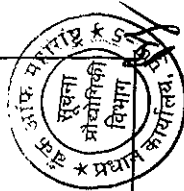


## RFP queries related to Self Update Passbook printer 272014

SN	Pg #	Point / Section #	Main Section Name	Clarification point as stated in tender document	Comment / Suggestions	Bank's Reply
1	9	Eligibility of the Bidder	Qualification Criteria	The bidder should have experience of supply, installation and commissioning of self update barcode based passbook printers in at least two scheduled commercial banks in India with successful live run for more than 6 months. The Bidder should produce a certificate from the concerned organization to this effect	We suggest Bank should call for experience in 2 Scheduled commercial Banks with minimum deployment of 100 nos of Passbook Printing Kiosks in each Bank.	No change in the RFP Clause.
2	9	Eligibility of the Bidder	Qualification Criteria	The Bidder Company should have made profits in last three financial years. A copy of relevant years' audited annual reports / financial statements shall be submitted with the offer in support of net sales turnover and profit.	We are one of the leading Pass Book Kiosk Deployer in India with installation base of 3000+ machines as on date. Our major customers include SBI, PNB, Canara bank, CBI, etc. We would request bank to kindly consider the Bidder company profit in past two FY or have positive Net Worth in the last three financial year's	No change in the RFP Clause.
3	13	Right to carry out reverse auction	Technical evaluation	Bank reserves the right to carry out reverse auction for Total Cost of Ownership to determine the most viable Commercial Proposal for the Bank.	We would request bank to kindly confirm for the same as this will help us in submitting the prices.	If bank decideds to go for reverse auction then physical bidders will not be opened.



4	18	Point 5- Remote monitoring	Scope of Work	The bidder should be capable of remotely managing the kiosk wise transactions, component level health monitoring like failure of critical components of Self Update passbook printers, Kiosk connected / not connected, remote loading of Patch as and when needed like antivirus updates, web based remote monitoring and Management software with dash board facility to display the status of Kiosk in branch / zone / HO (unlimited licenses) to support minimum 2000 Self Service Kiosks of any type/ make / vendor).	It will have commercial implication. Kindly elaborate.	No change in the RFP Clause.
5	18	Point 6- e-prom	Scope of Work	The required hardware related settings should be written in e-prom so that these should not undergo change because of any manual setting etc.	Kindly elaborate.	Bank requires the Passbook printer Settings to be burnt on e-prom and the same will be provided to successful bidders. The same e-prom needs to be installed and supplied at the time of delivery to bank.
6	19	Point 10- Stickers	Scope of Work	Supply of Bar Code Stickers	Kindly advise size, number of stickers along with size of sheet (A4 / A3) to bring uniformity	Pl refer RFP. We expect here Industry Standard Uniform stickers.
7	22	Payment Terms	Terms and Conditions	90% cost of the equipment shall be paid after 30 days on successful commissioning of the machine to the entire satisfaction of the Bank subject to Bidder submits the invoice with installation report certified by Branch Head.	We would request bank to kindly release an advance payment of atleast 50% along with PO , 40% against delivery and balance against installation.	
8	24	Single and uniform date - on site warranty	Terms and Conditions	Warranty in respect of all the locations would start from a single and uniform date i.e. from the date of release of the last and final lot. In no case, there would be multiple	We request warranty should be carried on installation wise in month.	No change in RFP clause



