

Reply to Pre- Bid Queries
RFP#02-2023-24 (GeM Bid No.GEM/2023/B/3368318)

Pre- Bid Meeting Date :29.04.2023 at 1500 Hours

Sl. No.	Page #	Point / Section #	Main Section name RFP-MFK300-01/2023-24	Clarification point as stated in tender document	Comment / Suggestions / Query	Bank's Response
1	19	4 / 4.24	4. INSTRUCTIONS TO BIDDERS / 4.24.Commercial	Considering the enormity of the assignment, any service which forms a part of the Project Scope that is not explicitly mentioned in scope of work as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional cost to the Bank.	The scope of work needs to be specific and cant be left open as costing and commercial quote is effort based. It is not possible to commit on openended basis for the services. If anything related to the services defined in the scope is required, that may be covered but not any additional service which should be chargeable on mutually decided rates. Request to amend the clause suitably.	No Change in RFP Clause
2	21	4 / 4.32	4.INSTRUCTIONS TO BIDDERS / 4.32.Service Continuity	After the completion of initial period of 07 (Seven) years	Seems to be a typo error. It should be 5 years.	This is typo Error, this is read as 5 (Five) Years. Refer Corrigendum
3	29	7 / 7.23	7.TERMS AND CONDITIONS / 7.23.Support	The bidder should ensure 24 X 7 support team at all the locations. to give service to all locations of Bank and provide support, call escalation, SLM, replacing consumables and should also be capable of expanding the support infrastructure in keeping with the requirements of Bank.	Replacing the consumables will be done by the Bank staff. Consumables will be provided at the agreed rates. However for any replacement during the visit of engineer for attending complaints, this would be done by the engineer.	No Change in RFP Clause
4	30	7 / 7.26	7. TERMS AND CONDITIONS / 7.26.Cancellation of Contract and Compensation	<ul style="list-style-type: none"> • Delay in delivery beyond the specified period for delivery. • Delay in installation beyond 4 weeks from the date of purchase order. •Serious discrepancy is noticed in the kiosk 	<p>Period of 4 weeks is too short for this kind of specialised Kiosk which is customised / manufactured to suit Bank's requirements. Therefore, the period needs to be given as 12 weeks for states other than NE and J&K A&N states / UTs and 14 weeks for these states / UTs.</p> <p>Further, to even complete the work within the revised timelines, we are of the opinion that the work may be split into L-1 and L-2 bidders. Bank may kindly examine the suggestion and amend the clauses in the RFP suitably.</p>	No change in RFP clause

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5	31	7 / 7.27	7. TERMS AND CONDITIONS / Exit Option & Contract Re-negotiation	g. Delay in delivery / installation / commissioning of Video Conferencing solution beyond the specified period for the same as mentioned in the order.	Seems to be typo error. Should be MFK and not video conferencing solution.	Please refer corrigendum
6	35	7 / 7.32	7. TERMS AND CONDITIONS / 7.32 Service Level Agreement /	If the bidder fails to deliver any or all of the Goods or perform the Services within the time period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 3% of the complete contract amount until actual delivery or performance, per week or part thereof (3 days will be treated as a week); and the maximum deduction is 10% of the contract price. Once the maximum is reached, the Bank may consider termination of the contract.	Suggest that part of week should be ignored and not be considered as a week. Request for amending the clause appropriately.	No change in RFP clause
7	49	7 / 7.64	7.TERMS AND CONDITIONS / 7.64.Future additions of Hardware / Software	b) Disconnect/ connect/ Substitute accessories etc. or device or any equipment/software acquired from another bidder. c) Expand the capacity/enhance the features/upgrade the hardware/software supplied either from the bidder or another bidder or developed in-house. The warranty or service contract terms would not be considered as violated if any	In case the additional software / hardware affect the basic structure and functionality of MFK, the warranty will discontinue to be available. Therefore, for any such enhancement, the Bank should first discuss with the vendor and test the same on a single machine to ensure faultless compatibility. In case the change is successful only then the roll out should happen across the MFKs.	No change in RFP clause

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8	57	8 / 8.5	ANNEXURES / 8.5. ANNEXURE 5 : TENDER OFFER COVER LETTER	5 : TENDER OFFER COVER LETTER, Having examined the tender documents including the annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver video conferencing components in conformity with the said tender documents in accordance with the Prices indicated in the Commercial bid and made part of this tender.	Seems to be typo error. Should be MFK and not video conferencing solution.	Clause modified, Please refer corrigendum
9	87	8 / 8.25	ANNEXURES / 8.25. ANNEXURE A: COMMERCIAL BID FORMAT	A4 printer with inbuilt scanning facility Multi Hopper Card Printer with embosser	<p>It would not be practicable to have scanner inbuilt with the printer as it would not be usable, printer being installed inside the Kiosk. As an alternative, an appropriate scanner is provided for document scan on the top of the machine, as permitted by design of Kiosk. Please amend the clause appropriately.</p> <p>We would like to state here that cost of printer with Embossing features for credit / debit cards is very high and only a few OEMs provide the same. At the same time this will increase cost of MFK substantially and extend the delivery period further due to its limited supply and long gestation period. Therefore, we are of the opinion that printer with printing of particulars on cards may be taken by the Bank rather than embossing one. Accordingly, request for changing the clause.</p>	Clause modified, Please refer corrigendum

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10	92	8 / 8.27	ANNEXURES / 8.27. ANNEXURE C: SCOPE OF WORK	Project Scope, List of services to be covered: d. The delivery will be spread across PAN India and deployment to be completed as per Bank's requirement. The Vendor shall be responsible for delivery of MFK ordered at all the sites and for making them fully operational within 4 weeks after certification & successful testing, at no additional charges.	This is a specialized product and needs to be manufactured / assembled / customized as per Bank's specific requirements and involves some imported components. Therefore, delivery within 4 weeks may not be possible. The period of delivery needs to be extended to 12 weeks. For NE states, A&N, Maldives, J&K, hilly areas of HP, the period should be 14 weeks from the date of placement of order with branch name & address. We request to change the time frame accordingly.	No change in RFP clause
11	93	8/8.27	ANNEXURES / 8.27. ANNEXURE C: SCOPE OF WORK	n. The bidder shall be responsible to implement various control measures as per the RBI/IBA or any other statutory authority guidelines including Hard Disk encryption, whitelisting, disabling USB ports, disabling auto run facility applying the latest patches of OS, other software, time based admin access, BIOS passwords etc. The necessary hardware and manpower has to be managed by the bidder at their own cost. Bidder should comply with all the applicable guidelines issued by regulator from time to time.	This is a multi function kiosk and involves account opening processes besides various other compliances as per guidelines of regulator / Government for various functionalities / applications built in the MFK. While all compliances as advised by the Bank initially can be put in at the start of the project / integration, but it is uncertain as to what kind of changes and how many such changes may be brought in by RBI /IBA / Govt in future. Hence, it is not possible to estimate the efforts and costs involved in implementing such changes. Therefore, the task of implementing future changes should be assigned to Vendors as and when the eventuality arises and should be at agreed rates at the material time. Accordingly, we request for making a change in the terms of RFP.	No change in RFP clause

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12	94	8 / 8.27	ANNEXURES / 8.27. ANNEXURE C: SCOPE OF WORK	s. The Vendor should perform the various activities at the instance of Bank like IP changing activities, changes in faulty hardware, Screens etc. without any extra cost to Bank during contract period.	We suggest to change the clause and incorporate that Change of faulty hardware for unnatural reasons and reasons beyond the control of Vendor (not normal wear and tear) will be available at agreed cost.	No change in RFP clause
13	94	8 / 8.27	ANNEXURES / 8.27. ANNEXURE C: SCOPE OF WORK	HIGH LEVEL TECHNICAL SPECIFICATIONS , Operating System: Licensed Windows 10/ higher (purchased in the name of Bank of Maharashtra)	It is not possible to purchase OS -Windows 10/ higher Licence in Bank's name. However, these will be provided in the kiosk and relative Keys, Licences, etc will be handed over to the Bank's IT Team or person confirmed by Bank. Request to change the clause appropriately.	Modalities will be shared with successful bidder
14	94	8 / 8.27	ANNEXURES / 8.27. ANNEXURE C: SCOPE OF WORK/Overall functional requirements	q. In case of any hot fixes, software patches, Screens etc. that cannot be applied remotely, Kiosk partners is required to update the software, patches, OS, by sending the personnel at locations where Multi-Function kiosk is deployed. This exercise should be done free of cost.	For any patch management where visit to kiosks is needed for whatever reasons, actual travel expenses/charges plus some visit / diem charges should be payable. Request to amend the clause accordingly.	No change in RFP clause
15	95	8 / 8.27	ANNEXURES / 8.27. ANNEXURE C: SCOPE OF WORK	A4 printer with inbuilt scanning facility Printer speeds up to 480 cps , Debit Card Printer, Scanner and Keyboard Multi Hopper Card Printer with embosser	It would not be practicable to have scanner inbuilt with the printer as it would not be usable, printer being installed inside the Kiosk. As an alternative, an appropriate scanner can be provided additionally. We would like to state here that cost of printer with Embossing features for credit / debit cards is very high and only a few OEMs provide the same. At the same time this will increase cost of MFK substantially and extend the delivery period further. Therefore, we are of the opinion that printer with printing of particulars on cards may be taken by the Bank.	Clause modified, Please refer corrigendum

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16	96	8 / 8.27	ANNEXURES / 8.27. ANNEXURE C: SCOPE OF WORK	<p>Hardware:- All devices must be optimally located and secured, with easy serviceability. , These kiosk cabinets should be screwed in the floor so that these kiosk cannot be lifted with ease.</p> <p>Kiosk partners shall shift the Multi-Function Kiosk to new locations as per the Bank's requirement in case of relocation without any additional cost to Bank. Supply, installation and replacement of original spare parts (OEM make only) including all consumables due to any breakdowns, theft, voltage fluctuations, electrical fluctuations, Earthing related, short circuit or natural wear and tear or due to ageing of Kiosk, shall be done without any extra cost to the bank.</p>	<p>We would like to state that the Transportation and Relocation of MFK involves specific skill and experienced pesonnel to complete the activity. Therefore, it is not possible to build this cost in the overall cost of MFK.</p> <p>We suggest that this should be taken as a separate item in the price bid and should be paid separately by the Bank on case to case basis.</p> <p>Further, if the transportation is to a different state, tax implications, if any, and municipal taxes involved even in intra state relocation will be taken care of by the Bank.</p> <p>Further, an open ended liability cannot be taken by the vendor to take care of unforeseen circumstances like damage due to voltage fluctuation, theft, vandalism, earthing faults, etc. for any replacement on account of these reasons (i.e. for any reasons not due to the manufacturing defects) will be the Bank's cost. We request to change the clause suitably.</p>	<p>Clause modified as under: Supply, installation and replacement of original spare parts (OEM make only) including all consumables due to breakdowns only to be borne by the bidder without any additional cost to Bank. However, replacement against Theft, voltage fluctuations, electrical fluctuations, Earthing related, short circuit shall be borne by the Bank.</p>
17	100-101	8/8.27	ANNEXURES / 8.27. ANNEXURE C: SCOPE OF WORK/Overall functional requirements	<p>1. The vendor shall customize all subsequent changes as suggested by Bank/ the Statutory & Regulatory bodies from time to time immediately to the Bank at no additional cost to the Bank.</p> <p>26. Bidder is responsible for any customization or changes required in the application by Bank or Regulatory Bodies, such changes will be incorporated in the application without any additional cost and adhere to timelines.</p>	<p>The changes, if any, would be done at the agreed cost. It is not possible for the Bank or Vendor to estimate changes that would be required and efforts / costs involved therein. It is also not possible to define now the timeline by which these changes can be implemented. Therefore, the clause needs to be revised appropriately. Similarly other similar clauses in the RFP need to be looked into and revised appropriately.</p>	No Change in RFP Clause

