

Pre-bid Queries : RFP 11/2022-23 for Supply, Installation, Maintenance of Cash Recycler and providing Managed Services for 7 years							
Sl. No	Page #	Point / Section #	Main Section name	Clarification point as stated in tender document	Comment / Suggestions	Bank's Response	Response Category
1	18	3.22	Preference for Public Procurement (Preference to Make in India):	Guidelines issued as per PPP-MII (Public Procurement (Preference to Make in India), 16th September 2020) by Government of India will be followed for evaluation of the bids.	<p>Request Bank to consider all the circulars released by DPIIT, Govt till date on the Public procurement policy as under:</p> <p>Guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPP-MII Order and subsequent revisions in 2018~19 with last revision dated 16th Sep 2020 thereto will be applicable for this RFP and Public Procurement (Preference to Make in India), Order 2017 – Revision vide Order No. P-45021/2/2017-PP (BE-II) dated May 28, 2018 - Revision order No. P-45021/2/2017-PP (BE-II) dated 16.09.2020 and as per subsequent guidelines issued by Govt of India procurement manual updated up to June 2022 and clarification office memorandum 04th March, 2021 regarding non-local suppliers in respect of imported products in which clearly states that any Bidder who is importing the product will fall under NON-LOCAL-SUPPLIER, and should not be considering them as Class I or Class II local suppliers for “on Make in India” Preference.</p>	In line with Public Procurement (Preference to Make in India) order 2017 guidelines and subsequent revisions/clarifications/amendments issued by ministry of commerce and industry, Department of promotion of industry and internal trade, GOI, bids will be evaluated by the Bank.	No Change
2	82	7.24	ANNEXURE 25: FORMAT FOR LOCAL CONTENT	<p>CERTIFICATION FOR LOCAL CONTENT</p> <p>This is to certify that proposed RFP# 11/2022-23 for Supply, Installation, Maintenance of Cash Recycler and providing Managed Services for 7 years is having the local content of _____% as defined in the above mentioned RFP and amendment thereto.</p> <p>This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 – Revision vide Order No. P-45021/2/2017-PP (BE-II) dated 04th June, 2020.</p> <p>Issued by Department for Promotion of Industry and Internal Trade, Ministry of Commerce and Industry, Govt.</p>	<p>The RFP in its current form and shape is violating the Govt guidelines on Public procurement policy and allows "Non local suppliers" offering imported product being qualified as "Class-I/Class-II" suppliers due to consideration of SERVICES component in TCO into Local content calculation. This defeats the overall purpose of "Make in India" and doesn't support the local manufacturers who have spent sizeably in setting up of the state of the art plant and infrastructure in India for manufacturing of ATMs/CRMs and unlawfully qualifies Vendors who supply imported product.</p> <p>Request Bank to consider all the circulars released by DPIIT, Govt till date on the Public procurement policy as under and modify the Local content certificate accordingly:</p> <p>Guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPP-MII Order and subsequent revisions in 2018~19 with last revision dated 16th Sep 2020 thereto will be applicable for this RFP and Public Procurement (Preference to Make in India), Order 2017 – Revision vide Order No. P-45021/2/2017-PP (BE-II) dated May 28, 2018 - Revision order No. P-45021/2/2017-PP (BE-II) dated 16.09.2020 and as per subsequent guidelines issued by Govt of India procurement manual updated up to June 2022 and clarification office memorandum 04th March, 2021 regarding non-local suppliers in respect of imported products.</p>	In line with Public Procurement (Preference to Make in India) order 2017 guidelines and subsequent revisions/clarifications/amendments issued by ministry of commerce and industry, Department of promotion of industry and internal trade, GOI	Change proposed for more clarity

4	43	6.61	Loading of Anti-Virus Solutions	Bank has implemented an Enterprise-wide Anti-Virus Solution across all the branches. The successful bidder will cooperate with the existing bidder of the Anti-virus solution for loading of the Anti-Virus solution on the servers /desktops or hardware, if any forming part of the proposed solution. If all the functionality of Antivirus is managed by Terminal Security Solution (TSS) then Anti -virus is not required	Bidder does not advocate the installation of Antivirus in ATMs as it can negatively impact the machine performance and availability. Instead Bidder recommends the installation of a while listing solution which provides better protection and reduces the operational burden of constant upgrade requirements. Request Bank to remove Antivirus requirement. We offer a comprehensive Application whitelisting along with purpose built Anti-virus engine. Our recommendation is not to load an additional AV which may interfere with the ATM functioning. Request Bank to look into this and amend the spec accordingly	RFP clause self explanatory, bidder has to provide TSS functionality in recyclers in line with the RBI guidelines	No Change
5	89	7.28	ANNEXURE C: SCOPE OF WORK, Sub Clause - Project Scope	2)The Cash Recyclers proposed for deployment under this RFP shall comply with all the guidelines as and when issued by RBI, IBA, NPCI/NFS, UIDAI guidelines, any other authority/regulatory, GOI guidelines. In future, if RBI or any other regulatory authority issues guidelines for development / implementation of more options in regional languages, the same should be provided to the bank 'without any additional cost' under warranty period of 3 years. After 3 years i.e. during AMC, it will be done on mutually agreed terms.	We request Bank to amend the highlighted language in RED as this has commercial implication. As Bidder cannot envisage the regulatory guidelines that may come in next three years post deployment of these CRMs, we request Bank to consider all the regulatory upgrades as and when issued by RBI, IBA, NPCI/NFS, UIDAI, GOI etc. to be performed during the warranty period of 3 years on mutually agreed cost between Bidder and Bank	No change in RFP Clause	No Change
6	89	7.28	ANNEXURE C: SCOPE OF WORK, Sub Clause - Project Scope	3)The delivery will be spread across pan India and deployment to be completed as per Bank of Maharashtra requirement. The Vendor shall be responsible for delivery of Cash Recycler ordered at all the sites and for making them fully operational within 6 weeks from the date of delivery instruction for locations where road permit is not required and 8 weeks where road permit is required (co-ordination, liaising etc. with respective authorities for obtaining entry / road permit has to be done by Vendor) at no additional charge.	Bidder Requests bank to do amendment of clause as : "The delivery will be spread across pan India and deployment to be completed as per Bank of Maharashtra requirement. The Vendor shall be responsible for delivery of Cash Recycler ordered at all the sites and for making them fully operational within 8 weeks from the date of delivery instruction for locations where road permit is not required and 10 weeks where road permit is required (co-ordination, liaising etc. with respective authorities for obtaining entry / road permit has to be done by Vendor) at no additional charge"	3)The delivery will be spread across pan India and deployment to be completed as per Bank of Maharashtra requirement. The Vendor shall be responsible for delivery of Cash Recycler ordered at all the sites and for making them fully operational within 8 weeks from the date of delivery instruction for all locations.Necessary co-ordination, liaising etc. with respective authorities for obtaining entry / road permit has to be done by Vendor at no additional charge.	Changes to enhance participation
7	89	7.28	ANNEXURE C: SCOPE OF WORK, Sub Clause - Project Scope	7)The bidder shall be responsible to implement and manage TSS (Terminal Security Solution) covering various control measures as per the RBI/IBA/NPCI/VISA/MASTER/ any other statutory authorities' 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 TSS can work as in client server mode. 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.	Request Bank to provide clarification that TSS solution servers should be HOSTED at Bidder / their partner location OR at Bank premises PR (DC) and DR location. Also BIOS password to be managed by custodian at the time of installation / handover. We will have a whitelisting of HDD and protect it through a password when installed. Request Bank to look into the same	Bidder is expected to host TSS solution at their own premises	No Change

8	91	7.28	ANNEXURE C: SCOPE OF WORK, Sub Clause - Project Scope	iii.The Cash Recycler will support functionality of inter-operable Cardless cash withdrawal (ICCW) using UPI (unified Payment Interface) platform.	We request Bank to clarify the requirement of server hardware and Software requirement for ICCW implementation. ICCW is supported on our recyclers. Bank to clarify back-end readiness and how the QR code data being sent to ATM and notification management so that we can scope this properly	RFP Clause self explanatory. The details reagrding readiness and solution identified for implementation of ICCW shall be shared with the successful bidder.	No Change
9	109	7.33	ANNEXURE H: TECHNICAL SPECIFICATIONS	The Cash Recyclers proposed for deployment under this RFP shall comply with RBI, IBA.....the bidder shall arrange for its compliance / up-gradation and bear the cost for the same during the warranty period i.e. 3 years (Three years) after 3 years..	We will offer latest available specifcation of the Recycler and will comply to latest requirement as per Bank / RBI guideline. Any additional changes beyond UAT sign-off should be considered as a new request and a mutual discussion is required for any changes and further charges based on the new scope. We request Bank to look into this aspect	No change in RFP Clause	No Change
10	109	7.33	ANNEXURE H: TECHNICAL SPECIFICATIONS	Intel core i5 Processor with 3.3 Ghz, 12MB cache and 9th generation or above.	Our current offer is Intel 10th Generation with 3.10 GHz base speed and 3.3GHz or more Turbo speed. These processors are designed to be used in an embedded systems like ATMs for longer support cycle from Intel hence request Bank to amend the close as "Intel core i5 Processor 10th Gen with 3.1 GHz / 3.3GHz Turbo speed or above with 12MB cache"	Intel core i5 Processor with 3.1 Ghz or above, 9MB cache or above and 9th generation or above.	Changes to enhance participation
11	109	7.33	ANNEXURE H: TECHNICAL SPECIFICATIONS	2x 1TB SATA HDD (Minimum)	We recommend using of SSD over HDD with the below spec which is designed for Win 10 environment. Also the sizing is done based on overall scope and future any requirements may come up 1x500GB SSD or above and 1x1TB HDD or above	No cahnge in RFP clause.	Changes to enhance participation
12	109	7.33	ANNEXURE H: TECHNICAL SPECIFICATIONS	1.7 Bidder should provide Cash Recyclers with Licensed Windows 11 Operating System or above with latest service pack or any other higher Operating Systems with latest updates. Bidder is responsible to upgrade the OS of Cash Recyclers or higher version before expiry of extended support of Service Provider at no additional cost during both warranty and AMC period. Further, Bidder should ensure that on upgradation, there should be no disruptions of service and no performance related issues faced.	Microsoft has not released Win 11 operating System with LTSC which is critical for the ATMs which are expected to be supported for 5 to 7 years. Currently we will be in a position to supply Win 10 2021 H2 LTSC which will have support till 2031 which is far ahead of support required as per the RFP scope. Request Bank to remove Win 11 from the Spec and make it as Win 10 2021 H2 LTSC or higher	1.7 Bidder should provide Cash Recyclers with Licensed Windows 10 Operating System or above with latest service pack or any other higher Operating Systems with latest updates. Bidder is responsible to upgrade the OS of Cash Recyclers or higher version before expiry of extended support of Service Provider at no additional cost during both warranty and AMC period. Further, Bidder should ensure that on upgradation, there should be no disruptions of service and no performance related issues faced.	Changes to enhance participation
13	111	7.33	ANNEXURE H: TECHNICAL SPECIFICATIONS	4.1: 15" LCD with Touch screen and 8 function keys. Should support Industry Standard Protective Touch Screen	Function keys have now become legacy technologies. We request Bank to go with Touchscreen only which is most suited for customers of today and future. Request Bank to remove FDK from the requirement and make it optional	Function Keys are Optional, subject to adherence with all guidelines from RBI/IBA for visually challenged / differently abled persons.	Changes to enhance participation
14	111	7.33	ANNEXURE H: TECHNICAL SPECIFICATIONS	4.4: Touch screen with support for visually handicapped through Function Defined Keys 4 + 4 AND EPP	For a visually challenged person, as per IBA/RBI guidelines these are to be done through EPP and screen should be hidden. Request Bank to remove the FDK from mandatory requirement and make it an optional functionality	Function Keys are Optional, subject to adherence with all guidelines from RBI/IBA for visually challenged / differently abled persons.	Changes to enhance participation
15	111	7.33	ANNEXURE H: TECHNICAL SPECIFICATIONS	5.2: Cash Recycler should be capable to accept/dispense all denominations Rs.50, Rs.100, Rs.200, Rs.600 & Rs.2000...	We hope that Rs.600 is a typo error and to be read as Rs.500	5.2: Cash Recycler should be capable to accept/dispense all denominations Rs.50, Rs.100, Rs.200, Rs.500 & Rs.2000...	Change proposed for more clarity
16	112	7.33	ANNEXURE H: TECHNICAL SPECIFICATIONS	5.14: Cash Recycler offered must pass Genuine Note Recognition Test for Indian currency notes with 100% accuracy along with 100% trace with serial number of the currency notes to...	Any device has an element of tolerance and 100% acceptance is not reasonable with the note condition in field. Request Bank to look into this matter	No change in RFP Clause	No Change

17	112	7.33	ANNEXURE H: TECHNICAL SPECIFICATIONS	5.17: Cash Recycler must pass the test to identify the year of issue of the Indian Currency Note with 100% accuracy in single test.	Year of printing cannot be read correctly, however if bank is looking for denominations prior demonetization the same is achieved through an active Currency Template available with CRM. Request Bank to clarify the same	No change in RFP Clause	No Change
18	114	7.33	ANNEXURE H: TECHNICAL SPECIFICATIONS	7.13: If camera is masked or wire is cut then machine should give alarm.	Camera not functioning can be treated and ATM can send a message however if someone blocks it the same cannot be treated as camera fault. Request Bank to amend the clause as, "ATM should send Camera fault status to switch"	No change in RFP Clause	No Change
19	114	7.33	ANNEXURE H: TECHNICAL SPECIFICATIONS	10.2: DMP/Graphic Thermal Journal Printer to print audit trail	DMP is no more offered and now all are stored in an EJ for faster and reliable reconciliation system. Request Bank to remove JP from the specification.	Journal Printer is removed from the specification	Changes to enhance participation
20	114	7.33	ANNEXURE H: TECHNICAL SPECIFICATIONS	10.4 Machine should be print customers slip in HINDI, ENGLISH and Regional Language.	The ATM application and receipt printer supports printing of images with text in any language of the banks choice. The banks switch need to be customized to print the appropriate images in the customer receipts as per customer language selection. Required images to be shared by bank to support this requirement. Requesting Bank to look into the same	Bidder understanding is correct. Machine should support printing of images with text in Hindi, English and Regional Language.	No Change
21	114	7.33	ANNEXURE H: TECHNICAL SPECIFICATIONS	10.11: Cash Recycler should have pin pad shield covering all three sides. It should be industry standard protection	We designed our ATM/CRM such a way that the PIN PAD is recessed and there are no handing parts to prevent skimming attacks. Request Bank to amend the clause as "Cash Recycler should have pin pad shield covering the PIN PAD. It should be industry standard protection"	Amended clause is as under. Cash Recycler should have pin pad shield covering the pin pad to provide industry standard protection.	Changes to enhance participation
22	115		ANNEXURE H: TECHNICAL SPECIFICATIONS	12.6: Reject BIN or Divert cassette bin with lock and key/latch/Secure Tag with capacity to hold at least 600 notes	We request Bank to look into the capacity of cassette and Reject Bin in holistic terms. A Reject bin with a min. of 300 notes with a full size cassette for non dispensing notes also acceptable to Bank as over all capacity is much higher than what asked by the Bank	Amended clause is as under. We request Bank to look into the capacity of cassette and Reject Bin in holistic terms. A Reject bin with a min. of 200 notes with a full size cassette for non dispensing notes also acceptable to Bank as over all capacity is much higher than what asked by the Bank	Changes to enhance participation
23	115	7.33	ANNEXURE H: TECHNICAL SPECIFICATIONS	13.3 Cash Recycler should be preloaded with CEN XFS 3.0 compliant layer or equivalent layer and should be capable of running multi-vendor software	Bank has rightly asked for CEN XFS 3.20 elsewhere in the RFP which is the requirement for the MV software. Request Bank to make CEN XFS 3.20 or above as a minimum requirement instead of 3.10	Amended clause is as under. Cash Recycler should be preloaded with CEN XFS 3.20 compliant layer or equivalent layer and should be capable of running multi-vendor software	Changes to enhance participation
24	116	14.7	ANNEXURE H: TECHNICAL SPECIFICATIONS	Bank stickers consisting of instruction set to the customers for operating Cash Recyclers have to be affixed at Bidder's cost on the fascia at the time of installation.	Bank to provide the content/dimensions if any so that same can be added into the scope	Details will be shared with successful bidders	No Change
25	118	3.5	ANNEXURE H: TECHNICAL SPECIFICATIONS- sub clause Terminal Security Solution Specifications:	The solution should support online and offline password management.	Password solution can either be offline or online. It cannot support both. As per the RBI guideline, we will be implementing time-based admin access control which is onetime use. There is no offline method to disable or login to an ATM hence requesting Bank to clarify the same	No change in RFP Clause	No Change
26	118	5.6	ANNEXURE H: TECHNICAL SPECIFICATIONS- sub clause Terminal Security Solution Specifications:	5.6 The solution should provide SMS and E-mail alerts for significant /critical events/changes.	This requirement is for the Application whitelisting alerts, please do confirm. Also Bank to provide infrastructure for SMS and email. Please clarify	Bank will provide infrastructure for SMS and email	No Change

