

DIGITAL DEVICES PROCUREMENT SECTION, DIGITAL BANKING SERVICES WING, HEAD OFFICE, BENGALURU

REPLIES TO PRE-BID QUERIES RAISED AT THE MEETING HELD ON 02/01/2018 IN RESPECT OF RFP -DBS- 06/2017-2018 DATED 19/12/2017- “Supply, Installation, Commissioning and Maintenance of Account Opening Kiosk with Debit Card Issuance facility”					
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1	14 of 91	<u>8.43.8</u>	The kiosk should be supplied with Latest version of EMV Ready (both Hardware & Software) as per the requirement of VISA / MASTER / NPCI / Regulatory requirement standards and the bidder should update the version as and when released without any additional cost to the bank	Since you have already installed Account Opening Kiosk at Candi branch at Bangalore, you would have already procured EMV s/w. Will Bank use the same EMV s/w to commission the tendered Account Opening kiosks with card issuing system or is the bank seeking an altogether new EMV s/w?	Bidder has to comply with RFP terms
2	26 of 91	36.1.1.6	Any other body specified by the Ministry of Micro, Small & Medium Enterprises.	Entrepreneurs Memorandum (EM Part-II), has been abolished w.e.f 18/09/2015 and Uadhar Memorandum is introduced. Therefore, request the bank to consider Uadhar Memorandum as a valid document to claim benefit as per the Policy guidelines issued by the Ministry of Micro, Small & Medium Enterprises. Confirmation from Bank is requested.	Uadhaar Memorandum shall be considered as a valid document by the bank to claim benefits as per the policy guidelines issued by Ministry of Micro, Small 7 Medium Enterprises.
3	49 of 91	Annexure 3- Eligibility Criteria	f). The bidder should have supplied at least 3 Nos. of Offered Model or Immediate Previous Model or equivalent model of offered model to at least one Nationalized Bank/New Generation Private Sector Banks	You have expressed acceptance of quote from OEMs and mentioned eligibility criteria of minimum 3 nos. installations with one bank. Since, we are the distributors of a globally renowned OEM located outside India, we request you to allow us to refer	Please refer Amendment -1

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			during the last 5 years.	OEM installations with bank/s outside India. Ideally, we request you modify the RFP clause to read as: “Bidder / OEM should have supplied at least 3 Nos. of Offered Model or Immediate Previous Model or equivalent model of offered model to at least one Bank during the last 5 years Globally.”. Please note that there are not many OEMs / Bidders in India with 3 installations with one bank as the Account Opening Kiosks system is newly introduced concept and currently only pilot systems are being installed / commissioned with a very few banks in India. We assume that Bank is looking for Internationally reputed OEM with a tie-up with Indian bidder having pan-India presence as sought in your RFP, having Visa, Master and Rupay card issuing system with an Account Opening Kiosk integrated. Banks confirmation requested.	
4	9	7.2	There is no minimum purchase commitment by the Bank to the Bidder	As the Commercial quote depends on the number of kiosks, request bank to commit minimum number of kiosks	Please be guided by Clause No.7 of the RFP on the requirements of the Bank.

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				with Stipulated timeline.	
5	9	4 / 4.1 to 4.3 / 7/7.1 & 7.2	Objectives & Requirement details	As per this supply is as per the order made from time to time for six years. Is it not possible to fix a time frame as cost may vary and as specified no is only 19 and maximum nos are not indicated it is difficult to stock the kiosks.	The subject RFP clause only indicates about the maintenance of sufficient inventory of genuine spare parts for a minimum period of 6 years. The machines are being procured for our proposed CANDI - Digital branches that are yet to be opened. The exact address shall be communicated to the selected bidder as and when requirement arises within a period of 1 year from the date of issue of Purchase Order.
6	10	8.8	The Bidder should provide Account Opening Kiosk with Debit Card Issuance facility including but not limited to providing of the required Hardware, Software, Middleware, Databases, RMMS (Remote Management & Monitoring System), Third Party Utilities, if any	Will the bank provide required servers to load the Solution?	The servers for RMMS is to be provided by the bidder.