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18	101	8/8.27	ANNEXURES / 8.27. ANNEXURE C: SCOPE OF WORK/Overall functional requirements	25. 24*7*365 days Technical Support System	Please define 24*7*365 as most of the kiosks would be installed in the branch premises which would not be available for working 24*7. The clause needs to be rationalized considering practical aspects and requirements of the Bank.	No Change in RFP Clause
19	101	8/8.27	ANNEXURES / 8.27. ANNEXURE C: SCOPE OF WORK/Overall functional requirements	27. The bidder should undertake that the proposed Multi-Function Kiosk (MFK) conforms to up-to-date guidelines issued by various regulators and Bank policies & guidelines	Whatever changes are advised by the Bank at the time of integration and UAT will be included in the cost of MFP. Any subsequent changes to be made will be on cost basis at the rates as mutually agreed. Please amend the clauses appropriately. Further, it will be the responsibility of the Bank to advise any changes required to be implemented as per RBI / regulatory guidelines, as a part of Bank's compliance policy. Request to change the clause appropriately.	No Change in RFP Clause
20	101	8 / 8.27	ANNEXURES / 8.27. ANNEXURE C: SCOPE OF WORK/Overall functional requirements	29. For Various services, detailed journey will be provided by Bank to successful Bidder. Addition / deletion / modification in any of the journey will be decided by Bank and accordingly integration of the services to be done without any additional cost to the Bank. Number of templates given may vary as per requirement of the Bank.	The number of templates to be given at the time of integration will be integrated and included in the cost of MFK quoted. For additional templates to be included in future, these would be on cost basis as agreed mutually. Please amend the clause appropriately.	No change in RFP clause
21	104		ANNEXURES / 8.27. ANNEXURE C: SCOPE OF WORK/1 Phased Implementation	2. The Bidder will be responsible for integrating the services with all the customizations to meet the scope of work specified by the Bank.	The changes, if any, would be done at the agreed cost. It is not possible for the Bank or Vendor to estimate changes that would be required and efforts / costs involved therein. It is also not possible to define now the timeline by which these changes can be implemented. Therefore, the clause needs to be revised appropriately. Similarly other similar clauses in the RFP need to be looked into and revised appropriately.	No change in RFP clause

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22	117	8 / 8.29	ANNEXURES / 8.29. ANNEXURE E: PAYMENT TERMS	5. The maintenance/ service bills pertaining to each month, for all services rendered during each month, shall be submitted to Bank within 15 days of the succeeding month. Payment will be processed within 15 working day's subject to the scrutiny of the bills. Penalties on account of deficiency in service levels will be deducted from the bills submitted.	As per RFP, AMC bill payment is proposed to be made quarterly. We presume that this clause (8.29)pertains to all other bills for spares, etc. used for keeping the machines in operational mode. Please confirm.	No change in RFP clause
23	119	8 / 8.30	ANNEXURES / 8.30. ANNEXURE F: PROJECT TIMELINES	UAT acceptance Testing of the Multi-Function Kiosk machine - 2-3 weeks from date of acceptance of the purchase order by the Successful Bidder, Delivery, Installation and Commissioning of Multi-Function Kiosk with training to staff:- 4 weeks from date of issuing delivery instructions to the Successful Bidder	Any delay in completion of UAT beyond the given period will be to the account of Bank. Further, Period of 4 weeks is too short for this kind of specialised Kiosk which is customised / manufactured to suit Bank's requirements. Therefore, the period needs to be given as 12 weeks for states other than NE and J&K A&N states / UTs and 14 weeks for these states / UTs. Timelines given for this kind of project are not practical. The timelines need to be enhanced as per our request made in other similar items, i.e. 12 weeks and 14 weeks for delivery from date of advice of branches for delivery and written UAT confirmation by the Bank. Accordingly, it is requested to amend the clause appropriately.	No change in RFP clause

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24	120	8 / 8.31	ANNEXURES / 8.31. ANNEXURE G: SERVICE LEVEL REQUIREMENTS/Liquidated Damages for Delay in implementation of solution:	A delay of 3 or more working days will be considered as 1 week full for the purpose of calculating delay. If the selected bidder fails to complete the due performance as per this RFP, Bank reserves the right to terminate the contract and recover Liquidated Damages of 10% of contract value.	Suggest that part of week should be ignored and not be considered as a week. The Liquidated damages should be calculated on per MFK basis for the period and number of Kiosks delayed and not for the entire lot/deliverables.	No change in RFP clause
25	121	8 / 8.31	ANNEXURES / 8.31. ANNEXURE G: SERVICE LEVEL REQUIREMENTS/ Uptime Service Levels:	Vendor will have to guarantee a minimum uptime of 99.5%, calculated on a monthly basis. Application (As a whole / any module of the application) availability will be 99.5% on 24x7x365.	We presume, but please confirm that for calculating uptime, only the working hours of branches will be considered	No change in RFP clause
26	122	8 / 8.31	ANNEXURES / 8.31. ANNEXURE G: SERVICE LEVEL REQUIREMENTS/	Penalties / Liquidate Damages	We presume that for working out penalties, force majeure situations and situations normally beyond the control of vendors will be excluded. Please confirm.	No change in RFP clause
27	123	8 / 8.31	ANNEXURES / 8.31. ANNEXURE G: SERVICE LEVEL REQUIREMENTS	iii. Penalty for non-supply of consumables/ Low quality consumables: - Penalty of Rs.1000/- per day per MFK will be deducted towards non-supply of consumables as reported by the branches/offices , No Consumable cost asked for	We suggest to take rates additionally for consumables (outside project cost) and delivery period of minimum one week should be provided for supply of consumables. Suggest ,branch should always have one set of consumables in stock anytime to avoid down time.	No Change in RFP Clause
28	124	8 / 8.32	ANNEXURES / 8.32. ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	PC Configuration: Processor: Pentium Corei5 or higher, 2.90 Ghz Memory : 8 GB DDR4 RAM or higher Storage Space: 1 TB or higher Operating System: Licensed Windows 10/ higher (purchased in the name of Bank of Maharashtra)	It is not possible to purchase OS -Windows 10/ higher Licence in Bank's name. However, these will be provided in the kiosk and relative Keys, Licences, etc will be handed over to the Bank's IT Team or person confirmed by Bank. Request to change the clause appropriately.	Clause modified as under : Operating System: Licensed Windows 10/ higher (All the machines supplied should have Windows10 preactivated . The license keys / Digitally Purchased Keys (DPK) to be handed over to the Bank).
29	126	3 / g	Debit Card Printer, Scanner & Keyboard	PCI 2.0 certified EPP	In this MFK EPP with PCI 2.0 certified is not being used. There is no Card based transaction in this machine. So this clause need to be removed.	Clause modified, Please refer corrigendum

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30	126	6 / c	Internal Processing Unit	Male RS232 Serial Port	This RS 232 PORT is obsolete and no device is connected to this port. In latest configuration this port is not available. Request bank to remove it.	Clause modified, Please refer corrigendum
31	126	5 /e	Remote Management & Monitoring:	Remote loading of Patch as and when needed like Antivirus	Remote Patch will update the application updates but AV update need to be pushed from the bank AV server.	Antivirus patch updation will be by Bank
32	126	5 /e	Annexure H Compliance to Technical Specifications	Will be communication tool and will maintain log for all transactions between Passbook printing kiosk and	Passbook printing kiosk to be changed to Multi Function KIOSK	Clause modified, Please refer corrigendum
33	128	8 / 8.32/5	ANNEXURES / 8.32. ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	5. We offer a comprehensive warranty period of 36 months from the date of installation/satisfactory commissioning of the equipment without any visit charges/part replacement charges and comprehensive AMC of 48 months after warranty period without any visit charges/part replacement charges.	Seems to be a typo error. It should be 24 months in place of 48 months for AMC.	Clause modified, Please refer corrigendum

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34	92	8.27.	ANNEXURE C: SCOPE OF WORK - Project Scope	List of services to be covered: <ul style="list-style-type: none"> • Online SB Account Opening through E-KYC and V-KYC • Instant issuance of Debit card • Cheque book request • Grievance Redressal System • Debit Card/ Credit Card Hot listing • Deposit/ Loan Interest Rates • Deposit/ Loan Calculator • FasTag services • Account Statement Generation (Print and Email) • Lead capturing for various loans. • Bill Payments • Cheque Deposit • PMJDY account opening • Onboarding of Govt. sponsored schemes under National Portal. • PPF account opening • Display Bank's information • Instant Biometric based Aadhaar Authentication • Update Account or KYC details • Update A/c details • Apply for credit cards • Apply for Insurance plan (Life/Personal Accident/Health/Travel/Motor) 	<p>All required API/URL E-KYC & V- KYC will be provided by the Bank. Kindly confirm.</p> <p>Message format for all subservices will be required from bank.</p>	Details will be shared with the succesful bidder
35	93	8.27.	ANNEXURE C: SCOPE OF WORK - Project Scope	h. The necessary backhaul and supporting network equipment (IPv6 compliant) at both locations connecting Bank's DC and DR should be provided by Kiosk partner as a part of its offer to the bank. The bank will not pay any extra cost for the same.	Bidder will provide Server hardware only, required network equipment and devices will be provided by bank.	Modalities will be shared with successful bidder

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36	93	8.27.	ANNEXURE C: SCOPE OF WORK - Project Scope	h. The necessary backhaul and supporting network equipment (IPv6 compliant) at both locations connecting Bank's DC and DR should be provided by Kiosk partner as a part of its offer to the bank. The bank will not pay any extra cost for the same.	As per our understanding required sever hardware and software at DC / DR will be provided by bidder. Kindly confirm.	Modalities will be shared with successful bidder
37	93	8.27.	ANNEXURE C: SCOPE OF WORK - Project Scope	g. The MFK to be supplied & installed must be new (not refurbished) with technology of touch screen, EPP Keypad, Debit Card Printing Machine, Receipt Printer, A4 Printer, Scanner, Web Camera, Signature Pad with Sign pen.	Request bank to elaborate functionality of EPP keypad in kiosk.	EPP Keypad is not required in the Scope. Clause modified, Please refer Corrigendum
38	93	8.27.	ANNEXURE C: SCOPE OF WORK - Project Scope	n. The bidder shall be responsible to implement various control measures as per the RBI/IBA or any other statutory authority guidelines including Hard Disk encryption, whitelisting, disabling USB ports, disabling auto run facility applying the latest patches of OS, other software, time based admin access, BIOS passwords etc. The necessary hardware and manpower has to be managed by the bidder at their own cost. Bidder should comply with all the applicable guidelines issued by regulator from time to time.	OS patch update server access will be provided by bank.	Modalities will be shared with successful bidder
39	93	8.27.	ANNEXURE C: SCOPE OF WORK - Project Scope	o. Bidder should ensure that MFK provided to Bank should have TLS 1.2 Solution implemented without any extra cost and any upgrade to the TLS higher version has to be done by the bidder during the contract period without any additional cost to the Bank.	TLS 1.2 certificate will be provided by bank.	Modalities will be shared with successful bidder
40	94	8.27.	ANNEXURE C: SCOPE OF WORK - HIGH LEVEL TECHNICAL SPECIFICATIONS	PC Configuration - Male RS232 serial port, Integrated Keyboard with mouse (for administrator) ,Gigabit Network Interface	Request Bank to remove RS232 requirement from CPU. Because nowadays serial ports are obsolete and not required in our kiosk system.	RS232 is removed from Scope of Work. Clause modified, Please refer corrigendum.

