terms and conditions of the formal contract will be subject to views and comments as acceptable to the parties and particularly standard legal clauses including but not limited to Limitation of Liability, Indemnity, Termination, Non-Solicitation, etc have to be mutually negotiated and included in the final binding contract, considering the mutual interests of the parties			RFP clause remains same.
340	Cost of up gradation of existing machi	47	Request bank to remove same as same is limited with capacity of printer to incorporate same and is not feasible currently			RFP clause remains same.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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341	m) 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.	11	Request bank to to consider travel and stay cost for bank staff on themselves. Instead of visit will recommend bank for free POC of single machine			RFP clause remains same.
342	d) The prices quoted by the bidder shall	12	Please clarify same as commercial template is asking without taxes			Details are clearly mentioned in RFP , kindly quote as per the format and details mentioned.
343	m) Vendor will have 4 weeks' time to i	25	Please clarify if vendor to provide its own monitoring solution or to use banks ESQ solution for same.			Vendor has to provide monitoring solution. In future, Bank may ask vendor to integrate the monitoring solution with Bank's ESQ or any other portal for streamlining and enhancing the process.
344	3.7.8. Penalty & Liquidated Damages (LD) 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/-.	17	Bidder request bank to reduce penalty from Rs 50,000/- day to Rs 10,000/- and maximum penalty of INR 3,00,000/- in account for integration penalty.			RFP clause remains same.
345	3.7.8. Penalty & Liquidated Damages (LD) - 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.	18	Bidder request bank to reduce penalty from Rs 1,000/- per day of delay to Rs 200/- on account of failure of repairing the machine.			Revised penalty amount is Rs 500 per day per machine.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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346	3.2. Technical details required - Technical assessment shall broadly cover the following: pt M - 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.	12	Bidder requests bank to remove the clause of cost of travel and stay as such costs cannot be envisaged by the bidder beforehand.			RFP clause remains same.
347	3.3. Commercial Proposal: - pt 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. 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. & Annexure H1 - Cost of Self- Service Passbook Printing Kiosk (SSPBP) excluding taxes*, Customs Duty and Excise Duty (B)	12 & 45	As per the clause prices should include taxes like CST , GST etc. but as per the commercial templete and TCO calculation it says that prices such be excluding taxes(GST,CST,VAT,LST) , customs duty and excise duty . Kindly clarify whether bidder needs to quote excluding the taxes or including.			Details are clearly mentioned in RFP , kidly quote as per the format and details mentioned.
348	Bank will first install 50 machines and if the performance of these machines is not satisfactory and machine goes out of order twice in same month, Bank will cancel order and vendor will have to take the machines back. Bank will recover cost of these machines from vendor.	20	If in case of performance of machine goes out of order twice in same month and the reason due to which is not attributable to the bidder that in such case bidder requests bank to not cancel the order.			RFP clause remains same.
349	s) Bank can also use the services of the vendor for shifting of SSPBP as per the rate provided by the vendor in Annexure H-3. In such cases services of de-installation, dismantling, packing, lifting,transportation, transit insurance, assembling, re- installation, testing at new location, making live at new location and training to staff at new location will be provided by the vendor. Shifting of the SSPBP within the premises/onsite ATM/ Onsite Lobby will be carried out by Bank and re- installation, testing and making live will be done by the bidder without any cost and will be treated as a preventive maintenance.	24	Request same to be done on mutually agreed rates			RFP clause remains same.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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350	u) 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.	26	Request same to be given with warranty of 2 years			RFP clause remains same.
351	f) 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.	27	We cannot foresee when new windows will be launched and support for old be stopped. We will be giving machine with latest windows but request bank to remove upgrade at free of cost and make it at mutually agreed rates			RFP clause remains same.
352	i) 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.	27	Request bank to consider same at mutually agreed rates			RFP clause remains same.
353	n) Updation of patches and antivirus is vendor's responsibility and it should be done centrally.	27	Will bank give antivirus and its patches?			Bank at its discretion either ask vendor to provide antivirus or Bank itself may provide the same. Vendor need to arrange for updation of antivirus in both cases.
354	4.11 a) For SSPBP installed in branch / lobbies, the vendor should ensure 95% uptime of individual SSPBP (to be calculated on monthly basis taking 7 hours per day and 23 days in a month) during warranty period and post warranty maintenance contract period.	30	Request bank to consider 90% uptime			RFP clause remains same.