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7	10	8.8	The Bidder should provide Account Opening Kiosk with Debit Card Issuance facility including but not limited to providing of the required Hardware, Software, Middleware, Databases, RMMS (Remote Management & Monitoring System), Third Party Utilities, if any	Does the bidder need to develop Account Opening Software or will the bank provide software which runs on the kiosk?	The application software for account opening shall be provided by the Bank. However, the bidder has to provide necessary drivers, APIs, technology for interface/integration of the Bidder's hardware to the software provided by the Bank.
8	11	8.15	The Bidder will have to integrate the Account Opening Kiosk with Debit Card Issuance facility with the banks CBS host system and make them operational within two weeks from the date of delivery at each site	Two weeks is very short for integration as this also depends on CBS vendor. Any delay from CBS vendor should not be counted as delay by bidder and extension to two weeks must be provided by the bank	Bidder has to comply with RFP terms
9	11	8.17	The bidder to take prior permission of the branch and complete all the preliminary works viz., Earthing and any other work related for installation etc.	Earthing should be taken care by bank as it will be difficult for bidder to do all the civil, electrical and labour works at the site during its construction	Bidder has to comply with RFP terms
10	11	8.17	The bidder to take prior permission of the branch and complete all the preliminary works	Bank should provide dust free environment, finished civil construction work, painting work, interior works, Proper lighting, Air conditioned environment, Power	Bidder has to comply with RFP terms

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				points, Network Ports and connectivity before installation of the kiosk.	
11	11	8.18	The bidder shall document the cabling path along with equipment	What is the document to be provided by the bidder?	The cabling path is to be documented by the bidder
12	11	8.12	For each location, the Bidder is expected to provide Account Opening Kiosk with Debit Card Issuance facility with the related hardware, all subsystems, operating systems, system software, software drivers and manuals etc.	Apart from software system for account opening kiosk and MIS application, what are the other software required for bank?	Bidder has to comply with RFP terms
13	11	8.15	The Bidder will have to integrate the Account Opening Kiosk with Debit Card Issuance facility with the banks CBS host system and make them operational within two weeks from the date of delivery at each site. Unsatisfactory experience of bank, non-accomplishment of fulfilling the criteria for integration as mentioned above may lead to cancellation of the order. 8	Please share the integration mechanism to integrate with bank's CBS. We are assuming there would be a API provided by bank which will facilitate this integration. Please share the details of integration with API provider.	The application software for account opening shall be provided by the Bank. However, the bidder has to provide necessary drivers, APIs, technology for interface/integration of the Bidder's hardware to the software provided by the Bank.
14	11	8.16	The Bidder shall ensure that the solution should develop interface,	SDKs and APIs would be required for Bank's existing hardware and software	The application software for account opening shall be

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			if any, to have hand shake / interface / integration with Bank's existing hardware / software / M/s IBM/ M/s OFSS etc. without any additional cost to the Bank.	OFSS. Bank should provide all the required SDKs and APIs for integration?	provided by the Bank. However, the bidder has to provide necessary drivers, APIs, technology for interface/integration of the Bidder's hardware to the software provided by the Bank.
15	12	8.2	No visit /service charges will be borne by the Bank for up gradation of the software/replacement of hardware component pertaining to Account Opening Kiosk with Debit Card Issuance facility for the purpose of enhancing their functionality to meet mandatory compliance from concerned authorities. Any up-gradation should be completed within 30 days from the date of request from the Bank.	Any hardware upgradation as per the compliance might not be possible as these will be customized kiosks and if upgradation is possible, bank should pay for the additional cost required to upgrade the Hardware	The clause mentioned is regarding Visit Charges only. Bidder has to comply with RFP Terms. However, if the Bidder has to carry out the task within some fixed limited timelines stipulated by the Bank, the same shall be considered by the Bank for mutual discussion to arrive at the cost per visit.
16	12	8.2	No visit /service charges will be borne by the Bank for up gradation of the software/replacement of hardware component pertaining to	Will the bank provide upgraded software patch and bidder has to only update in the kiosk?	The clause mentioned is regarding Visit Charges only. Bidder has to comply with RFP Terms. However, if the Bidder has

