

Sr No	Reference from RFP Section (If From RFP)	Page No	Query / Issue	Request from Bidder	Bank's Response
1	[A] Important Dates - point 4	2	Pre-bid Meeting 18-08-2021 at 3.00 pm at Bank of Baroda, Digital Banking Department, Head Office, 2nd Floor, Baroda Bhavan, R. C. Dutt Road, Alkapuri, Vadodara – 390007	We request the bank to conduct the prebid meeting online due to the current challenge of Covid and the location being Baroda.	Pre-bid meeting is being scheduled through Teams App.
2	3.2 - e	13	Capability and readiness of the kiosk for additional services like Non Cash Transaction /	We request the bank to clarify if they are looking for a Multifunction kiosk?	RFP clause remains same. This clause implies that if in future any new service need to be integrated with our kiosks , the capability should be available .
3	3.2 Technical details required - b	13	Ready availability of model/s having features of sensing of QR code of passbooks and auto page flip facility with compatibility with bank's existing passbook size.	As per RFP, it is desired by Bank of Baroda that the passbook printer should have auto page flip facility.	RFP clause remains same.The understading is correct.
4	3.2.Technical details required - n	14	Demonstration of the Hindi Printing.	Need Clarification whether bank will provide any DLL for	Bidder shall have to arrange for DLL for Hindi Printing.
5	3.6.1 (ii)	16	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. This clause implies that the vendor should certify that the present passbook inventory of Bank is compatible with the offered SSPBP kiosk and same should be done as per specified timelines without any cost to the Bank.
6	3.7.2. Execution of SLA/NDA	17	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. The contract shall be executed by the authorized signatory of the Service Provider. Service Provider are required to submit the Power of Attorney/Board Resolution authorizing the person to execute the document on behalf of the company.	We request Bank to discuss & finalize the format of MSA, SLA & NDA mutually with the selected bidder.	RFP clause remains same. The details will be shared with the selected vendor.
7	3.7.8 Penalty & Liquidated Damages	18	The selected vendor shall start integration with Bank'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 250 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. Subsequent SSPBP should be delivered, installed and made LIVE 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 exclusive 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 and capping of penalty amount as max 10 % of the AMC billing amount. Penalty of 1000 INR per day is huge if compared to the AMC per year per machine.	RFP clause remains same in case of delivery timelines. The penalty amount for downtime beyond 24 hours is revised as Rs 500 per day. Also, Maximum penalty amount for downtime is capped at 15% of the total AMC billing amount excluding taxes.

8	3.7.8. Penalty & Liquidated Damages (LD)	19	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 Bank to reduce these stringent penalties to standard industry-level penalties and cap the same at a maximum of 5% of the price of undelivered portion of services. Further, we request Bank not to penalise vendor or levy liquidated damages in case of any delay which is not attributed to vendor - including Force Majeure & Bank-induced causes.	RFP clause remains same. Here we would like to clarify that, for cases where delay is due to Bank dependency, penalty will not be imposed to the vendor.
9	3.7.8. Penalty & Liquidated Damages (LD)	19	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 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: Response - 8 working hours; Resolution - 24 working hours 2. Urban: Response - 24 working hours; Resolution - 48 working hours 3. Town: Response - 30 working hours; Resolution - 60 working hours 4. Rural: Response - 48 working hours; Resolution - 72 working hours Request penalty be levied at Rs.200 per day till	RFP clause revised as "In the event of failure of repairing the machine and making it operational beyond 24 hours from the time of logging the call, penalty of Rs. 500/- per day per machine would be levied till the repair is done to the satisfaction of the Bank." Also, Maximum penalty amount for downtime is capped at 15% of the total AMC billing amount excluding taxes.