27	109	1.9	7.33.ANNEXURE H: TECHNICAL SPECIFICATIONS	Voice guidance should be available in 2 languages (English and Hindi) as per the IBA standards. Other normal voice guidance should be available in 7 languages. (Bengali, Gujarati, Hindi, Kannada, Malayalam, Marathi & Telugu). Required audio files should be provided by the vendor in a standard format.	RBI mandates VG only in English and Hindi languages. Request the bank to make other regional languages optional	No change in RFP Clause	No Change
28	109	5.1	7.33.ANNEXURE H: TECHNICAL SPECIFICATIONS	Should support card less transactions for account based transactions. Should have capabilities to accept the deposits and make withdrawal through QR code scanning, NFC & Bio metric authentication.	Bidder's offered specification of the machine will support cardless transactions which are driven by the switch and comply to the NDC specifications. Any transactions which require custom development or 3rd party integration cannot be considered to be a part of this RFP unless the integration details are made available. Request the bank to confirm the same.	The transactions will be switch driven only.	No Change
29	109	8.2	7.33.ANNEXURE H: TECHNICAL SPECIFICATIONS	Should be capable of interface using ISO message standard with Bank's ATM switch	Bidder's offered specification of the machine communicates with the switch using the NDC protocol and does not rely on any ISO messaging standard. Request the bank to confirm if the same is okay or if not to provide the ISO messaging standard specifications in advance	The clause is amended as under: "Should be capable of communicating with Bank's ATM switch using NDC/DDC Protocols"	Changes to enhance participation
30	4	Annexure C scope of work	Cash Reconciliation/Management (For Location wherever cash management is entrusted to bidder):	The Vendor should provide support to resolve reconciliation disputes within 3 working days of reporting the difference. If the Vendor does not respond by third working day the difference amount will be recovered from Vendor on fourth working day	Bank is requested to confirm in SOW , that such discrepancy would be highlighted in T+2 of CBR submission& Bidder will take upto 7 days to conclude this& may request additional supporting like switch and GL details.	No change in RFP Clause	No Change
31	6	Annexure C scope of work	The Bidder shall make necessary configurations and operationalize OTC Lock. The bidder shall provide training to branch officials for day to day operations.	The bidder shall provide training to branch officials for day to day operations. The bidder will dispatch the Keys pertaining to branches / offices	Bidder seeks clarity on OTC support delivery to branches, on providing training and Keys. Bidder would also want to know current practice followed by branches for OTC function	The Bidder has to supply the Black/Red Keys to the Branches based on the indent received. Necessary support for the solution/utility deployed by the bidder for OTC has to be provided by the bidder. The OTC solution deployed in the Bank is provided 2 different OEMs. The practice followed by branches shall be shared with the successful bidder.	No Change
32	7	Annexure C scope of work	The Bidder shall make necessary configurations and operationalize OTC Lock. The bidder shall provide training to branch officials for day to day operations.	The Facility management shall generate Digital OTC passcode on the basis of requests from branches. The provision of automatic generation of passcodes and to be sent by the system to authorized mobile number of the bank custodian without manual intervention and it should have provision to integrate Bank's application (if required) without any additional cost.	Bidder confirms, any integration may have additional cost/Bank IT support& bank is requested to consider as and when required to implement	RFP clause is self explanatory	No Change

33	92	ix	30) Functional Requirements	In the event of the Bank requiring EJ of a particular transaction, vendor should provide the same within two hours in text format by email to the Branch with reconciliation report of the transactions of the particular day. In the event of non-availability of EJ centrally for whatsoever reason, the vendor should send its personnel to Branch and retrieve EJ from CASH RECYCLER hard disk and assist in reconciliation by providing transaction log, reconciliation report within one day without any additional cost to the Bank.	EJ files cannot be provided over email as they are end to end encrypted, the EJ files will be transferred to customer SFTP server where it will be decrypted for further processing.	In the event of the Bank requiring EJ of a particular transaction, vendor should provide the same within two hours in encrypted form to the Branch with reconciliation report of the transactions of the particular day. In the event of non-availability of EJ centrally for whatsoever reason, the vendor should send its personnel to Branch and retrieve EJ from CASH RECYCLER hard disk and assist in reconciliation by providing transaction log, reconciliation report within one day without any additional cost to the Bank.	Change proposed for more clarity
34	95	i	33) Centralized Electronic Journal (EJ) pulling, Software & Content distribution at Cash Recycler	The Vendor should have the facility to extract the electronic journals for all the transactions in each and every Cash Recycler deployed by it to a centralized location server and Vendor should provide a portal from where required enquiry by the branch.	Need more clarity on centralized portal. If this is about EJ viewer, an application server needs to be installed at bank premises to facilitate the requirement	RFP clause is self explanatory	No Change
35	95	ii	33) Centralized Electronic Journal (EJ) pulling, Software & Content distribution at Cash Recycler	The Vendor has to ensure that the success rate of EJ pulling is at least 98% on T+1 basis and 100% on T+3 basis.	We request Bank to consider Exclusions in situations like network outages, ATM down, force majeure etc.	RFP clause is self explanatory. The clause of Force Majeure is available in the RFP document.	No Change
36	96	v (c)	33) Centralized Electronic Journal (EJ) pulling, Software & Content distribution at Cash Recycler	Centralized content distribution to all Cash Recycler within 2 days after Bank provides creative, new/additional Cash Recycler screen sets & audio files etc. and provides details of Successful and unsuccessful upload of the same in Cash Recycler. In case it is not possible to distribute the screens through centralized mode due to size of files or any other issue, the Vendor should update the same by sending engineer onsite without any cost to Bank.	Need to be discussed and agreed with concern team on aligning CEs for the failed cases of remote distributions	RFP clause is self explanatory	No Change
37	90	7.28. ANNEXURE C: SCOPE OF WORK	7.28. ANNEXURE C: SCOPE OF WORK	17) 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.	Bidder hereby confirms that Recycler Monitoring will be done on the basis of live feeds from switch so Bidder request Bank to confirm on the requirement of logging complaints	As a part of Managed Services, bidder has to monitor the uptime of the machines based on the Switch Feed received and lodge complaint for technical issues as and when required.	No Change
38	96	34) Helpdesk & Incident Management	34) Helpdesk & Incident Management	34) Helpdesk & Incident Management Centralized Helpdesk with multiple communication lines as single point of contact for Cash Recycler or any other related issues.	Bidder Request Bank to please share details about " Other Related Issues"	Other related issues refer to technical issues in the machine deployed.	No Change
39	96	34) Helpdesk & Incident Management	34) Helpdesk & Incident Management	ii. The system should drive an automatic process (fault diagnosis, fault segregation, fault ticket generation, assigning owner to the ticket, and call to action, dispatches, progress monitoring, escalation and call closure) to record any type of fault without manual intervention.	Bank is requested to clarify if no specific tool is required. As a standard industry practice MSPs manage the faults/events of machines through bank switch feeds to MSP monitoring tool.	As a part of Managed Services, bidder has to monitor the uptime of the machines based on the Switch Feed received and lodge complaint for technical issues as and when required.	No Change
40	98	VSAT Network	36) Networking for Cash Recycler Connectivity	xiii. Networking of onsite Cash Recycler to the Cash Recycler switch at Bank's DC and DR site will be provided by Bank through branch LAN/ WAN Switch & router and network of Offsite Cash Recycler through various modes like VSAT & CDMA need to be provided by vendor. Banks already have backhaul connectivity for this.	Bank is requested to clarify, if MSP needs to procure VSAT/CDMA for offsite locations. As a standard practice, network vendors (VSAT) supports the backhauling as per the arrangement between "bank & Network vendor" and "The VSAT/CDMA procurer & MSP". Therefor no responsibility of MSP in this.	For Offsite locations, bidder has to provide VSAT or any suitable connectivity and manage the same.	No Change

41	99	Site Maintenance & HSK	41) Site Maintenance and House Keeping services (Optional for off-site location)	The Vendor shall ensure maintenance of all the ATM sites under the proposed contract.	Does SRM includes providing Lan cable, complete wall panelling and Duracell batteries. Bank to clarify	Bidders scope is limited to housekeeping services for offsite locations only	No Change
42	107	7.32. ANNEXURE G: SERVICE LEVEL REQUIREMENTS	i. Penalty for downtime	The Bidder shall maintain 98% overall uptime for each Cash Recycler on monthly basis. For each percentage downtime below 98%, a penalty equivalent to twice the percentage of downtime will be deducted out of total monthly bill amount on per Cash Recycler basis.	Bidder hereby request to have capping of 10% on overall penalty to make the business viable	No change in RFP Clause	No Change
43	107	7.32. ANNEXURE G: SERVICE LEVEL REQUIREMENTS	i. Penalty for downtime	Further, in addition to the above, deduction will be made from the total monthly charges on pro-rata basis for those Cash Recyclers which are down for more than 24 hours	Bidder hereby request to have capping of 10% on overall penalty to make the business viable	No change in RFP Clause	No Change
44	108	Penalty	vi. Penalty for Housekeeping (for offsite location):	The Vendor shall ensure maintenance of all the ATM sites under the proposed contract. The site should be stain free, dust free and the vendor shall ensure the proper ambience of the site. If Vendor is unable to do so for any reason, bank will impose a penalty @ Rs.1000/- for each location per instance per day.	The penalty is very high. Request Bank to please revise and put a cap to make the business viable.	No change in RFP Clause	No Change
45	107	7.32. ANNEXURE G: SERVICE LEVEL REQUIREMENTS	i. Penalty for downtime	Bidder hereby request bank to provide exclusions in uptime calculation where Bidder have no control in downtime due to various factors listed in this table	Bidder Request Bank to add below Standard Exclusions in Uptime calculations which are beyond Bidder Control : 1. Force majeure: flood, earthquake, natural calamities and vandalism cases, delays due to strikes, Bandh, Hartal, Political instability in the region, area transformer outage 2. In ability of bank's third party vendor to support or meet the SLA	No change in RFP Clause. The exclusions are already included under Force Majeure section.	No Change
46					3. Fire not coverable for ATM machines due to timing of fire.	No change in RFP Clause. The exclusions are already included under Force Majeure section.	No Change
47	90	7.28. ANNEXURE C: SCOPE OF WORK	7.28. ANNEXURE C: SCOPE OF WORK	18)Bank reserve the rights to outsource the cash management services for Cash Recyclers which will include following areas: - b)Cash Evacuation / Replenishment every alternate days or as a when required and it should be ensured the cash inside the recycler should be enough to work all day for customers. (applicable for cash management handled by bidders)	Bank is requested to allow overnight vaulting, if the cash is to be deposited to Nodal branch from the offsite location CRM,	Will be discussed with successful bidder	No Change
48	90	7.28. ANNEXURE C: SCOPE OF WORK	7.28. ANNEXURE C: SCOPE OF WORK	f)Compliance to RBI MHA & CC swap should be implemented	Bank is requested to allow overnight vaulting, if the Cassette swap is to be followed.	Will be discussed with successful bidder	No Change
49	91	7.28. ANNEXURE C: SCOPE OF WORK	29)Cash Reconciliation/Management (For Location wherever cash management is entrusted to bidder):	f)Any shortage or loss of cash, whatsoever and for whatever reason shall be immediately make good to the Bank without waiting for admissibility or settlement of the insurance claim. Any amount of such insurance claims received by the Bank shall be remitted to the Vendor by the Bank after adjustment of outstanding dues if any.	Bank is requested to modify the clause as MSP will be able to take the liability only if cash is outsourced to MSP designated CRA and that to be only unexplained cash shortages.	RFP clause is self explanatory. Any shortage of cash due to excess dispensing on account of any technical glitch and physical cash shortage in case of Offsite machines.	No Change
50	91	7.28. ANNEXURE C: SCOPE OF WORK	29)Cash Reconciliation/Management (For Location wherever cash management is entrusted to bidder):	d)GL Reconciliation – Reconciliation of Physical Cash as per CBR (Cash Balancing Report) and GL.	Bank is requested to confirm, if MSP needs to do 3 way recon (GL, EJ, CBR) on T+1 basis for all CRMs, in that case we would need an SFTP with bank where all such files will be exchanges.	Data/ file exchange mechanism will be decided with successful bidder	No Change

51	92	7.28. ANNEXURE C: SCOPE OF WORK	30)Functional Requirements	viii.The Vendor would be responsible for EJ (Electronic Journal) Management in entirety.	Bank is requested to clarify, if the EJ server can be placed at MSP DC/DR and MSP will transfer the same to bank via SFTP on T+1 days.	EJ servers will be hosted at MSP premises	No Change
52	93	7.28. ANNEXURE C: SCOPE OF WORK	31)ONE TIME COMBINATION LOCK (OTC) SOLUTION	i.Bidder either himself or through its representative will supply, maintain and operate Digital OTC Lock solution for Bank which should be compliant as per RBI guidelines. In both the scenarios, the bidder will be the face and single point of contact for the Bank. Bank will not enter into any agreement with its representative. All the securities pertaining to the OTC lock will be implemented by the bidder.	In case CRMs are operated by branch staff (cash custody of safe), the cash loss responsibility due to any reason will be with bank only. Bank is requested to confirm if this can be included in contract.	Cash Loss responsibility for excess dispense on account of technical glitch and physical cash shortage in case of offsite Recyclers will be the responsibility of the bidder.	No Change
53	30	6.25	IP Rights	All Intellectual Property Rights in the Deliverables (excluding Pre-existing Material or third party software, which shall be dealt with in accordance with the terms of any license agreement relating to that software) shall be owned by Bank. In the event that any of the Deliverables or work product do not qualify as works made for hire, Bidder hereby assigns to Bank, all rights, title and interest in and to the Deliverables or work product and all Intellectual Property Rights therein. Notwithstanding the above, any intellectual property developed by a Party that is a derivative work of any pre-existing materials will be treated the same as pre-existing material and the developer of the derivative work will assign all right and title in and to the derivative work to the owner of the pre-existing material.	Bidder grants non exclusive and royalty free license to use software and software deliverables to the extent of the license scope for banks internal use end. Use of the software for any other purpose requires additional licenses from Bidder's product documentations and non software deliverables which are Bidder's copyrighted works. Bank may possess and use them only for their internal purpose. Bank may copy and distribute non software deliverables as required but Bank cannot copy and distribute product documentation to third party without Bidder's written consent. If the Bank intends to develop any software or application or avail any work made for hire, then the Bank and the Service Provider should sign a separate agreement on mutually agreed terms.	RFP clause is self explanatory	No Change
54	32	6.29	SLA	The selected bidder should execute a Service Level Agreement (SLA), which would include all the services and terms and conditions of the services to be extended as detailed herein and as may be prescribed by the Bank.	SLA terms will undergo change based on requirement. Product and services are provided by NCR/bidder on certain terms which are necessary for business to sustain. Request Bank to make below modification in green: The selected bidder should execute a Service Level Agreement (SLA), which would include all the services and terms and conditions of the services to be extended as detailed herein and as discussed mutually by both the parties and as may be prescribed by the Bank	SLA will be executed between the two parties in line with all the terms and conditions specified in the RFP.	No Change
55	33	6.31	indemnity	Bidder shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from (i) an act or omission of Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract,	Indemnity should be limited to third party claims only and should not be used as general indemnity. Third party claims are also subject to - prompt notice to Bidder, sole control of defense, cooperation from bank and comply with court order. It will not be applicable for work done under banks instruction. 1.The general indemnity provision should be limited to suit	No change in RFP Clause No change in RFP Clause	No Change No Change

57	35	6.36	Limitation of liability	<p>Bidder's aggregate liability in connection with obligations undertaken as a part of the RFP regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Order Value.</p> <p>Bidder's liability in case of claims against the Bank resulting from Misconduct or Negligence of bidder, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.</p> <p>1. "Misconduct" means any act or omission of a party which is willfully intended to harm the interests of the other party, provided however, that willful misconduct does not include ordinary negligence, an error of judgement or mistake of a person.</p> <p>2. "Negligence" means an indifference to, and a blatant violation of a legal duty with respect to the rights of the others, being a conscious and voluntary disregard of the need to use reasonable care, which is likely to cause foreseeable grave injury or harm to persons, property, or both. Gross negligence involves conduct that is extreme, when compared with ordinary negligence. A mere failure to exercise reasonable care shall not be a Gross negligence.</p> <p>Bank shall not be held liable for and is absolved of any responsibility or claim / litigation arising out of the use</p>	<p>Bidder shall not be liable for any amount greater than total fee charged by Bidder uring the preceeding 12 month for the specific services giving rise to the liability. Hence, the aggregate cap should be limited to (i) product price if the liability is related to a product supplied by the Supplier; (ii) 12 months annual maintenance charges, if the claim is related to services provided by the Supplier</p> <p>The Bank should provide a notice of its claim and the amount of loss or damage along with conclusive evidence to the Service provider to enable the Service Provider to assess the claim and the amount of loss or damage.</p> <p>In case of dispute on the claim and the amount claimed by the Bank, such dispute should be resolved through dispute resolution procedure such as Arbitration.</p>	No change in RFP Clause	No Change
58	42	6.53	Guarantees	<p>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.</p>	<p>Certificate from non qualified person is not admissable in court. The CFO shall not be having the knowledge of hardware/software components whether refurbished/duplicate/second hand which are going into the machine. Bidder can submit an undertaking signed by the authorized signatory from the Bidder's end to fulfill this requirement of Bank.</p>	<p>RFP clause will be modified as "A certificate signed by the CFO / Company Secretary/ CTO of the Company should be submitted before the Pre-Delivery inspection confirming that all the components / parts/assembly software used in the Recyclers are original new ones and no refurbished/ duplicate / second hand components/ parts/assembly/software are used."</p>	Change proposed for more clarity
59	32	6.3	Liquidated damages	<p>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.</p>	<p>The Liquidated damages mentioned by Bank in the RFP on account of delay/failing to deliver the goods/services is very broad and onerous. Request Bank to relook into the same and relax the LD amount.</p>	No change in RFP Clause	No Change
60	41	6.5	Source code	<p>The application software should mitigate Application Security Risks, at a minimum, those discussed in OWASP top 10 (Open Web Application Security Project). The Bank shall have right to audit of the complete solution proposed by the bidder, and also inspection by the regulators of the country. The Bank shall also have the right to conduct source code audit by third party auditor.</p>	<p>Source code for the SW used to deliver the project is Bidder's confidential information and IP. Bank cannot have the right to conduct source code audit by third party auditor as this may lead to IP breach. Also as this is a service, Request Bank to remove this clause so that the Bidder can avoid this conflict.</p>	<p>The application software deployed in the machines should mitigate Application Security Risks, at a minimum, those discussed in OWASP top 10 (Open Web Application Security Project).</p> <p>The software can be subjected to inspection by Regulators. Bank also has the right toconduct source code as per regulatory guidelines. Alternately, the bidder may submit Report of Source Code Audit done by a CERT-IN empanelled vendor.</p>	No Change