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			Account Opening Kiosk with Debit Card Issuance facility for the purpose of enhancing their functionality to meet mandatory compliance from concerned authorities. Any up-gradation should be completed within 30 days from the date of request from the Bank.		to carry out the task within some fixed limited timelines stipulated by the Bank, the same shall be considered by the Bank for mutual discussion to arrive at the cost per visit.
17	12	8.21	A copy of the user manual shall also be provided along with the Technical Bid	User Manual will be customized manual as the kiosk is customized kiosk and bidder needs time to prepare the manual. Request bank to change it to provide user manual during the time of installation/training	Clause amended as under: A copy of the user manual shall also be provided to DBS Wing, Head Office after successful completion of POC and at all branches during delivery of the machine.
18	12	8.26	The bidder will arrange to shift the equipment and install and commission the same. Bank will bear transportation & transit insurance cost only in respect of shifting	Bidder will support bank in shifting and re installing the kiosk at other location. Bank should provide the number of re installations are should bear the installation cost for any change in installation site	Bidder has to comply with RFP terms
19	12	8.31	The Bidder shall provide proof of concept within two weeks from the acceptance of the order regarding functioning of the Kiosk	Two weeks is very short for proof of concept as this also depends on CBS vendor and integration with other bank backend systems. Bank should	Bidder has to comply with RFP terms

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			with its integrations with bank's back-end systems like CBS, UIDAI, NSDL etc. without any commercials / extra cost to the Bank. Adequate technical resources will be deployed by the selected bidder for the integration process. In case the successful bidder fails to complete POC within the stipulated time period the bid will be summarily rejected as noncompliant. The offer will pass on to the subsequent bidders who are ready to match the L1 price	observe that Passbook printing kiosks, ATM kiosk can be supplied in two weeks as they are readily available in the market. as AOK is an customized kiosk, manufacturing and supplying in two weeks is next to impossible. Bank should provide at least 8 to 10 weeks for supplying kiosks and then 3 to 4 weeks for Integration	
20	13	8.32	One resource should be provided by the successful bidder to manage Remote Management & Monitoring System (RMMS)	we assume bank will provide the required computer, office desk and telephone for coordinating with different teams at Canara bank IT office, Bangalore	bank shall provide office desk and telephone facility only for RMMS purpose.
21	13	8.37	The bidder should also undertake to customize display screens as desired by Bank in graphic modes in three languages i.e. Hindi, English and local language depending on the state where the machine is deployed. Bank will	Bidder can push the software from central location or install the patch by taking the remote connection of the kiosk. It is banks responsibility to provide the display screens in all languages needed by bank	Bidder has to comply with RFP terms

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			provide these details to the selected bidder in English only It is the responsibility of the bidder to deploy the display screens in each kiosk as and when the Bank makes any modifications without any additional cost in the tenure of the Contract including AMC period		
22	13	8.38	The system GUI should have multi-lingual support (English, Hindi and Regional Language) There must be multiple interface options for bank to select from such as Scroll Down, Swipe and Select, Easy menu, Icons etc	will the bank share the requirements of GUI before start of the software development?	The requirements if any shall be shared with the selected bidder
23	13	8.39	For Voice Enabled Audio, the languages should be configurable in Hindi or English or One of the Regional Languages as per Bank requirements which are to be preloaded in the Kiosk.	Will the Bank provide the script needed for the audio?	The requirements if any shall be shared with the selected bidder
24	13	8.37	The bidder should also undertake to customize display screens as desired by Bank in graphic modes in three languages i.e. Hindi, English and local language depending on the state where the	Please provide the list of local languages to be included in the display options of Kiosk screen.	The requirements if any shall be shared with the selected bidder