10	4.1 Background	25	Background	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 by the vendor. We request you not to insist for this facility. In the recent tenders issued by all major Banks including SBI, PNB, UBI, BOI etc. during last couple of years for supply of large number of SSPBPs / PBPBs, only normal (semi automatic) passbook printer kiosks without auto page flip facility have been asked for and are getting installed. In the light of above, we would request you not to kindly insist on auto flip condition and drop this clause.	RFP clause remains same. Sufficient bidders are available for fully automatic passbook printer supply.
11	4.3 Scope of Work - e	26	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.	On Dot Matrix printer QR printing quality is not of good resolution and hence we suggest bank to use pre-printed QR code for better quality & readability.	RFP clause remains same. Here it clarified that requirement mentioned is not for QR code printing on passbook but printing of QR code based passbooks at desktop printer by providing software to make printing compatible.
12	4.3 - e	26	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.	Does bidder need to install separate software in branch PC ?	RFP clause remains same. In future if requirement is there same to be provided by the selected vendor.

13	4.3. Scope of work, g)	26	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.	Please clarify if the existing middleware of the Bank is proposed to be integrated with, or the vendor is supposed to provide the middleware for integration with the CBS?	RFP clause remains same. Providing middleware is the responsibility of the selected vendor. The requisite integration details will be shared with the selected vendor.
14	4.3. Scope of work, e)	26	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	Bank needs to share the information & specification to be incorporated in the QR code. Bank also needs to share the Account Query API.	RFP clause remains same. The requisite integration details will be shared with the selected vendor.
15	4.3 Scope of Work - k	27	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.	RFP clause remains same. Antivirus procurement, subsequent installation and it's regular updation in kiosk is vendor's responsibility.
16	4.3. Scope of Work - j	27	Model proposed having feature of passbook printing in English and Hindi using Graphic Driver or other methods and Bitmap Convertor. Selected vendor will have ensured necessary solution, compatibility, configuration to operationalize Hindi Printing at no additional cost to Bank	Need Clarification whether bank will provide any DLL for Hindi Printing?	RFP clause remains same. Bidder shall have to arrange for DLL for Hindi Printing.
17	4.3. Scope of work - m	27	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 250 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, nonaccomplishment 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.	For integrating with the Bank's ESQ system or the complaints management system, we believe that the Bank will provide the APIs along with details document.	RFP clause remains same. The requisite integration details will be shared with the selected vendor.
18	4.3. Scope of work - j	27	Model proposed having feature of passbook printing in English and Hindi using Graphic Driver or other methods and Bitmap Convertor. Selected vendor will have ensured necessary solution, compatibility, configuration to operationalize Hindi Printing at no additional cost to Bank.	Can the vendor use a third-party tool for converting the transaction content from English to Hindi?	RFP clause remains same. Providing hindi printing is the responsibility of the vendor and the implementation mode is to be decided as vendor end only.
19	4.3 Scope of Work - l	27	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.	Request you to provide the complete specification of existing server.	RFP clause remains same. Details will be shared with the selected vendor.
20	4.3 Scope of Work - n	27	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.	RFP clause remains same. The details will be shared with the selected vendor.
21	4.3 Scope of work - w	28	Bidder requires to buy back old kiosk as part of replacement by new kiosk. 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.	Please apprise the details of existing machines, i.e. configuration, number of machines and location where these machines are installed.	RFP clause remains same. Details will be shared with the selected vendor.
22	4.6 Installation	30	Installation of machine at branches / ATM lobbies/ E-lobbies will be the responsibility of vendor. Bank reserves the right to shift the machine to new location/s and support for the same will continue to be in force at the new location.	We presume that the connectivity will be provided by the Bank. Please confirm.	RFP clause remains same. LAN port will be provided by Bank, connecting kiosk to LAN port and making it LIVE is vendor's responsibility.

23	4.4(r)	30	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 1 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	RFP clause revised as "Turn Around Time (TAT) of complaint resolution should be 24 hours and in case of failure to comply a penalty of Rs 500 per day will be levied till resolution." Also, Maximum penalty amount for downtime is capped at 15% of the total AMC billing amount excluding taxes.