355	Annexure A	32	Request bank to remove provisional balance sheet requirement for year 2019-20 as same is delayed this year due to covid and will be available only till october			RFP clause remains same.
356	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/Nagrik/Sahkari Bank) in India.	33	Request bank to change same to "The bidder or the OEM should have installed Self-Service Pass Book Printing Kiosks, in at least one Commercial Bank/ RRB/Co-operative Bank/Nagrik/Sahkari Bank, in India.			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/Nagrik/Sahkari Bank) in India.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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357	The bidder should have a minimum annual turnover of Rs 40 crores during each of the last four financial years i.e. 2016-17, 2017-18, 2018-19 and 2019-20. Group company turnover will not be considered.	34	Request bank to remove provisional balance sheet requirement for year 2019-20 as same is delayed this year due to covid and will be available only till october			RFP clause remains same.
358	The bidder should have support centers in at least 108 locations mentioned in Annexure J. The bidder should undertake to establish new support center to cover all locations mentioned in Annexure J within the 3 months of Agreement signing.	34	Request bank to change same to The bidder or OEM should have support centers in at least 80 locations mentioned in Annexure J. The bidder should undertake to establish new support center to cover all locations mentioned in Annexure J within the 3 months of Agreement signing.			RFP clause remains same.
359	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.	34	Request bank to remove same as we cannot foresee impact of future RBI compliance and same can be done on mutually agreed rates			RFP clause remains same.
360	Annexure D: Processor	37	Request bank to consider i3 5th gen or higher			RFP clause remains same. Bank has mentioned this as minimum requirement of processor in terms of configuration and performance. Bidder may quote for processor of any company with similar configuration and performance or higher
361	Extension		Request bank to extend submission by 21 days from date of reply to queries			If there are any changes in schedule same will be updated at Bank's site. In all other cases RFP clause remains same.
362	ANNEXURE-E & Template for "Technical Evaluation" (For Bank team) point no. C Compatibility with bank's existing SSPBP (Evaluation team to verify this during the site visit)	40	Not suitable to our company and it is having with very limited OEM not more than one so request you please relax this clause so that we may also able to participate in this important tender below clause need to be removed from the RFP conditions please. "Proposed model should accept QR code passbooks. The proposed Self-Service Passbook Printer should have features of sensing of QR code of passbooks and auto page flipping facility in forward and backward direction."		Company name was not mentioned in email received.	RFP clause remains same.
363	ANNEXURE-E & Template for "Technical Evaluation" (For Bank team) point no.A Service Provider Profile (Evaluation team to verify certified documents)	34	The mandatory criteria would be: The bidder or the OEM should have installed Self-Service Pass Book Printing Kiosks in at least two Government Banks and bidder must supplied minimum 800 kiosk (except RRB/Co-operative Bank/Nagrik/Sahkari Bank) in India. And proof that the bidder is in the same business since 3 years.			RFP clause remains same.
364	3.6. Bid Security, Cost of RFP, Performance Bank Guarantee	14	Please confirm whether any bidder have only MSME certificate are exemped from EMD & Bid Security & Tender Fee or need to submit DD or BG?			As per applicable guidelines relaxations will be given.
365	Annexure-(H-4) Commercial Bid Template sr. 7 & 8	47	ost should not be part of L1 evaluation critera Less : Buyback of Fully Automatic SSPBP. Please take it in saprate			RFP clause remains same.
366	3.3. Commercial Proposal:	12	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. 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. Query: We request the bank to review the duration and the requirement of Insurance in this clause. The onus and risk up to the point of delivery of the SSPBP to the location is on the Bidder. Therefore, it is the prerogative of the bidder to avail the Insurance or not to avail the insurance. Once the SSPBP is delivered to the site, it should be the responsibility of the bank for the safety of the SSPBP. Therefore, we request to delete the requirement of Insurance from this clause.		Albertsons International Pvt. Ltd	RFP clause remains same.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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367	3.6. Bid Security, Cost of RFP, Performance Bank Guarantee 3.6.1. Bid Security /Earnest Money Deposit(EMD)	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(ii)] dated 26/03/2012 on 'Public Procurement Policy for Micro and Small Enterprises (MSEs) order 2012 and hold a valid Udyog Aadhar Memorandum (UAM). 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: 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' 2). Post 18-09-2015 Udyog Aadhar Memorandum (UAM) is to be treated at par with SSI Registration Certificate issued prior to 04-04-2007 and the Entrepreneur's Memorandum Part-II filled under the MSMED Act, 2006 have now ceased to be issued after the notification for Udyog Aadhar Memorandum (UAM) (vide gazette notification [SO No. 2576(E)] dated 18-09-2015)</p> <p>In the light of the above, Udyog Aadhaar Memorandum (UAM) is a valid document to avail MSME benefit as post 18-09-2015 UAM is to be treated at par with SSI Registration Certificate. (Please Note: As addendum to RFP Reference Number: HO/DB/SSPBP/110/ - Date: 28.11.2018 - BOB had accepted UAM as a valid document) We request Exemption from payment of EMD & Tender Document Fee.</p>			As per applicable guidelines relaxations will be given.