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			machine is deployed. Bank will provide these details to the selected bidder in English only. It is the responsibility of the bidder to deploy the display screens in each kiosk as and when the Bank makes any modifications without any additional cost in the tenure of the Contract including AMC period.		
25	22	25	Evaluation of Bids	Will it be a techno commercial evaluation?	RFP terms are clear. Evaluation shall be done as per the RFP terms.
26	23	27	Normalization of Bids	Normalization process is not clear. Request bank to elaborate on process	RFP terms are clear. Evaluation shall be done as per the RFP terms.
27	24	30	Determination of L1 Price	Whether L-1 bidder will be determined on the basis of the lowest price quoted in the Bill of Material total (K) as per Annexure-17 of RFP. OR The L-1 bidder will be determined on the basis of lowest Total Cost of Ownership calculated on the basis of capital cost and AMC at present value (inclusive of taxes).	The L-1 bidder will be determined on the basis of Lowest total Cost of ownership calculated on the basis of capital cost and AMC at present value (inclusive of taxes).
28	26	35.6	Award of contract-The Head Office	Can bank can provide centralised	Bidder has to comply with

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			/ Circle Office(s) shall be placing orders during the entire Contract Period for the branches/offices situated across PAN India and the payment will be released by the respective Circle Office/Head Office who places orders.	payment option as it is difficult to follow up on such payments if it is decentralised. We can provide all supporting for the bills as per the bank's requirement	RFP terms
29	28	41.2	Delivery of all Account Opening Kiosk with Debit Card Issuance facility should be within 3 weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 4 Weeks	Delivery time of 3 weeks is very less. Request bank to change it to 8 to 10 weeks from the date of PO	Kindly refer Amendment-1.
30	28	41.2	Vendor has to arrange for road permit at his own cost	Please provide the exact addresses of the locations where the Kiosks has to be delivered	The machines are being procured for our proposed CANDI - Digital branches that are yet to be opened. The exact address shall be communicated to the selected bidder as and when requirement arises within a period of 1 year from the date of issue of Purchase Oorder.
31	28	41.4	Bank reserves the right to	What if the Kiosk is damaged during	It is the responsibility of the

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			change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered/not shipped, the bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank. However if the hardware items are already delivered/shipped, and if the modifications in locations are made after delivery, the bidder shall carry out installation and commissioning at the modified locations and the Bank in such cases shall bear the shifting charges. The Warranty & AMC (if contracted) should be applicable to the altered locations also.	transit?	bidder to shift the machines without damage.
32	29	41.7.1/2/3/4/5	Acceptance by the Bank	ATP will be conducted by bank with in 7 days of installation if not they can use the Kiosk but it is not considered that bank has accepted the ATP terms. In such condition whether it is going to be affect our bill payments as	Bidder has to comply with RFP terms

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				we need to submit the bill of installation along with ATP. If yes what is the alternative and if not what is the process for submission of bills.	
33	30	43/43.1.1/4 3.1.2/43.1.3	Penalties/Liquidated Damages:	Penalty percentage is too high and need to be considered at 2%	Bidder has to comply with RFP terms
34	31	44.1	The Price offered to the Bank must be in Indian Rupees inclusive of all taxes but Exclusive of GST (CGST/SGST /IGST). The Vendor has to quote the applicable taxes separately in the Bill of Material.	Whether we need to put GST amount in tax column of bill of material (anx 17 - page 70) or any other indirect taxes?	Bidder has to put GST in the tax column.
35	33	47.1/2	The bidder shall provide Warranty and AMC support [if contracted] 24 hours a day, 365 days a year for all the locations	What about on Bank holidays or nonworking hours? Bank to provide exception for the same in the clause	Bidder has to comply with RFP terms
36	33	47.2.1/2	Response Time shall be 2 hours and MTTR shall be 4 hours.	Both need to be defined. Whether Bank accepts response with in 2 hours by phone/portal / mail?. TAT for MTTR is too less as they need to consider the travel time, remote locations, spare requirement, OEM intervention, etc. and can this TAT hours can be considered by mutual agreed time by successful bidder?	Bidder has to comply with RFP terms
37	33	50.1/2	The bidder shall guarantee a 24x7	Down time is calculated on time of	Bidder has to comply with