61	12	3.8	Rejection of Bids	Bank reserves the right to reject any or all the bids or scrap the bidding process at any stage without assigning any reason.	Request the bank to assign the reason to the respective rejected bidder to institute a fair practice in the process.	No change in RFP Clause	No Change
62	15	C	c) Commercial Evaluation:	In case only Two bidder participated in the tender process, reverse auction may not be conducted and the commercial bid submitted by the bidder will be considered . However, Bank's decision will be final in this regard.	Request bank to confirm on RA or seal bid evaluation	RA shall be conducted in line with GeM RA process.	No Change
63	19	3.23	Earnest Monde Deposit	The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Bank Guarantee, if any, under this contract or any other contract / order.	The bank must not recover any pending dues by the bidder from any other contract/order. The current contract terms & conditions must be independent & unrelated to any other contract of the bidder with the bank.	No change in RFP Clause	No Change
64	19	3.24	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.	Any service which is not explicitly mentioned in the scope of work/RFP document should not form the part of the RFP and must be part of additional service/requirement. The service/requirement if rendered by the bank, the payment for the same will be additional at mutual discussed rates with the bidder.	No change in RFP Clause	No Change
65	20	3.28	Evaluation of offers	Each Recipient acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of organizations, not limited to those selection criteria set out in this RFP document.	Request the bank to remove this clause and clarify clear criteria of selection process in the RFP/corrigendum.	No change in RFP Clause	No Change
66	21	3.33	Service continuity	After the completion of initial period of 07 (Seven) years, the contract may be extended/renewed for such further period as would be decided by the Bank on the same terms and conditions as mentioned herein.	Request the bank to not consider this clause and amend that the terms & conditions of the extended contract period should be determined based on the environmental/economic factors of that period.	No change in RFP Clause	No Change
67	21	3.35	Repeat Orders	Bank of Maharashtra reserves the right to place repeat order/s to the extent of +25% & -50% of original order both in terms of quantity and amount on the bidder under the same terms and conditions within a period of two years from the date of acceptance of first purchase order by the bidder.	Request the bank to amend/remove the clause as the order quantity changes cannot be -50%, since this would hurt the commercial quoted and the income stream of the bidders badly. Consider the changes in order quantity by +/- 10% only to institute good faith of the bidders in the order.	No change in RFP clause.	Changes to enhance participa
68	21	3.35	3.35. Repeat Orders	Bank of Maharashtra reserves the right to place repeat order/s to the extent of +25% & -50% of original order both in terms of quantity and amount on the bidder under the same terms and conditions within a period of two years from the date of acceptance of first purchase order by the bidder . The bank reserves the right to re-negotiate the price with the bidder in case of downward revision of the prices.	Request bank to consider repeat orders within period on 1 years only	No change in RFP clause	No Change
69	21	3.35	Terms and Conditions	The bank reserves the right to re-negotiate the price with the bidder in case of downward revision of the prices.	This will cause unnecessary hardship to Bidder, as the pricing is provided based on financial model. This will render project financially unviable for Bidder.	No change in RFP Clause	No Change
70	25	6.8	Right to alter scope	Bank reserves the right to alter the proposed scope at any time before finalizing the bidder.	Request the bank to not alter the proposed scope post receiving the bids from the bidders.	No change in RFP Clause	No Change

71	25	6.10	6.10. Performance Bank Guarantee (3%)	The successful bidder should furnish a Performance Bank Guarantee to the extent of 3 % 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 13. The performance guarantee would be for the entire period of the Contract plus 6 months .	Request bank to consider BG for tenure on 1 year renewable annually+ claim period	No change in RFP Clause	No Change
72	25	6.1	Performance Bank Guarantee	The successful bidder should furnish a Performance Bank Guarantee to the extent of 3 % of the value of the contract within 30 days of the date of receipt of the purchase order/Indent.	We request bank to increase the PBG submission days atleast for 45 working days	No change in RFP Clause	No Change
73	26	6.14	Terms and Conditions	The Successful bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements under the Copyrights Act, 1957 or IT Act 2000 / Amendment 2008 and subsequent amendment or any Act in force at that time in respect of all the hardware, software and network equipment or other systems supplied by bidder to the Bank from any source.	All the losses should be on proven basis	RFP clause is self explanatory	No Change
74	27	6.21	Protection of Reputation	Bank has a <u>right to impose penalty for the reputational loss</u> on account of business disruption if bidder 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 bidder against its services. bidder undertakes and agrees to indemnify the Bank against such losses suffered.	We propose deletion of Para 6.21 in entirety as we are unable to agree to indemnify the Bank for reputational loss as this is not foreseeable and this is a very subjective decision of the Bank. The Bank has numerous remedies available under the Contract to seek indemnity, liquidated damages, SLA penalties, etc. and this is an overarching provision that we are unable to agree.	No change in RFP Clause	No Change
75	27	6.2	Subcontracting	The bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the bidder under the contract without the prior written consent of the Bank	Certain services like, house keeping, Cash replenishment, FLM etc are subcontracted to vendor by MS bidders. Request bank to allow this practise	Sub-contracting is allowed only with prior consent of the Bank.	No Change
76	27	6.19	Terms and Conditions	Assignment: The scope of work / services mentioned in this RFP or subsequent agreement shall not be assigned either fully or in part by the Bidder to any third party without the prior written consent of Bank. Bank may at any time in whole or in part, assign or transfer any of its rights benefits and obligations under this agreement to any third party without consent of Bidder.	The Bidder shall not be required to take consent from the Bank for assigning and further suggest the Bank that the clause to be reciprocal. In case Bank is assigning then the Bidder shall informed in advance for ensuring necessary changes at its end.	No change in RFP Clause	No Change
77	28	6.24	Exit Option & Contract Re-negotiation	3. The Bank will reserve a right to re-negotiate the price and terms of the entire contract with the bidder at more favorable terms in case such terms are offered in the industry at that time.	Request the bank to consider re-negotiation in price & terms in favor of both parties which is bidder & the bank.	No change in RFP Clause	No Change
78	28	6.24	Terms and Conditions	Exit Option & Contract Re-negotiation 4. Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the bidder should continue to provide the facilities to the Bank at the site.	The Bidder shall continue to render services subject to payment of service fees by the Bank for such period.	No change in RFP Clause	No Change

79	29	6.24.1	Termination (1. Termination for convenience)	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.	<p>We cannot agree for termination for convenience by serving a mere 30 days notice.</p> <p>Given this is a 7 yr contract term, we propose that the contract is not terminable in the first 4 yrs and thereafter, the Bank can terminate the contract for convenience by serving <u>3 months prior notice</u>. Kindly appreciate that out of the 7 yrs contract term, the warranty period itself runs for 3 yrs and the Bidder will have to pay for the Warranty upfront (not to mention that there are also other upfront financial and operational commitments) and therefore we cannot agree for termination in the first 4 years of the Contract term.</p> <p>Accordingly, we propose amending the Clause as follows:</p> <p><i>"The Bank shall be entitled to terminate the agreement with the bidder at any time after the completion of the initial lock-in period of 4 years by serving ninety (90) days prior written notice to the bidder without assigning any reason."</i></p>	No change in RFP Clause	No Change
80	32	6.3	Liquidated Damages	LD applicable on 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)	<p>The LD of 3% of the complete contract amount applicable per week is way too high and onerous and we are unable to agree.</p> <p>(i) We can consider 0.5%-1% of the complete Contract amount for every week of delay.</p> <p>(ii) Also, we cannot agree that 3 days will be treated as a week. LD should be proportionately applicable depending on the number of days of failure/ default in a week.</p>	No change in RFP Clause	No Change
81	32	6.3	Liquidated Damages	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.	Bidder's understanding is such liquidated damages will apply for the pre- installation phase , so , the damages should linked to the relevant machine only and not for the machines already installed and accepted . Accordingly, Liquidated damages should be limited to 3% of the value of the the CR not been installed within the timeline stipulated subject to maximum of 10% of the value of the all CRS which could not get instllsated with the deadline .	No change in RFP Clause	No Change
82	35	6.36	Limitation of Liability	Under no circumstances Bank shall be liable to the selected bidder for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if Bank has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.	<p>The carve-out for indirect or consequential losses should be applicable for both parties and as a service provider, this carve-out is most relevant for the Service Provider. The clause should hence be amended as follows:</p> <p><i>"Under no circumstances neither Party shall be liable for any indirect, incidental, consequential, special or exemplary damages arising from this Agreement, even if the other Party has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business. "</i></p>	No change in RFP Clause	No Change

83	35	6.36	Limitation of Liability	Bidder's liability in case of claims against the Bank resulting from Misconduct or Negligence of bidder, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited	Negligence to be qualified by Gross Negligence. Recommendation is in line with definition of ' Negligence'.	No change in RFP Clause	No Change
84	41	6.48	Minimum Wages	The bidder hereby agrees and undertakes that during the subsistence of this agreement it will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time, as per the provisions of Minimum Wages Act RFP# 11/2022-23 for Supply, Installation, Maintenance of Cash Recycler and providing Managed Services for 7 years GEM BID NO.- GeM/2022/B/ Page 41 of 123 1948. In this effect, bidder has to submit undertaking on their company letterhead signed by authorized signator	Should there any change in the (increase) minimum wages, the cost of the same should be borne by the Bank .	No change in RFP Clause	No Change
85	44	6.63	Future additions of Hardware / Software	Bank would have the right to: a) Shift the supplied system to an alternate site of its choice c) Expand the capacity/enhance the features/upgrade the hardware/software supplied either from the bidder or another bidder or developed in-house.	Request the bank to consider additional payout for any future changes in shifting of sites. In addition, any future enhancements/upgrades of the hardware/software supplied by the bidder should be paid at mutual discussed rates.	It is clearly mentioned in RFP	No Change
86	84	7.26	Commercial Bid Format	The Bidder is required to guarantee that exchange rate fluctuations will not affect the Rupee value of the commercial bid, over the validity period of the bid and the contract period.	This clause needs to be removed as this conflicts with point 3.34 Exchange rate variation which states that prices changes will be accepted by the bank if the ERV rate is above 5%.	Clause No: 3.34 may be referred for clarification as the same is self explanatory.	No Change
87	89	7.28	ANNEXURE C: SCOPE OF WORK	4)The Vendor shall be responsible for delivery and installation of the Cash Recycler at the locations across the country irrespective of location (ground floor or any upper floor/s) and distance without any cost to the Bank.	We request the bank to consider delivery and installation of the CRs at the locations across the country irrespective of location wherever the Site is feasible.	No change in RFP Clause	No Change
88	90	Point 18 / a	Annexure.C-Scope of work	a) Removing Cash, tallying with the CBR (Cash Balancing Report) and depositing the cash with the designated branch of the Bank.	1. Full cash evacuation will be done while performing EOD/Loading. 2. Evacuated cash will be vaulted at CRA office on T day & deposit to Bank single cash feeder in a city on T+1 at CRA vault available location. 3. At CRA non-vaulting location cash will be deposited to Bank on same day before 6pm after cash evacuation at at single cash feeder branch in a city.	The activity is applicable for Offsite locations. Process to be followed shall be as per industry standards and based on discussion between Bank & successful bidder.	No Change
89	90	Point 18 / b	Annexure.C-Scope of work	b) Cash Evacuation / Replenishment every alternate days or as a when required and it should be ensured the cash inside the recycler should be enough to work all day for customers. (applicable for cash management handled by bidders)	1. Bank need to provide cash One day prior cash (T-1) from single cash feeder branch in city with over night cash vaulting & loading will be done on T day. 2. Bank need to provide ATM wise cash balance every 1 hour, daily 12am to 12am - 24hrs ATM wise cash "dispense & deposit" file, daily 12am To 12am - 24hr ATM wise admin "increase & decrease" file for cash planning & indenting on daily basis by 1am for cash planning & raising cash indent.	The activity is applicable for Offsite locations. Process to be followed shall be as per industry standards and based on discussion between Bank & successful bidder.	No Change
90	90	Point 18 / d	Annexure.C-Scope of work	Cash Reconciliation/ Management on T+1 basis	1. Will share C3R on T+1 basis by 3 PM.	No change in RFP Clause	No Change

91	90	7.28	ANNEXURE C: SCOPE OF WORK	10)The Vendor should provide end to end solution and implementation, including server/switch application component (without any additional cost to the Bank) suitable for visually challenged persons (with audio support) for all above Cash Recycler in English, Hindi, Regional languages. In future, if RBI or any other regulatory authority issues guidelines for development / implementation for more options in regional languages, the same should be provided to the Bank without any additional cost. The Cash Recycler should have Voice Guidance flow enabled for the visually challenged along with Text to Speech, web extension services, functional keys based voice guidance support with internal speakers & jack. The Vendor should also participate in the testing and end-to-end implementation and rollout without any additional cost to the Bank.	We request the bank to provide necessary Screen and Voice files along with the regional text. Please note the language available for visually challenged is English and Hindi in TTS. Kindly change. Also VG for visual impaired is available for dispense transaction only, if deposit transaction been developed at later stage then the testing and roll cost will be applicable	No change in RFP Clause	No Change
92	90	7.28	7.28. ANNEXURE C: SCOPE OF WORK	c) Compliance of all RBI/IBA/any other statutory guidelines issued from time to time without any additional cost to the Bank up to warranty period i.e. 3 years (Three Years) and under AMC it will be done on mutually agreed term	Request bank to consider guideliness only till date of RFP, any future compliance requirement to be made on mutually agreed basis	No change in RFP Clause	No Change
93	91	7.28.22	ANNEXURE C: SCOPE OF WORK	Bidder should comply all the formats of reports, reconciliation certificate, Electronic Journal, Receipts etc. as required by Bank, RBI, Govt. etc. free of cost.	Is reconciliation certificate referred here is limited to C3R / VCB only?	Bidder's understanding is correct.	No Change
94	91	7.28.29.a	ANNEXURE C: SCOPE OF WORK	The Vendor should provide support to resolve reconciliation disputes within 3 working days of reporting the difference. If the Vendor does not respond by third working day the difference amount will be recovered from Vendor on fourth working day.	What is the timeline for bank to raise reporting difference?	RFP clause is self explanatory	No Change
95	91	7.28.29.c	ANNEXURE C: SCOPE OF WORK	Transaction level Reconciliation for Deposits and Withdrawals — Vendor has to provide support for carrying out the reconciliation activity like providing EJ and CBR within the TAT. In case of any disputes, Vendor has to provide necessary support for reconciliation of the same.	Bank will carryout transaction level reconciliation at their end. - Need confirmation.	Bidder's understanding is correct.	No Change
96	91	Point 18 / f	Annexure.C-Scope of work	f) Compliance to RBI MHA & CC swap should be implemented.	1. Cassette swap will be applicable only at CRA overnight vault available with feasible location only. 2. Alternate EOD/Loading will be done during cassette swap. 3. MHA will be applicable only at CRA feasible location / SRO cities only.	RFP clause is self explanatory	No Change
97	91	7.28. ANNEXURE C: SCOPE OF WORK Project Scope	29) Cash Reconciliation/Management (For Location wherever cash management is entrusted to bidder):	b) Upon reconciliation if difference is observed, the Vendor will be responsible for reconciliation of cash and resolution of all related complaints received from customers. The cash shortage under this model has to borne by the Vendor.	Ok but We would required 5-7 working days to resolve reconciliation queries and 2 working days for customer complaint from the time we received query from Bank	Responses to reconciliation queries should be submitted to the Bank as per guidelines of the regulators.	No Change

98	91	7.28. ANNEXURE C: SCOPE OF WORK Project Scope	29) Cash Reconciliation/Management (For Location wherever cash management is entrusted to bidder):	c) Transaction level Reconciliation for Deposits and Withdrawals — Vendor has to provide support for carrying out the reconciliation activity like providing EJ and CBR within the TAT. In case of any disputes, Vendor has to provide necessary support for reconciliation of the same.	1) C3R will be share by DN on T+1 by 5PM. Bank to reconcile and raise concerns if any with recon team 2) DN require 5-7 working days to work upon on shortage cases 3) DN require Switch and CBS data for each shortage query along with switch response codes 4) Want to understand here from bank. Are they asking for FCR report from engineer for suspense transactions report or anything else.	Bidder to provide support for reconciliation of transactions as per TAT defined by regulatory.	No Change
99	91	7.28	ANNEXURE C: SCOPE OF WORK	25) The CRM should have capability to work on Bank's IST Switch, Bank may add/ upgrade switch vendor. Bidder should be able to provide software solution to bank without any additional cost to Bank.	Request the bank to consider additional payment for testing and other costs incurred to the bidder in case of switch upgrade/changes.	No change in RFP Clause	No Change
100	91	7.28	ANNEXURE C: SCOPE OF WORK	Cash Recyclers should have vinyl wrapping as per the Bank's branding. In case the vinyl wrap gets torn or discolored, the vendor is required to wrap it again without any additional cost to the Bank	We request bank to discover the rate for vinyl wrapping as there is no future control on damage of vinyl wrap	No change in RFP Clause	No Change
101	92	7.28.29.d	ANNEXURE C: SCOPE OF WORK	GL Reconciliation – Reconciliation of Physical Cash as per CBR (Cash Balancing Report) and GL.	Bank will carryout transaction level reconciliation at their end. - Need confirmation.	Bidder's understanding is correct.	No Change
102	92	7.28.29.e	ANNEXURE C: SCOPE OF WORK	Dispute Resolution for Cash deposit transactions and Cash Withdrawal Transaction.	Need process flow	Bidder to provide support for reconciliation of transactions and dispute resolution as per TAT defined by regulatory.	No Change
103	92	7.28.30.ix	Functional Requirements	In the event of the Bank requiring EJ of a particular transaction, vendor should provide the same within two hours in text format by email to the Branch with reconciliation report of the transactions of the particular day. In the event of non-availability of EJ centrally for whatsoever reason, the vendor should send its personnel to Branch and retrieve EJ from CASH RECYCLER hard disk and assist in reconciliation by providing transaction log, reconciliation report within one day without any additional cost to the Bank.	Is this possible to provide EJ for the particular transaction within TWO HOURS with Reconciliation? In case EJ is not available (Not pulled) FSS will have to send its personnel to the Site and get EJ Copied on hard disk and then submit to the Bank. (Without additional cost to the Bank) Whereas Reconciliation is done by the Bank Team.	The scenario is specific for instances where EJ is not copied.	No Change
104	92	7.28. ANNEXURE C: SCOPE OF WORK Project Scope	29) Cash Reconciliation/Management (For Location wherever cash management is entrusted to bidder):	d) GL Reconciliation – Reconciliation of Physical Cash as per CBR (Cash Balancing Report) and GL.	Finacle file must have following details to perform GL Reconciliation an Opening balance, Loading details & closing balance etc.	Bidder to provide support for reconciliation of transactions as per TAT defined by regulatory.	No Change
105	92	7.28. ANNEXURE C: SCOPE OF WORK Project Scope	29) Cash Reconciliation/Management (For Location wherever cash management is entrusted to bidder):	e) Dispute Resolution for Cash deposit transactions and Cash Withdrawal Transaction	Ok but We would required 2-3 working days for customer complaint from the time we received query from Bank	Please refer Page no 92 and Clause No 29.a of Buyer added ATC document	No Change