9	24	Annual Maintenance Charges	Terms and Conditions	The quoted AMC rate for would be applicable for 24*7 hrs support and response time should not be more than 4 hrs. AMC would cover all components including plastic parts except consumable items.	We request plastic part to be removed from this scope.	No change in RFP clause
10	26	Penalty	Terms and Conditions	Any kiosk that is reported to be down by 3.00 p.m. on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) latest by 12 noon on the next day.	We suggest it should be modified as under. 1 - Urban 2 - Semi Urban 3. Rural	The call should be attended before 12:00 noon and in case some parts are to be replaced additional 24 hours time will be given to replace the parts and make the kiosk operational. Vendor is expected to maintain required spares in sufficient quantity so that there is no delay in servicing
11	18		Scope of work	The kiosk shall be integrated with Bank's core banking solution. Bank would only provide power and network access required for the above kiosks.	Bank to provide the message format for CBS integration	Please Refer RFP : Bank requires ISO – 8583 messaging format. Additional details will be provided to successful bidder/s
12	18		Scope of work	The bidders will also have to integrate these self service passbook printing kiosk in such a way that the customer may take passbook printing either from any of these kiosks or from the existing passbook printers available in the branches. There should not be any overlapping/alignment related issues and customer should get the uniform experience. The required hardware related settings should be written in e-prom so that these should not undergo change because of any manual setting etc.	1) Bank to share the details fo printer using in branches along with the setting 2) Bank to share the ini file format set for passbook printing	Please refer RFP : Additional details will be provided to successful bidder/s



13	19	Point No. 11	The selected bidder must customize Self Service Kiosk display screens as desired by the bank in graphics mode in three languages (Hindi, English and local language selected by the bank depending on the state where the kiosk is deployed) for all transaction undertaken by the kiosk without any extra cost to the bank. For example: In Maharashtra it will be in English, Hindi and Marathi & in Kerala it will be in English, Hindi & Malayalam	Bank to provide scripts for multilingual support	Please refer RFP : Additional details will be provided to successful bidder/s
14	30	Application software	Technical Specification Work Flow : Pass Book Printing Kiosk terminal <input checked="" type="checkbox"/> RMMS <input checked="" type="checkbox"/> TCS B@ncs-24 ( CBS Application).	Please provide more details for this requirement ideally the work flow will be kiosk application to CBS application RMMS will be responsible for health monitoring and MIS etc.	RMMS is a software provided by bidder through which all the request and response message in ISO-8583 format will be sent. The basic aim of this software is to Remotely Monitor the part wise health of all the Kiosks and Generate the required MIS as per bank requirement.
15			Maintains log for all transactions between Pass Book Printing kiosk and B@ncs-24.	Please provide more details for this requirement	
16			Capable of remotely managing the kiosk transactions.	Please provide more details for this requirement	



17	Point no.5	Scope of work	<p>The selected bidder shall provide necessary tools / application necessary to monitor the status of these Kiosks on an industry acceptable format. The bidder should be capable of remotely managing the kiosk wise transactions, component level health monitoring like failure of critical components of Self Update passbook printers, Kiosk connected / not connected, remote loading of Patch as and when needed like antivirus updates, web based remote monitoring and Management software with dash board facility to display the status of Kiosk in branch / zone / HO (unlimited licenses) to support minimum 2000 Self Service Kiosks of any type / make / vendor). The Remote Monitoring system should be intelligent enough to escalate the calls pending for more than one day through SMS / e-mail as per the escalation matrix to be shared by bank. The bidder should provide resource to manage the day to day activities efficiently as per rate agreed in TCO. In case the patches are required to be moved to kiosk remotely the same can be done in late night time (off peak time of Kiosk) so as to ensure there should not be heavy network traffic during timing of Kiosk</p>	<p>who will be responsible for providing the server hardware for RMMS implementation. In case of other Vendor Kiosk Bank will facilitate the services</p> <p>Bank to facilitate, in case other vendor kiosk monitoring needs to be done by us.</p>	<p>Bank will provide the H/W are requisits to install the RMMS &amp; MIS tool. The monitoring has to be done by Vendor person sitting at bank premises and will be responsible to Manage all the complaints etc.</p>
18					