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			availability with monthly uptime of 99% for all the locations where the equipment's are commissioned as specified in Annexure- 10, during the period of the Contract and also during AMC, if contracted, which shall be calculated on monthly basis	failure and restored up time is considered for 24/7 with 99%. Whether it excludes Sundays, Bank Holidays, other holidays and non working hours, if so what is the process of calculation? Also uptime TAT considered as 99% is too high and it should be at 96% as it is practical	RFP terms
38	33	50.3	The Downtime calculated shall not include any failure due to bank/ Nonavailability of Network and down time during the time of preventive maintenance activity and Force Majeure. The bidder shall inform the Bank 7 days in advance before doing preventive maintenance or pre-planned activity	Even though bank states that down time calculation excludes network issues at Branch, PM duration and force Majeure - How to ascertain network issues or force majeure?	Bidder has to comply with RFP terms
39	34	51	Site and infrastructure	Bidder shall give the standard requirements to the bank in advance and bank should ensure all those Pre requisite for Installing machine are available at the site	Bidder has to comply with RFP terms
40	34	50.5	Log book shall be maintained for recording details such as date and time of failure, nature of failure, time of reporting, time of	This can be done if field engineer visit the site. If it is of telephonic support or network failure identified through systems how bidder will ensure	Bidder has to comply with RFP terms

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			restoration, details of repair, acknowledgement by the bank that the failure is rectified, signature of both bidder and bank, etc. Log book shall also be maintained for recording failure	records maintained at branch is correct or not? Whether system reports can be accepted by the bank for such failures?	
41	34	50.6	If the bidder fails to guarantee the required uptime of 99%, the Bank shall impose penalty of Rs.300/- per day plus GST per location for every 1% decrease in the uptime. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order	Uptime percentage is 99% and it is too high when considered practically. Whether it can be reduced by the bank to 95%? Also penalty for every decrease of 1% of uptime is rs.300/- per Kiosk / per day and maximum 10% of the value of kiosk is too high and whether bank can reduce this?	Bidder has to comply with RFP terms
42	34	50.7	If the uptime is below 95%, the Bank shall have full right to terminate the contract under this RFP or AMC, if contracted. The right of termination shall be in addition to the penalty as mentioned above. Uptime will be calculated on monthly basis	Percentage for uptime is too high and whether bank can reduce the same. Can termination clause get revoked?	Bidder has to comply with RFP terms
43	34	51.1	The bidder shall visit the site before installation and indicate	There is no need to visit personally and can be obtained through mail in a	Bidder has to comply with RFP terms

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			the site preparation requirements for installation in terms of the size and weight of the System/subsystem (space required), power requirement (stabilizer, UPS, isolation transformer), cabling etc. for Account Opening Kiosk with Debit Card Issuance facility.	specific format. Whether bank can accept this as it is very tough for bidder to visit the site and check frequently till the site work is completed	
44	35	53.6.1	Fixing the Pass Book Kiosks problems	This is out of scope of the project	Kindly refer Amendment-1.
45	35	53.5	Annual Maintenance Contract (If Contracted)	AMC charges paid in arrears that too quarterly - Can't bank pay in advance and for 6 months as normally AMC charges paid in advance.	Bidder has to comply with RFP terms
46	35	53.6.1	AMC-Fixing the Pass Book Kiosks problems	Why we need to fix Pass book Kiosks? Hope wrongly mentioned and need to be revoked from the clause.	Kindly refer Amendment-1.
47	35	53.7	Annual Maintenance Contract (If Contracted)	Percentage of penalty vary from Warranty penalty clauses which is fixed at 15%. When bank considered service levels of Warranty and AMC are same whether uptime clauses and reduction of penalty % requested for Warranty period can be considered and penalties mentioned in different clauses can bring it in one clause for	Bidder has to comply with RFP terms