106	92	7.28. ANNEXURE C: SCOPE OF WORK Project Scope	29) Cash Reconciliation/Management (For Location wherever cash management is entrusted to bidder):	f) Any shortage or loss of cash, whatsoever and for whatever reason shall be immediately make good to the Bank without waiting for admissibility or settlement of the insurance claim. Any amount of such insurance claims received by the Bank shall be remitted to the Vendor by the Bank after adjustment of outstanding dues if any.	1)If post reconciliation it is noticed that shortage occurred due to successful or suspected transactions in EJ which are reversed in switch or any technical issue at switch end then DN won't be liable for shortage recovery. To conclude we will require CCTV footages	No change in RFP Clause	No Change
107	93	Point 30 / xii	Annexure.C-Scope of work	The Vendor should undertake to upgrade the counterfeit currency detecting software as and when required basis.	1. Cash deposition is done by customers. 2. Branches should accept the counterfeit notes received in Cash Recycler. 3. MSP should not be held responsible for counterfeit notes.	RFP clause is self explanatory	No Change
108	93	7.28	ANNEXURE C: SCOPE OF WORK 30)Functional Requirements	xi.Cash Recycler should verify the genuineness of the notes online while accepting currency notes before confirming the transaction of depositing in accounts. The selected vendor will ensure that the Cash Recycler machine has all the relevant security features such as it does not accept any mutilated/ torn/ zero value/ counterfeit/Lesser than the Face Value of currency notes in cassettes (except URJB for counterfeit notes). If it accepts the same at any time the Vendor will compensate the Bank for any financial/reputational loss incurred on account of it. The machine should ensure the acceptance of fake notes as per RBI guidelines.	We request the bank to kindly consider OEM detail submission and take forward after mutual discussion	No change in RFP Clause.	No Change
109	94	7.28	ANNEXURE C: SCOPE OF WORK 32)AMC & Second Line Maintenance of equipment's at Cash Recycler sites (SLM) during the period of contract:	viii.Implementation of hardware and software level Configuration changes including cassette configurations / IP configuration changes wherever required/ necessitated without any extra cost to Bank during contract period.	Configuration changes and others would be done during machine installation. If bank require some changes to be made after installation if would done on commercial basis. Pelase consider.	No change in RFP Clause	No Change
110	95	7.28	ANNEXURE C: SCOPE OF WORK 32)AMC & Second Line Maintenance of equipment's at Cash Recycler sites (SLM) during the period of contract:	ix.The Vendor is expected to take full-fledged responsibility of the Cash Recycler (both hardware & software). Bank shall not pay any charges for fixing/replacing any spare parts/ consumables for whatever reason other than Vandalism, fire and natural calamities.	We request the bank to consider the consumables parts on the mutually agreed commercials basis towards replacements of original spare parts , including all consumables due to any breakdowns, thefts, voltage fluctuation, earthing related, electrical fluctuations, short circuit, rodent attacks, Custodian faults, etc or natural wear & tear or due to aging of CRs	No change in RFP Clause	No Change
111	97	7.28	ANNEXURE C: SCOPE OF WORK 36)Networking for Cash Recycler Connectivity :	i.The Vendor is required to provide the connectivity to the Bank's location at DC and DR through a 2 MBPS lease line or higher as per the requirements with a fall back from alternate service provider. The Vendor should provide the network devices required at the Bank's location to terminate these links. The Vendor should also ensure redundancy in network devices at DC and DR	Bidder should provide MPLS 2MBPS (minimum) link connectivity. Please consider that the bidder has to provide new line and not the existing . This would provide all bidders equal opportunity to bid. As per bank requirement the earlier provider will stand advantage in commercials. Kindly consider	Existing bidders are required to provide Additional Link. Bank may discontinue the existing links.	No Change

112	97	7.28	ANNEXURE C: SCOPE OF WORK 36)Networking for Cash Recycler Connectivity :	x.In future, Bank may carry out design modification and/or application addition to the network architecture, then Vendor has to carry out the same at mutually agreed rate. Our Bank network, including modification for the security policy implementation. Accordingly, Vendor should carry out necessary configuration changes in their network, as advised by the Bank time to time and no additional cost will be borne by the Bank in this regard.	Please clarify	Configuration changes due to change in security policy, if any has to be done by the bidder.	No Change
113	97	35	35) Consumables and Stationery:	i. Supply and replenishment of consumables (i.e. JP Paper, RP Paper, JP Ribbon, etc) without any quantitative limit and as per the specifications of the Bank as per the regulatory guidelines without any extra cost to Bank in future. (Journal printer may not be supplied by the Vendor with the Recycler machine. However, in case of statutory guidelines by regulatory authorities same has to be supplied/installed in the machine without any extra cost to Bank .)	Request bank to note that machines are designed without JP and have EJ. Thus cannot be fitted with JP in future. Request bank to ammend same accordingly	Journal printer may not be supplied by the vendor with the Recycler machine. However in case of statutory guidelines by regulatory authorities same has to be supplied/installed in the machine without any extra cost to Bank.	Change proposed for more clarity
114	98	7.28	ANNEXURE C: SCOPE OF WORK 40)Training	1.Vendor should provide onsite training to staff of Bank at each site along with the manuals for user/Administrators besides training to the central administration team consisting of 3 staff members for at least two days. In addition to training handholding support should be extended for additional 30 working days for each branch and customers.	Human resource at each and every site and not knowing the exact date of deployments and to have man power for a 30 days only. Alternatively we suggest the bank to consider user/branch/ custodian central training at each LHO or region wise. Kindly consider .	No change in RFP Clause	No Change
115	99	42 a)	Insurance (wherever cash management is managed by the bidder)	The Vendor should ensure that the cash of the Bank handled by them in the vault/in transit/in CRM s adequately insured with the bank as beneficiary. (If cash management service is provided by Vendor)	Since the ownership of Cash Recyclers will be with bank, the bidder will not be able to take insurance. Hence request bank to have insurance at your end, and exclude vandalism, damage due to natural calamities from bidders scope	In case offsite locations where cash management is handled by the bidder, transit insurance for the cash/ cash in the vault of the CRA, has to be borne by the bidder.	No Change
116	103	7.29	ANNEXURE D: ELIGIBILITY EVALUATION COMPLIANCE	Note: 3) Bidder/SI can submit the bid with one OEM solution/product for application. OEM can authorize different bidders/SI to quote for the same product.	Request the bank to consider more than one OEM solution/product for application to reduce the bidder dependency on a single OEM.	No change in RFP Clause	Changes to enhance participation
117	104	7.30	ANNEXURE E: PAYMENT TERMS	b. 99% of the value of the Cash Recycler will be paid within 30 days after successful delivery, Installation & commissioning of recycler and submission of installation report and acceptance certificate duly acknowledged by designated authority of Bank and after imparting training to staff on cash management & FLM support. c. The balance 1% will be paid after 1 year of successful installation & commissioning	Request the bank to consider 100% payment for the value of Cash recycler within 30 days after the successful delivery,installation & commissioning of recyclers.	No change in RFP Clause	No Change

118	104	7.30 (Annexure-E)	Payment Terms	<p>Bank will be make payment as follows:</p> <p>a.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.</p> <p>b.99% of the value of the Cash Recycler will be paid within 30 days after successful delivery, Installation & commissioning of recycler and submission of installation report and acceptance certificate duly acknowledged by designated authority of Bank and after imparting training to staff on cash management & FLM support.</p> <p>c.The balance 1% will be paid after 1 year of successful installation & commissioning.</p> <p>i.Penalties / liquidated damages, if any, shall be deducted from the invoice value/ Contract value.</p> <p>j.The Successful Bidder shall be solely liable for the payment of all the past, present and future central, state and local levies, direct/indirect taxes, fines and penalties (including without limitation GST if any) by whatever name called, as may become due and payable in relation to the Services.</p>	<p>Bank shall always be prompt in payment and in case of delay Bidder should be entitled to charge interest @ 18% p.a from the date of outstanding till the amount actually released by the Bank. Further, Bank should also be entitled to suspend the services in case Bank fails to make payment on time and Bank agrees that such suspension shall not be termed as breach of the Agreement.</p> <p>Further, would suggest to add below clause: Notwithstanding anything contained here in this Agreement, in case of specific directions provided by a regulator or a government authority or on account of applicable law should compliance of the same lead to any changes required to be done in the manner in which the Services are performed and the same results in an additional cost for the Bidder, Bidder will perform the services as per the requirements stated in the agreement. Any cost of additional effort or work due to changes in applicable government laws and regulations would have to be borne by the Bank and have the right to demand the same from the Bank and accordingly will mutually decide on the revised fees prior to continuation of such Services by the Bidder.</p> <p>Penalties / LD should be dealt separately, it should not be deducted from the invoice.</p>	No change in RFP Clause	No Change
119	106	7.31	ANNEXURE F: PROJECT TIMELINES	<p>1. UAT acceptance Testing of the recycler machine 2-3 weeks from date of acceptance of the purchase order by the Successful Bidder</p> <p>2. Delivery, Installation and Commissioning of Recycler Machine 3 weeks from date of intimation of readiness of site in phases by the Bank</p>	<p>Completing UAT in 2-3 weeks from date of acceptance of Purchase Order is only not depended on Bidder, there are involvement of switch level changes as well. The time period should be reviewed and finalized after discussion with successful bidder.</p> <p>3 weeks is very less to delivery, Installation & commissioning of machines.We request bank to consider minimum 6 weeks time for delivery of machines as road oermits have also te acquired for the same.</p>	No change in RFP Clause	No Change
120	107	7.32. ANNEXURE G	SERVICE LEVEL REQUIREMENTS	<p>ii . Penalty for Cash Out - Any penalty imposed by RBI/ other regulators for cash out instances shall also be recovered from the bidders separately.</p>	<p>1. Cash out penalty of INR 1000 is very high. Request this has to reduce per instance to INR 100.</p> <p>2. Regarding RBI penalty, cash out needs to be considered only when all cassettes are out with zero balance.</p>	No change in RFP Clause	No Change
121	107	7.32. i	Penalty for downtime	<p>The payment of 28 days will be made on pro rata basis by deducting applicable penalty as mentioned above.</p>	<p>Double penalties are being deducted. First for not meeting 98% and 2nd number of days when are down are being deducted from monthly calculation. We request bank to remove this clause</p>	No change in RFP Clause	No Change

122	107	7.32	ANNEXURE G: SERVICE LEVEL REQUIREMENTS Liquidity damage/Penalty for delay in commissioning	If the bidder fails to complete the delivery, installation and commissioning within the said period, then liquidated damages @ 3% of the Cash Recycler Price will be charged for every week's delay subject to maximum of 10 % of the Cash Recycler Price. Thereafter, the contract may be cancelled and amount paid in excess if any, to the bidder, will be recovered with 1.25% interest per month. The Bank also has the right to invoke the performance guarantee after giving suitable opportunity and notice	If the vendor fails to complete the delivery, installation and commissioning within the said period, then liquidated damages @ 1% of the Cash recycler Price will be charged for every week's delay subject to maximum of 5 % of the Cash Recycler Price.	No change in RFP Clause	No Change
123	107	7.32	7.32. ANNEXURE G: SERVICE LEVEL REQUIREMENTS	If the bidder fails to complete the delivery, installation and commissioning within the said period, then liquidated damages @ 3% of the Cash Recycler Price will be charged for every week's delay subject to maximum of 10 % of the Cash Recycler Price. Thereafter, the contract may be cancelled and amount paid in excess if any, to the bidder, will be recovered with 1.25% interest per month. The Bank also has the right to invoke the performance guarantee after giving suitable opportunity and notice	Request the bank to exclude bank dependency cases in this clause or provide Deem Acceptance on the machines to start Managed Services Scope	No change in RFP Clause	No Change
124	107	7.32.i	Penalty for downtime	The Bidder shall maintain 98% overall uptime for each Cash Recycler on monthly basis.	Request the bank to share and include the exclusions cases which are not in control of the bidder from the uptime calculations. Also requesting the bank to consider the minimum uptime to maintain as 95% .	No change in RFP Clause	No Change
125	107	7.32.i	Penalty for downtime	For each percentage downtime below 98%, a penalty equivalent to twice the percentage of downtime will be deducted out of total monthly bill amount on per Cash Recycler basis.	Request the bank to consider benchmark uptime as 95%, and penalty should be equivalent to the percentage of downtime instead of twice the percentage of downtime.	No change in RFP Clause	No Change
126	107	7.32.i	Penalty for downtime	Further, in addition to the above, deduction will be made from the total monthly charges on pro-rata basis for those Cash Recyclers which are down for more than 24 hours	Request the bank to exclude pro-rata basis deduction of total monthly charges as this will be incurred as a dual penalty deduction on the bidder.	No change in RFP Clause	No Change
127	107	7.32.ii	Penalty for Cash Out	Bank shall levy penalty of Rs.1000 per instance each for every cash out instances. Any penalty imposed by RBI/ other regulators for cash out instances shall also be recovered from the bidders separately.	Request the bank to consider Rs.500 per instance for every cash out.	No change in RFP Clause	No Change
128	107	7.32.iii	Penalty for non-supply of consumables/ Low quality consumables	Penalty of Rs.1000/- per day per Cash Recycler will be deducted towards non-supply of consumables as reported by the branches/offices. In case the Vendor supplies low-quality consumables in the Cash Recycler and if it is reported that the functioning of the Cash Recycler machine is problematic due to low-quality consumables utilized in the Cash Recycler, the bank will impose a penalty @ Rs.1000/- for each Cash Recycler per instance per day till the consumables are replaced.	Request the bank to consider Rs. 200 in case of non-supply of consumables. Additionally, the low-quality consumables penalty should be excluded since the quality of the consumables cannot be determined objectively.	No change in RFP Clause	No Change

129	108	7.32.v	ANNEXURE G: SERVICE LEVEL REQUIREMENTS Penalty for Cash Recycler Camera Images/ footages:	Vendor should provide images / footages in case of disputed transactions/ or as and when required by the Bank. If Vendor is unable to do so for any reason, the Vendor will be liable to pay the disputed amount plus costs incurred by the Bank towards satisfaction of the disputed amount. If Vendor is unable to provide images within 3 days then a penalty of Rs.1000 /- will be charged.	Intimation of such disputes and corresponding deduction - timelines required.	No change in RFP Clause	No Change
130	108	7.32	ANNEXURE G: SERVICE LEVEL REQUIREMENTS iii. Penalty for non-supply of consumables/ Low quality consumables: -	Penalty of Rs.1000/- per day per Cash Recycler will be deducted towards non-supply of consumables as reported by the branches/offices. In case the Vendor supplies low-quality consumables in the Cash Recycler and if it is reported that the functioning of the Cash Recycler machine is problematic due to low-quality consumables utilized in the Cash Recycler, the bank will impose a penalty @ Rs.1000/- for each Cash Recycler per instance per day till the consumables are replaced.	We request bank penalty of Rs 200 towards non-supply of consumables as reported by the branches/offices	No change in RFP Clause	No Change
131	108	7.32.v	Penalty for Cash Recycler Camera Images/ footages:	Vendor should provide images/footages in case of disputed transactions/ or as and when required by the Bank. If Vendor is unable to do so for any reason, the Vendor will be liable to pay the disputed amount plus costs incurred by the Bank towards satisfaction of the disputed amount. If Vendor is unable to provide images within 3 days then a penalty of Rs.1000 /- will be charged.	Request the bank to consider Rs.200 in case of delay and allow minimum of 5 working days time for submission of images.	No change in RFP Clause	No Change
132	108	7.32.v	Penalty for Cash Recycler Camera Images/ footages:	During warranty/AMC period, the penalty would be recovered from the vendor from the 1% retention amount. If the 1% amount is not sufficient to recover the penalty, the vendor would be liable to pay the penalty amount within a period of 15 days from the date of demand made by the bank through its branches/offices. If the vendor does not make the payment of penalty within the stipulated period, the bank is free to invoke the bank guarantee and recover the amount.	Request the bank to exclude this clause as the retention amount must be completely payable to the bidder and penalty can be imposed additionally if any. The bank must not invoke bank guarantee to recover the amount in case of delay in penalty amount. Since the bank takes reasonable time for payment for provided services and this in turn will delay in getting the penalty amounts sorted.	No change in RFP Clause	No Change
133	108	7.32.vi	Penalty for Housekeeping (for offsite location)	The Vendor shall ensure maintenance of all the ATM sites under the proposed contract. The site should be stain free, dust free and the vendor shall ensure the proper ambience of the site. If Vendor is unable to do so for any reason, bank will impose a penalty @ Rs.1000/- for each location per instance per day.	Request the bank to consider Rs. 200 for penalty on Housekeeping.	No change in RFP Clause	No Change
134	108	7.32.vii	Monthly management review by Vendor: -	The vendor has to take monthly Management Review of the performance of Recyclers installed and submit a summary report with detailed analysis to Bank within 7 days of succeeding month, failing which, penalty of Rs. 50,000/- (Rupees Fifty thousand only) per month will be recovered from the payments due.	Request the bank to remove this clause as the delay in performance reports do not cause any additional cost to the bank and imposing such exorbitant penalties in such cases is not viable.	No change in RFP Clause	No Change