18	18	Point No.6	Scope of Work	The bidders will also have to integrate these self service passbook printing kiosk in such a way that the customer may take passbook printing either from any of these kiosks or from the existing passbook printers available in the branches. There should not be any overlapping/alignment related issues and customer should get the uniform experience. The required hardware related settings should be written in e-prom so that these should not undergo change because of any manual setting etc.	bank to provide the below details for this requirement. 1. Font used at branch PB. 2. a specimen of passbook printed from branch for reference. 3. settings details of branch passbook printer.	Bank will provide the details to successful bidder
19	19	Point no. 8	Scope of Work	Software solution should be capable of monitoring the uptime of all the machines configured on Bank's network on real time basis from a centralized location. The centralized solution should have option of automatic call logging for down machines.	Bank to provide each branch's work timings, where kiosk is intended to be deployed.  Automatic mails calls will be generated in case of fault events	These Kiosk will be available for 24X7 operations. Additional information will be provided to successful bidder/s
20	29	PC Configuration	Technical Specification	Processor : Pentium Dual core or higher	Suggest bank to change the specs to Intel Atom Processor with 1.8Ghz which will reduce cost of the system	No change in RFP clause
21				Operating System: Windows 7 / higher	Suggest bank to change the specs to Windows 7 Embedded OS which will reduce the cost of the system	No change in RFP clause
22	29	Passbook Printer with integrated Bar Code Reader	Technical Specification	Passbook Printer with integrated Bar Code Reader	Suggest bank to change the specs to Passbook printer with inbuilt barcode scanning feature with CIS scanner and remove barcode reader specs. This will avoid customer scanning a passbook and entering a different passbook inside the printer.	Passbook Printer with Inbuilt Barcode Reader.





23	1	2,2.1	<p>The Bidder submitting the offer must have a turnover of Rs.5 Crore per year in any two financial years in 2011-2012, 2012-2013 and 2013-2014. This must be the individual Company's turnover and not that of any group of Companies</p>	<p>Requesting to change the Turnover to 50 Cr per year in any two financial years in 2011-2012, 2012-2013 and 2013-2014</p>	No change
24	18	2.2.1. 4	<p>The kiosk shall be integrated with Bank's core banking solution. Bank would only provide power and network access required for the above kiosks. The bidder should provide all required hardware, system software and required application software, as per the implementation architecture proposed by the bidder. The solution proposed must adhere to Bank specified message standards and bidder should integrate the solution with CBS system B@ncs-24 with present or higher version at their own cost.</p>	<p>Need clarification:-  A) Since our solution is capable to connect CBS directly using ISO 8583 messages over TCP/IP protocol from KIOSK there is no need for hardware, system software and required application software at central location. Please confirm.  B) However Bank should help vendor to get required support on message format from CBS supplier to enable KIOSK connect to CBS at no cost to the vendor. Please clarify and confirm.</p>	<p>The ISO-8583 message format is ready and already working. The additional information will be provided to successful bidder/s</p>

18	2.21.5	Scope of work	<p>Scope of work - The selected bidder shall provide necessary tools / application necessary to monitor the status of these Kiosks on an industry acceptable format. The bidder should be capable of remotely managing the kiosk wise transactions, component level health monitoring like failure of critical components of Self Update passbook printers, Kiosk connected / not connected, remote loading of Patch as and when needed like antivirus updates, web based remote monitoring and Management software with dash board facility to display the status of Kiosk in branch / zone / HO (unlimited licenses) to support minimum 2000.....</p>	<p>A) Required H/W, S/W i.e OS, Antivirus and Data base for Remote health monitoring system and for SMS/emails will be provided by Bank? Please confirm.  B) Our Remote Monitoring Solution is capable to support any other PB Kiosk, considering other PB Kiosk must install our RMS Client and communicate required information with our RMS client in order to monitor at central location. Hence a change in other make PB Kiosk application required to communicate with our RMS Client.  C) As requirement is going to split in 2 vendors and there is no separate column in TCO for actual need of licenses of RMS clients. We understand that we have to monitor and quote for 50 numbers by vendor to participate (as quantity is L1 50+ L2 50).  If any further addition in RMS client will be considered as separate new requirement with new commercials.</p>	<p>The Antivirus needs to be installed in each Kiosk and Kiosk needs to be taken in Domain by the successful bidder. The remote Monitoring and Health Management will be done centrally for that Bank will provide the Hardware, OS etc. SMS and E-mail gateway will be provided by Bank. However the integration has to be done by successful bidder.  Bank is going to provide 5 pilot branches for each successful bidder</p>
19	2.21.10	Scope of work	<p>The bidder should supply minimum 200 pages of self adhesive stickers along with per kiosk, future cost of self adhesive stickers will borne by the bank at rates which would be finalized with the bidder by mutual consent.</p>	<p>Requesting bank to clarify requirement in Bar Code Printing Solution.  How bank will print Barcodes on Sheets.  We suggest Bank to procure separate Barcode printer to Print Barcodes labels for Passbooks. KIOSK functionality highly dependent on Barcode quality, any degradation in Barcode quality resulting it in to improper reading and transaction failure.</p>	<p>Please Refer RFP.</p>