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				better understanding	
48	36	54.1	The bidder shall provide centralized complaint booking facility to the bank and the dash board, if available, shall be provided to the Bank	Will the lease line provided by the bank from Banks data centre to Bidders location for Complaint booking and tracking the issues?	Bidder has to comply with RFP terms
49	48	Annexure 3 .b	The bidder should be the original equipment manufacturer (OEM) OR Authorized Indian supplier/Distributor/ Partner/System Integrator (SI) of Account Opening Kiosk with Debit Card Issuance facility proposed to supply as per the scope of this RFP	Can the bidder provide more than one OEM details in the same bid? More than one OEM will safeguard the bidder and bank	Bidder has to comply with RFP terms
50	49	Annexure 3 f	The bidder should have supplied at least 3 Nos. of Offered Model or Immediate Previous Model or equivalent model of offered model to at least one Nationalized Bank/ New Generation Private Sector Banks during the last 5 years.	Since digital banking concept is evolving & peripherals used in the kiosk are different based on Bank need (Ex: Addition of Iris scanner), Request bank to clarify if such customized kiosk considered to be immediate previous model or equivalent model ?	Kindly refer Amendment-1.
51	49	Annexure 3 g	The Bidder should have its own/ franchise Service /Support Office at all the 21 Circle Office locations of the Bank as mentioned in Annexure-5 of the RFP to service	Can the bidder provide details of service engineers who work from home instead of office in some of the locations?	Bidder has to comply with RFP terms

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			the kiosks.		
52	49	Annexure 3 h	The Bidder should have arrangement to provide 24 * 7 support	Request Bank to consider the support activities only during normal Banking hours	Bidder has to comply with RFP terms
53	53	Annexure 5	Circle Office Locations	Can the bidder provide details of service engineers who work from home instead of office in place of Postal Address	Bidder has to comply with RFP terms
54	53	Annexure - 5	Details of Service Support Centres for Bank's Circle Office Locations	If we don't have support centre offices but have local Engineers to support whether we can provide the contact details of such persons and controlling office address and contact persons of the same?	Bidder has to comply with RFP terms
55	55	Annexure 7	Track Record of Past Delivery & Installation of Account Opening Kiosk with Debit Card Issuance facility	Request bank to consider the experience in similar projects like Separate Account Opening kiosk with Debit card printing kiosk	The experience in similar projects like Separate Account Opening Kiosks and Debit Card printing Kiosks shall be considered.
56	60	Annexure 10 -6.3	Debit Card Printer: Exception card slot	What is Exception Card slot	Bidder has to comply with RFP terms.
57	60	Annexure 10 -14	Fingerprint Biometrics Reader, STQC/UIDAI Level 0 and Level 1 certified scanner	Most of the Biometric readers are STQC level 0 certified only. Request bank to check and modify the clause Biometric reader can be STQC/UIDAI level 0 or level 1 certified.	Kindly refer Amendment-1.
58	61	Annexure 10	2D Barcode Scanner	What is the purpose of bar code	Bar Code scanner is required

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				scanner?	for scanning the Aadhaar Card details.
59	61	Annexure 10-12	EMV Compliant Card Reader : Should provide pluggable support for Smart card reader	As readers are secure items, we request bank to not to consider as plug and play model. If the EMV reader is installed with simple screws, can it be considered as pluggable model?	Kindly refer Amendment-1.
60	61	Annexure 10-12	EMV Compliant Card Reader : Must have built in anti-skimming functionality. i.e. card reader installed and integrated. The card reader shall be Triple DES meeting VISA/Master/NPCI security standard.	As the kiosk is operated under the observation of bank manager, do the anti skimming functionality is needed or the card reader having EMV certification is enough?	Kindly refer Amendment-1.
61	62	Annexure-10-21	1 KVA ONLINE UPS with serial communication, 20 min backup	What is the need for separate UPS when the branch is already running on UPS power?	Kindly refer Amendment-1.
62	62	Annexure-10-21	1 KVA ONLINE UPS with serial communication, 20 min backup	Is bank is asking for external UPS for whole functioning of Kiosk? If so it requires 1.5 kv and not 1 kv. Bank need to clarify	Kindly refer Amendment-1.
63	63	Annexure 10-2-21	The Kiosk should be capable of Thermal Printing for Photo, Indenting or embossing for printing Name, Card	Will the bank Provide pre personalized cards (Chip personalized with Card number, CVV and validity pre printed at central bureau) or it should be	Bank shall provide the pre-personalized cards. Kindly refer to Amendment-1