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41	95	8.27.	ANNEXURE C: SCOPE OF WORK - HIGH LEVEL TECHNICAL SPECIFICATIONS	A4 Printer - A4 printer with inbuilt scanning facility Printer speeds up to 480 cps Printer head life of 400 million characters	AS per our understanding Bank required A4 Laser printer. Kindly confirm. Document scanner will be separate device.	Clause modified, Please refer corrigendum
42	95	8.27.	ANNEXURE C: SCOPE OF WORK - HIGH LEVEL TECHNICAL SPECIFICATIONS	Document Scanner - In built HD Camera	AS per our understanding this is CMOS based scanner not CIS based scanner . Kindly confirm.	Bidder's assumption is correct
43	96	8.27.	ANNEXURE C: SCOPE OF WORK - HIGH LEVEL TECHNICAL SPECIFICATIONS	Hardware - The collection box must be made secure with mechanical operated lock.	Please elaborate the requirement of collection box, for which device collection box is required.	Cheque deposit is not required in the scope. Clause modified, Please refer corrigendum
44	96	8.27.	ANNEXURE C: SCOPE OF WORK - HIGH LEVEL TECHNICAL SPECIFICATIONS	Hardware - Multi-Function Kiosk : Height from the base 1208-1230 mm.	We request bank to remove this clause, as design is dependent on devices supplied by supplier.	No change in RFP clause
45	124	8.32.	ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	PC Configuration: Processor: Pentium Corei5 or higher, 2.90 Ghz 6 Internal Processing Unit: a Intel, AMD equivalent 2.9 GHZ or higher	In PC configuration Point a (at Page No. 124) and Page No. 126 different CPU processors are mentioned. Kindly confirm which specification need to consider.	Modalities will be shared with successful bidder
46	124	8.32	ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	Operating System: Licensed Windows 10/ higher (purchased in the name of Bank of Maharashtra)	License will be procured by bidder, serial numbers will be shared with the Bank. Bidder though cannot purchase OS License in the name of the Bank	Modalities will be shared with successful bidder

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47	124	8.32	ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	Operating System: Licensed Windows 10/ higher (purchased in the name of Bank of Maharashtra)	Request Bank to consider Windows 10 IOT. Unlike Retail Windows where the end-customer gets the e-license in the end-customer name, in Windows IoT the OEM has the responsibility of the licenses until the end-device been billed/shipped to the end-customer and once end-customer holds the possession of the end-device the license and it's compliance belongs to the end-device and end-customer. Would be better to amend this requirement to Windows IoT Licenses.	Modalities will be shared with successful bidder
48	125	8.32.	ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	Debit Card Printer, Scanner and Keyboard: Printer head warranty during the contract period	Please exclude Print head as it is a consumable and is not covered under warranty/AMC.	No change in RFP clause
49	125	8.32.	ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	Debit Card Printer, Scanner and Keyboard: Feeder Capacity should have at least one 500 card feeder	We request bank to consider 300 card feeder (3 hopper each having capacity of 100 cards)	Clause modified, Please refer corrigendum
50	126	8.32.	ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	Internal Processing Unit: a - 4 USB ports, 2 x Serial Port, 1x Parallel port, 2x PS/2 ports, 1x VGA, 10/100 mbps Ethernet and audio port	We Request bank to remove RS232 and parallel port requirement from CPU. Because nowadays these ports are obsolete and not required in our kiosk system.	Clause modified, Please refer corrigendum
51	127	8.32.	ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	Software: Operating System should be Windows 11 or above, capable of multi-tasking real time operations	At page No.124 Operating system asked is windows 10 where as at page no. 127 asked for windows 11. We request bank to consider operating system windows 10 IOT, Because windows 11 is not mature for self service applications.	Typo error, to be read as Windows 10 in page No.124 & page No.127

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52	26	7.1	Performance Bank Guarantee:	The successful bidder should furnish a Performance Bank Guarantee to the extent of 10% (or as applicable during the period of contract as per Govt guidelines) of the value of the contract within 30 days of the date of receipt of the purchase order/Indent. The Performance Bank Guarantee has to be submitted in the format as per Annexure 11. The performance guarantee would be for the entire period of the Contract plus 6 months.	PBG should be 3% in line with Government of India guidelines.	No change in RFP clause
53	34	7.33	Liquidated Damages:	If there is a delay by the bidder in the delivery of the complete hardware and software as will be mentioned in the purchase order, the bidder will be liable to pay a sum of Rs.10000/- per site per week or part thereof (If the delay period is more than 3 days, it will be treated as one full week) to the maximum of total order value for that site of delay beyond the scheduled delivery date by way of liquidated damages.	Two penalties exists in one clause. One must be removed.	No change in RFP clause
54	34	7.33	Liquidated Damages:	The Bank may, at its discretion, waive the liquidated damages in case the delay cannot be attributed to the Bidder.	There must not be any liquidated charges in case the site is not ready for reasons attributed to Bank dependency.	RFP Clause self explanatory, LD is applicable only for delays attributable to bidder

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55	116	8.29	8.29. ANNEXURE E: PAYMENT TERMS:	No advance payment against purchase order. No payment will be executed to Bidder till the execution of the SLA and submission of Performance Bank Guarantee. 1. No advance payment against purchase order. No payment will be executed to Bidder till the execution of the SLA and submission of Performance Bank Guarantee. 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.	Please clarify as PBG will be submitted along with SLA. Do we have to submit separate BG to released the balance 10% amount. In that case request bank to please release the 10% retained money on the basis of PBG which is submitted along with SLA.	No Change in RFP Clause
56	116	8.29	8.29. ANNEXURE E: PAYMENT TERMS:	The Bank shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, within 30 working days after its receipt unless otherwise mutually agreed in writing, provided that such invoice is dated after such Fees have become due and payable under this RFP and subsequent agreement	The bills must be processed within 15 working day's subject to the scrutiny of the bills as provided for service/maintenance bills.	No change in RFP clause
57	120	8.31	Liquidated Damages for Delay in implementation of solution	Penalty for delay in the Service(s) rendered for each week of delay beyond the scheduled date or part thereof will be a sum equivalent to 1% of the cost of the deliverables for the respective implementation phase for delay of one week or part thereof (more than 3 days shall be considered as a week), subject to maximum of 10 % (Ten percent) of the total PO value	The liquidated charges have already been mentioned above , hence either of the two clauses should be removed.	RFP Clause is self explanatory
58	93	L	8.27. ANNEXURE C: SCOPE OF WORK	Kiosk partners shall shift the Multi-Function Kiosk to new locations as per the Bank's requirement in case of relocation without any additional cost to Bank	Shifting, De-Installation and Re-Installation charges need to be borne by Bank. Shifting charges for intercity, intracity can be part of rate contract	Clarified: Shifting charges shall be borne by the Bank as per mutually agreed rate.

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59	94	q	8.27. ANNEXURE C: SCOPE OF WORK	In case of any hot fixes, software patches, Screens etc. that cannot be applied remotely, Kiosk partners is required to update the software, patches, OS, by sending the personnel at locations where Multi-Function kiosk is deployed. This exercise should be done free of cost.	Request to revise this clause- Bank to pay One time visit charges for for such instances. Site visit charges can be fixed and made part of rate contract	No change in RFP clause
60	94	s	8.27. ANNEXURE C: SCOPE OF WORK	The Vendor should perform the various activities at the instance of Bank like IP changing activities, changes in faulty hardware, Screens etc. without any extra cost to Bank during contract period	Request to revise this clause- Bank to pay One time visit charges for for such instances. Site visit charges can be fixed and made part of rate contract	No change in RFP clause
61	96	HIGH LEVEL TECHNICAL SPECIFICATIONS	8.27. ANNEXURE C: SCOPE OF WORK	Preventive maintenance activity for Kiosk should be done at least once in 2 months' time period and as and when required.	Quarterly Preventive Maintenance recommended	No change in RFP clause
62	121	Uptime Service Levels:	Uptime Service Levels:	<p>Vendor will have to guarantee a minimum uptime of 99.5%, calculated on a monthly basis. Application (As a whole / any module of the application) availability will be 99.5% on 24x7x365.</p> <p>The penalty will be calculated as per the details given below A >= 99.00% - No Penalty 99.00% =< A <98% - 2% of cost of monthly ATS charges 98.00% =< A <= 96% - 5% of cost of monthly ATS charges A < 96% - Penalty at an incremental rate of 1% (in addition to a base of 5%) of cost of monthly ATS charges for every 0.1% lower than the stipulated uptime</p>	<p>1) Uptime Calculations to be done on quarterly Basis</p> <p>2) 24X7X365 Machine & site access to be provided by Bank.</p> <p>2) Metro & State Capital Centers 97%,Urban Centers (Other than Metro & State Capital Centers) 95%</p> <p>3) A >= 97% & 95% for Metro/urban & other than Metro/State capitals respectively - No Penalty Rs 100.00/Day for uptime below < 97% Rs.200.00/Day for uptime below < 95%</p> <p>4) Maximum Penalty is to be capped @ 2% of the AMC value.</p> <p>5) All Bank dependencies to be excluded while calculating Penalties</p>	No change in RFP clause

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63	114	4	ANNEXURE D: Eligibility Criteria - Project Scope	Proof for the production unit / factory of the brand of MFK. If the production units are outside India, it should meet equivalent international standards. Relevant proof should be submitted	Lipi will provide self Declaration for ROHS. As there is no Certification for ROHS.	No change in RFP clause
64	90	1 (a,b) Evaluation Parameter	ANNEXURE B: TECHNICAL EVALUATION CRITERIA	Bidders'/OEM's experience in delivering & installing multi-Function Kiosk in last 5 years from the date of RFP (Copy of PO/work order along with satisfactory Performance Certificate to be submitted as necessary evidence)	Please consider Bidders'/OEM's experience in delivering & installing Passbook Printing Kiosk/Cheque Deposit Kiosk/multi-Function Kiosk in last 5 years from the date of RFP	Clause modified, Please refer corrigendum
65	5	Additional terms	Annexure -H COMPLIANCE TO TECHNICAL SPECIFICATIONS	All upgrades / proprietary software upgrades / patches/ licenses will be provided free of cost and also installed in all the MFKs at no cost to the Bank for the entire period of support committed. OS Hardening has to be done for the MFK. The bidder is responsible for ensuring that system does not get affected by virus/malware. Also bidder should ensure that the OS installed in the Passbook Kiosks should not be "Out of Support". The installed OS to be timely updated/upgraded without any additional cost to the Bank so as to ensure the avoidance of any threat/compromise. The bidder should provide all the security features applicable for passbook printing kiosks such as its Terminal Security & other security features as mandated by any regulatory authority	As we understand Anti-virus will be provide by Bank. And updates will be done by Banks server, need to provide access for the same.	Clarified: Antivirus will be provided by Bank and the same to be updated on regular basis in MFK.

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66	35	7.33. Liquidated Damages	7.33.Liquidated Damages	If there is a delay by the bidder in the delivery of the complete hardware and software as will be mentioned in the purchase order, the bidder will be liable to pay a sum of Rs.10000/- per site per week or part thereof (If the delay period is more than 3 days, it will be treated as one full week) to the maximum of total order value for that site of delay beyond the scheduled delivery date by way of liquidated damages. The liquidated damages are pre-estimates of the loss or damage that may be sustained by Bank. In case the complete delivery is delayed beyond the scheduled delivery date, Bank reserves the right to cancel the contract and return the partially delivered equipment, if any, at the cost of the bidder. In case the bidder fails to deliver all the deliverables as specified in the order, the liquidated damages will be charged on the entire contract value.	Request Bank to revise this as Liquidated damages at 0.5% per site per week to maximum of 5% of the total order value for that site.	No change in RFP clause
67	7	6	<u>As per GEM Notification:</u> Forms of EMD & PBG	Bidder has to upload scanned copy/ Proof of DD along with Bid and has to ensure delivery of hardcopy to the buyer within 5 days of Bid End date/ Bid Opening date	Kindly relax the clause as below" Bidder has to upload scanned copy/ Proof of DD along with Bid and has to ensure delivery of hardcopy on or before Bid End date & Time/ Bid Opening date"	No change in RFP clause
68	8	2	PROJECT OVERVIEW	A complete set of tender documents may be purchased by eligible bidder upon payment of a non-refundable fee , mentioned in the important information regarding bid submission.	As per RFP document, no where mentioned about the value of tender fee. Kindly confirm the amount to be paid towards tender fees if any.	No tender fees are applicable.
69	11	4.4	Non-transferable Tender	This tender document is not transferable. Only the bidder, who has purchased this tender document, is entitled to quote	As per RFP document, no where mentioned about the value of tender fee. Kindly confirm the amount to be paid towards tender fees if any.	No tender fees are applicable.