24	4.4(p)	30	Server requirement specifications should be given clearly.	Please clarify this point in detail	This point implies that vendor should share details regarding setup/configuration required at server end for smooth functioning of SSPBP application and kiosks.
25	4.10 AMC - a	32	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.	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.	RFP clause remains same. It is mentioned that selected vendor has to maintain the equipment.
26	4.10 AMC - f	32	Bank will have option to extend AMC at the rate of 10% of kiosk cost beyond the 4 year period of AMC for a maximum period of 2 year.	It is mentioned that "Bank will have option to extend AMC at the rate of 10% of kiosk cost beyond the 4 year period of AMC for a maximum period of 2 year." This clause needs to be amended as "Bank will have option to extend the AMC at the rate mutually decided between the vendor and the Bank at the appropriate time beyond the period of 4 years of AMC for a mutually agreed term with a minimum of two years."	RFP clause revised as "Bank will have option to extend AMC at the rate of last year AMC rate beyond the 4 year period of AMC for a minimum period of 1 year."
27	4.11. Maintenance Standard during Warranty & AMC - e	33	First Year warranty and post warranty AMC will cover breakdown fix (as and when required), quarterly preventive maintenance and ribbon change etc. as and when requisitioned by the Bank.	We suggest that the charges for ribbon change should be payable separately on actual/at the agreed rate as it is a consumable item and its quantity of use cannot be anticipated machine-wise.	RFP clause remains same. Here it is clarified that cartridge cost will be payable as per RFP rate, however, the activity of changing the cartridge by engineer comes under AMC services.
28	4.11 Maintenance Standard during Warranty & AMC - d	33	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 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: Response - 8 working hours; Resolution - 24 working hours 2. Urban: Response - 24 working hours; Resolution - 48 working hours 3. Town: Response - 30 working hours; Resolution - 60 working hours 4. Rural: Response - 48 working hours; Resolution - 72 working hours Request Penalty to be levied at Rs.200 per day till resolution.	RFP clause revised as "In the event of failure of repairing the machine and making it operational beyond 24 hours from the time of logging the call, penalty of Rs. 500/- per day per machine would be levied till the repair is done to the satisfaction of the Bank. " Also, Maximum penalty amount for downtime is capped at 15% of the total AMC billing amount excluding taxes.
29	No. of SSPBP Kiosks installed in India	35	Original certificate	We request bank to change the clause where ever original certificate is mentioned to "original certificate or PO copy"	RFP clause revised as "Original Certificate or Purchase Order (PO) copy from User/s Bank/s to be enclosed". However, Bank at its own discretion may also ask for additional documents to verify the installation base.

30	Annexure-B - Compliance of Eligibility Criteria - point 3	37	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	Request the bank to clarify that shall we submit documents (letter from the bank) instead of OEM for 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.	RFP clause remains same. We would like to clarify that here in this RFP OEM refers to the bidder supplying the Self Service Passbook Printing kiosk .
31	Annexure B (Point 7)	38	The net worth of the Bidder should not be negative on 31-03-2021 and also should have not eroded by more than 30%(thirty percent) in the last three years, ending on 31-03-2021	We request bank to consider either net worth OR profit in last three financial years for the eligibility	RFP clause revised as : "The net worth of the Bidder should not be negative on 31-03-2021 and also should have not eroded by more than 30%(thirty percent) in the last three years, ending on 31-03-2021" OR The Bidder must be net profit (after tax) making entity (from Indian operations only) continuously for the last three years, that is financial years – FY19, FY20 & FY21
32	Annexure B - point 10	39	Support for Physically challenged customers	Please clarify as to what is specifically expected to be done by the vendor in this regard.	RFP clause remains same. This clause implies that vendor has to follow all guidelines issued by various competent authority regarding support for physically challenged customers in usage of kiosk.
33	Annexure C (Point 13)	40	Process Diagnostic	Please clarify this point in detail	RFP clause remains same. 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.