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			Number, CVV and valid from and to on the card.	printed during issuance	
64	63	Annexure 10-2-21	The Kiosk should be capable of Thermal Printing for Photo, Indenting or embossing for printing Name, Card Number, CVV and valid from and to on the card.	Will the Embo data to personalize the chip and card is provided by banks Card management system?	Bank shall provide the pre-personalized cards. Kindly refer to Amendment-2
65	63	Annexure 10-2-21	The Kiosk should be capable of Thermal Printing for Photo, Indenting or embossing for printing Name, Card Number, CVV and valid from and to on the card.	Does the bank need Instant Issuance software or Pre personalized cards (Chip personalized with Card number, CVV and validity pre printed at central bureau) will be loaded in the kiosk?	Bank shall provide the pre-personalized cards. The kiosk should be capable of printing the customer photo and Name on the card.
66	63	Annexure 10-2-21	The Kiosk should be capable of Thermal Printing for Photo, Indenting or embossing for printing Name, Card Number, CVV and valid from and to on the card.	If instant personalization software is also needed, will the bank provide require IT Servers, HSM and other infrastructure to host the Instant Issuance Software	Bidder has to comply with RFP terms.
67	73	Annexure - 17	Table-III - Cost of Consumables and Spares	Whether bank will consider cost of consumables and spares for L1 calculation?	Cost of consumables and spares shall not be considered for the purpose

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					of L1 calculation.
68		General		Please share the database specifications to implement the software part i.e. Microsoft SQL server or other database?	The details shall be shared with the selected bidder.
69		General		How the cards required for printing will be provided at the place of issuance?	The details shall be shared with the selected bidder.
70		General		Will the bank provide the work flow for account opening and debit card issuance process?	The details shall be shared with the selected bidder.
71	Page 26	35.6	Payment will be released by the respective Circle Office/Head Office	Request the order release and payment to be centralized	Bidder has to comply with RFP terms.
72	Page 31	45	Payment of 10% will be done after 3 years	Unacceptable. Request change. Can BG be provided against this?	Bidder has to comply with RFP terms.
73	Page 33	50	Uptime of 99%	This should be more realistic since hardware is also involved	Bidder has to comply with RFP terms.
74	Page 34	53	3 years warranty and 3 years AMC	Request this to be changed to 1 year warranty + 5 years AMC	Bidder has to comply with RFP terms.
75	Page 34	50.6	Penalty of Rs 300 per day for downtime	This should be penalty on per instance and not per day. Rest to be covered in SLA	Bidder has to comply with RFP terms.
76	Page 30	43	Penalty	Penalty limitation should be uniform across RFP - 5% of the total contract value	Bidder has to comply with RFP terms.
77		Annex 3, Pt	Eligibility	This is restrictive in nature and	Kindly refer Amendment-1.

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		'f'		doesn't allow established players in transaction technology with a new offering of Account Opening to come in. Request to remove this clause in the true spirit of the open RFP. Request the bank to add - The OEM should have been in the business of supplying ATMs/BNA/Kiosk for customer fulfillment and should have supplied atleast 10000 ATMs or 2000BNAs or 1000 Kiosks (Cheque/Passbook). Letters of satisfactory working should be provided from atleast 2 public sector banks	
78		6.3	Minimum 3 hoppers to load 3 variants of cards with a capacity to hold 100 cards each, Retract Bin-50 card capacity, Reject Bin - 50 card capacity, Exception card slot	Change the Retract capacity to 10 Change the Reject capacity to 10	Bidder has to comply with RFP terms.
79	Page 37	58.1	Bidder warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any	The KIOSK and Software supplied by us has appropriate patent and copyright protection. Considering that these products are supplied by us to global customers, we recommend the following clauses in place of clause	Bidder has to comply with RFP terms.