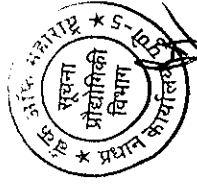






19	2.12.11	Scope of work	<p>The selected bidder must customize Self Service Kiosk display screens as desired by the bank in graphics mode in three languages (Hindi, English and local language selected by the bank depending on the state where the kiosk is deployed) for all transaction undertaken by the kiosk without any extra cost to the bank.</p> <p>For example: In Maharashtra it will be in English, Hindi and Marathi &amp; in Kerala it will be in English, Hindi &amp; Malayalam</p>	<p>We understand, required regional languages and validation of respective display screen content will be done by Bank during POC. Kindly confirm.</p>	Please Refer RFP.
19	2.12.12	Scope of work	<p>The bidder will also undertake to load Anti-virus solution in the Kiosk without any extra cost. This has to be done before dispatching the machine to the branches.</p> <p>The Bank will provide the anti-virus solution at the time of installation.</p>	<p>We will load Anti-virus in KIOSK which will be provided by Bank, coordination with antivirus vendor to be done by Bankside. we extend our cooperation for installation of Antivirus. we understand that antivirus update will be done from central location by Antivirus vendor.</p> <p>However Antivirus software provided by bank must comply required features of KIOSK mode to operate Kiosk uninterruptedly i.e. Background run, No Pops and resolve issues as defined initially. Same will be tested at the time of</p>	Ok Bank will take care
19	2.12.13	Scope of work	<p>No visit /service charges will be borne by the Bank for installation / upgradation / maintenance /replacement of hardware or software component pertaining to Self Service Kiosk/Central Solution.</p>	<p>Frequency of upgradation of the software/replacement of hardware component need to be clarified under scope of work. Please consider this activity twice in a year as this activity required efforts and time.</p>	No change in RFP Clause

19	2.12.14	Scope of work	All this Kiosk will be in Bank Domain so that the policies can be applied centrally. The bank will not pay any additional cost for the same. All the future patches should be pushed centrally. In case the same could not be pushed because of any issue the vendor representative is require to visit and install those patches without any additional cost to	We understand, Bank will ensure Banks domain policy for these kiosks will be suitable for Self Service Kiosk environment and have no adverse effect on Kiosk functionality. Please confirm.	Ok Bank will take care
30					
19	2.12.15	Scope of work	The authorized engineer should make regular visit and do the necessary cleaning / maintenance activity on monthly basis (once in a calendar month) to ensure there is no breakdown of kiosk because of non-maintenance.	We request Bank to change necessary cleaning / maintenance activity time period to quarterly in a year. Please confirm.	
31					
20	2.25	Fixed Price	The commercial bid shall be on a fixed price basis, inclusive of all taxes and levies at site as mentioned above except octroi/LBT.	Entry Tax must also be considered as per applicability.	No change in RFP Clause
32					
22	3.4.2	Payment Terms	Payment Term : 90% shall be paid after 30 days on successful commissioning balance 10% shall be retained as retention money for 3 years.however the same can be release against a PBG.	The machines will be considered deemed installation if the site is not ready due to bank reason over 7 days of delivery	Ok as per applicability the same will be reimbursed on production of original receipt
33					
22	3.4.3	Payment Terms	PBG : 10% of total order value valid for entire contract period ( 3 years warranty & 2 years AMC)	1.) No format is given for PBG. 2.)We will provide PBG for 1 year and thereafter it will renew further for remaining 4 years. 3.) PBG period is already covered the warranty period than why bank	No change in RFP Clause
34					The Format will be provided to successful bidders