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70	21	4.32	Service Continuity	After the completion of initial period of 07 (Seven) years, the contract may be extended/renewed	As per Page 8, Point 2, MFKs are to be covered with 3 years warranty and 2 Years AMC. Total 5 Years. In Service continuity clause it is mentioned as after 7 years. Pls clarify	Clause modified, Please refer corrigendum
71	28	7.22	Protection of Reputation	Bank has a right to impose penalty for the reputational loss on account of business disruption if Company fails to perform its obligations in the best possible manner and/or fails to maintain quality of service. The amount of penalty will be assessed by the Bank in the manner as it deems fit and the said amount can be deducted from the amount payable to the company against its services	Penalty cannot be open ended. Kindly define the criteria of evaluation for quality of services and define the penalty guidelines. Pls restrict the same to LD as mentioned in Annexure G	No change in RFP clause
72	29	7.23	Support	The bidder should ensure 24 X 7 support team at all the locations	Pls change it to banking hours. 9Am to 5 PM on bank working days	No change in RFP clause
73	35	7.33	Liquidated Damages	If there is a delay by the bidder in the delivery of the complete hardware and software as will be mentioned in the purchase order, the bidder will be liable to pay a sum of Rs.10000/- per site per week or part thereof (If the delay period is more than 3 days, it will be treated as one full week) to the maximum of total order value for that site of delay beyond the scheduled delivery date by way of liquidated damages.	1. Request Bank to share the delivery schedule. 2. Delivery time should be start from the date of formal order with complete details of shipping locations. In case of PDI it should be start from the date of inspection.	No change in RFP clause
74	47	7.55	Guarantees	A certificate signed by the CFO / Company Secretary of the Company should be submitted before the Pre-Delivery inspection confirming that all the components / parts/assembly software used in the Self Update passbook printer Kiosk are original new ones and no refurbished/ duplicate / second hand components/ parts/assembly/software are used	Request Bank to kindly clarify as its mentioned Pass Kiosk were as there is no passbook issuance or printing in the scope of the bidder	Clause modified, Please refer corrigendum

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75	49	7.64	Future additions of Hardware / Software	c) Expand the capacity/enhance the features/upgrade the hardware/software supplied either from the bidder or another bidder or developed in-house. The warranty or service contract terms would not be considered as violated if any of above takes place. Should there be a fault in the operations of the system the bidder, would not unreasonably assume that the cause lie with those components/software not acquired from them.	Any damage to the hardware or software because of addition of their party hardware or software will result in void of warranty. It will be difficult to prove where the fault had happened and how the hardware has damaged. Pls delete the clause	No change in RFP clause
76	49	7.64	Future additions of Hardware / Software	Bank would have the right to: a) Shift the supplied system/Kiosk/solution to an alternate site of its choice	1.) In case of shifting/diversion after delivery/installation all cost will be borne by the Bank (including packing material cost also). 2) Actual delivery period for shifting should start from the date of confirmation by the bank in writing with necessary documentation required for shifting/diversion.	Clarified: Shifting charges shall be borne by the Bank as per mutually agreed rate.
77	57	8.5	ANNEXURE 5 : TENDER OFFER COVER LETTER	Having examined the tender documents including the annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver video conferencing components in conformity with the said tender documents in accordance with the Prices indicated in the Commercial bid and made part of this tender.	As this RFP is floated for supply Supply, Installation & Maintenance of 300 Multi-Function Kiosks under CAPEX Model Please clarify on the sentence " offer to supply and deliver video conferencing components " as mentioned in Annexure 5	Clause modified, please refer corrigendum

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78	90	8.26	Technical Evaluation	a. in Public sector undertaking / Govt. Organization/ PSBs/ Public Insurance companies (6 Marks for each implementation with Min 500 Self Update Passbook Printing Kiosk and in multiple of 6 for each such successful installation subjected to Max 18 Marks)	RFP is for 300 MFK but evaluation criteria is set based on Passbook Printing Kiosks and the quantity is minimum 500. Passbook printing is not even in scope of this RFP. Pls evaluate vendors on the implementation of Account Opening, Card issuance and Multi Function Kiosk deployment capabilities. Pls change it to minimum 300 Banking kiosks for 30 Marks either in Public sector / private sector banks.	Clause modified, please refer corrigendum
79	90	8.26	Technical Evaluation	b. in private Banks / foreign banks/ any other BFSI Sector (4 Marks for each implementation with Min 500 Self Update Passbook Printing Kiosks and in multiple of 4 for each such successful installation subjected to Max 12 Marks)	RFP is for 300 MFK but evaluation criteria is set based on Passbook Printing Kiosks and the quantity is minimum 500. Passbook printing is not even in scope of this RFP. Pls evaluate vendors on the implementation of Account Opening, Card issuance and Multi Function Kiosk deployment capabilities. Pls change it to minimum 300 Banking kiosks for 30 Marks either in Public sector / private sector banks.	Clarified as under and can be read as (4 Marks for each implementation with Min 500 Multi Function Kiosk / Self Update Passbook Printing Kiosks and in multiple of 4 for each such successful installation subjected to Max 12 Marks)
80	92	8.27. b. Project Scope	8.27. ANNEXTURE C : SCOPE OF WORK	Instant Biometric based Aadhaar Authentication	Please clarify that all API's / Web Services for integration with UIDAI and NSDL will be provided by the Bank at cost to Bank.	Modalities will be shared with successful bidder
81	92	8.27. b. Project Scope	8.27. ANNEXTURE C : SCOPE OF WORK	Cheque Deposit	Kindly share the details on how many cheque holding capacity with stacker details	Modalities will be shared with successful bidder

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82	92	8.27. b. Project Scope : List of services to be covered	8.27. ANNEXTURE C : SCOPE OF WORK	<input type="checkbox"/> Online SB Account Opening through E-KYC and V-KYC <input type="checkbox"/> Instant issuance of Debit card <input type="checkbox"/> Cheque book request <input type="checkbox"/> Grievance Redressal System <input type="checkbox"/> Debit Card/ Credit Card Hot listing <input type="checkbox"/> Deposit/ Loan Interest Rates <input type="checkbox"/> Deposit/ Loan Calculator <input type="checkbox"/> FasTag services <input type="checkbox"/> Account Statement Generation (Print and Email) <input type="checkbox"/> Lead capturing for various loans. <input type="checkbox"/> Bill Payments <input type="checkbox"/> Cheque Deposit <input type="checkbox"/> PMJDY account opening <input type="checkbox"/> Onboarding of Govt. sponsored schemes under National Portal. <input type="checkbox"/> PPF account opening <input type="checkbox"/> Display Bank's information <input type="checkbox"/> Instant Biometric based Aadhaar Authentication <input type="checkbox"/> Update Account or KYC details <input type="checkbox"/> Update A/c details <input type="checkbox"/> Apply for credit cards <input type="checkbox"/> Apply for Insurance plan (Life/Personal Accident/Health/Travel/Motor) <input type="checkbox"/> Lead Capturing for Mutual Fund	1. How many transactions are expecting for each service per day, per month and per year for Multi-Function Kiosk? 2. We need service flow/ process flow for all the features from Bank in order to estimate the the cost for each services. 3. Kindly confirm whether the bidder should provide individual link on the kiosk for reach features, inorder to start each process. Once after clicking the given individual link, it will be redirected to Bank's existing system.	Modalities will be shared with successful bidder
83	92	8.27. b. Project Scope : List of services to be covered	8.27. ANNEXTURE C : SCOPE OF WORK	<input type="checkbox"/> Display Bank's information	Bank should provide the required information/ content that need to be displayed on the Multi-Function Kiosk and bidder should push the content to the KIOSK. Need confirmation on this.	Modalities will be shared with successful bidder
84	93	8.27. I. Project Scope	8.27. ANNEXTURE C : SCOPE OF WORK	Kiosk partners shall shift the Multi-Function Kiosk to new locations as per the Bank's requirement in case of relocation without any additional cost to Bank.	The cost of shifting charges to be born by the bank and kindly confirm on the same.	Clause modified, please refer corrigendum

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85	93	8.27.n	ANNEXURE C: SCOPE OF WORK	The bidder shall be responsible to implement various control measures as per the RBI/IBA or any other statutory authority guidelines including Hard Disk encryption, whitelisting, disabling USB ports, disabling auto run facility applying the latest patches of OS, other software, time based admin access, BIOS passwords etc.	We suggest bank that the devices inside the kiosk are connected on USB ports. Devices will not work if USB ports are disabled.	No Change in RFP Clause
86	95	8.27	High Level Technical Specifications - A4 Printer	Printer speeds up to 480 cps Printer head life of 400 million characters	These specifications are of Passbook Printer and not applicable to A4 Printer. Kindly clarify	Clause modified, please refer corrigendum
87	95	8.27	High Level Technical Specifications - Debit Card Printer	Multi Hopper Card Printer with embosser	Kindly mention how many hoppers are required so that all bidders can supply the printers with same hoppers.	Clause modified, Please refer corrigendum
88	95	8.27	High Level Technical Specifications - Debit Card Printer	Multi Hopper Card Printer with embosser	Is embosser mandatory or thermal Printing is sufficient on debit card? Pls specify the specifications of embosser and also the ribbon colour required for same.	Thermal Printing is required
89	95	8.27	High Level Technical Specifications - Debit Card Printer	Feeder Capacity should have at least one 500 card feeder	Card Feeders with single hopper of 500 cards in embosser printers are difficult to find. No OEM manufactures such printers. Kindly change it to 100 cards feeder	Clause modified, Please refer corrigendum
90	95	8.27	High Level Technical Specifications	Cheque Deposit Machine	Technical Specifications of Cheque deposit module is missing in technical specification sheet. Kindly provide the same	Cheque deposit is not required by Bank. Clause modified, Please refer corrigendum
91	95	8.27. High level Technical Specifications	8.27. ANNEXTURE C : SCOPE OF WORK	Debit Card Printer, Scanner and Keyboard : Document Scanner	Please clarify that API / Web Service for uploading of documents to Bank's backend systems will be provided by the Bank at cost to Bank.	Modalities will be shared with successful bidder

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92	95	8.27. High level Technical Specifications : Debit Card Printer, Scanner and Keyboard	8.27. ANNEXTURE C : SCOPE OF WORK	Encoding options should include ISO magnetic strips (standard), Contact Smartcards, Contactless smartcards.	We request bank to please clarify if the cards will already encoded or will have to be written at the time of dispense.	Modalities will be shared with successful bidder
93	96	8.27. High level Technical Specifications : Hardware	8.27. ANNEXTURE C : SCOPE OF WORK	Kiosk machine should be with the technology of touch screen, EPP Keypad, Debit Card Printing Machine, A4 Printer, Receipt Printer, Scanner, Web Camera, Signature Pad with Sign pen, Speaker, Biometric reader	Request the Bank to provide some more details on the specifications. Is the EPP pinpad is required with PCI 4.0 certified to be confirm by bank.	EPP Keypad is not required by Bank. Please refer corrigendum
94	96	8.27. High level Technical Specifications : Hardware	8.27. ANNEXTURE C : SCOPE OF WORK	Kiosk machine should be with the technology of touch screen, EPP Keypad, Debit Card Printing Machine, A4 Printer, Receipt Printer, Scanner, Web Camera , Signature Pad with Sign pen, Speaker, Biometric reader.	Please clarify that API / Web Service for uploading of photo to Bank's backend systems will be provided by the Bank at cost to Bank.	Modalities will be shared with successful bidder
95	96	8.27. High level technical specifications : Hardware	8.27. ANNEXTURE C : SCOPE OF WORK	Multi-Function Kiosk : Height from the base 1208-1230 mm	Height mentioned from the base 1208-1230mm is from base to the printer position or overall height of the kiosk. Please confirm on this.	No Change in RFP Clause
96	96	8.27. High level technical specifications : Hardware	8.27. ANNEXTURE C : SCOPE OF WORK	Preventive maintenance activity for Kiosk should be done at least once in 2 months' time period and as and when required.	Kindly change the preventive maintenance activity for once in 3 months (On quarterly basis).	No Change in RFP Clause