135	110	7.33.	ANNEXURE H: TECHNICAL SPECIFICATIONS	1.11 Voice guidance should be available in 2 languages (English and Hindi) as per the IBA standards. Other normal voice guidance should be available in 7 languages. (Bengali, Gujarati, Hindi, Kannada, Malayalam, Marathi & Telugu). Required audio files should be provided by the vendor in a standard format.	We request the bank to provide necessary Screen and Voice files along with the regional text. Please note the language available for visually challenged is English and Hindi in TTS. Kindly change. Also VG for visual impaired is available for dispense transaction only, if deposit transaction been developed at later stage then the testing and roll cost will be applicable	No change in RFP clause.	No Change
136	112	5.17	5.17	Cash Recycler must pass the test to identify the year of issue of the Indian Currency Note with 100% accuracy in single test.	Though we dont capture the year of issue, we ensure that only those emissions (year od release) included in the CDF will work on the RM4V,	No change in RFP Clause	No Change
137	112	7.33.	ANNEXURE H: TECHNICAL SPECIFICATIONS	5.18 Cash Recycler should have capability to handle plastic currency also, as and when introduced in India. The Bill Validation Technology should be available for the entire lifespan of the machine i.e. a minimum of 8 years.	We request the bank to keep this scope out of this RFP, But the challenge is the specification, type, size, etc. This would put all OEMs to understand and test and latter provide support with HW upgrade at a cost	No change in RFP Clause	No Change
138	114	7.33.	ANNEXURE H: TECHNICAL SPECIFICATIONS	8.2 Should be capable of interface using ISO message standard with Bank's ATM switch.	As Industry standard terminal capable of Interface with Bank ATM switch in NDC / DDC format only. Kindly change	No change in RFP Clause	No Change
139	116	7.33.	ANNEXURE H: TECHNICAL SPECIFICATIONS	14.3 Cash Recycler capable of One to One Marketing. Client when Loaded on Cash Recycler should be able to interact with different CRM sources using open standard messaging standards.	Please clarify bank requirement completely	No change in RFP Clause	No Change
140	20 & 21	3.33 and 6.49	Service Continuity	Para 3.33 - After the completion of initial period of 07 (Seven) years, the contract may be extended/renewed for such further period as would be decided by the Bank on the same terms and conditions as mentioned herein.	Any extension/ renewal of the Agreement will be on terms and conditions as mutually agreed between the Parties. Accordingly, we propose the Clause to be amended as follows: <i>"After the completion of initial period of 07 (Seven) years, the contract may be extended/renewed for such further period as would be decided by the Bank on terms and conditions as may be mutually agreed between the Parties."</i> Para 6.49 - Sub-Para 2 & 3 of this Para are conflicting with each other. Per Sub-para 2, the bidder agrees to provide continued services rendered by bidder and or its OEM partners till the renewal of the contract after the contract expiration on the same service charges. Per Sub-para 3, the rates shall remain firm unless mutually agreed.	No change in RFP Clause	No Change
141	25 & 26	6.1	Performance Bank Guarantee	If the tenders/ contracts are not issued/ concluded till 31st March 2023, as per revised guidelines of GOI (if any) will be applicable with regards to PBG. In absence of any guidelines from GOI, the limit of PBG will be 10%.	We are unable to agree for PBG limit of 10% of value of contract and propose amendment to the last sentence in Para 6.10 as below: <i>"In absence of any guidelines from GOI, the limit of PBG will continue to be 3% of value of contract until such time a new PBG limit is notified in the guidelines."</i>	No change in RFP Clause	No Change

142	35 & 36	6.37	Confidentiality	<p>Para 6.37 envisages only Bank as the disclosing party and Bidder as the Receiving Party of Confidential Information.</p>	<p>We request the Bank to keep the obligations of confidentiality mutual for the reason that Bidder is also required to share its proprietary and/or confidential information (that is generally not available in public domain) to the Bank as part of the bid submission and it will continue to share it's proprietary information until expiration of agreement, if the contract is awarded.</p> <p>Besides the above, we are unable to agree for survival of confidentiality obligations for a perpetual term. Accordingly, Para 6.37(5)(e) shall be amended to state as follows:</p> <p><i>"The confidentiality obligations shall survive for a term of 2 years following the termination/ expiry of the Agreement."</i></p>	No change in RFP Clause	No Change
143	41-42	6.51	Terms and Conditions	<p>Audit and Inspection of Record</p> <p>All Bidder records with respect to any matters covered by this tender shall be made available to Bank or its designees, including RBI Inspectors / auditors at any time during normal business hours, as often as Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. Bank's auditors or its designees would execute confidentiality agreement with the Bidder, provided that the auditors would be permitted to submit their findings to Bank, which would be used by Bank. The cost of the audit shall be borne by Bank. The scope of such audit would be limited to Levels being covered under the contract, and financial information would be excluded from such inspection, which shall be subject to the requirements of statutory and regulatory authorities.</p> <p>Bank, its representative, RBI and Government Agencies shall have all the rights to carry out the VAPT (Vulnerability and penetration testing) or other system Audit for the service offered under this RFP.</p>	<p>i. Request the Bank to provide a reasonable notice of audit at least 60 days in advance.</p> <p>ii. We request Bank that the bidder should be responsible only to show the relevant data pertaining to the Agreement and not otherwise.</p>	No change in RFP Clause	No Change
145	9	2	INVITATION FOR TENDER OFFERS	RFP will be sold only to those bidders who sign an NDA (Rs. 100/- Stamp Paper) assuring protection of the proprietary details of the bank contained in the RFP document. The NDA format to be signed is available under this RFP tender section on Bank Website.	Please let us know when the bidder has to submit the NDA.	Bidders have to submit NDA when uploading Bid document in GeM portal	No Change
146	10	3	INSTRUCTIONS TO BIDDERS	The Technical Bid and Commercial bid must be submitted at the same time in sealed envelopes, giving full particulars, at the Bank's address given below, on or before the schedule date given in this document. All envelopes should be securely sealed and stamped .	Please help us in detail on document submission to Bank or in GEM portal	Document needs to be uploaded in GeM portal as response. Legal document executed on stamp paper like Pre Contract Integrity Pact, NDA etc and EMD in form of DD/ BG should be couriered in physical form. EMD in form of DD is valid for 90 days and EMD in form of BG is valid for 180 days.	No Change

147	84	7.26	ANNEXURE A: COMMERCIAL BID FORMAT	Annual Maintenance Cost for Cash Recycler will be applicable upon completion of Three Years Warranty. (AMC for 4 years as single cost)	As industry standard Cash Recycler in India always come with one year warranty, if additional two years warranty required bidder needs to add the cost of 2 years in the product price. Bank paying upfront two years AMC cost along with the product. We recommend the following based on industry experiences. 1st and 2nd year as 8% 3rd and 4th year as 10% from 5th year as 12%.	No change in RFP Clause	No Change
148	84	7.26	ANNEXURE A: COMMERCIAL BID FORMAT	VSAT/4G Connectivity Charges (Minimum bandwidth requirement- 64 Kbps)	Please clarify bank requirement.	RFP clause is self explanatory	No Change
149	91	7.28	ANNEXURE C: SCOPE OF WORK	28)The Bidder is required to provide one onsite Facility Maintenance Services (FMS) throughout the contract period at Pune. The cost for the same should be factored in the Bill of Materials.	Please let us know the following 1. Facility Maintenance Services (FMS) in not available in the commercial line item. We request the bank to ammend the line item in the commercial bid.	Bidder has to factor FMS appropriately within existing line items of commercial bill of material	No Change
150	92	7.28	ANNEXURE C: SCOPE OF WORK Cash Reconciliation/Management	f)Any shortage or loss of cash, whatsoever and for whatever reason shall be immediately make good to the Bank without waiting for admissibility or settlement of the insurance claim. Any amount of such insurance claims received by the Bank shall be remitted to the Vendor by the Bank after adjustment of outstanding dues if any.	We request to kindly consider this clause due to cash shortage or loss happen due to various reasons. Until it has been proved or investigated the claim amount could not be settled. We request the bank to consider this clause. Any cash dispute cases, it has to be validated and agreed mutually.	No change in RFP Clause	No Change
151	93	7.28	ANNEXURE C: SCOPE OF WORK 31)ONE TIME COMBINATION LOCK (OTC) SOLUTION	0	Please clarify in details the following 1. Scope 2. Support 3. Passcode generation 4. Server supply 5. Facility mangement resource	RFP clause is self explanatory	No Change
152	94	7.28	ANNEXURE C: SCOPE OF WORK 32)AMC & Second Line Maintenance of equipment's at Cash Recycler sites (SLM) during the period of contract:	iii.Supply, installation and replacements of original spare parts (OEM make only) including all consumables due to any breakdowns, thefts, voltage fluctuation, earthing related, electrical fluctuations, short circuit, rodent attacks, etc. will be borne by Bank at the cost quoted by the bidder as per the commercials .	We request to kindly delete this clause, since these are not in the OEM control. In case if the failure is due to external forces, such as natural calamities, abnormal condition, etc. Spares would be replaced on chargeable basis. We request the bank to consider the consumables parts on the mutually agreed commercials basis towards replacements of original spare parts including all consumables due to any breakdowns, thefts, voltage fluctuation, earthing related, electrical fluctuations, short circuit, rodent attacks, etc or natural wear & tear or due to aging of CRS.	No change in RFP Clause	No Change

153	95	7.28	ANNEXURE C: SCOPE OF WORK 33)Centralized Electronic Journal (EJ) pulling, Software & Content distribution at Cash Recycler	b)In case of software crash, The Vendor will make arrangement to copy data on daily basis to a remote folder and provide the same as and when required. If the Cash Recycler disconnects or EJ Pulling software needs to be re-installed, the Vendor will take up the matter directly with the Bank for solution immediately but latest within 8 hours. Bank will not be responsible for the same.	Please clarify selected vendor will take up the matter directly with the bank for solution immediately for all disconnected cases or when ever dispute cases rises	Bidder has to provide support for all disconnected cases.	No Change
154	96	7.28	ANNEXURE C: SCOPE OF WORK 33)Centralized Electronic Journal (EJ) pulling, Software & Content distribution at Cash Recycler	e)The solution should be capable of distributing screens, audio files, antivirus software and patches at specified Cash Recycler PAN India and also should be capable of roll back if brought to the previous state.	Please fix the number in year screen distributing screens, audio files, etc. Please clarify on the ani-virus software patch	As TSS has to be implemented in all machines, antivirus may not required.	No Change
155	97	7.28	ANNEXURE C: SCOPE OF WORK 36)Networking for Cash Recycler Connectivity :	iv.The Network should adhere to the following security aspects: a)Strong Authentication b)TLS implementation from CD/CRM to Switch. IP Sec encryption for the traffic from Cash Recycler to DC, and DR, as advised by the Bank for data confidentiality c)Segregation of proposed network from other customers and network level access controls including firewalls and router based access control should be implemented. d)Guidelines from RBI (CSITE) regarding Security of the ATM/ Cash Recycler be adhered to.	Please consider that the bidder has to provide new line and not the existing . This would provide all bidders equal opportunity to bid. As per bank requirement the earlier provider will stand advantage in commercials. Kindly consider	Existing bidders are required to provide Additional Link. Bank may discontinue the existing links.	No Change
156	97	7.28	ANNEXURE C: SCOPE OF WORK 36)Networking for Cash Recycler Connectivity :	viii.The Bank will have the right to conduct audits of the Network to ensure that the security controls are in place	Please consider that the bidder has to provide new line and not the existing . This would provide all bidders equal opportunity to bid. As per bank requirement the earlier provider will stand advantage in commercials. Kindly consider	Existing bidders are required to provide Additional Link. Bank may discontinue the existing links.	No Change

157	98	7.28	ANNEXURE C: SCOPE OF WORK 37)Switch Feed	<p>i.Bank will provide standard online switch feed for monitoring Cash Recycler health status. The Vendor should develop web based application or any other interface for monitoring Cash Recycler at its own cost. The Vendor should also share the monitoring tool with Bank.</p> <p>ii.If Vendor is not able to monitor Cash Recycler health status efficiently or build a interface along with standard online switch feed, then Vendor should be capable of deploying the Cash Recycler along with agent based feed monitoring system without any additional cost to bank, which should be capable of monitoring health status of Cash Recycler efficiently to his central monitoring system. Web base Interface should be designed following secure coding practices. Moreover, these may be operated using a reasonably strong user authentication standard as practiced by the bank.</p>	As we understand Bank is okay with the agent based monitoring	RFP clause is self explanatory	No Change
158	101	7.29.	ANNEXURE D: ELIGIBILITY EVALUATION COMPLIANCE	6. Bidder should have experience in deploying/ undertaking the activities of Managed Services/ undertaking the activity of Cash replenishment services for at least 500 ATM/ CD/ BNA/ Cash Recyclers cumulatively in India in any of the BFSI institution in last three years from the date of issuance of this RFP	<p>Please consider</p> <p>Bidder should have experience in deploying/ undertaking the activities at least 500 Cash Recyclers cumulatively in India in any of the BFSI institution in last three years from the date of issuance of this RFP</p>	No change in RFP Clause	No Change
159	106	7.31	ANNEXURE F: PROJECT TIMELINES	2-3 weeks from date of acceptance of the purchase order by the Successful Bidder	Please consider 4 - 6 weeks, since Bank / Switch / Bidder ahs to coordinate and test all the functionality	No change in RFP Clause	No Change
160	107	7.32	ANNEXURE G: SERVICE LEVEL REQUIREMENTS i.Penalty for downtime	The Bidder shall maintain 98% overall uptime for each Cash Recycler on monthly basis. For each percentage downtime below 98%, a penalty equivalent to twice the percentage of downtime will be deducted out of total monthly bill amount on per Cash Recycler basis.	The Bidder shall maintain 97% overall uptime for each Cash recycler. For each percentage downtime below 97%, a penalty 1% will be deducted out of total monthly bill amount on per Cash Recycler basis.	No change in RFP Clause	No Change
161	108	7.32	ANNEXURE G: SERVICE LEVEL REQUIREMENTS iii.Penalty for non-supply of consumables/ Low quality consumables: -	Penalty of Rs.1000/- per day per Cash Recycler will be deducted towards non-supply of consumables as reported by the branches/offices. In case the Vendor supplies low-quality consumables in the Cash Recycler and if it is reported that the functioning of the Cash Recycler machine is problematic due to low-quality consumables utilized in the Cash Recycler, the bank will impose a penalty @ Rs.1000/- for each Cash Recycler per instance per day till the consumables are replaced.	We request bank penalty of Rs 250 towards non-supply of consumables as reported by the branches/offices	No change in RFP Clause	No Change
162	84	7.26	ANNEXURE A: COMMERCIAL BID FORMAT	Charges for providing OTC lock management services entirely managed by vendor for 7 years	Please clarify bank requirement.	RFP clause is self explanatory	No Change
163	84	7.26	ANNEXURE A: COMMERCIAL BID FORMAT - OPTIONAL ITEMS	Spare Parts Cost	<p>The spare details are more of ATM spares and key spares of Cash Recycler (CR) is not mentioned.</p> <p>E.g. Four High Pick Module without cassettes</p> <p>Please include CR spares</p>	Please refer Revised Annexure A: commercial bid format	Change proposed for more clarity

164	89	7.28	ANNEXURE C: SCOPE OF WORK	1)The Bank is looking for Vendors for Supply, Installation and Maintenance of 600 Nos. of Cash Recycler with 3 years' warranty, 4 years AMC after expiry of warranty, providing Managed Services for a period of 7 years .	As industry standard Cash Recycler in India always come with one year warranty, if additional two years warranty required bidder needs to add the cost of 2 years in the product price. Bank paying upfront two years AMC cost along with the product. We recommend the following based on industry experiences. 1st and 2nd year as 8% 3rd and 4th year as 10% from 5th year as 12%.	No change in RFP Clause	No Change
165	90	7.28	ANNEXURE C: SCOPE OF WORK	13)Vendor should ensure that Cash Recycler should have pilfer proof camera at the cash accepting/dispensing slots and be able to capture the images at the time of accepting and dispensing the cash. Vendor should ensure that have external Dome Camera with required cabling and casing work at no additional cost and should be installed in such a way that it captures images of overall site.	As per the industry standard all Cash recycler machine come with two camera internally (inside the machine) only. 1. To capture image of the face 2. To capture image of hand. If bank require Dome camera to be attached ? please confirm.	No change in RFP Clause	No Change
166	90	7.28	ANNEXURE C: SCOPE OF WORK	15)The Vendor should perform the various activities at the instance of Bank like IP changing activities, changes in cassette configurations, Screens etc. without any extra cost to Bank during contract period.	OEM / Bidder will perform the various activities at the instance of Bank like IP changing activities, changes in cassette configurations, Screens etc during the time of installation. If any other activity required after installation it would be done under mutual agreed commercials basis. Kindly consider on mutual agreed cost	No change in RFP Clause	No Change
167	90	7.28	ANNEXURE C: SCOPE OF WORK	18)Bank reserve the rights to outsource the cash management services for Cash Recyclers	Please clarify bank requirement. Bank request for Cash Management as optional and also we see this line item is included in the TCO.	RFP clause is self explanatory	No Change
168	91	7.28	ANNEXURE C: SCOPE OF WORK	23)Vendor should provide the patch cord of required length at the site and attend the LAN cable issues from I/O port to Cash Recycler under warranty and AMC period without any extra cost or claiming of visit charges to Bank and replace damaged patch cord in case of requirement.	We request the bank to consider additional cost for the LAN cable issue or damaged not attribute to the bidder	No change in RFP Clause	No Change