368	3.6.2. Cost of RFP	15				
369	3.7.8. Penalty & Liquidated Damages (LD) & 4.3. Scope of work -m)	17 & 25	<p>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: Query: We request the bank to extend the period of integration from 4 weeks to 6 weeks. The present COVID 19 situations have created uncertainty on all aspects of functioning including logistics which consists of import of modules, local movement of goods to the destination Pan India from distant warehouses. Apart from this situation has imposed severe restrictions on Manpower movement, which applies not only to the bidder but also to the concerned personnel of the bank. Therefore, request the bank to consider this genuine request and also carryout necessary modification based on the duration to levy penalty charges.</p>			RFP clause remains same.
370	3.7.8. Penalty & Liquidated Damages (LD) 4.4. Terms of execution of work - r) 4.11 Maintenance Standard during Warranty & AMC -d)	18, 27 & 30	<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>Query: We as vendors will strive to the best of our ability and resource at our command to provide prompt service to our customers. We feel the Penalty Charges are very high and not reasonable. Request the bank to consider on the whole the Geographical spread of the bank branches and the terrain with proportionate time or duration required to travel and for the movement of the required spare parts after the identification of the fault which depends on Class/Category of the city and the time taken for the logistics from nearest office location. Therefore, we request the bank to classify the location based on 1.Metro - 24 hours, 2.Urban - 48 Hours 3.Rural areas - 72 hours And levy penalty accordingly</p>			Revised penalty amount is Rs 500 per day per machine, rest of the RFP clauses remain same.
371	Section 4: 4.3 - Scope of Work - j).	25	<p>j). 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. Query: Need clarification on Hindi printing on Passbook.</p>			Bidder to provide feature of passbook printing in Hindi language. Bank may arrange for providing DLL for Hindi printing or may ask vendor to arrange for the same.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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372	Section 4 4.3. Scope of work – x)	26	<p>x). 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> <p>Query: We request the bank to consider and delete this clause from the RFP. The 500 units old SSPBP which are deployed 5 years back do not carry any Intrinsic Value. Therefore, we request that this clause be deleted</p>			RFP clause remains same.
373	Section 4 4.4. Terms of execution of work- f)	27	<p>f). 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>Query: OS upgrading charges should be payable. This is very fair. There is a cost involved and bank should bear the cost.</p>			RFP clause remains same.
374	Section 4 4.4. Terms of execution of work - g)	27	<p>g). The vendor should obtain transit insurance cover for the SSPBP from their factory/ godown/ warehouse to the site and such insurance cover should be available till installation of the SSPBP. If installation is delayed due to the Bank's reason, the insurance must be available for minimum 15 days from the delivery of SSPBP.</p> <p>Query: We request the bank to review the duration and the requirement of Insurance and this clause. The onus and risk up to the point of delivery of the SSPBP to the location is on the Bidder. Therefore, it is the prerogative of the bidder to avail the Insurance or not to avail the insurance. Once the SSPBP is delivered to the site, it should be the responsibility of the bank for the safety of the SSPBP. Therefore we request to delete the requirement of Insurance from this clause.</p>			RFP clause remains same.
375	Section 4 4.4. Terms of execution of work - k)	27	<p>k). SSPBP 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.</p> <p>Query: If Cables & wires (power cord, Patch cord etc.) cut physically/damaged by the Pests, Rats or rodents at Branch or Lobby, such damage by the Pests, Rats and Rodents is not under the control of the bidder/vendor. Therefore, bank must bear the cost and the expenses incurred to set right such damage which is payable by the bank to the Bidder/Vendor. (It is the prerogative of the bank and not of the vendor to take measures to control the menace of Pests, Rrats and Rodents within the premises of the bank oe where the SSPBP is deployed).</p>			RFP clause remains same.