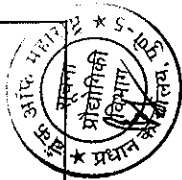
23	3.8	Inter working of Hardware & Software	The bidder must integrate Self Update passbook printer Kiosk with the B@ncs-24 application running in the Bank and make the system integrated and fully functional. It will be bidder's responsibility to locate the exact nature of the problem/fault(s) and rectify the same except for the problems in the application software, if any. Under no circumstances will a problem/fault be blamed on the application software without sufficient cause and justification.	We as bidder will be responsible to locate any problem in the preview of our scope. Beyond this Bank to coordinate with respective parties to resolve issues if any. However, we will help Bank wherever required.	Bank will provide necessary support
35					
24	3.12	Annual Maintenance Charges	The bidder's engineer will visit branches/offices for regular Preventive Maintenance of printer, kiosk, at least, once in month.	The bidder's engineer will visit branches/offices for regular Preventive Maintenance of printer, kiosk, at least, once in three month.	Bank will provide necessary support
36					
24	3.12	Annual Maintenance Charges	Bank will pay AMC charges in Indian Rupees at the end of the each quarter for every quarter.	Bank will pay AMC charges in Indian Rupees at the start of the each quarter for every quarter.	No change in RFP clause.
37					
25	3.16	Penalty	If the bidder's engineer fails to carry out regular Preventive Maintenance of kiosk, at least, once in a month, it will draw a penalty of 1% of the Total Order Value per Kiosk.	If the bidder's engineer fails to carry out regular Preventive Maintenance of kiosk, at least, once in a three month, it will draw a penalty of 0.01% of the Total Order Value per Kiosk.	No change in RFP clause.
38					
29		Annexure A	Operating System: Windows 7 / higher	We will provide POS ready 7. Proposed OS is Windows POS Ready 7, which is optimized version of Windows 7 professional for Point of Service solutions and having all the features of Windows 7 professional required for Kiosk Operation. Please consider and confirm.	No change in RFP clause.
39	5. Technical Specification				PI refer rfp Clause : Win 7 or higher is accepted.



40	29	Annexure A	Male RS232 serial port, Integrated Keyboard with mouse (for administrator) ,Gigabit Network Interface	Request for Bank to remove Integrated Keyboard with mouse option from requirement. We will provide separate keyboard and separate mouse with KIOSK for maintenance. It will not affect the performance of the KIOSK. Please consider and confirm.	Ok accepted
41	30	Annexure A Passbook Printer with integrated Bar Code Reader	Scan engine : CCD Scan rate : 400 scans/ sec. Depth of Field : 10 cm ( 0 – 4”)	Request for Bank to remove all mention requirement. As Integrated printers are with CIS scanners for barcode processing.	
42	30	Annexure A - Passbook Printer with integrated Bar	Interface : RS232	Request for Bank to add USB interface. Scanner Integrated printers require USB interface for Barcode data processing.	Please Refer RFP
43	30	Annexure A - Cabinet	The collection box must be made secure with password operated lock.	Collection box is not required in this application for Passbook printing KIOSK. We will provide one mechanical key lock on service door for day to day operations. As this kiosk will not store customer	No change in RFP clause
44	30	Annexure A - Application Software	Work Flow : Pass Book Printing Kiosk terminal <input checked="" type="checkbox"/> RMMS <input checked="" type="checkbox"/> TCS B@ncs-24 ( CBS Application).	As we understand that KIOSK will direct connect to CBS (B@ncs-24) and RMMS is required for Monitoring System only. There will be no direct connectivity with RMS and CBS at any point of time. Please confirm. Required H/W, S/W i.e OS, Antivirus and Data base for Remote health monitoring server will be provided by Bank? Please confirm	Accepted
					OK we confirm the same



