

Annexure -1

Clarification to Pre-Bid Queries held on 10-05-2016						
RFP 012016 - Supply, Installation, Commissioning & Maintenance of Self Update Passbook Printing KIOSK with Integrated Barcode Reader						
Sr. #	Page #	Point / Section #	Main Section Name	Clarification point as stated in tender document	Comment / Suggestions by Vendor	Banks Final Reply
1	23	3.4 (2,3) Payment Terms	3. Terms and Condition	<p>90% cost of the equipment shall be paid after 30 days on successful commissioning of the machine to the entire satisfaction of the Bank subject to Bidder submits the invoice with installation report certified by Branch Head.</p> <p>The balance 10% shall be retained as retention money for 3 years. However, the same can be released against a performance BG acceptable to the bank from scheduled Bank valid for 3 years from the date of commissioning.</p>	70% Cost of the equipment shall be paid against delivery	<p>Revised Payment Terms</p> <p>1. <b>70%</b> cost of the equipment shall be paid against Ddelivery</p> <p>2. <b>20%</b> cost of the equipment shall be paid after 30 days on successful commissioning of the machine to the entire satisfaction of the Bank subject to Bidder submits the invoice with installation report certified by Branch Head.Commissioning</p> <p>3. The balance 10% shall be retained as retention money for 3 years. However, the same can be released against a performance BG acceptable to the bank from scheduled Bank valid for 3 years from the date of commissioning.</p>
2	23	3.5 Delivery, Installation and Commissioning	3. Terms and Condition	The Bidder shall be responsible for delivery and installation of the equipment ordered at all the sites and for making them fully operational at no extra charge within 5 weeks of receiving the purchase order.	Request the Bank to consider: 8 weeks	The Bidder shall be responsible for delivery and installation of the equipment ordered at all the sites and for making them fully operational at no extra charge within <b>6 weeks</b> of receiving the purchase order.

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3	31	Items: PC Configuration	5 Annexure A - Technical Specifications	PC CONFIGURATION 1. Processor : Pentium Corei3 or higher 2. OS : Windows 7 or higher 3. OS License 4. Integrated keyboard and mouse	1. OS – Windows 7 type is not specified here, as whether Windows 7 should be embedded, SL or professional edition? 2. Request to consider: ATOM Processor also? 3. Suggest Bank to remove the clause “(purchased in the name of Bank of Maharashtra)” as normally the License is in the name of the supplier 4. Request for Bank to remove Integrated Keyboard with mouse option from requirement.	1. Processor : Intel Dual Core or higher 2. Windows 7 or higher. Windows can be Embedded, Professional, etc 3. OS License should be purchased in the name of the Bank. 4. Separate Keyboard and mouse preferred
4	31	Items: Passbook Printer with integrated Bar Code	5 Annexure A - Technical Specifications	ITEM: PASSBOOK PRINTER WITH INBUILT SCANNER 1. Scan engine : CCD 2. Interface : RS232	1. Request for Bank to remove all mention requirement. As Integrated printers are with CIS scanners for barcode processing. 2. Request to consider: removing or additional requirement as RS232 & consider USB Interface	PASSBOOK PRINTER WITH INBUILT SCANNER 1. Scan engine : CCD/CIS 2. Interface : RS232/USB

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5	18	2.21 (6). Scope of Work	2. Qualification Criteria	The Remote Monitoring system should be intelligent enough to escalate the calls pending for more than one day through SMS / e-mail as per the escalation matrix to be shared by bank	Request to specify in particular whether escalations sent over sms or email or both.  Will the sms gateway be provided by the bank?	Bank will discuss and finalize with the successful bidder regarding the escalation and Bank will provide the required gateway.
6	19	2.21 (10). Scope of Work	2. Qualification Criteria	The selected bidders will have to undergo Pilot phase at least in 5 branches. Only after all the observations of bank are cleared, the bank will be placing order for further implementation phase.	Is bank going to notify the locations for initial 5 installations? What will be the time specified given for such installation and commissioning? Do bank expect the monitoring system in operations for these 5 installations from beginning?	The successful bidder will have to undergo pilot phase at least in 5 branches identified by the bank. Only after successful testing, bank will place further order (Payment for the 5 pilot branches will be done after successful commissioning)
7	37	6.1 Schedule I(12)	6 Annexure B – Checklist for Product Documentations	The selected bidder must customize Self Service Kiosk display screens as desired by the bank in graphics mode in three languages (Hindi, English and local language selected by the bank depending on the state where the kiosk is deployed) for all transaction undertaken by the kiosk without any extra cost to the bank. For example: In Maharashtra it will be in English, Hindi and Marathi & in Kerala it will be in English, Hindi & Malayalam.	Please provide the list of local languages that the kiosks needs to have.	English, Hindi is compulsory. Third language is Regional state language of the Kiosk location.

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8	82	18	2.21 (3). Scope of Work	2. Qualification Criteria	The bank reserves the right to shift the equipment to a suitable location depending upon the need. The vendor will arrange to shift the equipment, install and commission the same with no additional cost to bank. The Bank will bear transportation & transit insurance cost only in respect of shifting for already installed machines.	This will be finalized with the successful bidder (Flat charges for shifting will be fixed by the successful bidder for within city, outside city and outside state.)
9	20	2.21 (16). Scope of Work	2. Qualification Criteria	The authorized engineer should make regular visit and do the necessary cleaning / maintenance activity on monthly basis (once in a calendar month) to ensure there is no breakdown of kiosk because of non-maintenance. Reports for maintenance activity for Kiosk should be submitted to the Bank on monthly basis.	Request to consider changing the frequency of Engineer visit for cleaning/Maintenance activity to once in 3 month duration.	No change in the Clause (Preventive Maintenance should be once per month for Scanner calibration, Printer Header Callibration, KIOSK maintenance, cleaning, etc.)
10	20	2.21 (19). Scope of Work	2. Qualification Criteria	Consumable such as cartridge of the passbook printer should be replaced by the successful bidder as an when call has been placed by the bank.	Please clarify the cost of consumables to be replaced will be borne by bank or the bidder?	Consumable such as Catridge should be replaced by the successful bidder. Cost of the catridge will be borne by the Bank.
11	22	2.28. Right to Alter Quantities	2. Qualification Criteria	Bank of Maharashtra reserves the right to alter the proposed quantities specified in the tender. Bank of Maharashtra also reserves the right to delete one or more items from the list of items specified in tender.	Please specify the percentage of deviation from the proposed quantity.	Percentage of deviation from the proposed quantity will be +/- 15 %.

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12	37	Item: Reader	5 Annexure A - Technical Specifications	Barcodes supported : UPC E , A, EAN, Code 39; Interleaved matrix , Industrial and standard 2 of 5, Code 128, Coda bar , Code 93 , MSI , Plessey.	Which barcode type bank is intended to use?	It will be shared with the successful bidder.
13	23	3.4 (2) Payment Terms	3. Terms and Conditions	Bidder submits the invoice with installation report certified by Branch Head.	Installation required in which format vendor's format or Bank's format ?	Installation report should be in Bank's format. The same will be provided to the successful bidder.
14	32	Item- Cabinet	5 Annexure A - Technical Specifications	The collection box must be made secure with password operated lock.	Collection box is not required in this application for Passbook printing KIOSK. We will provide one mechanical Key lock on service door for day to day operations. As this kiosk will not store customer property.	Collection box is not required for passbook printing Kiosk but Mechanical Key Lock on service door for day to day operations is required.

**All other terms and conditions of the RFP document remain unchanged. Please treat this clarification as an integral part of the RFP documents issued.**