376	Section 4 4.12 Payment Terms, Support Services & Miscellaneous Terms/Requirements	30	<p>Query: As per the Clause 3.6.3 of this RFP, it is required to furnish Performance Bank Guarantee (PBG) which is to take care of the performance of the SSPBP. Therefore, we request the bank to make 100% payment on installation and not to retain the 10% of the amount on site basis for the duration of three months as this is beenm taken care by furnishing of the PBG. Such clauses severely impact the cashflow and detrimental for the rightful and proper functioning of the bidder/selected vendor. We request the modification in this clause (Points a), b) & c)).</p>			RFP clause remains same.
377	Annexure-B - Compliance of Eligibility Criteria	33	<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/Nagrik/Sahkari Bank) in India or abroad.</p> <p>Query: We request that the Installation be considered in Banking segment as a whole and include installations by the bidder in RRB/Co-operative Bank/Nagrik/Sahkari Bank. Request the Bank to modify and amend this clause suitably and consider the installtions in RRB/Co-operative Bank/Nagrik/Sahkari Bank.</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/Nagrik/Sahkari Bank) in India.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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378	Annexure-B - Compliance of Eligibility Criteria	34	<p>The bidder should have a minimum annual turnover of Rs 40 crores during each of the last four financial years i.e. 2016-17, 2017-18, 2018-19 and 2019-20. Group company turnover will not be considered.</p> <p>Query: We request the bank to consider and reduce the minimum annual Turnover from Rs.40 crores to Rs.30 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.30 crores with corresponding profit in each of the last three financial years (i.e. 2016-17, 2017-18, 2018-19 and 2019-20.) 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.
379	Annexure-B - Compliance of Eligibility Criteria	34	<p>The bidder should have a minimum annual turnover of Rs 40 crores during each of the last four financial years i.e. 2016-17, 2017-18, 2018-19 and 2019-20. 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. Bank may consider the following GOI guideline.</p> <p>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.
380	<p>3.2. Technical details required (Point m)</p> <p>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.</p>	11	<p>We are using internationally available Auto turing printing mechanism/printer for our Kiosk. So, we may request bank to physically see the functioning of our auto turning mechanism at our Experience centre in Udaipur or at our Navi Mumbai office. Global Kiosk model may be different but the printer/mechanics is same. pl. agree for the above.</p>		Lipi	RFP clause remains same. Bank at its own discretion will decide time and place of visit.
381	<p>Annexure-E (1)/ A. Eligibility Evaluation (Point No. 8)</p> <p>Letter from Bank/s on their letterhead where bidder/OEM have Supplied/Installed Self-Service Passbook Printing Kiosk having features of sensing strip or QR code based passbook and auto page flip facility.</p>	42	<p>Request bank to consider letters for Self service Passbook Printing Kiosk having features for magnetic strip sensing or QR code/Barcode sensing. If the printer is auto page turing then it will turn the page automatically. Hope bank technical team will accept that company who can handle Barcode reading can also handle QR code reading or magnetic strip reading.</p>			RFP clause remains same.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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382	4.12 Payment Terms, Support Services & Miscellaneous Terms/Requirements (Point C) 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.	30	Since buyer is providing Performance Bank Guarantee for 10% on contract Value as per clause 3.6.3 (Page-15 of RFP), balance payment to be released immediately after installation. 90% Payment to be released to vendor by bank against Original Invoice & Installation Report duly signed and stamped by consignee			RFP clause remains same.
383	4.3 Scope of Work - K The vendor will also undertake installation of anti-virus solution and its regular update.	25	Antivirus will be provided by Bank or Vendor need to provide. Kindly confirm.			Bank at its discretion either ask vendor to provide antivirus or Bank itself may provide the same.
384	4.3 Scope of Work - K The vendor will also undertake installation of anti-virus solution and its regular update.	25	Antivirus update will be on PM activity.			RFP clause remains same.
385	4.3 Scope of Work - W 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	As we understand this is not under the scope of bidder. Any change in existing Kiosk will be taken care by Bank and its supplier. Kindly confirm.			RFP clause remains same.