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97	96	8.27. High level technical specifications : Hardware	8.27. ANNEXTURE C : SCOPE OF WORK	Partner has to provide Kiosk camera footage free of cost, whenever Bank requires the same. The storage of Kiosk should be holding the image at least for a period of 6 months.	Suggesting to change the storage of footage records to 3 months.	No change in RFP clause
98	97	8.27	Application Software	The proposed KIOSK solution shall be able to open online SB and Current Account for new customers and provide instant Personalized Debit card.	We assume that debit cards supplied by bank for the kiosk are already personalised (Chip personalisation). Pls clarify. What is expected in issuance of Personalised Debit card in the scope of work.	Modalities will be shared with successful bidder
99	97	8.27. High level Technical Specifications : Application software	8.27. ANNEXTURE C : SCOPE OF WORK	Personalized Debit card	<p>1. Please advise if we have to use Bank's existing Card Personalisation Software or does the vendor have to provide the Card Personalisation Software as part of the solution.</p> <p>Incase if we have to use existing Card Personalisation Software, then please advise which Card Personalisation Software is being used currently by the Bank.</p> <p>2. Do we need to connect to Bank's DCMS.</p> <p>3. Which DCMS is the Bank using?</p> <p>4. Please clarify that API / Web Service for integration to Bank's DCMS and Card Personalisation Software will be provided by the Bank at cost to Bank.</p>	Modalities will be shared with successful bidder
100	97	8.27. High level Technical Specifications : Application software	8.27. ANNEXTURE C : SCOPE OF WORK	The proposed KIOSK solution shall be able to open online SB and Current Account for new customers and provide instant Personalized Debit card.	Request to clarify the personalization consists of Indenting/ Embossing of Name, Card Number, Valid from and to and CVV at back.	Modalities will be shared with successful bidder

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101	98	8.27. High level Technical Specifications : Application software	8.27. ANNEXTURE C : SCOPE OF WORK	Remote loading of Patch as and when needed like anti-virus updates Taking into windows domain, loading Anti-virus software and integrating with patch management solution of the bank should be the responsibility of bidder	It is assumed that Bank will provide Remote Access from Central Location to all the Kiosks for any software application updates or Anti-virus updates. Please clarify.	Modalities will be shared with successful bidder
102	98	8.27. High level Technical Specifications : Application software	8.27. ANNEXTURE C : SCOPE OF WORK	The Agents Updates, Patches (or any other software components) shall be provided by Kiosk partner through OEMs without any additional cost to bank.	Please clarify details of third-Party software agent	Modalities will be shared with successful bidder
103	98	8.27. High level Technical Specifications : Remote Monitoring System	8.27. ANNEXTURE C : SCOPE OF WORK	Multi-Function Kiosk should have the capability of remote monitoring of their all-round health status and customization should be done as per bank's requirement.	We suggest bank to share the complete system diagram of Integration and validation.	Modalities will be shared with successful bidder
104	99	8.27. High level Technical Specifications : Remote Monitoring System	8.27. ANNEXTURE C : SCOPE OF WORK	Centralized Web Based Remote Monitoring and Management Software at Bank's Centralized Location should be provided by vendor. The vendor should also provide SMS integration to Bank SMS service provider for escalation to call pending/failure issues.	We request bank should provide firewall access to servers and whitelist call management system services url's for remote monitoring system	Modalities will be shared with successful bidder

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105	101	8.27. 26. OVERALL FUNCTIONAL REQUIREMENTS	8.27. ANNEXTURE C : SCOPE OF WORK	Bidder is responsible for any customization or changes required in the application by Bank or Regulatory Bodies, such changes will be incorporated in the application without any additional cost and adhere to timelines.	Kindly confirm the customization changes required in the application of Multi-function Kiosk	No Change in RFP
106	102	8.27. 43. OVERALL FUNCTIONAL REQUIREMENTS	8.27. ANNEXTURE C : SCOPE OF WORK	Training shall be provided by the Bidder without any additional cost such as travelling, lodging etc.	Requesting Bank to born the travelling and lodging charges of the trainer since training days will be more than a day.	No change in RFP clause
107	102	8.27. 41. OVERALL FUNCTIONAL REQUIREMENTS	8.27. ANNEXTURE C : SCOPE OF WORK	Bank requires the Bidder to provide reports for all availability and on all performance parameters, a log of all issues that have been raised & closed/Pending closure, problem trend and call resolution time. The frequency of these reports would be Daily, Weekly, Monthly, Quarterly and Yearly, adhoc.	Requesting to provide the standard format from the bank so that it can be adhered accordingly.	Modalities will be shared with successful bidder
108	104	8.27	1. Phased Implementation	1. The Bidder has to provide Multi-Function Kiosk in a phased manner as per requirement provided by Bank.	Kindly provide the phase wise timeline for implementation.	Modalities will be shared with successful bidder
109	104	3.2. Interface and Integration Requirements	8.27. ANNEXTURE C : SCOPE OF WORK	2. The Bidder is required to design, develop and maintain interfaces between the proposed Kiosk Solution with the applications and systems mentioned below (not limited to). ☑ Core Banking System (B@NCS 24)	Please clarify that API / Web Service for integration with the Bank's Core Banking System will be provided by the Bank at cost to Bank.	Modalities will be shared with successful bidder

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110	106	7.1. TECHNICAL REQUIREMENT	8.27. ANNEXTURE C : SCOPE OF WORK	The Kiosk software should also integrate with the further scalability to higher version of CBS Solution, if any. The software should also have bi- directional interface with other Business Solutions like CBS, Switch, LLMS, and other bank's system.	Please clarify that all API's / Web Services for integration with CBS for kiosk will be provided by the Bank at cost to Bank.	Modalities will be shared with successful bidder
111	106	7.1	TECHNICAL REQUIREMENT	The Kiosk software should also integrate with the further scalability to higher version of CBS Solution, if any. The software should also have bi- directional interface with other Business Solutions like CBS, Switch, LLMS, and other bank's system.	What is the current CBS version, to support the API?	Modalities will be shared with successful bidder
112	106	7	TECHNICAL REQUIREMENT	The Kiosk software should also integrate with the further scalability to higher version of CBS Solution, if any. The software should also have bi- directional interface with other Business Solutions like CBS, Switch, LLMS, and other bank's system.	Please clarify that the requirement stated in this clause is restricted to the application software to be provided by the Vendor and any API / Web Service for Bank's backend systems such as CBS etc to hand shake / interface / integration with Bank's existing hardware / software etc. will be provided by the Bank at cost to Bank.	Modalities will be shared with successful bidder
113	108	9. a. Information Security	8.27. ANNEXTURE C : SCOPE OF WORK	System hardening should be done by vendor, if required	Kiosks will be enabled with default Windows OS firewall available as part of the OS. Any other intrusion detection, port scans and other virus/ malware/ ransom ware attacks have to be managed and handled by the Bank's firewall / Intrusion Detection System / Anti-virus. Please clarify.	Modalities will be shared with successful bidder
114	110	16	Hardware Sizing	Bank shall provide Hardware, Operating System and Database.	Please specify if Database system will be provided by the Bank	Bidder understanding is correct
115	119	8.3	Annexure F - Project Timelines	UAT acceptance Testing of the Multi-Function Kiosk machine - 2-3 weeks from date of acceptance of the purchase order by the Successful Bidder	2 to 3 weeks for so many services is not possible. We request bank to provide at least 8 weeks for deploying the solution in UAT environment	No change in RFP clause

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116	119	8.3	Annexure F - Project Timelines	Delivery, Installation and Commissioning of Multi-Function Kiosk with training to staff -4 weeks from date of issuing delivery instructions to the Successful Bidder	We request bank to provide 10 to 12 weeks for delivery, installation and commission of MFK	No change in RFP clause
117	124	8.32 (3. a) / Annexure H	COMPLIANCE TO TECHNICAL SPECIFICATIONS	Processor: Pentium Corei5 or higher, 2.90 Ghz Memory : 8 GB DDR4 RAM or higher Storage Space: 1 TB or higher Operating System: Licensed Windows 10/ higher (purchased in the name of Bank of Maharashtra) Male RS232 serial port , Integrated Keyboard with mouse (for administrator), Gigabit Network Interface, Min 6 USB Ports	Male RS232 serial port - These are getting absolute in the market, to be removed. peripherals used in MFK doesn't require this port.	RS232 is removed from Scope of Work. Please refer corrigendum.
118	124	2. a. Kiosk Design	8.32. ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	Kiosk Design Sheet Metal Raw Material – should conform to IS 513 Draw Grade Material or equivalent 1.6 mm	Need clarity from the bank regarding the length, width and depth of the Multi-Function Kiosk?	No Change in RFP Clause
119	124	2.d. Kiosk Design	8.32. ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	Provision of bolting the Kiosk base to the floor	Kindly suggest whether the bolts can be visible from outside? Or should it be accommodated on the inside , when the back door is open, bolts can be accessed.	Bolting should not be visible
120	125	8.32 (3. b) / Annexure H	COMPLIANCE TO TECHNICAL SPECIFICATIONS	Monitor : 17" touch screen or higher with scrolling facility. Type : SAW	Recommended to proceed with Capacitive Touch type, which is latest & upgraded version and user friendly.	Bidder can provide higher versions
121	125	8.32 (3. c) / Annexure H	COMPLIANCE TO TECHNICAL SPECIFICATIONS	A4 Printer: A4 printer with inbuilt scanning facility Printer speeds up to 480 cps Printer head life of 400 million characters.	Please clarify whether it is refers to Passbook printer or normal A4 Laser jet Printer.	Normal A4 Laser Printer. Please refer corrigendum.
122	125	8.32 (3. d) / Annexure H	COMPLIANCE TO TECHNICAL SPECIFICATIONS	Debit Card Printer, Scanner and Keyboard: Multi Hopper Card Printer with embosser	How many number of hoppers required	Clause modified, Please refer corrigendum

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123	125	8.32 (3. d) / Annexure H	COMPLIANCE TO TECHNICAL SPECIFICATIONS	Debit Card Printer, Scanner and Keyboard: Multi Hopper Card Printer with embosser	Required only Indenting or both Embossing & Indenting	Thermal Printing is required
124	125	8.32 (3. d) / Annexure H	COMPLIANCE TO TECHNICAL SPECIFICATIONS	Debit Card Printer, Scanner and Keyboard: Feeder Capacity should have at least one 500 card feeder	to be changed to, Feeder capacity should have accumulated 300 Cards capacity.	Clause modified, Please refer corrigendum
125	125	8.32 (3. d) / Annexure H	COMPLIANCE TO TECHNICAL SPECIFICATIONS	Debit Card Printer, Scanner and Keyboard: Bezel (standard): manual insertion and return	Please clarify the functionality or purpose of this feature.	Modalities will be shared with successful bidder
126	125	8.32 (3. d) / Annexure H	COMPLIANCE TO TECHNICAL SPECIFICATIONS	Debit Card Printer, Scanner and Keyboard: Encoding options should include ISO magnetic strips (standard), Contact Smartcards, Contactless smartcards.	Whether it is Realtime encoding of Chip and Magstripe in the KIOSK OR The Pre-personalised cards used.	Only Pre-personalised card is used
127	125	3.d. Debit Card Printer, Scanner and Keyboard	8.32. ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	Ability to retract uncollected cards	Please specify capacity of Retract Bin / Reject Bin	Clause modified: At least one stacker with minimum 100 card capacity with thermal printing and retract bin (30 to 50). Please refer corrigendum
128	125	3.b. Touch Screen	8.32. ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	Operating Temperature: 5 to 50 Centigrade.	Touch Screen Monitor moderate temperature is in between +0 to +45 degree Celsius. We are requesting the bank to change it accordingly.	no change in RFP clause