169	91	7.28	ANNEXURE C: SCOPE OF WORK	24)Multi-vendor software compatibility: The successful bidder shall agree that the Bank reserves the right to bring in Multi-vendor software, hardware and if such a solution is contracted with a third party other than the successful bidder, the successful bidder agrees for a tripartite agreement for continued functions. Cost of testing & UAT to implement the multi-vendor solution shall be fixed on mutually agreed basis. The Successful bidder also ensure that software including XFS of machine should be compatible with Multi- Vendor software, if there will be any compatibility issue during the warranty and AMC period of contract then successful bidder will make software including XFS compatible with Multi- Vendor Software without any cost to Bank	MVS testing after machine installtion will be additional and mutual agreed cost. We request the bank to consider 1. Testing cost 2. Media cost 3. Roll out cost	RFP clause is self explanatory	No Change
170	92	7.28	ANNEXURE C: SCOPE OF WORK 30)Functional Requirements	i. The Cash Recycler should have capability of remote monitoring of their all-round health status. Cash Recycler should have capability of installation / updation of patches, installation of screens remotely.	Please clarify bank requirement	RFP clause is self explanatory	No Change
171	92	7.28	ANNEXURE C: SCOPE OF WORK 30)Functional Requirements	vii.Selected Vendor should provide end to end managed services.	Please let us know the bidder scope , Whether Cash management is optional	RFP clause is self explanatory	No Change
172	92	7.28	ANNEXURE C: SCOPE OF WORK 30)Functional Requirements	x.In case any hot fixes, bill validation modifications, software patches, Screens etc. cannot be applied remotely, the selected vendor is required to update the Software, OS by sending its personnel at each location during warranty and AMC period. This exercise should be done at free of cost. Also there should not be any provision of attaching external media like USB to the Cash Recycler.	Please consider if any changes required in the hardware after installtion it will done on mutually agreed chargeable basis along with the Engineer visit cost per site.	No change in RFP Clause	No Change
173	93	7.28	ANNEXURE C: SCOPE OF WORK 30)Functional Requirements	xvii.Cash Recycler should have five cassettes with capacity of storage of minimum 2600 notes per cassette. Of the five cassettes, initially four storage cassettes should be configured for deposit or withdrawal of currency and fifth cassette should be universal acceptor cassette for depositing / rejecting of currency. Universal Reject Cassette should be available for diverting the counterfeit currency for impounding. During the contract period vendor should reconfigure these cassettes for Cash recycling as and when required by the Bank.	As per the technology , it is not advisable to divert counterfiet to the fifth \ deposit only \ universal cassette. The fifth cassette is used for all denomination mix only. We request the bank to change the requirement to Recycler cassette deposit cassette \ universal cassette Counterfiet cassette & Retract cassette	RFP clause is self explanatory	No Change
174	93	7.28	ANNEXURE C: SCOPE OF WORK 30)Functional Requirements	xix.Cash Recycler must be accompanied with three cameras i.e. one hand camera, one machine camera and one lobby camera.	As per the industry standard all Cash recycler machine come with two camera internally only. 1. To capture image of the face 2. To capture image of hand. We request to change the above accordingly.	No change in RFP Clause	No Change

175	94	7,28	ANNEXURE C: SCOPE OF WORK 32)AMC & Second Line Maintenance of equipment's at Cash Recycler sites (SLM) during the period of contract:	i.The Vendor has to enter into a comprehensive Annual Maintenance Contract of Cash Recycler, post warranty period. The Vendor has to ensure all Cash Recycler are in operational condition for 24x7x365. During warranty and AMC period, the vendor has to coordinate with the Vendors as part of the scope.	Please clarify the requirement in details.	The clause will be modified as "i. The Vendor has to enter into a comprehensive Annual Maintenance Contract of Cash Recycler, post warranty period. The Vendor has to ensure all Cash Recycler are in operational condition for 24x7x365. During warranty and AMC period, the vendor has to coordinate with the OEMs as part of the scope. "	Change proposed for more clarity
176	94	7.28	ANNEXURE C: SCOPE OF WORK 32)AMC & Second Line Maintenance of equipment's at Cash Recycler sites (SLM) during the period of contract:	ii.No extra charges shall be paid by the Bank during the tenure of contract for any maintenance activity, Repairs, replacement of all spares of Cash Recycler, Connectivity equipment, electrical, consumables Spare part etc., whatsoever.	We request the bank to consider the following consumables parts on the mutually agreed commercial basis. 1. Cassettes - all type 2. Tape 3. Head 4. EPP 5. Keys and lock In case if the failure is due to external forces, such as natural calamities, abnormal condition, etc. Spares would be replaced on chargeable basis. Please consider	No change in RFP Clause	No Change
177	94	7.28	ANNEXURE C: SCOPE OF WORK 32)AMC & Second Line Maintenance of equipment's at Cash Recycler sites (SLM) during the period of contract:	viii.Implementation of hardware and software level Configuration changes including cassette configurations / IP configuration changes wherever required/ necessitated without any extra cost to Bank during contract period.	Configuration changes and others would be done during machine installation. If bank require some changes to be made after installation if would done on commercial basis. Please consider.	No change in RFP Clause	No Change
178	95	7.28	ANNEXURE C: SCOPE OF WORK 32)AMC & Second Line Maintenance of equipment's at Cash Recycler sites (SLM) during the period of contract:	ix.The Vendor is expected to take full-fledged responsibility of the Cash Recycler (both hardware & software). Bank shall not pay any charges for fixing/replacing any spare parts/ consumables for whatsoever reason other than Vandalism, fire and natural calamities.	We request the bank to consider the consumables parts on the mutually agreed commercial basis towards replacements of original spare parts, including all consumables due to any breakdowns, thefts, voltage fluctuation, earthing related, electrical fluctuations, short circuit, rodent attacks, Custodian faults, etc or natural wear & tear or due to aging of CRs	No change in RFP Clause	No Change
179	95	7.28	ANNEXURE C: SCOPE OF WORK 32)AMC & Second Line Maintenance of equipment's at Cash Recycler sites (SLM) during the period of contract:	x.The Agents Updates, Patches (or any other software component), All software including OS, data base, application software, middleware etc. which is supplied by the Vendor for the solution etc. shall be provided by the selected Vendor through OEMs without any additional cost to the Bank.	If any third party SW need to be installed it has to be tested before installation and testing cost would be applicable. This would be done at cost before installation after installation Please consider Engineer visit cost.	No change in RFP Clause	No Change

180	97	7.28	ANNEXURE C: SCOPE OF WORK 35)Consumables and Stationery:	<p>i.Supply and replenishment of consumables (i.e. JP Paper, RP Paper, JP Ribbon, etc) without any quantitative limit and as per the specifications of the Bank as per the regulatory guidelines without any extra cost to Bank in future. (Journal printer may not be supplied by the Vendor with the Recycler machine. However, in case of statutory guidelines by regulatory authorities same has to be supplied/installed in the machine without any extra cost to Bank.)</p> <p>ii.The receipt printer paper roll shall be as per the specifications decided by Bank and will be having Bank's advertisements in bilingual format without any extra cost to the Bank. All thermal paper prints must have a quality to be stored in good condition for a minimum of 1-year period</p>	<p>Please let us know whether the supply of consumables to be made for 7 years.</p> <p>Please let us know how thermal print quality to be stored in good condition for a minimum of 1-year period</p>	RFP clause is self explanatory	No Change
181	97	7.28	ANNEXURE C: SCOPE OF WORK 36)Networking for Cash Recycler Connectivity :	vii. Leased circuits for backhaul links shall not be shared with any other customer.	<p>Please consider that the bidder has to provide new line and not the existing . This would provide all bidders equal opportunity to bid.</p> <p>As per bank requirement the earlier provider will stand advantage in commercials. Kindly consider</p>	Existing bidders are required to provide Additional Link. Bank may discontinue the existing links.	Change proposed for more clarity
182	97	7.28	ANNEXURE C: SCOPE OF WORK 36)Networking for Cash Recycler Connectivity :	ix.The Connectivity at DC & DR is to be through the security equipment's installed at the respective locations and the Vendor to co-ordinate with the Banks team, Security Integrator & Network Integrator.	Please consider that the bidder has to provide new line and not the existing . This would provide all bidders equal opportunity to bid.	No change in RFP Clause	No Change
183	104	7.30.	ANNEXURE E: PAYMENT TERMS	b.99% of the value of the Cash Recycler will be paid within 30 days after successful delivery, Installation & commissioning of recycler and submission of installation report and acceptance certificate duly acknowledged by designated authority of Bank and after imparting training to staff on cash management & FLM support.	<p>99% of the value of the Cash recycler will be paid within 7 days after successful commissioning or delivery .</p> <p>The payment will be made within 7 days of receipt of the invoices / Soft copy along with installation report and acceptance certificate duly acknowledged by Bank of Maharashtra.</p>	No change in RFP Clause	No Change
184	106	7.31	ANNEXURE F: PROJECT TIMELINES	3 weeks from date of intimation of readiness of site in phases by the Bank	Please consider 4 - 6 weeks	No change in RFP Clause	No Change
185	108	7.32	ANNEXURE G: SERVICE LEVEL REQUIREMENTS iv.Penalty under EJ Pulling services and EJ Reconciliation: -	Vendor has to ensure that the success rate of EJ pulling is at least 98% on T+1 basis and 100% on T+3 basis. In case of non-submission of 100% EJ on T+3 basis, Bank will charge a penalty of Rs.1000/- per day per Cash Recycler. Further, in case of any claims of the cardholder by the Bank in the event of non-availability of EJ and EJ reconciliation, the Bank will recover the amount from vendor claimed by the cardholder.	<p>We request bank to consider the penalty waiver.</p> <p>As bank is aware, if there is any disconnect or EJ not pulled , once the connectivity done the EJ will be pulled from the date of disconnect.</p>	No change in RFP Clause	No Change

186	109	7.33.	ANNEXURE H: TECHNICAL SPECIFICATIONS	Recycler: The Cash Recyclers proposed for deployment under this RFP shall comply with RBI, IBA, EMV, NPCI/NFS, UIDAI guidelines. If any new guidelines are issued by these organizations, the bidder shall arrange for its compliance / up-gradation and bear the cost for the same during the warranty period i.e. 3 years (Three years) after 3 years i.e. during AMC it will be done on mutually agreed terms . This clause is also applicable for hardware and OS of recyclers, TSS, etc. offered under this RFP.	We request the bank to consider the following cost 1. Development cost 2. If any HW upgrade required 3. Engineer visit As you are aware it would be difficult for the bidder to know the new guidelines and provide compliance and do provide at no cost for 3years	No change in RFP Clause	No Change
187	113	7.33.	ANNEXURE H: TECHNICAL SPECIFICATIONS	7.9 Cash Recyclers should have external Dome Camera with required cabling and casing work at no additional cost and should be installed in such a way that it captures images of overall site.	As the industry standard. Cash recycler machine will have two and support two cameras inside the machine. 1. Face capturing & 2. Hand capturing during transaction. Please clarify bank requirement.	RFP clause is self explanatory	No Change
188	114	7.33.	ANNEXURE H: TECHNICAL SPECIFICATIONS	10.2 DMP/Graphic Thermal Journal Printer to print audit trail	We request to kindly remove the JP requirement. All Cash recycler (CR) are installed without journal printer (JP), to add Bank is already engaging in EJP services, where details in Journal been analysis faster than the old JP rolls process. When the JP roll out also cause the machine down.	Journal printer may not be supplied by the vendor with the Recycler machine. However in case of statutory guidelines by regulatory authorities same has to be supplied/installed in the machine without any extra cost to Bank.	Change proposed for more clarity
189	117	7.33.	ANNEXURE H: TECHNICAL SPECIFICATIONS	Terminal Security Solution Specifications :	Please let us know the following Server for TSS is bidder scope, but the commercials don't have any line items for TSS HW and software and application and maintenance. As an Industry practice bank will procure HW and SW and bidder will provide the solution along with the machine. 4. Who will monitor ? If bidder no separate line time is mentioned in commercials. Please clarify the above requirements.	TSS solution will be hosted at Bidder premises	No Change
190	12	3.5	Offer validity Period	The offer should hold good for a period of 180 days from the date of opening of Technical bid.	We request Bank to reduce offer validity period maximum to 90 days	No change in RFP Clause	No Change
191	15	3.1	Scrutiny of Offers	In case only Two bidder participated in the tender process, reverse auction may not be conducted and the commercial bid submitted by the bidder will be considered. However, Bank's decision will be final in this regard.	We request Bank to go for Reverse Auction even for 2 bidders.	No change in RFP Clause	No Change
192	21	3.35	Repeat Orders	Bank of Maharashtra reserves the right to place repeat order/s to the extent of +25% & -50% of original order both in terms of quantity and amount on the bidder under the same terms and conditions within a period of two years from the date of acceptance of first purchase order by the bidder. The bank reserves the right to re-negotiate the price with the bidder in case of downward revision of the prices.	Any increase and or reduction in quantity will be only on mutually agreed terms as considering the current environment , it may not be possible for the bidder to hold price for two years. So we request bank to fix the price for 1 year only.	No change in RFP Clause	No Change

193	21	3.34	Exchange Rate Variation (ERV)	Exchange rate variation clause may be applicable for repeat order only. Prices accepted by Bank shall be increased or decreased in repeat order if the ERV is more than 5%. (The % will be calculated from date of submission of commercial offer and repeat order proposal). The price increase or decrease will be proportionate to difference more than 5%. i.e. if dollar variation is +/- 7% than prices may increase /decrease by 2%.	We request bank that the prices accepted by Bank shall be increased or decreased in repeat order if the ERV is more than 2% instead of proposed 5% i.e. if dollar variation is +/- 7% than prices may increase /decrease by 5%.	No change in RFP Clause	No Change
194	25	6.1	Performance Bank Guarantee	<p>The successful bidder should furnish a Performance Bank Guarantee to the extent of 3 % 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 13. The performance guarantee would be for the entire period of the Contract plus 6 months.</p> <p>If the Performance guarantee is not submitted, the Bank reserves the right to cancel the contract. The Performance Guarantee would be returned to the bidder after the expiry or termination of the contract. The limit of PBG of 3 % is as per guidelines of Ministry of Finance, Department of Expenditure Procurement Policy Division (No. F.9/4/2020-PPD) dated 30th December 2021 which are applicable to all tenders/ contracts issued/ concluded till 31st March 2023. If the tenders/ contracts are not issued/ concluded till 31st March 2023, as per revised guidelines of GOI (if any) will be applicable with regards to PBG. In absence of any guidelines from GOI, the limit of PBG will be 10%.</p>	<p>Request Bank to differentiate the BG for Products and Services. We propose following points related to BG.</p> <p>For Sale of Assets, BG should be applicable only for the Warranty Period. + 60 days only. This is in line with Government's "Manual for Procurement of Goods" updated in June 2022 (6.1.3 Warranty Bank Guarantee).</p> <p>For Services, BG should be 3% of Annual Contract Value of services portion only, to be renewed annually. This will endure that the vendors have sufficient working capital to support the operations. Issuing Banks are reluctant to issue the long term BGs.</p> <p>In absence of any guideline, bidder recommends that bank should continue with 3%, unless otherwise agreed between the parties .</p>	No change in RFP Clause	No Change
195	26	6.17	Change Management	<p>All the IT components proposed under the RFP in the scope of RFP (such as- application software, middleware etc.) should be periodically patched for all types of patches, such as - security patches, system patches etc. without any additional cost to the Bank. Emergency patches should also be applied immediately as per regulatory and other agencies directions etc.</p> <p>If any software provided by bidder becomes End of support/ End of life during the warranty/ AMC/ ATS period, the same will be replaced by the next version of software without any cost to the Bank. Also, software replacements are done in a planned manner to ensure that no downtime is required on this account impacting customer services.</p>	All upgradations which includes any new type of Hardware (with associated software /drivers for that Hardware) in the endpoint will be done at mutually agreed price between the Bank and the vendor. New Recycler will supplied with current regulatory guidelines. Request Bank to consider the same.	RFP Clause self explanatory. No change in RFP Clause.	No Change

196	32	6.30. Liquidated Damages	Liquidated Damages	<p>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.</p> <p>Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the company. Monday to Saturday will be considered as a week. Part of week will be treated as a week for this purpose. However, the Bank may, at its discretion, waive the liquidated damages in case the delay cannot be attributed to the Bidder.</p> <p>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 the goods within the stipulated time, the bank reserves the right to terminate the contract.</p>	<p>Request Bank to consider 1% LD per week of particular Cash Recycler delivery subject to maximum deduction of 3%.</p> <p>Bank to modify Week in 7 days instead of 3 days as per Calender.</p> <p>Request Bank not to deduct any amount without proper intimation to service provider along with 1 week notice consists of 7 days.</p> <p>Request Bank to consider a sum of Rs 500/- per day up to maximum deduction of 3% of the particular Cash Recycler.</p>	No change in RFP Clause	No Change
197	34	6.32	Force Majeure	<p>"Neither Party" will be liable for any delay or failure to perform its obligations, if the delay or failure has resulted from circumstances beyond its reasonable control, including but not limited to, act of God or governmental act, epidemic, pandemic, flood, fire, explosion, war, and any other occurrence of the kind listed above, which is not reasonably within the control of the affected party.</p> <p>Each Party agrees to give to the other a written notice immediately as soon as reasonably possible on becoming aware of an event of force majeure and such notice shall contain details of the circumstances giving rise to the event of 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."</p>	<p>Request Bank to incorporate "Strike" under Force Majeure as it is not under anyone's control.</p> <p>Request bank to look into the termination point as under Force Majeure circumstances no agreement can be terminated.</p>	No change in RFP Clause	No Change
199	82	7.24 - Annexure 25	FORMAT FOR LOCAL CONTENT	<p>This is to certify that proposed RFP# 11/2022-23 for Supply, Installation, Maintenance of Cash Recycler and providing Managed Services for 7 years is having the local content of ____% as defined in the above mentioned RFP and amendment thereto.</p> <p>This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 – Revision vide Order No. P-45021/2/2017-PP (BE-II) dated 04th June, 2020. Issued by Department for Promotion of Industry and Internal Trade, Ministry of Commerce and Industry, Gol.</p>	<p>Please clarify in details what are the components of local content to be taken into calculation to arrive local content percentage.</p> <p>Also clarify in details about the same order.</p>	The Recycler and its components are to be taken into calculation to arrive local content percentage. Annexure-25 amended accordingly in lines with Make-In-India guidelines 2017 and all amendments thereof.	No Change