386	Barcode reader	General	Barcode reader will be inbuilt in Printer or bidder can offer separate scanning device on Kiosk. Kindly confirm.			The requirement mentioned in RFP is for QR code based SSPBP. The QR code reader should be inside the Kiosk.Regarding positioning inside Kiosk vendor has to decide the same ensuring Bank's existing passbooks are printed properly.
387	4.13. Centralized Call Login Facility and web based solution	31	Bank need to allow necessary web interface for Auto call login function. Kindly confirm.			The vendor is required to provide the functionality for auto call logging.
388	Annexure-C - Compliance of Functional Specification 18. Use of strong cryptography and security protocols such as secure sockets layer (SSL) / transport layer security (TLS) and Internet protocol security (IPSEC) to safeguard sensitive customer data during transmission over banks network.	36	Required certificates will be provided by Bank. Kindly confirm.			Details will be shared with the selected vendor.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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389	Annexure-C - Compliance of Functional Specification 20. Solution shall be capable to alert the predefined list of users using SMS/email about various failure such as machine offline, HW errors etc.	36	Required message gateways for email and SMS will be provided by bank. Kindly confirm.			This depends on Bank discretion. Bank may ask the vendor for necessary arrangement for message gateway.
390	SPECIFICATIONS PC Client PC Configuration – D (1) Operating System Windows 10	37	Request for bank to confirm, Windows 10 IOT will be considered for OS. Kindly confirm.			Vendor at its own discretion may provide Windows 10 Professional or Windows 10 IoT. But the supplied software support should be available for complete contract period and if any upgradation is required in OS same has to be done by vendor without ny additional cost.
391	3.3 d) Commercial Proposal : 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.	12	Prices should be exclusive of GST as GST varies from time to time as per the guidelines of Govt			RFP clause remains same.
392	3.7.8. Penalty & Liquidated Damages (LD) 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 15,00,000/- then Bank reserves the right to cancel the entire order.	17	Penalty Charges are too high. Request the Bank to revise it to a nominal level. Request the Bank to provide a time of 6 weeks for integration with the Bank's host system & 10 weeks for bringing first 50 machines live			RFP clause remains same.
393	3.7.8. Penalty & Liquidated Damages (LD) 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.	17	Penalty Charges should be on value of machine excluding taxes (i.e.GST). In case dispatch is not done due to bank dependency like site details not received, site not ready, then L D will not be applicable Also request the Bank to provide a time of 6 weeks & 8 weeks for delivery & installation from the date of receipt of site address from the Bank.			RFP clause remains same.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
	Volume & Section Ref	Page No				
394	Delay in shifting of machine beyond the period mentioned in the below table will liable for penalty as under –	17				
395	1. Within City 3 working days	17	Minimum 7 days required for shifting within city as these are to be co-ordinated with local transporter. Actual delivery period should start from the date of confirmation from buyer in writing with necessary documentation required for transit purpose from buyer's end.			RFP clause remains same.
396	2. Within State 7 working days	17	Minimum 2 Weeks required for shifting within State as these are to be co-ordinated with local transporter. Actual delivery period should start from the date of confirmation from buyer in writing with necessary documentation required for transit purpose from buyer's end.			RFP clause remains same.
397	3. Inter State (Non-permit locations) 10 working days	17	Minimum 20 days required for shifting Inter State as these are to be co-ordinated with local transporter. Actual delivery period should start from the date of confirmation from buyer in writing with necessary documentation required for transit purpose from buyer's end.			RFP clause remains same.
398	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.	18	Penalty is too high even if we compare with the essential service like Cash/ATM. We request bank to put a realistic penalty of Rs. 500 per day. With a cap of 20% of the AMC value per quarter.			Revised penalty amount is Rs 500 per day per machine. Rest RFP clause remains same.
399	4.3 Scope of Work s) Bank can also use the services of the vendor for shifting of SSPBP as per the rate provided by the vendor in Annexure H-3. In such cases services of de-installation, dismantling, packing, lifting, transportation, transit insurance, assembling, re-installation, testing at new location, making live at new location and training to staff at new location will be provided by the vendor. Shifting of the SSPBP within the premises/onsite ATM/ Onsite Lobby will be carried out by Bank and re-installation, testing and making live will be done by the bidder without any cost and will be treated as a preventive maintenance.	25	Insurance to be arranged by Bank since it is the property of Bank			RFP clause remains same.