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129	125	3.d. Debit Card Printer, Scanner and Keyboard	8.32. ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	Feeder Capacity should have at least one 500 card feeder	Suggesting to reduce the feeder capacity to at least 100 card feeder so that Embossing can be done with Multit Hopper.	Clause modified, Please refer corrigendum
130	125	3.d. Debit Card Printer, Scanner and Keyboard	8.32. ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	Multi Hopper Card Printer with embosser Feeder Capacity should have at least one 500 card feeder	What is the minimum hoppers quantity required to load the cards?	Clause modified, Please refer corrigendum
131	125	3.d. Debit Card Printer, Scanner and Keyboard	8.32. ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	Multi Hopper Card Printer with embosser Feeder Capacity should have at least one 500 card feeder	How many variants of cards are required to hold it in the Hoppers? and what is the minimum capacity to hold the cards in each Hopper?	Clause modified, Please refer corrigendum. At least one stacker with minimum 100 card capacity. Two variants cards(RuPay / VISA) are to be in use.
132	125	8.32. 3.c. A4 Printer	8.32. ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	A4 printer with inbuilt scanning facility	Request the Bank to specify the paper loading capacity required for A4 Laser Printer. Also suggest the type of printer. Request you to keep it to minimum 100 sheets.	Minimum 100 sheet paper loading capacity is required
133	125	8.32. 3.c. A4 Printer	8.32. ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	A4 Printer: A4 printer with inbuilt scanning facility Printer speeds up to 480 cps Printer head life of 400 million characters	What is the use of inbuilt scanning feature in an A4 Printer? Whether bank is mentioned here it as Passbook printer or A4 Printer? Need clarification.	Clause modified, please refer corrigendum
134	125	8.32. 3d. Debit Card Printer, Scanner and Keyboard	8.32. ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	Encoding options should include ISO magnetic strips (standard), Contact Smartcards, Contactless smartcards.	We request bank to please clarify if the cards will already encoded or will have to be written at the time of dispense.	Modalities will be shared with successful bidder
135	126	5. f. Remote Management & Monitoring	8.32. ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	Maintains log for all transactions between Multi-Function Kiosk, Middleware and B@ncs24 / another Bank's system.	We request bank to share MIS and other reports expected formats for log analysis and monitoring. Kindly confirm what does another Bank's system means?	Modalities will be shared with successful bidder

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136	126	1.1.6 a	8.32. ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	Internal Processing Unit: Intel, AMD equivalent 2.9 GHZ or higher	In 8.27. ANNEXURE C : SCOPE OF WORK, In Page No. 94 : It is mentioned as Processor: Pentium Corei5 or higher , 2.90 Ghz. Kindly let us know on the final specifications to be considered.	Intel, AMD equivalent 2.9 GHZ or higher is required
137	126	1.1.6 d	8.32. ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	8 GB DDR 3 RAM memory	In same 8.27. ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS : 3.a. In Page No. 124, It is mentioned as 8 GB DDR4 RAM or higher . This is leading to confusion. Kindly let us know on the final specifications to be considered.	Clause modified, 8 GB DDR4 RAM or higher is accepted
138	126	8.32 (5 C)	ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	Will be communication tool and will maintain log for all transactions between Passbook printing kiosk and Core banking	Request Bank to kindly clarify as its mentioned Pass Kiosk were as there is no passbook issuance or printing in the scope of the bidder	Clause modified, Please refer corrigendum
139	127	10. a. Interface	8.32. ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	Interface: Capable of providing interface to Middleware Server and further integrating it to CBS, Switch or Banks system.	If through middleware then is it to be provided by bidder? Is there any other already existing Kiosks to be connected / monitored? if so Kindly mention the quantity, make and model of existing kiosks if it is to be included.	Middleware Solution to be provided by bidder and the necessary Hardware will be provided by Bank
140	128	8.32. 4. Additional terms	8.32. ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	The Multi-Function Kiosks need to be energy efficient. The Multi-Function Kiosks to be supplied have to be fully functional in extreme weather conditions (temperature, humidity, dust, etc.) as per industry standard within the country.	Some of the components in the Kiosk are temperature sensitive and if it exceeds 45 degrees Celsius, then the component might malfunction. Request bank to use the machines in the AC environment	No change in RFP clause
141	128	1.1. 5 Additional Terms	8.32. ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	We offer a comprehensive warranty period of 36 months from the date of installation/satisfactory commissioning of the equipment without any visit charges/part replacement charges and comprehensive AMC of 48 months after warranty period without any visit charges/part replacement charges.	Everywhere in RFP document, it's mentioned that AMC is for 2 years but here it has mentioned it as 48 months i.e. 4 years. Need clarity from the bank.	Typo Error. AMC will be for a period of 24 Months after warranty completion of warranty period

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142	128	8.32. Additional terms 3.	8.32. ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	<p>All upgrades / proprietary software upgrades / patches/ licenses will be provided free of cost and also installed in all the Multi-Function Kiosks at no cost to the Bank for the entire period of support committed. OS Hardening has to be done for the Multi-Function Kiosk. The bidder is responsible for ensuring that system does not get affected by virus/malware.</p> <p>Also bidder should ensure that the OS installed in the Passbook Kiosks should not be “Out of Support”. The installed OS to be timely updated/upgraded without any additional cost to the Bank so as to ensure the avoidance of any threat/compromise. The bidder should provide all the security features applicable for passbook printing kiosks such as its Terminal Security & other security features as mandated by any regulatory authority.</p>	Request Bank to kindly clarify as its mentioned Pass Kiosk were as there is no passbook issuance or printing in the scope of the bidder	Please read 'Passbook Kiosk' as "Multi Function Kiosk" in the clause

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143	128	8.32. Additional terms 3.	8.32. ANNEXURE H: COMPLIANCE TO TECHNICAL SPECIFICATIONS	All upgrades / proprietary software upgrades / patches/ licenses will be provided free of cost and also installed in all the Multi-Function Kiosks at no cost to the Bank for the entire period of support committed. OS Hardening has to be done for the Multi-Function Kiosk. The bidder is responsible for ensuring that system does not get affected by virus/malware. Also bidder should ensure that the OS installed in the Passbook Kiosks should not be "Out of Support". The installed OS to be timely updated/upgraded without any additional cost to the Bank so as to ensure the avoidance of any threat/compromise. The bidder should provide all the security features applicable for passbook printing kiosks such as its Terminal Security & other security features as mandated by any regulatory authority.	Kiosks will be enabled with default Windows OS firewall available as part of the OS. Any other intrusion detection, port scans and other virus/ malware/ ransom ware attacks have to be managed and handled by the Bank's firewall / Intrusion Detection System / Anti-virus. Please clarify.	Bidder's assumption is correct
144	130	7.29.5	ANNEXURE J: SECURITY FEATURES COMPLIANCE	The Multi-function kiosk should have Terminal Security Solutions Such as Hard Disk encryption, port whitelisting, application whitelisting, EPP security, disabling USB ports, disabling auto run facility applying the latest patches of OS, other software, time based admin access, BIOS passwords etc.	We suggest bank that the devices inside the kiosk are connected on USB ports. Devices will not work if USB ports are disabled.	Modalities will be shared with successful bidder

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145	130	7.29.3.	ANNEXURE J: SECURITY FEATURES COMPLIANCE	Kiosk Partner should ensure that traffic to be end to end IPsec/ AES 512 or higher version encrypted between Passbook Printing Kiosk and Bank's DC & DR.	Request Bank to kindly clarify as its mentioned Pass Kiosk were as there is no passbook issuance or printing in the scope of the bidder	Clause modified, Please refer corrigendum
146	26	7.1	Performance Bank Guarantee	The successful bidder should furnish a Performance Bank Guarantee to the extent of 10% (or as applicable during the period of contract as per Govt guidelines) of the value of the contract within 30 days of the date of receipt of the purchase order/Indent. T	Request Bank to reduce Bank Guarantee to 3%.	To be checked by IT
147	32	7.27.1	Termination	The Bank shall be entitled to terminate the agreement with the bidder at any time by giving Thirty (30) days prior written notice to the bidder without assigning any reason	Request Bank to amend this clause with a cure period of 90 days in case of any discrepancy.	No change in RFP clause
148	35	7.33	Liquidated Damages	If there is a delay by the bidder in the delivery of the complete hardware and software as will be mentioned in the purchase order, the bidder will be liable to pay a sum of Rs.10000/- per site per week	Request bank to reduce this penalty to Rs 1000 /- per site per week	No change in RFP clause
149	37	7.35	Force Majeure	If the event of force majeure continues for a period of more than Fifteen (15) consecutive days, then bank may have the option to terminate the Agreement upon written notice of such termination to the other party."	Request Bank to remove this clause as Force Majeure should not be a reason for termination of SLA.	No change in RFP clause
150	88	8.25	ANNEXURE A: COMMERCIAL BID FORMAT	Total Cost of Ownership (1+2+3) for 300 Multi-Function Kiosk	Request Bank to remove optional items from TCO calculation.	No change in RFP clause
151	92	8.27	1.1. ANNEXURE C: SCOPE OF WORK	d. The delivery will be spread across PAN India and deployment to be completed as per Bank's requirement. The Vendor shall be responsible for delivery of MFK ordered at all the sites and for making them fully operational within 4 weeks after certification & successful testing, at no additional charges.	Request Bank to make Delivery timeline as 8 weeks.	No change in RFP clause

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152	93	8.27	1.1. ANNEXURE C: SCOPE OF WORK (pt - I)	I. Kiosk partners shall shift the Multi-Function Kiosk to new locations as per the Bank's requirement in case of relocation without any additional cost to Bank.	Shifting Cost should be on mutually agreed basis	Relocation Cost would be taken as a separate line item in Commercial Bid
153	114	8.28	1.1. ANNEXURE D: ELIGIBILITY EVALUATION(Pt 6)	Bidder should have experience in deploying/ undertaking the activities of Managed Services for at least 500 MFKs/ other Kiosks cumulatively in India in any of the BFSI institution in last three years from the date of issuance of this RFP	Request Bank to amend as below - Bidder/OEM should have experience in deploying/ undertaking the activities of Managed Services for at least 500 MFKs/ Self Service Devices/ other Kiosks cumulatively in India in any of the BFSI institution in last three years from the date of issuance of this RFP	Clause modified as under : Bidder should have experience in deploying/ undertaking the activities of Managed Services for at least 240 MFKs/ Cheque Deposit Kiosks/Self Update Passbook Printing Kiosks / Any other Banking function Kiosks cumulatively in India in any of the BFSI institution in last three years from the date of issuance of this RFP
154	117	8.29	1.1. ANNEXURE E: PAYMENT TERMS	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	Already PBG required is 10% thus request Bank not to hold 10% amount.	No change in RFP clause
155	121		Uptime Service Levels:	The bidder should provide the support Facility Management Services on 24 X 7 basis in a year during the contract as defined in the Facility Management Scope	Request bank to clarify on this clause.	No change in RFP clause
156	92	8.27/b	ANNEXURE C: SCOPE OF WORK	Online SB Account Opening through E-KYC and V-KYC	Bank to clarify the process flow of account opening and Integration Parameter with CBS or Switch for account number. Bank to clarify Card data printing process. Bank to clarify the e-KYC and V-KYC process and integration API parameter.	Modalities will be shared with successful bidder