34	Annexure-C - Compliance of Functional Specification - point 2	40	To provide for a fast and satisfactory experience to its customers, vendor needs to provide a solution whereby Branch staff is able to map the passbook to a particular account number of customer from his desktop by using CBS. Customer is expected to insert passbook without entering any data i.e. A/c no, starting date etc. and kiosk should start printing.	Need more clarity	RFP clause remains same. This point implies that the application provided should be such that the passbooks issued through Finacle system by mapping serial number against account number gets printed on kiosk by simply inserting the passbook , kiosk should fetches the details and print the details.
35	Annexure-C - Compliance of Functional Specification - Point 2.	40	To provide for a fast and satisfactory experience to its customers, vendor needs to provide a solution whereby Branch staff is able to map the passbook to a particular account number of customer from his desktop by using CBS. Customer is expected to insert passbook without entering any data i.e. A/c no, starting date etc. and kiosk should start printing.	For mapping the passbook to an account number, we will require the Account Query API.	RFP clause remains same. The requisite integration details will be shared with the selected vendor.
36	Annexure-C - Compliance of Functional Specification Functional Specifications - Point 7	40	Machine should have the capability to have connectivity to Host Software (CBS).	Bank needs to provide the API / Message format for connecting the CBS. Is connectivity expected to be directly from the machine to the CBS without a middleware?	RFP clause remains same. The requisite integration details will be shared with the selected vendor.
37	Annexure-C - Compliance of Functional Specification - point 3	40	Additionally, provision/function should be available at the SSPBP kiosk for branch administrator to map the passbook to account number.	Need more clarity	RFP clause remains same. This implies that if required Vendor will have to provide utility in kiosk for mapping/issuing passbook against an account.
38	Annexure C (Point 14)	40	"Total turnaround time for each service and transaction"	Please clarify this point in detail	RFP clause remains same. 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.

39	Annexure C (Point 19)	41	"Single Sign-on"	Please clarify this point in detail	RFP clause remains same.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.
40	Annexure C (Point 20)	41	"alert the predefined list of users"	Please clarify this point in detail	RFP clause remains same.This point implies that the bidder should have the capability of sending SMS/email to list of users for intimating them about machine status.
41	Annexure C (Point 21)	41	"proactive maintenance and monitoring with automated actions "	Please clarify this point in detail	RFP clause remains same.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.
42	Annexure D (Motherboard)	42	1 x VGA , 1 x HDMI	We request bank to amend it as "1 x VGA OR 1 x HDMI ". As the PC motherboard will have either a VGA output or HDMI output.	RFP clause is revised as Letter or Purchase Order Copy from the Bank Motherboard (1 x serial / 6 x USB 2.0 or higher / 1 x Line out / 1 x MIC in / 1 x VGA or 1 x HDMI / 1 x RJ 45 LAN GbE / integrated Full HD Graphics, support DirectX12, OpenGL4.5 / 1 x PCIe slot / support for WiFi module)
43	Annexure - D - Technical Requirement (Evaluation team to check complete hardware/software and interface specifications to meet bank's requirement in this RFP) - Point - 3 Touch Screen Monitor 10 15" 15" 17" 19"	46	Touch Screen Monitor	We request the bank to make the size as minimum 18 inch or higher as 15 and 17 inch monitors are end of life and they may not be available in the future for parts support. In case of unavailability, a higher version may have to provide but that would require the full change of the kiosk enclosure and the touch screen. The bank should take the equipment which is not or will not be EOL in the next 5 years to avoid disruptions.	RFP clause remains same.Bank has provided options to bidders and it is bidders' call to opt for any of the option. However, in case of end of life of any component it is vendor's responsibility to upgrade the same without any additional cost to the Bank.
44	Annexure E 1 - Point 8	47	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.	We request the bank to remove this requirement as we have supplied semi automatic passbook printing kiosks with QR code/barcode based solution. This letter will be restrictive in nature as the solution is procured by your bank in India.	RFP clause remains same. Here it is clarified that providing this letter is not eligibility criteria, it is just an optional document need to be provided by bidders who have QR code based SSPBP installtion base also.