400	X) Buyback of old SSPBP	26	Purchase order should accompany the complete site details with contact number from where the buy back machine should be collected. Buy back machine should be from same branch where new machine to be delivered. Purchase order date shall be considered from the date of receipt of buy back collections details in case it is not recd with P.O.			RFP clause remains same. The details will be shared with the selected vendor as per Bank discretion.
401	4.4. Terms of execution f) 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.	27	It is the bidder's responsibility to provide the latest windows OS available today. Any request for change of windows OS owing to meet mandatory compliance or for any other reasons raised by the Bank shall be chargeable to the Bank at mutually agreed costs			RFP clause remains same.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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402	4.4. Terms of execution i) 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.	27	Any upgrade/enhancement necessitated to meet regulatory/government compliance or mandatory compliance shall be done at mutually agreed costs and visit charges			RFP clause remains same.
403	4.4. Terms of execution o) Any updation prescribed by NPCI/RBI/any other regulatory authority should be done free of cost.	27	This is very open ended. Any updation prescribed by NPCI/RB/any regulatory authority shall be done at mutually agreed costs			RFP clause remains same.
404	4.5. Locations to be covered b) The list of branches for installation will be given to successful vendor as and when the sites are identified. The Bank reserves the right to change locations by giving prior notice.	28	Request the Bank to change the locations only before dispatch of the Kiosks from our factory. Any location change request after the dispatch of the machines shall be charged additional at actuals			RFP clause remains same.
405	4.7. Training At the request of the Bank, the Vendor should provide more rounds of user/administrative training at selected locations, without any extra cost to ensure utilization of these machines. However, bank would restrict such request to a minimum number.	28	Request the bank to cap the minimum training to two per kiosk location			RFP clause remains same.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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406	4.9. Warranty c) 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. e) 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 installed 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.	29	We presume both these clauses of free replacement of spares & engineer visits are free only for manufacturing defects or equipment malfunctioning. Any repair or damage arising out of physical damages/site conditions like improper earthing or electrical reasons or physical damages shall be charged extra as per mutually agreed rates			Replacement will be chargeable only for cases of Bank dependency , other wise it will be free. Bank dependency cases will be discussed and defined at time of agreement signing, the rate will be as per rates quoted in bid in response to the RFP.
407	4.10. Annual Maintenance Contract c) 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.	29	We presume Force majeure mentioned here includes physical damages & site issues at the site like Earthing/electrical etc. Ps confirm			For the definition kindly refer to section 3.7.11 , page 14.
408	Annexure H 4 - Commercial Bid template -	47	There is no provision to quote for 2 Nos Central Server in the commercial table. Request the bank to add these.			Kindly quote in Annexure - H1.
409	Annexure H 4 - Commercial Bid template - 7. Cost of up gradation of existing machines to QR compatible machine	47	Request the Bank to remove this responsibility from this contract since the existing machines ownership & responsibility still lies with your existing Passbook Kiosk vendors			RFP clause remains same.
410	Annexure H 4 - Commercial Bid template -	47	Request the Bank to invite the prices to be quoted without GST. GST shall be paid by the Bank extra @ actuals. Pls confirm			RFP clause remains same.
411	General Terms a) GST-TDS		a) If GST-TDS deducted, then credit of 2% amount should be received to the state from where billing done by vendor and credit should be given by the invoice to state of the customer. GST TDS credit should be received in next month of deduction. Invoice wise details to be shared by bank to vendor after filing of return.			Bank of Baroda practices will be followed and details will be shared with the selected vendor.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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412	Section 3	10	Evaluation process is a combination of eligibility cum technical assessment and commercial quote offered by the bidder. Eligibility cum technical proposal shall be opened and evaluated first. The Bank will provide opportunity to the L2 bidder to match the price quoted by L1 bidder. The order will be placed to the successful bidder as follows: a) 100% to L1 bidder, in case L2 does not match the price quoted by L1 bidder. b) 60% to L1 bidder and 40% to L2 bidder, in case L2 bidder matches the price quoted by L1 bidder. c) Further if L2 bidder fails to match the prices quoted by L1 bidder, L3 will be given the opportunity to match the L1 price. In this case 40% will be given to L3 on the L1 prices.	As Per Point No. 3.6.1. on page 14, MSME vendor shall be awarded 25% of the order if they meet the specified conditions. If L2 vendor accepts the price of L1 and L3 vendor is MSME, how the order distribution shall be?	Aplab	Is such situation arises then decision will be taken as per Bank discretion.