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157	92	8.27/b	ANNEXURE C: SCOPE OF WORK	Instant issuance of Debit card	Bank to clarify the process flow of debit card issuance, Need to understand which Card variant i.e (Master /Visa / Rupay) should be issued by MFK. Bank to confirm if any integration with CBS or Switch will required for dispensing of debit card.	Modalities will be shared with successful bidder
158	92	8.27/b	ANNEXURE C: SCOPE OF WORK	Cheque book request	Bank to clarify the process flow & Integration API will be required.	Modalities will be shared with successful bidder
159	92	8.27/b	ANNEXURE C: SCOPE OF WORK	Grievance Redressal System	Bank to clarify the process flow & Integration API will be required.	Modalities will be shared with successful bidder
160	92	8.27/b	ANNEXURE C: SCOPE OF WORK	Debit Card/ Credit Card Hot listing	Bank to clarify the process flow of Hot cards listing.	Modalities will be shared with successful bidder
161	92	8.27/b	ANNEXURE C: SCOPE OF WORK	FasTag services	Bank to confirm the services and API for integration with fast tag service.	Modalities will be shared with successful bidder
162	92	8.27/b	ANNEXURE C: SCOPE OF WORK	Bill Payments	Bank to confirm the number of aggregator for bill payment and how it will integrated with the aggregator for validation and payment posting. Bank to confirm the mode of payment for bill payment.	Modalities will be shared with successful bidder
163	92	8.27/b	ANNEXURE C: SCOPE OF WORK	Apply for Insurance Plan	Bank to clarify the process & API required for Integration	Modalities will be shared with successful bidder
164	92	8.27/b	ANNEXURE C: SCOPE OF WORK	PMJDY account opening	Bank to confirm the process flow and integration points required for account opening.	Modalities will be shared with successful bidder
165	92	8.27/b	ANNEXURE C: SCOPE OF WORK	Onboarding of Govt. sponsored schemes under National Portal.	Bank to provide process flow of various service and confirm the any API required for integration with services.	Modalities will be shared with successful bidder
166	92	8.27/b	ANNEXURE C: SCOPE OF WORK	MSME ZED Certification Scheme	Bank to confirm the process flow	Modalities will be shared with successful bidder
167	93	8.27/p	ANNEXURE C: SCOPE OF WORK	The Multi-Function Kiosk at any point of time will never communicate directly with interface server or switch. The communication should always be there through Middleware	Bank to confirm who will provide the required hardware and licences like server OS and Database license.	Modalities will be shared with successful bidder
168	94		HIGH LEVEL TECHNICAL SPECIFICATIONS		a) Touch monitor with PCAP technology supports scrolling feature. b) Requesting bank to include PCAP also	Higher version is required

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169	95		HIGH LEVEL TECHNICAL SPECIFICATIONS		a) Need to know , the utility of A4 size printer? b) Do you want A4 size laser or dot matrix printer ? c) The specs mentioned are of Passbook printer , that has A4 size printing and inbuilt scanning facility & meets the 480 cps print speed	Clause modified: Please refer corrigendum
170	95		HIGH LEVEL TECHNICAL SPECIFICATIONS		a) Feeder Capacity should have at least one 500 card feeder : The standard card hopper in a dye sublimation printer with embosser is multiple hopper of 100 card capacity so we request the bank to change this clause to “ at least 3 hoppers with 100 card capacity”. b) Software Environment : Hardware Premium Suite with Premium SDK provided without any cost to bank.: This SDK is applicable to Desktop printer and not applicable to printers with embossing facility and in any case bank do not need the SDK as the integration will be done by the SI. So request the bank to remove the clause. c) This point is not related to specification but very important, they have not specified the total time given for installation on the 300 kiosk, this needs to be specified.	Clause modified, Please refer corrigendum
171	96		HIGH LEVEL TECHNICAL SPECIFICATIONS		a) Why the need for separate scanner , when the Passbook printer can do the A4 size document scanning . b) However , if the bank goes with A4 Size Laser Printer , then they shall require a A4 size Document Scanner	No change in RFP clause
172	99	8.27	HIGH LEVEL TECHNICAL SPECIFICATIONS Security	PCI 2.0 certified EPP	Bank to confirm on the PCI DSS certificate will be required for Integration of EPP and Switch.	EPP Keypad is not required by Bank. Corrigendum to be issued

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173	29	7.23	Support	The bidder should ensure 24 X 7 support team at all the locations. The bidder should be able to provide efficient and effective support at all locations so as to meet 24*7hrs service support with maximum 4hrs response time	Service Support 24 x 7 should be removed. It should be in banking working day/hours	No change in RFP clause
174	29	7.25	Completeness of Installation	<p>The installation will be deemed as incomplete if any component of the Multi-Function Kiosk or any documentation/media is not delivered or is delivered but not installed and/or not operational or not acceptable to Bank of Maharashtra after acceptance testing/examination.</p> <p>In such an event, the supply & installation will be termed as incomplete and it will not be accepted and warranty period will not commence. The entire site will be accepted after complete commissioning of equipment and satisfactory working of the entire equipment for a minimum period of 15 days.</p>	Deemed installation clause should be added if site not ready. Warranty should be after either installation or after deemed approval.	No change in RFP clause
175	30	7.26	Cancellation of Contract and Compensation	The Bank reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the Bank on the following circumstances:	Please clarify upper limit for recovery of amount.	No change in RFP clause

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176	35	7.33	Liquidated Damages	If there is a delay by the bidder in the delivery of the complete hardware and software as will be mentioned in the purchase order, the bidder will be liable to pay a sum of Rs.10000/- per site per week or part thereof (If the delay period is more than 3 days, it will be treated as one full week) to the maximum of total order value for that site of delay beyond the scheduled delivery date by way of liquidated damages. The liquidated damages are pre-estimates of the loss or damage that may be sustained by Bank. In case the complete delivery is delayed beyond the scheduled delivery date, Bank reserves the right to cancel the contract and return the partially delivered equipment, if any, at the cost of the bidder. In case the bidder fails to deliver all the deliverables as specified in the order, the liquidated damages will be charged on the entire contract value.	Penalty should be Rs. 1500/- per site per week and week should be considered as 7 days.	No change in RFP clause
177	91	8.26	ANNEXURE B: TECHNICAL EVALUATION CRITERIA	Bidders'/OEM's experience in delivering & installing multi-Function Kiosk in last 5 years from the date of RFP(Copy of PO/work order along with satisfactory Performance Certificate to be submitted as necessary evidence)	Bidders'/OEM's experience in delivering & installing multi-Function Kiosk/ Other Banking Kiosk/Cash Deposit Kiosk/Cash Recyclers in last 5 years from the date of RFP(Copy of PO/work order along with satisfactory Performance Certificate to be submitted as necessary evidence)	No change in RFP clause

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178	91	8.26	ANNEXURE B: TECHNICAL EVALUATION CRITERIA	in Public sector undertaking / Govt. Organization/ PSBs/ Public Insurance companies (6 Marks for each implementation with Min 500 Self Update Passbook Printing Kiosk and in multiple of 6 for each such successful installation subjected to Max 18 Marks)	in Public sector undertaking / Govt. Organization/ PSBs/ Public Insurance companies/Public Listed Company (6 Marks for each implementation with Min 100 Self Update Passbook Printing Kiosk/ Banking Kiosk/Cash Deposit Kiosk/ Recyclers and in multiple of 6 for each such successful installation subjected to Max 18 Marks)	Annexure B- Technical Evaluation Criteria modified, Please refer Corrigendum.
179	91	8.26	ANNEXURE B: TECHNICAL EVALUATION CRITERIA	in private Banks / foreign banks/ any other BFSI Sector (4 Marks for each implementation with Min 500 Self Update Passbook Printing Kiosks and in multiple of 4 for each such successful installation subjected to Max 12 Marks)	in private Banks / foreign banks/ any other BFSI Sector/ Public Listed Company (4 Marks for each implementation with Min 100 Self Update Passbook Printing Kiosks/ Banking Kiosk/Cash Deposit Kiosk/ Recyclers and in multiple of 4 for each such successful installation subjected to Max 12 Marks)	No change in RFP clause. Passbook Printing Kiosk is to be read as Multi Function Kiosk
180	94	8.27	ANNEXURE C: SCOPE OF WORK	d. The delivery will be spread across PAN India and deployment to be completed as per Bank's requirement. The Vendor shall be responsible for delivery of MFK ordered at all the sites and for making them fully operational within 4 weeks after certification & successful testing, at no additional charges.	d. The delivery will be spread across PAN India and deployment to be completed as per Bank's requirement. The Vendor shall be responsible for delivery of MFK ordered at all the sites and for making them fully operational within 12 weeks after certification & successful testing, at no additional charges.	No change in RFP clause
181	96	8.27	ANNEXURE C: SCOPE OF WORK	t. Vendor should have centralized complaint monitoring system in place with toll free number for call logging and web-based call login facility with 24x7 access for Bank/branches/offices.	t. Vendor should have centralized complaint monitoring system in place with toll free number for call logging and web-based call login facility with Banking Hours access for Bank/branches/offices.	No change in RFP clause
182	98	8.27	ANNEXURE C: SCOPE OF WORK - HIGH LEVEL TECHNICAL SPECIFICATIONS	Kiosk partners shall shift the Multi-Function Kiosk to new locations as per the Bank's requirement in case of relocation without any additional cost to Bank.	Shifting the Multi-Function Kiosk to new locations should be at additional cost to Bank as vendor will be unaware how many shifting need to be in tenure	Relocation Cost would be taken as a separate line item in Commercial Bid

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183	115	8.28	ANNEXURE D: ELIGIBILITY EVALUATION	<p>Balance Sheets – FY 2019-20 FY 2020-21 FY 2021-22</p> <p>Turnover of the bidder should be at an average of Rs.100 Crores per year. Certified / Audited Balance Sheets and P&L statements for last 3 years should be submitted in support of the turnover and profitability. The Bidder should submit a Certificate from their Chartered Accountants regarding their financial capability.</p> <p>Startups (whether MSEs or otherwise) subject to meeting of quality and technical specifications are eligible for relaxation of 10% in turnover criteria.</p>	<p>If any bidder falls under MSE (as per guidelines issues by Ministry of MSME ,GOI and Startups (as Defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document (Rule 173 (i) of GFR 2017) then Turnover criteria will be not applicable. We request bank kindly consider govt of India Clause for MSME bidders, we already supplied passbook printing and other banking kiosk to different coop banks and organizations. For MSME or Startups Turover criteria requested is Average of Rs. 2.5 Crores per year.</p>	No Change in RFP Clause
184	116	8.28	ANNEXURE D: ELIGIBILITY EVALUATION	<p>Profit / Net worth figureFY 2019-20 FY 2020-21 FY 2021-22</p> <p>Should be in positive net worth in last two of preceding three years</p>	<p>Profit / Net worth figureFY 2019-20 FY 2020-21 FY 2021-22</p> <p>Should be in positive net worth/profit in last two of preceding three years</p>	No Change in RFP Clause
185	116	8.28	ANNEXURE D: ELIGIBILITY EVALUATION	ROHS certified	Devices used in Kiosk should be ROHS certified. Kiosk should not be mandatory to have ROHS.	Bidder's assumption is correct
186	116	8.28	ANNEXURE D: ELIGIBILITY EVALUATION	MFKs will be installed across the length and breadth of the country. Vendor or its service provider should have support center across locations in India, which should cover our 43 zones across the country and minimum one center per state.	Minimum one center per state should be removed considering North East States	No change in RFP clause