200	91	7.28. ANNEXURE C: SCOPE OF WORK Project Scope	22) Bidder should comply all the formats of reports, reconciliation certificate, Electronic Journal, Receipts etc. as required by Bank, RBI, Govt. etc. free of cost.	22) Bidder should comply all the formats of reports, reconciliation certificate, Electronic Journal, Receipts etc. as required by Bank, RBI, Govt. etc. free of cost.	Need sample reports with clarity.(C3R, VCB, DLR etc.)	RFP Clause self explanatory, report format to be shared with successful bidder	No Change
201	16	3.17	Contract Period	The performance of the selected bidder shall be reviewed every quarter and the Bank reserves the right to terminate the contract at its sole discretion by giving 30 days prior notice.	We request the Bank to change this clause as termination provision of the agreement already addresses the same. This clause to be removed from the contract to remove any ambiguity .	No change in RFP Clause	No Change
202	21	3.35	Repeat Orders	Bank of Maharashtra reserves the right to place repeat order/s to the extent of +25% & -50% of original order both in terms of quantity and amount on the bidder under the same terms and conditions	Any increase and or reduction in quantity will be only on mutually agreed terms as considering the current environment , it may not be possible for the bidder to hold price for two years .	No change in RFP Clause	No Change
203	28	6.24 and 6.24.1	Exit Option & Contract Re-negotiation and Termination	The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions: a. Failure of the successful bidder to accept the contract and furnish the performance Guarantee within 30 days of receipt of purchase order by the Bank; b. The selected bidder commits a breach of any of the terms and conditions of the contract. c. The bidder goes into liquidation voluntarily or otherwise. d. An attachment is levied or continues to be levied for 7 days upon effects of the bid. e. The progress regarding execution of the contract by the bidder does not comply with the SLAs proposed in this RFP and the deviations are above the defined threshold limits. f. Deduction on account of liquidated damages exceeds 10% of the total contract price. g. Delay in delivery / installation / commissioning of machine and services required under RFP beyond the specified period for the same as mentioned in the order	Bank has the option to terminate this contract and re-negotiate but there is no option for the bidder to terminate or re-negotiate. We would request Bank to add the clause for the bidder having options to terminate and re-negotiate	No change in RFP Clause	No Change
204	29	6.24.1	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	The bidder's proposal is based on the fundamental assumption that this contract will live its full term. Having this clause essentially means this contract is valid for 30 days only cost of which from bidder's perspective is very high . We recommend that Bank in such case pay termination fee to the Bidder .	No change in RFP Clause	No Change
205	33	6.31	Indemnity	Bidder shall further indemnify the Bank against any loss or damage arising out of loss of data subject to the limit agreed between the parties under clause 6.41 of the RFP	Bidder would not have access to any data of Bank , in any case , if this has to be part of the agreement , Bidder can only agree to cost of restoration of last available data provided, Bank agrees to take back up of data on regular basis .	No change in RFP Clause	No Change
206	89	7.28- Annexure C- Scope of Work	Project Scope	The Cash Recyclers proposed for deployment under this RFP shall comply with all the guidelines as and when issued by RBI, IBA, NPCI/NFS, UIDAI guidelines, any other authority/regulatory, GOI guidelines.	Since , no one knows or control regulatory changes , should there any change in such guidelines etc , the same will be complied with at the cost of Bank .	No change in RFP Clause	No Change

207	90	7.28	ANNEXURE C: SCOPE OF WORK, point no 15	The Vendor should perform the various activities at the instance of Bank like IP changing activities, changes in cassette configurations, Screens etc. without any extra cost to Bank during contract period.	Bidder shall do <u>one free visit</u> for example like IP changing activities, changes in cassette configurations, Screens etc. at each site without any extra cost to Bank during contract period. Request bank to amend this clause accordingly	No change in RFP Clause	No Change
208	91	7.28	ANNEXURE C: SCOPE OF WORK, point no 20	Cash Recyclers should have vinyl wrapping as per the Bank's branding. In case the vinyl wrap gets torn or discolored, the vendor is required to wrap it again without any additional cost to the Bank	Bidder shall provide vinyl wrapping with every new machine supplied to the bank at the time of installation. For torn or discolored vinyl wrapping, extra commercials at mutually agreed rates shall be applicable. Request Bank to amend this clause accordingly	No change in RFP Clause	No Change
209	94	32 iii	AMC & Second Line Maintenance of equipment's at Cash Recycler sites (SLM) during the period of contract	Supply, installation and replacements of original spare parts (OEM make only) including all consumables due to any breakdowns, thefts, voltage fluctuation, earthing related, electrical fluctuations, short circuit, rodent attacks, etc. will be borne by Bank at the cost quoted by the bidder as per the commercials	Damaged/ Faulty parts due to vandalism, short circuit, voltage fluctuation, electrical malfunctioning, destruction, theft, burglary etc. are not covered under comprehensive AMC and shall be chargeable to the customer. Request Bank to amend this clause accordingly.	No change in RFP Clause	No Change
210	95	32	(ix) AMC & Second Line Maintenance	The Vendor is expected to take full-fledged responsibility of the Cash Recycler (both hardware & software). Bank shall not pay any charges for fixing/replacing any spare parts/ consumables for whatsoever reason other than Vandalism, fire and natural calamities.	Faulty parts due to site infra issue i.e. earthing, voltage fluctuation, short circuit are not covered under AMC and shall be repaired/ replaced on chargeable basis as per the agreed rates. Request Bank to amend this clause accordingly	No change in RFP Clause	No Change
211	99	42	Insurance (wherever cash management is managed by the bidder)	(a) The Vendor should ensure that the cash of the (a) Bank handled by them in the vault/in transit/in CRM s adequately insured with the bank as beneficiary. (If cash management service is provided by Vendor) (d) In case of any cash Loss, the Vendor should reimburse the loss amount to the Bank immediately, without waiting for settlement of Insurance claim (e) In the event if any of the Cash recycler machine got damaged or to be repaired or parts to be replaced by any act not attributable to vendor then vendor will replace those parts and if bank claims any insurance for the same then the cost of the replaced parts to be reimbursed to the vendor	(a) Bidder can insure cash (only in Vault and in transit for clarity not for cash lying in CRM) (d) Bidder proposes to include below text for absolute clarity on cash loss -: " Bidder shall be liable for all cash losses incurred/sustained by the Bank during the period cash is in the custody and control of CIT Company i.e from the time the cash is received by CIT Company (Cash in Transit or in CIT Vault) till such time it is deposited in ATM. Once cash is loaded and updated in ATM/ CR liability of Bidder will be over and therefore, Bidder no longer shall be responsible for the cash loss unless such cash loss from ATM/ CR is conclusively proved to be caused by CIT Company representatives in the performance of services. (e) Bank will be liable unless damage caused to CR is solely caused by Bidder.	RFP clause is self explanatory	No Change

212	107	7.32. i	Penalty for downtime	The Bidder shall maintain 98% overall uptime for each Cash Recycler on monthly basis. For each percentage downtime below 98%, a penalty equivalent to twice the percentage of downtime will be deducted out of total monthly bill amount on per Cash Recycler basis.	We request bank to provide exclusion for below scenarios as they are beyond our control i. Supervisory time ii. Bank dependency, actual downtime due to cash out on account of non-supply/less-supply of cash by the Bank iii. Bank dependency, actual downtime on account of ATM switch downtime iv. In case of non-availability of connectivity for reasons solely attributable to the Bank, where bank provided connectivity is not available, this exclusion shall be available. v. Core Banking Solution Host outages vi. Any other cause directly affecting the downtime solely attributable to Bank's infrastructure including power outages vii. Lobby or captive ATMs not accessible beyond banking hours viii. Remote Branches – closed due to power or infrastructural issues ix. Closure is enforced by law enforcement / Police authorities x. Non availability of branch person to clear the cash Jams/ cash out xi. Any other exclusion agreed by the bank	RFP clause is self explanatory	No Change
213	112	5.17		Cash Recycler must pass the test to identify the year of issue of the Indian Currency Note with 100% accuracy in single test.		No change in RFP Clause	No Change
214	107	7.3.2 iii	Penalty for non-supply of consumables/ Low quality consumables:	Penalty of Rs.1000/- per day per Cash Recycler will be deducted towards non-supply of consumables as reported by the branches/offices. In case the Vendor supplies low-quality consumables in the Cash Recycler and if it is reported that the functioning of the Cash Recycler machine is problematic due to low-quality consumables utilized in the Cash Recycler, the bank will impose a penalty @ Rs.1000/- for each Cash Recycler per instance per day till the consumables are replaced.	Penalty of 1000/- per day is very high. Request Bank to reduce this to Rs. 100/- per day.	No change in RFP Clause	No Change
215	108	7.3.2 iv	iv Penalty under EJ Pulling services and EJ Reconciliation	Vendor has to ensure that the success rate of EJ pulling is at least 98% on T+1 basis and 100% on T+3 basis. In case of non-submission of 100% EJ on T+3 basis, Bank will charge a penalty of Rs.1000/- per day per Cash Recycler. Further, in case of any claims of the cardholder by the Bank in the event of non-availability of EJ and EJ reconciliation, the Bank will recover the amount from vendor claimed by the cardholder	Penalty of 1000/- per day is very high. Request Bank to reduce this penalty amount to Rs. 50/- per day with a capping of monthly EJ pulling charges for a CDM	No change in RFP Clause	No Change

216	18	3.22	Preference for Public Procurement (Preference to Make in India)	Guidelines issued as per PPP-MII (Public Procurement (Preference to Make in India), 16th September 2020) by Government of India will be followed for evaluation of the bids.	We have observed that in TCO bank has included "Machine + AMC + Managed Services for 7 years + Additional cassettes set + OTC lock management + VSAT connectivity + Cash Management for 7 years". As per Government Make in India Guidelines, Only Product can be considered under "Local Content", not services. Services like "Transportation, insurance, installation, commissioning, training and after sales and services support like AMC/CMC can not be considered under Make in India. These services is additional one which supports "product". Few bidders can import product and offer local above mentioned services and claims Make in India compliant, then this will be violation of Make in India guidelines. Hence we request bank to revise the TCO and only includes "Machine + Cassettes". Services bank can keep out of TCO but ask vendor to submit the prices now only. Based on this Bidders who manufactures machines locally will only bid for RFP and bank can get machines which are fully Make In India compliant and their guidelines.	The Recycler and its components are to be taken into calculation to arrive local content percentage. Annexure-25 amended accordingly in lines with Make-In-India guidelines 2017 and all amendments thereof.	No Change
217	109	7.33	Annexure H - Technical specifications	Bidder should provide Cash Recyclers with Licensed Windows 11 Operating System or above with latest service pack or any other higher Operating Systems with latest updates. Bidder is responsible to upgrade the OS of Cash Recyclers or higher version before expiry of extended support of Service Provider at no additional cost during both warranty and AMC period. Further, Bidder should ensure that on upgradation, there should be no disruptions of service and no performance related issues faced.	Windows 11 OS is not available in Recycler machines, however current Windows 10 OS can be upgraded to Windows 11 with current LTSE 21 version, which is available in Windows 10 OS. suggest Bank to accept Windows 10 OS	Bidder should provide Cash Recyclers with Licensed Windows 10 Operating System or above with latest service pack or any other higher Operating Systems with latest updates. Bidder is responsible to upgrade the OS of Cash Recyclers or higher version before expiry of extended support of Service Provider at no additional cost during both warranty and AMC period. Further, Bidder should ensure that on upgradation, there should be no disruptions of service and no performance related issues faced.	Changes to enhance participation
218	85	7.26	Annexure A	GST exclusive	bank can change TCO and put separate line item for GST pricing to get the clarity	No change in RFP Clause	No Change
219				RFP response submission	Request bank to clarify whether RFP response submission is online or offline. If few documents need to submit offline, then suggest those documents name	Document needs to be uploaded in GeM portal as response. Legal document executed on stamp paper like Pre Contract Integrity Pact, NDA etc and EMD in form of DD/ BG should be couriered in physical form. EMD in form of DD is valid for 90 days and EMD in form of BG is valid for 180 days.	No Change
220				Extension for Bid Submission	Request bank to provide extension for 3 weeks for RFP response submission, since this is holiday season, so approvals will require more time. Request to provide extension	as per GeM rule whenever Pre Bid Query Response minimum 7 days given to upload Bid Document.	No Change
221	15	3.10 (c)	Scrutiny of Offers c. Commercial Evaluation	In case only Two bidder participated in the tender process, reverse auction may not be conducted and the commercial bid submitted by the bidder will be considered. However, Bank's decision will be final in this regard.	Request Bank to remove the clause and conduct the reverse auction even when there are only 2 bidders	No change in RFP Clause	No Change

222	19	3.24	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 Bidder needs to consider and envisage all services that would be required in the Scope and ensure the same is delivered to the Bank. The Bank will not accept any plea of the Bidder at a later date for omission of services on the pretext that the same was not explicitly mentioned in the RFP.	Request bank to remove this clause and specifically mention the exact Scope of Work	RFP clause is self explanatory	No Change
223	89	7.28 (8)	Project Scope	Bidder should ensure that ATM/CD/CRM provided to Bank should have TLS 1.3 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	We request bank to amend clause as "Bidder should ensure that ATM/CD/CRM 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"	Bidder should ensure that ATM/CD/CRM provided to Bank should have TLS 1.2 or above 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	Changes to enhance participation
224	90	7.28 (15)	Project Scope	The Vendor should perform the various activities at the instance of Bank like IP changing activities, changes in cassette configurations, Screens etc. without any extra cost to Bank during contract period.	We request bank to amend clause as "The Vendor should perform the various activities at the instance of Bank like IP changing activities, changes in cassette configurations, Screens etc. at any cost mutually agreed with the Bank."	No change in RFP Clause	No Change
225	91	7.28 (20)	Project Scope	Cash Recyclers should have vinyl wrapping as per the Bank's branding. In case the vinyl wrap gets torn or discolored, the vendor is required to wrap it again without any additional cost to the Bank.	Request Bank to add exception like Vandalism, theft attempts where bank will have to bear the additional cost	No change in RFP Clause	No Change
226	91	7.28 (23)	Project Scope	Vendor should provide the patch cord of required length at the site and attend the LAN cable issues from I/O port to Cash Recycler under warranty and AMC period without any extra cost or claiming of visit charges to Bank and replace damaged patch cord in case of requirement.	Request Bank to add exception like Vandalism, theft attempts where bank will have to bear the additional cost	No change in RFP Clause	No Change
227	91	7.28 (25)	Project Scope	The CRM should have capability to work on Bank's IST Switch, Bank may add/ upgrade switch vendor. Bidder should be able to provide software solution to bank without any additional cost to Bank.	Software solutions will be provided to the bank at additional rates mutually agreed with the bank	No change in RFP Clause	No Change
228	95	7.28 (32) (viii)	Project Scope	Implementation of hardware and software level Configuration changes including cassette configurations / IP configuration changes wherever required/ necessitated without any extra cost to Bank during contract period	Implementation of hardware and software level Configuration changes including cassette configurations / IP configuration changes wherever required/ necessitated with additional cost mutually agreed with the Bank during contract period	No change in RFP Clause	No Change
229	95	7.28 (32) (ix)	Project Scope	The Vendor is expected to take full-fledged responsibility of the Cash Recycler (both hardware & software). Bank shall not pay any charges for fixing/replacing any spare parts/ consumables for whatsoever reason other than Vandalism, fire and natural calamities	The Vendor is expected to take full-fledged responsibility of the Cash Recycler (both hardware & software). Bank shall not pay any charges for fixing/replacing any spare parts/ consumables for whatsoever reason other than Vandalism, fire and natural calamities and reasons attributable to customer or bank official	No change in RFP Clause	No Change
230	98	7.28 (40) (3)	Project Scope	At the request of the Bank, the Vendor should provide more rounds of user/administrative training at the required locations, without any extra cost	At the request of the Bank, the Vendor should provide more rounds of user/administrative training at the required locations, at additional cost mutually agreed with the bank	No change in RFP Clause	No Change