45	9	2	The bidder shall have exclusive support infrastructure/centers for maintenance all over the country and should be able provide immediate support service through....	Bidder can have support centres all over INDIA directly and also through its franchises /support partners covering all centres /branches of BOM Kiosk installation sites ( as provided in annexure -10)	Please Refer RFP
46	19	2.21-10	The bidder should supply minimum 200 pages of self adhesive stickers along with per kiosk.	Whether the cost of stickers to be part of TCO	Yes
47		2.21-14	All this Kiosk will be in Bank Domain so that the policies can be applied centrally. The bank will not pay any additional cost for the same. All the future patches should be pushed centrally.	Whether Bank's software will take Care of pushing all builds or that should be part of solution	It is part of solution proposed by bidder
48		2.21-15	The authorized engineer should make regular visit and do the necessary cleaning / maintenance activity on monthly basis (once in a calendar month) to ensure there is no breakdown of kiosk because of non-maintenance.	Normally the PM activity is required to be done in quarterly only . As such the PM should be allowed to be done on quarterly basis only	No change in RFP clause
49	3	22	The bidder has to submit the performance bank guarantee totaling 10% of order value for period of contract (warranty period and AMC period).	10% order value is to high , we request Bank to make this as 5% of order value.	No change in RFP clause
50		3.4	90% cost of the equipment shall be paid after 30 days on successful commissioning of the machine to the entire satisfaction of the Bank subject to Bidder submits the invoice with installation report certified by Branch Head.	Payment after 30 days of commissioning is very tough . Hence request Bank to reduce after 7 days of commissioning . As the entire life cycle of production ,delivery installation will be very large.	No change in RFP clause
51	22	3.5	The Bidder shall be responsible for delivery and installation of the equipment ordered at all the sites and for making them fully operational at no extra charge within 5 weeks of receiving the purchase order.	As the passbook printers are a direct import item the manufacturing and supply takes 8 to 10 weeks . Therefore we request this clause may be made as 8 to 10 weeks of order.	No change in RFP clause



52	23	3.6	Complete of installation	The installation will be deemed as incomplete if any component of the Self Update passbook printer Kiosk or any documentation/media is not delivered or is delivered but not installed and	but installation is delayed on account of site not ready , branch shifting etc. Bank should make payment treating this as deemed installation after 7 days of delivery of kiosks and components	No change in RFP clause
53			3.11 Self Update passbook printer Kiosk Warranty	The offer must include a minimum 3 years comprehensive on-site warranty.	During warranty period also there are chances of wear /tear of plastic components of Printers on account of misusage / improper usage or power fluctuation. In such cases the cost of such plastic parts etc is required to be borne by Bank which as per the OEM warranty coverage policy.	no change in RFP Clause
54			3.13 Training	The Bidder shall also train the staff in the proper operation and trouble shooting and routine maintenance at each and every location for a period of 2 working days.	The same can be complete in 1 day during the installation as the Kiosks are fully loaded and minimum installation is required at site.	No change in RFP Clause
55			3.16 Penalty	Any kiosk that is reported to be down by 3.00 p.m. on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) latest by 12 noon on the next day.	The same should be considered excluding the journey period to reach such location in case of remote locations /tier -II locations	The call should be attended before 12:00 noon and in case some parts are to be replaced additional 24 hours time will be given to replace the parts and make the kiosk operational. Vendor is expected to maintain required spares in sufficient quantity so that there is no delay in servicing