45	Annexure E – 1/ point no 7 & 8	47	Letter from bank	We request bank to amend the clause as "letter from bank on letter head or PO copy"	RFP clause revised as "Letter or PO copy from the Bank/s on letter head where bidder/OEM has previously implemented SSPBP or other similar Kiosks confirming bidder's statement. The letter should be signed by an official in the rank of AGM or above in the department dealing with the procurement/implementation of passbook printers."However, Bank at its own discretion may also ask for additional documents to verify the installation base.
46	Annexure H1 - AMC	50	Annexure H1 - AMC	The Bank has fixed the rate of AMC as 6% for 2nd and 3rd year and 8% for 4th and 5th year which is not appropriate. To have competitive rates it is suggested that no percentage should be fixed by the Bank OR the Bank can fix some minimum percentage and the maximum rate (to be quoted) can be left to the bidder to quote, to have a fair and competitive tendering process.	RFP clause remains same. The mentioned AMC rate is minimum rate to be quoted, bidders may quote for higher AMC rate also.

47	Annexure-(H-4) Commercial Bid Template	52	Annexure-(H-4) Commercial Bid Template	Our understanding is GST will be paid extra at actual & it should not be included in Commercial bid (H1 to H4). Please re confirm.	The understanding is correct.
48	Annexure H4 - point 2	52	Cost of integration with Bank's host (Finacle) & SSPBP Intermediate/Middleware Server including one year warranty and 4 year AMC, if any	Our understanding is irrespective of sharing pattern, this amount will be paid in full for L1 /L2 bidder. Please confirm.	The understanding is correct.
49	Annexure H4 - point 3	52	Solution for centralized monitoring of Self-Service Passbook Printing Kiosks.	Our understanding is irrespective of sharing pattern, this amount will be paid in full for L1 /L2 bidder. Please confirm.	The understanding is correct.
50	Annexure -N	64	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?	Franking is required on stamp paper of Rs 600. It may be executed anywhere PAN India.
51	4.3 Scope of work - i	26-27	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.	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.	RFP clause remains same. The requisite integration details will be shared with the selected vendor.
52	Annexure K- Format for bid guarantee	59-60	Annexure K- Format for bid guarantee	Request to share the bank details (i.e IFSC code & Bank account number)for issuing the bank guarantee. Since our banker needs to send SFMS from the issuer bank to the beneficiary which is mandatory as per the new guidelines.	Account Details are : Bank Branch Name- Bank of Baroda, Alkapuri branch ,Baroda Office OD a/c - 02000400000062 Account name- Bank Of Baroda HO office Admn. IFSC code- BARB0ALKAPU
53	General		Will Bank provide link connectivity for DC-DR location?		RFP clause remains same. LAN port will be provided by Bank , connecting kiosk to LAN port and making it LIVE is vendor's responsibility.
54	General		Will Bank provide firewall and switches ?		RFP clause remains same. LAN port will be provided by Bank , connecting kiosk to LAN port and making it LIVE is vendor's responsibility.
55	Additional Request		Additional Request	Given our experience of installation of Fully Automatic Pass book Printing kiosks with your bank, we advise the bank to consider the component makers to stock sufficient in warranty spares for speedy resolution of worn out / defective parts within our country.	The responsibility for arranging for sufficient spare of any of the components of SSPBP kiosk is with of the bidder. Bidders to handle this at their end with respective component supplier. As far as Bank is concerned it is the responsibility of the bidder to maintain sufficient stock for all the components to ensure smooth functionality of kiosks.
56	General		Please mention sheet thickness of Kiosk body,KIOSK dimensions		These details should be decided at bidder end as per their discretion following industry standard practices and ensuring suitability to the scope of work as mentioned in this RFP.

All the remaining clauses of the RFP remain same.