413						
414	3.7.8 Penalty and LD	Page no 17	"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. 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.	We request Bank to increase delivery period of first lot of machines to 10 weeks considering the lead time in getting basic printer mechanism from OEM. We also request bank to reduce the penalty to 250 INR per day beyond 24 hrs from the time of logging complaint. Penalty of 1000 INR per day is huge if compared to the AMC per year per machine.		RFP clause remains same.
415						
416	4.3 (K)	Page 25	The vendor will also undertake installation of anti-virus solution and its regular update.	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.		RFP clause remains same.
417	4.3(n)	Page 25	Option to order central server	There is no line item for costing of central server in TCO.		RFP clause remains same. This has been kept separate and remains the same.
418	scope of work 4.3	page 26 /point t	"spare parts for a minimum period of 7 years from the date of installtion"	We request bank to amend this clause as per the clause mentioned in 4.10 (b) / page no 29 "spare parts for the systems for 7 years from the "date of purchase order"		RFP clause remains same.
419	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. Any updation prescribed by NPCI/RBI/any other regulatory authority should be done free of cost.	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.
420						
421	4.4(p)	Page 27	Server requirement specifications should be given clearly.	Please clarify this point in detail		The vendor should give the proper specifications for server required.
422	4.4(r)	Page 27	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.	Pls. ref our request as mentioned in point no 2 for the penalty. We request bank to keep the TAT as follows considering the practical problems such as availability of transport and other infrastructure in rural areas. City 24 hrs / semi urban 48 hrs / Rural 72 hrs		Revised penalty amount is Rs 500 per day. Rest RFP terms remain same.
423						
424						
425	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.	We request bank to remove this clause as spare parts or consumables used from third party can affect the overall functionality and performance of kiosk. It can further lead to breakdown of the kiosk. Vendor will not be responsible for the breakdown of the kiosk due to use of third party spare parts or consumables.		RFP clause remains same.
426						
427	4.11 (d)	Page 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 to reduce the penalty to 250 INR per day beyond 24 hrs from the time of logging complaint. Penalty of 1000 INR per day is huge if compared to the AMC per year per machine.		RFP clause remains same.

Sr No	Reference from RFP Section (If From RFP)		Query / Issue	Vendor Remarks	Company	Bank's Response
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428	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.
429	4.12(d)	Page 30	AMC charges	We request bank to release AMC charges half yearly in Advance.		RFP clause remains same.
430	No. of SSPBP Kiosks installed in India	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.
431	Annexure C	page 36 / point 13	Process Diagnostic	Please clarify this point in detail		Application should be able to identify and list the failed transactions with reason code. Bank may ask for enhancements in this report in future as per requirement.
432	Annexure C	page 36 / point 14	"Total turnaround time for each service and transaction"	Please clarify this point in detail		This means that functionality should be available to measure turnaround time for various kind of transaction that takes place in the application and when required that information should be available.
433	Annexure C	page 36 / point 19	"Single Sign-on"	Please clarify this point in detail		This implies that the portal provided for monitoring should have single sign on feature, in future Bank may ask for modification in this arrangement as per requirement.
434	Annexure C	page 36 / point 20	"alert the predefined list of users"	Please clarify this point in detail		This point implies that the bidder should have the capability of sending SMS/email to list of users for intimating them about machine status.
435	Annexure C	page 36 / point 21	"proactive maintenance and monitoring with automated actions "	Please clarify this point in detail		This point requires the bidder to make necessary arrangement/solution for proper maintenance and monitoring of machines for maximising uptime. This also implies that at time of implementation as well as in future whatever enhancements/developments are required for proper maintenance same need to be done by the selected vendor.
436	Annexure E – 1/ point no 7 & 8	Page 42	Letter from bank	We request bank to amend the clause as "letter from bank on letter head or PO copy"		RFP clause remains the same.
437	Annexure H-1	Page 45	AMC for Central server (DC DR)	There is no corresponding line item of DC DR server price is TCO – Annexure H4 ?		RFP clause remains same. This has been kept separate and remains the same.
438	NA	Page 47	Price composition	GST on AMC value will be paid Extra ? correct ?		Correct.
439	Annexure -N	Page 57	Integrity pact	Is franking required for this document ? if yes what should be the value of franking / stamp duty ? Is it to be executed in Baroda?		This should be executed in Baroda with stamp duty of Rs 600.