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187	121	8.30	ANNEXURE F: PROJECT TIMELINES	UAT acceptance Testing of the Multi-Function Kiosk machine 2-3 weeks from date of acceptance of the purchase order by the Successful Bidder	UAT acceptance Testing of the Multi-Function Kiosk machine 4-6 weeks from date of acceptance of the purchase order by the Successful Bidder	No change in RFP clause
188	121	8.30	ANNEXURE F: PROJECT TIMELINES	Delivery, Installation and Commissioning of Multi-Function Kiosk with training to staff. 4 weeks from date of issuing delivery instructions to the Successful Bidder	Delivery, Installation and Commissioning of Multi-Function Kiosk with training to staff. 12 weeks from date of issuing delivery instructions to the Successful Bidder	No change in RFP clause
189	123	8.31	ANNEXURE G: SERVICE LEVEL REQUIREMENTS	Vendor will have to guarantee a minimum uptime of 99.5%, calculated on a monthly basis. Application (As a whole / any module of the application) availability will be 99.5% on 24x7x365. The penalty will be calculated as per the details given below.	Vendor will have to guarantee a minimum uptime of 95%, calculated on a monthly basis. Application (As a whole / any module of the application) availability will be 95% on 24x7x365. The penalty will be calculated as per the details given below.	No change in RFP clause
190	123	8.31	ANNEXURE G: SERVICE LEVEL REQUIREMENTS	Any components, including the software deliverables / hardware equipment that are reported to be down on a given date should be repaired / replaced with identical or higher configuration within 24 hours at no extra cost to the Bank. The same should be made operational within 36 hours. The timeliness provided in this section pertains to replacement of redundant components. However, the bidder has to maintain the required uptime.	Any components, including the software deliverables / hardware equipment that are reported to be down on a given date should be repaired / replaced with identical or higher configuration within 72 hours at no extra cost to the Bank. The same should be made operational within 72 hours. The timeliness provided in this section pertains to replacement of redundant components. However, the bidder has to maintain the required uptime.	No change in RFP clause
191	125	Compliance	COMPLIANCE TO TECHNICAL SPECIFICATIONS	Feeder Capacity should have at least one 500 card feeder	The standard configuration of Dye Sublimation printer with embosser suitable to be fitted in a Kiosk is with multi hoppers with 100 card capacity. We request the bank to consider this standard for the RFP	Clause modified, Please refer corrigendum

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192	26	7.10	Performance Bank Guarantee	The successful bidder should furnish a Performance Bank Guarantee to the extent of 10% (or as applicable during the period of contract as per Govt guidelines) of the value of the contract within 30 days of the date of receipt of the purchase order/Indent. The Performance Bank Guarantee has to be submitted in the format as per Annexure 11. The performance guarantee would be for the entire period of the Contract plus 6 months.	1.1. ANNEXURE 5 : TENDER OFFER COVER LETTER states Performance Bank Guarantee as 3% To clarify the % for Performance Bank Guarantee	Performance Bank Guarantee to the extent of 10% required to be submitted
193	57	8.50	TENDER OFFER COVER LETTER	1.1. ANNEXURE 5 : TENDER OFFER COVER LETTER states Performance Bank Guarantee as 3% To clarify the % for Performance Bank Guarantee	In 7.10 Under Performance Bank Guarantee as given in point 1, Performance Bank Gurantee % is 10% whereas in covering letter it is 3% of contract value	Performance Bank Guarantee to the extent of 10% required to be submitted
194	29	7.23	Support	The bidder should ensure 24 X 7 support team at all the locations. The bidder should be able to provide efficient and effective support at all locations so as to meet 24*7hrs service support with maximum 4hrs response time	Service Support 24 x 7 should be changed to banking working hours. Maximum 4 hours response time should be changed to maximum 4 hours response time to log ticket.	No Change in RFP Clause

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195	29	7.25	Completeness of Installation	<p>The installation will be deemed as incomplete if any component of the Multi-Function Kiosk or any documentation/media is not delivered or is delivered but not installed and/or not operational or not acceptable to Bank of Maharashtra after acceptance testing/examination.</p> <p>In such an event, the supply & installation will be termed as incomplete and it will not be accepted and warranty period will not commence. The entire site will be accepted after complete commissioning of equipment and satisfactory working of the entire equipment for a minimum period of 15 days.</p>	Deemed installation clause should be added if site not ready. Warranty should be after either installation or after deemed approval.	No change in RFP Clause
196	30	7.26	Cancellation of Contract and Compensation	The Bank reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the Bank on the following circumstances:	Please clarify upper limit for recovery of amount.	No Change in RFP Clause
197	30	7.27	exit option	g. Delay in delivery / installation / commissioning of Video Conferencing solution beyond the specified period for the same as mentioned in the order.	Video conferencing solution needs to be corrected to MFK	Clause modified, Please refer corrigendum

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198	35	7.33	Liquidated Damages	If there is a delay by the bidder in the delivery of the complete hardware and software as will be mentioned in the purchase order, the bidder will be liable to pay a sum of Rs.10000/- per site per week or part thereof (If the delay period is more than 3 days, it will be treated as one full week) to the maximum of total order value for that site of delay beyond the scheduled delivery date by way of liquidated damages. The liquidated damages are pre-estimates of the loss or damage that may be sustained by Bank. In case the complete delivery is delayed beyond the scheduled delivery date, Bank reserves the right to cancel the contract and return the partially delivered equipment, if any, at the cost of the bidder. In case the bidder fails to deliver all the deliverables as specified in the order, the liquidated damages will be charged on the entire contract value.	Penalty should be Rs. 2500/- per site per week and week should be considered as 7 days.	No change in RFP clause
199	91	8.26	ANNEXURE B: TECHNICAL EVALUATION CRITERIA	Bidders'/OEM's experience in delivering & installing multi-Function Kiosk in last 5 years from the date of RFP (Copy of PO/work order along with satisfactory Performance Certificate to be submitted as necessary evidence)	The clause should be changed to Bidders'/OEM's experience in installing & servicing multi-Function Kiosk/ Other Banking Kiosk/Cash Deposit Kiosk/Cash Recyclers in last 3 years from the date of RFP(Copy of PO/work order along with satisfactory Performance Certificate to be submitted as necessary evidence)	No change in RFP clause

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200	94	8.27	ANNEXURE C: SCOPE OF WORK	d. The delivery will be spread across PAN India and deployment to be completed as per Bank's requirement. The Vendor shall be responsible for delivery of MFK ordered at all the sites and for making them fully operational within 4 weeks after certification & successful testing, at no additional charges.	d. The delivery will be spread across PAN India and deployment to be completed as per Bank's requirement. The Vendor shall be responsible for delivery of MFK ordered at all the sites and for making them fully operational within 12 weeks after certification & successful testing, at no additional charges.	No change in RFP clause
201	96	8.27	ANNEXURE C: SCOPE OF WORK	t. Vendor should have centralized complaint monitoring system in place with toll free number for call logging and web-based call login facility with 24x7 access for Bank/branches/offices.	t. Vendor should have centralized complaint monitoring system in place with toll free number for call logging and web-based call login facility with Banking Hours access for Bank/branches/offices.	No Changes in RFP Clause
202	98	8.27	ANNEXURE C: SCOPE OF WORK - HIGH LEVEL TECHNICAL SPECIFICATIONS	Kiosk partners shall shift the Multi-Function Kiosk to new locations as per the Bank's requirement in case of relocation without any additional cost to Bank.	Shifting the Multi-Function Kiosk to new locations should be at additional cost to Bank.	Relocation Cost would be taken as a separate line item in Commercial Bid
203	115	8.28	ANNEXURE D: ELIGIBILITY EVALUATION	<p>Balance Sheets – FY 2019-20 FY 2020-21 FY 2021-22</p> <p>Turnover of the bidder should be at an average of Rs.100 Crores per year. Certified / Audited Balance Sheets and P&L statements for last 3 years should be submitted in support of the turnover and profitability. The Bidder should submit a Certificate from their Chartered Accountants regarding their financial capability.</p> <p>Startups (whether MSEs or otherwise) subject to meeting of quality and technical specifications are eligible for relaxation of 10% in turnover criteria.</p>	Request you to consider the average turnover as Rs.20 Crore.	No change in RFP clause

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204	116	8.28	ANNEXURE D: ELIGIBILITY EVALUATION	ROHS certified	Devices used in Kiosk should be ROHS certified. Kiosk should not be mandatory to have ROHS.	Bidder's assumption is correct
205	116	8.28	ANNEXURE D: ELIGIBILITY EVALUATION	MFks will be installed across the length and breadth of the country. Vendor or its service provider should have support center across locations in India, which should cover our 43 zones across the country and minimum one center per state.	Minimum one center per state should be removed considering North East States	Bidder should provide at least one centre at all major cities catering all 43 Zones of Bank.
206	121	8.30	ANNEXURE F: PROJECT TIMELINES	UAT acceptance Testing of the Multi-Function Kiosk machine 2-3 weeks from date of acceptance of the purchase order by the Successful Bidder	UAT acceptance Testing of the Multi-Function Kiosk machine 4-6 weeks from date of acceptance of the purchase order by the Successful Bidder	No change in RFP clause
207	121	8.30	ANNEXURE F: PROJECT TIMELINES	Delivery, Installation and Commissioning of Multi-Function Kiosk with training to staff. 4 weeks from date of issuing delivery instructions to the Successful Bidder	Delivery, Installation and Commissioning of Multi-Function Kiosk with training to staff. 12 weeks from date of issuing delivery instructions to the Successful Bidder	No change in RFP clause
208	123	8.31	ANNEXURE G: SERVICE LEVEL REQUIREMENTS	Vendor will have to guarantee a minimum uptime of 99.5%, calculated on a monthly basis. Application (As a whole / any module of the application) availability will be 99.5% on 24x7x365. The penalty will be calculated as per the details given below.	Vendor will have to guarantee a minimum uptime of 95%, calculated on a monthly basis. Application (As a whole / any module of the application) availability will be 95% on 24x7x365. The penalty will be calculated as per the details given below.	No Change in RFP Clause

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209	123	8.31	ANNEXURE G: SERVICE LEVEL REQUIREMENTS	Any components, including the software deliverables / hardware equipment that are reported to be down on a given date should be repaired / replaced with identical or higher configuration within 24 hours at no extra cost to the Bank. The same should be made operational within 36 hours. The timeliness provided in this section pertains to replacement of redundant components. However, the bidder has to maintain the required uptime.	Any components, including the software deliverables / hardware equipment that are reported to be down on a given date should be repaired / replaced with identical or higher configuration within 72 hours at no extra cost to the Bank. The same should be made operational within 72 hours. The timeliness provided in this section pertains to replacement of redundant components. However, the bidder has to maintain the required uptime.	No Change in RFP Clause
210	121	8.31	Uptime Service Level	Uptime Percentage & Penalty Details A >= 99.00% - No Penalty 99.00% =< A <98% - 2% of cost of monthly ATS charges 98.00% =< A <= 96% - 5% of cost of monthly ATS charges A < 96% - Penalty at an incremental rate of 1% (in addition to a base of 5%) of cost of monthly ATS charges for every 0.1% lower than the stipulated uptime If Vendor materially fails to meet an uptime of 97.00% for three (3) consecutive months, the Bank may have the right to terminate the contract.	Uptime Percentage & Penalty Details A >= 95.00% - No Penalty 95.00% =< A <94% - 2% of cost of monthly ATS charges 94.00% =< A <= 92% - 5% of cost of monthly ATS charges A < 92% - Penalty at an incremental rate of 1% (in addition to a base of 5%) of cost of monthly ATS charges for every 0.1% lower than the stipulated uptime If Vendor materially fails to meet an uptime of 93.00% for three (3) consecutive months, the Bank may have the right to terminate the contract.	No Change in RFP Clause