231	107	7.32	Annexure G - Liquidity damage/Penalty for delay in commissioning	If the bidder fails to complete the delivery, installation and commissioning within the said period, then liquidated damages @ 3% of the Cash Recycler Price will be charged for every week's delay subject to maximum of 10 % of the Cash Recycler Price. Thereafter, the contract may be cancelled and amount paid in excess if any, to the bidder, will be recovered with 1.25% interest per month. The Bank also has the right to invoke the performance guarantee after giving suitable opportunity and notice	If the bidder fails to complete the delivery, installation and commissioning within the said period, then liquidated damages @ 1% of the Cash Recycler Price will be charged for every week's delay subject to maximum of 5% of the Cash Recycler Price. Thereafter, the contract may be cancelled and amount paid in excess if any, to the bidder, will be recovered with 1.25% interest per month. The Bank also has the right to invoke the performance guarantee after giving suitable opportunity and notice	No change in RFP Clause	No Change
232	107	7.32 (i)	Penalty for downtime	The Bidder shall maintain 98% overall uptime for each Cash Recycler on monthly basis. For each percentage downtime below 98%, a penalty equivalent to twice the percentage of downtime will be deducted out of total monthly bill amount on per Cash Recycler basis. Further, in addition to the above, deduction will be made from the total monthly charges on pro-rata basis for those Cash Recyclers which are down for more than 24 hours (i.e. in Nov month, the Cash Recycler is down for 2 days, the payment for 28/30=93.3%, the applicable penalty will be calculated as under: - Applicable downtime percentage = (Prescribed Uptime (98%)-actual uptime for the month (93.33%))=4.66% Penalty = 2* Applicable downtime percentage (2*4.66=9.32% of total Nov Month bill amount of that particular recycler The payment of 28 days will be made on pro rata basis by deducting applicable penalty as mentioned above.	Request bank to add exclusions like time taken for Cash evacuation or cash filling, force majeure, theft/vandalisms, machine being down due to other reasons attributable to the bank or bank dependency	No change in RFP Clause	No Change
233	107	7.32 (iii)	Annexure G - Liquidity damage/Penalty for delay in commissioning	Penalty of Rs.1000/- per day per Cash Recycler will be deducted towards non-supply of consumables as reported by the branches/offices. In case the Vendor supplies low-quality consumables in the Cash Recycler and if it is reported that the functioning of the Cash Recycler machine is problematic due to low-quality consumables utilized in the Cash Recycler, the bank will impose a penalty @ Rs.1000/- for each Cash Recycler per instance per day till the consumables are replaced.	Penalty of Rs. 100/- per day per Cash Recycler will be deducted towards non-supply of consumables as reported by the branches/offices. In case the Vendor supplies low-quality consumables in the Cash Recycler and if it is reported that the functioning of the Cash Recycler machine is problematic due to low-quality consumables utilized in the Cash Recycler, the bank will impose a penalty @ Rs.100/- for each Cash Recycler per instance per day till the consumables are replaced.	No change in RFP Clause	No Change
234	108	7.32 (vi)	Penalty for Housekeeping	The Vendor shall ensure maintenance of all the ATM sites under the proposed contract. The site should be stain free, dust free and the vendor shall ensure the proper ambience of the site. If Vendor is unable to do so for any reason, bank will impose a penalty @ Rs.1000/- for each location per instance per day.	The Vendor shall ensure maintenance of all the ATM sites under the proposed contract. The site should be stain free, dust free and the vendor shall ensure the proper ambience of the site. If Vendor is unable to do so for any reason, bank will impose a penalty @ Rs. 100/- for each location per instance per day.	No change in RFP Clause	No Change

235	108	7.32 (iv)	Penalty under EJ Pulling services and EJ Reconciliation:	Vendor has to ensure that the success rate of EJ pulling is at least 98% on T+1 basis and 100% on T+3 basis. In case of non-submission of 100% EJ on T+3 basis, Bank will charge a penalty of Rs.1000/- per day per Cash Recycler. Further, in case of any claims of the cardholder by the Bank in the event of non-availability of EJ and EJ reconciliation, the Bank will recover the amount from vendor claimed by the cardholder	Vendor has to ensure that the success rate of EJ pulling is at least 98% on T+1 basis and 100% on T+3 basis. In case of non-submission of 100% EJ on T+3 basis, Bank will charge a penalty of Rs.100/- per day per Cash Recycler. Further, in case of any claims of the cardholder by the Bank in the event of non-availability of EJ and EJ reconciliation, the Bank will recover the amount from vendor claimed by the cardholder	No change in RFP Clause	No Change
236	108	7.32 (vii)	Monthly management review by Vendor:	The vendor has to take monthly Management Review of the performance of Recyclers installed and submit a summary report with detailed analysis to Bank within 7 days of succeeding month, failing which, penalty of Rs. 50,000/- (Rupees Fifty thousand only) per month will be recovered from the payments due.	The vendor has to take monthly Management Review of the performance of Recyclers installed and submit a summary report with detailed analysis to Bank within 7 days of succeeding month, failing which, penalty of Rs. 5,000/- (Rupees Five thousand only) per month will be recovered from the payments due.	No change in RFP Clause	No Change
237	20	3.33		After the completion of initial period of 07 (Seven) years, the contract may be extended/renewed for such further period as would be decided by the Bank on the same terms and conditions as mentioned herein.	Extension shall be on such terms and conditions as mutually agreeable. Extension on same terms and conditions is not acceptable as there will be changes in commercials etc. Bank to consider and change clause accordingly.	No change in RFP Clause	No Change
238	24	6.4		Bank reserves the right to visit any of the bidder's premises without prior notice to ensure that the Bank's equipment hosted at the site are not misused	Bank should give reasonable prior notice in writing and such visits shall be done in during normal working hours of Bidder without disturbing the day to day operations of the Bidder.	No change in RFP Clause	No Change
239	27	6.19		The scope of work / services mentioned in this RFP or subsequent agreement shall not be assigned either fully or in part by the Bidder to any third party without the prior written consent of Bank. Bank may at any time in whole or in part, assign or transfer any of its rights benefits and obligations under this agreement to any third party without consent of Bidder.	Such prior written consent should not be unreasonable withheld or delayed. Bank to modify the clause accordingly. Bank shall consider and give at least a prior notice / intimation to Bidder in case of assign or transfer. Bank to modify clause accordingly.	No change in RFP Clause	No Change
240	27	6.20		The bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the bidder under the contract without the prior written consent of the Bank.	Request of the Bidder should not be unreasonable withheld or delayed by the Bank. Bank to make to modify the clause to cover the aforesaid provision.	No change in RFP Clause	No Change
241	27	6.21		It is agreed between the parties that Bank, being in service industry, its reputation, goodwill and positive brand image is of prime importance. Bank has a right to impose penalty for the reputational loss on account of business disruption if bidder 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 bidder against its services. bidder undertakes and agrees to indemnify the Bank against such losses suffered. Reoccurrence of such incidence may lead to termination of contract by the Bank without any further notice	Not acceptable. This clause to be deleted. The Loss cannot be assessed. Business Finance to confirm	No change in RFP Clause	No Change

242	28	6.23		After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled. The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Bank Guarantee, if any, under this contract or any other contract/order	Highlighted text in blue to be deleted as same cannot be accepted by the Bidder	No change in RFP Clause	No Change
243	29			NEW CLAUSE SUGGESTIONS	The Termination right for Bidder to be included. Bidder must have termination rights. Bank to consider to include clause accordingly.	No change in RFP Clause	No Change
244	29	6		In addition to the cancellation of the contract, the bank reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. Further the bidder would also be required to compensate the Bank for any direct loss incurred by the Bank due to the cancellation of the contract and any additional expenditure to be incurred by the Bank to appoint any other bidder.	Highlighted text in blue to be deleted as same cannot be accepted by the Bidder	No change in RFP Clause	No Change
245	31	6.28		The Bank clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, suit for specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this tender document. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.	This clause should be mutual. Bank to consider and change accordingly.	No change in RFP Clause	No Change

246	32	6.30		<p>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. Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the company. Monday to Saturday will be considered as a week. Part of week will be treated as a week for this purpose. However, the Bank may, at its discretion, waive the liquidated damages in case the delay cannot be attributed to the Bidder.</p> <p>Bank will deduct the amount of liquidated damages from the payment due of the same project from the Successful bidder. Bank may also withhold the amount to be recovered from the payment due from other projects held by the same bidder. Any such recovery or liquidated damages shall not in any way relieve the Successful bidder from any of its obligations to complete the works / service(s) or from any other obligations and liabilities under the</p>	<p>(i) Bank may consider to reduce liquidated damages rates from existing 3 % to 1% or 0.50% as it will be on standard basis.</p> <p>(ii) the word "company" to be replaced with "bidder" as same seems to be typo error.</p> <p>(iii) Bank shall not be entitled to withhold any amounts from the payment due to same bidder from any other projects. Each project is separate project and governed by separate Agreement. bank cannot set off against other contracts/ projects. Highlighted lines in blue to be deleted.</p>	No change in RFP Clause	No Change
247	33	6.31		<p>Existing clause:- Bidder shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from (i) an act or omission of Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract.....</p>	<p>Bank shall also indemnify the Bidder due to acts or omissions, fraud of its employees, agents etc. Similar clause shall also be incorporated by the Bank.</p> <p>[NEW CLAUSE SUGGESTED]</p>	No change in RFP Clause	No Change

248	34	6.32		<p>“Neither Party” will be liable for any delay or failure to perform its obligations, if the delay or failure has resulted from circumstances beyond its reasonable control, including but not limited to, act of God or governmental act, epidemic, pandemic, flood, fire, explosion, war, and any other occurrence of the kind listed above, which is not reasonably within the control of the affected party. Each Party agrees to give to the other a written notice immediately as soon as reasonably possible on becoming aware of an event of force majeure and such notice shall contain details of the circumstances giving rise to the event of 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.</p>	<p>Events of Force Majeure to also include: - Riots, Terrorists Acts, any restrictions imposed or orders issued by statutory authority. Bank to consider and modify clause accordingly.</p> <p>Both the parties shall have right to terminate services in case Force Majeure continues for more than 15 days (and not only the Bank); Period shall be extended and made to 30 days, instead of 15 days. Bank to consider changes suggested.</p>	No change in RFP Clause	No Change
249	34	6.33		<p>All disputes and differences of any kind whatsoever arising out of or in connection shall be settled amicably by direct informal negotiation between both the parties. In case of non settlement, the higher authorities of both the parties will intervene and negotiate amicably. However, in case of non-settlement of such dispute, the matter shall be referred for Arbitration to Sole Arbitrator. However, in case of non-consensus on sole arbitrator within 15 days, each party will appoint one Arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who will act as the chairman of the proceedings. The Award of the Arbitrator shall be Final and binding on the parties. The Arbitration and Conciliation Act 1996 or any modification thereof shall apply to the arbitration proceedings. The venue of the arbitration shall be at Pune. The expenses will be borne by the parties in equal proportion. Language of the Arbitration shall be in English. All disputes and controversies between Bank and Bidder shall be subject to the exclusive jurisdiction of the Courts in Pune and the parties agree to submit themselves to the jurisdiction of such court. This Project agreement shall be governed by the laws of India.</p>	<p>Suggest to change venue of the Arbitration from Pune to Mumbai. Bank to consider change.</p>	no change in RFP Clause	No Change
250	40	6.43 (8)		<p>The bidder cannot change the people assigned to a particular piece of work till such work is complete unless consented in written by the Bank</p>	<p>Cannot agree. The Bidder should be free to assign its employees for the work on rotational basis. Practically difficult to take written consent every time an employee leaves or is absent.</p>	No change in RFP Clause	No Change

251	42	6.52		All disputes and differences of any kind whatsoever arising out of or in connection shall be settled amicably by direct informal negotiation between both the parties. However, in case of non-settlement of such dispute, the matter shall be referred to higher authorities. Even after the interference of higher authorities, the dispute persists, such dispute will be referred for Arbitration to Sole Arbitrator. However, in case non-consensus on Sole Arbitrator within 15 days, each party will appoint one Arbitrator	To be deleted, clause is repetition. Already covered under clause no. 6.33	No change in RFP Clause	No Change
252	63	8		In case of any allegation of violation of an provisions of this act or payment of commission the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.	Bank shall limit the documents and information only which is relevant to this RFP and SLA entered with respect to this Project only. Other documents and books of accounts cannot be provided to the Bank. Bank to suitably modify clause accordingly.	No change in RFP Clause	No Change
253	104	d		In case any components of the Cash Recycler are found to be defective/damaged, payment in respect of such Cash Recycler will be withheld by Bank till the defective component or the Cash Recycler itself is replaced or repaired as per Bank directives	Suggest to include the word "or repaired" as highlighted in green.	No change in RFP Clause	No Change
254	113		7.2	Solution should be able to store the images/video in a digital format for minimum 3 months at an average of 400 transactions per day.	There should be mentioning of Maximum or Upto. It cannot be open ended.	No change in RFP Clause	No Change
255	113		7.7 % 7.1	The hardware should be integrated within the Cash Recycler. Solution must be able to capture image of the customer approaching and performing transactions at the Cash Recycler. This solution should be an Integrated with the machine and capture images based on motion.	Video surveillance is independent system. We need to know the integration required as it is not clear.	RFP clause is self explanatory	No Change
256	113		7.13	If camera is masked or wire is cut then machine should give alarm	Need clarification whether to have intrusion panel or detection system.	RFP clause is self explanatory	No Change
257	89	7.28	ANNEXURE C: SCOPE OF WORK - Project Scope	13) Vendor should ensure that Cash Recycler should have pilfer proof camera at the cash accepting/dispensing slots and be able to capture the images at the time of accepting and dispensing the cash. Vendor should ensure that have external Dome Camera with required cabling and casing work at no additional cost and should be installed in such a way that it captures images of overall site.	Need clarity on Lobby footage responsibility	RFP clause is self explanatory	No Change

258	90	7.28	ANNEXURE C: SCOPE OF WORK - Project Scope	18) Bank reserve the rights to outsource the cash management services for Cash Recyclers which will include following areas: - a) Removing Cash, tallying with the CBR (Cash Balancing Report) and depositing the cash with the designated branch of the Bank. b) Cash Evacuation / Replenishment every alternate days or as a when required and it should be ensured the cash inside the recycler should be enough to work all day for customers. (applicable for cash management handled by bidders) c) Compliance of all RBI/IBA/any other statutory guidelines issued from time to time without any additional cost to the Bank up to warranty period i.e. 3 years (Three Years) and under AMC it will be done on mutually agreed term. d) Cash Reconciliation/ Management on T+1 basis as given details in Point No.20 Cash Reconciliation / Management. e) Any other cash related activity will be finalized with the successful Vendor. f) Compliance to RBI MHA & CC swap should be implemented. However, the above services shall be optional i. e. Bank shall have discretion to go for it or not. 19) BANK reserves the right to verify /evaluate the claims made by the Vendor independently. Any decision of BANK in this regard shall be final.	Required consolidated CBR report for Branch managed CRMs. whether to load fresh cash or recycle the deposited cash	RFP clause is self explanatory	No Change
259	91	29	ANNEXURE C: SCOPE OF WORK - Project Scope	Cash Reconciliation/Management (For Location wherever cash management is entrusted to bidder):		No change in RFP Clause	No Change
260	91	a	ANNEXURE C: SCOPE OF WORK - Project Scope	a) The Vendor should provide support to resolve reconciliation disputes within 3 working days of reporting the difference. If the Vendor does not respond by third working day the difference amount will be recovered from Vendor on fourth working day.	Required clarity that HPY will perform in Hitachi premises or Bank premises	RFP clause is self explanatory	No Change
261	91	b	ANNEXURE C: SCOPE OF WORK - Project Scope	b) Upon reconciliation if difference is observed, the Vendor will be responsible for reconciliation of cash and resolution of all related complaints received from customers. The cash shortage under this model has to borne by the Vendor.	Required clarity on monthly sign off for reconciliation & dispute settlement	RFP clause is self explanatory	No Change
262	91	c	ANNEXURE C: SCOPE OF WORK - Project Scope	c) Transaction level Reconciliation for Deposits and Withdrawals — Vendor has to provide support for carrying out the reconciliation activity like providing EJ and CBR within the TAT. In case of any disputes, Vendor has to provide necessary support for reconciliation of the same.	- Required ATM wise GL for all the Machines for transaction level recon along with the consolidate Switch file on T+1	RFP clause is self explanatory	No Change
263	91	d	ANNEXURE C: SCOPE OF WORK - Project Scope		- Required Cash jam feed for Joint visit process from Switch for Joint visit & need mutually agree the Joint visit process and same has been applicable to offsite only where Cash managed by Hitachi	No change in RFP Clause	No Change
264	91	e	ANNEXURE C: SCOPE OF WORK - Project Scope	d) GL Reconciliation – Reconciliation of Physical Cash as per CBR (Cash Balancing Report) and GL.		No change in RFP Clause	No Change
265	91	f	ANNEXURE C: SCOPE OF WORK - Project Scope	e) Dispute Resolution for Cash deposit transactions and Cash Withdrawal Transaction.	Need clarity on dispute resolution TAT for deposit & withdrawal (as per RBI/NCPI) we have 5 calendar day TAT for chargeback, 7 days from Pre-arb & 7 days for ARB/BO	No change in RFP Clause	No Change

266	91		ANNEXURE C: SCOPE OF WORK - Project Scope	f) Any shortage or loss of cash, whatsoever and for whatever reason shall be immediately make good to the Bank without waiting for admissibility or settlement of the insurance claim. Any amount of such insurance claims received by the Bank shall be remitted to the Vendor by the Bank after adjustment of outstanding dues if any.		No change in RFP Clause	No Change
267	92		ANNEXURE C: SCOPE OF WORK - Project Scope	ix. In the event of the Bank requiring EJ of a particular transaction, vendor should provide the same within two hours in text format by email to the Branch with reconciliation report of the transactions of the particular day. In the event of non-availability of EJ centrally for whatsoever reason, the vendor should send its personnel to Branch and retrieve EJ from CASH RECYCLER hard disk and assist in reconciliation by providing transaction log, reconciliation report within one day without any additional cost to the Bank.	Required more clarity on this point as reconciliation perform on T+1 & EJ also pull on T+1.	RFP clause is self explanatory	No Change
268	95		ANNEXURE C: SCOPE OF WORK - Project Scope	vi. The Vendor has to provide Cash Recycler camera image, dome camera image and cash accepting/dispensing camera image free of cost, whenever Bank requires the same. The storage at Cash Recycler should be holding the images at least for a period of 6 months.	Mr. Prakash Shukla need to confirm on Dome camera	No change in RFP Clause	No Change

Pre-bid Queries : RFP 12/2022-23 for Supply, Printing, Personalization and Dispatch of EMV Debit Dual Interface Contactless				
Sr. No.	General Query related to RFP	Comment / Suggestions	Bank's Response	Response Category
1	Onsite/Offsite	Request bank to provide onsite offsite breakup	as per commercial bid line item no 7	no change
2	Site for Cash replenishment	Kindly confirm the count of sites for Cash replenishment	as per commercial bid line item no 7	no change
3	Installation of Vsat	Kindly confirm if Vsat (Hardware) will be provided by bank. Bidder needs to bear the cost of Bandwidth only. Kindly confirm	All cost of VSAT / network connectivity arrangement including hardware, bandwidth cost shall be borne by the bidders	no change
4	Penalty capping	Request bank to cap penalty per ATM per month to 7%	No Change in RFP Clause	no change
5	Clarification on TCO	Point#3 is Managed Services. Kindly confirm what all services will be considered under Managed Services	Managed All services specified in the RFP scope of work except cash management, VSAT/Network connectivity at Offsite locations and housekeeping services at Offsite Locations	no change