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			nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. The bidder should ensure that the Hardware and Software supplied to the Bank shall not infringe the third party intellectual property rights, if any. The bidder has to ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as bidder.	58.1 to 58.3: 58.1. Contractor warrants that it is authorised to sell the KIOSK and license the Software to the Purchaser in accordance with the terms and conditions of this Contract. Bidder warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. The bidder should ensure that the Hardware and Software supplied to the Bank shall not infringe the third party intellectual property rights, if any. The bidder has to ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as bidder.	

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				<p>58.2. In the event that the Deliverables become the subject of claim of violation or infringement of a third party’s intellectual property rights, bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; [b] replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or [c] if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse bank for any amounts paid to bidder for such deliverables less depreciation on a five-year straight-line basis., along with the replacement costs incurred by Bank for procuring relating to an equivalent equipment in addition to the penalties levied by Bank.</p> <p>However, Bank shall not bear any kind of expense, charge, fees or any kind</p>	

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				<p>of costs in this regard. Notwithstanding the remedies contained herein, the bidder shall be responsible for payment of penalties in case service levels are not met because of inability of the bank to use the proposed solution.</p> <p>58.3. The indemnification obligation stated in this clause apply only in the event that the Purchaserindemnified party provides the Contractor indemnifying party prompt written notice of such claims, grants the Contractor indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the Contractor indemnifying party]. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the Purchaserindemnified party make any payment or bear any other substantive</p>	

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				<p>obligation without the prior written consent of the Purchaser indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.</p> <p>58.4. The bidder acknowledges that business logics, work flows, delegation and decision making processes of Bank are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors of Hardware/Software.</p>	
80	Page 37	58.2	In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; [b] replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing		Bidder has to comply with RFP terms.

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			<p>deliverables; or [c] if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse bank for any amounts paid to bidder for such deliverables, along with the replacement costs incurred by Bank for procuring an equivalent equipment in addition to the penalties levied by Bank. However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, the bidder shall be responsible for payment of penalties in case service levels are not met because of inability of the bank to use the proposed solution.</p>		
81	Page 37	58.3	<p>The indemnification obligation stated in this clause apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority</p>		<p>Bidder has to comply with RFP terms.</p>

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			to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party]. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.		
82	Page 38	60.1	The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses,	We are agreeable to provide the indemnity to the Bank for all third party claims for damages against the Bank due to our gross negligence or willful default provided the bank gives (1) prompt written notice of the claim; (2) all requested information about the claim; (3) reasonable	Bidder has to comply with RFP terms.

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			damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:	cooperation and assistance; and (4) sole authority to defend and settle the claim. We therefore request the bank to revise this clause accordingly.	
83			The Card Personalization software must be capable of handling personalization of various card schemes for personalization including EMV Chip card personalization in one-step	This is for operational control and better customer servicability.	Bidder has to comply with RFP terms.
84			The Card Personalization software must allow connections of printers only from a specific IP address and/or MAC address directly to the Card Personalization software server.	This is to avoid any fraud with respect to card printing	Bidder has to comply with RFP terms.
85			The Card Personalization software must support all sensitive data (cardholder data or information) is securely protected within the database utilizing 3DES encryption.	There are rampant frauds around network & architecture ; if not following global standards these vulnerabilities are left open. RBI has mandated such standards to be established in all the channels	Bidder has to comply with RFP terms.
86			Use of strong cryptography and security protocols such as secure sockets layer (SSL) / transport layer security (TLS) and Internet protocol security (IPSEC).between	There are rampant frauds around network & architecture ; if not following global standards these vulnerabilities are left open. RBI has mandated such standards to be	Bidder has to comply with RFP terms.

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			Printer and software	established in all the channels	
87			Inventory for cards in stock and printers	This is an absolute necessity for operational ease and also to ensure customer availability of these services	Kindly refer Amendment-1.
88			<p>Notifications / Alerts:</p> <p>a. Card Personalization software must send an email alert when the card feeder level is low</p> <p>b. Card Personalization software must send an email to notify when the consumable in the printer reaches a pre-defined limit</p>	This is an absolute necessity for operational ease and also to ensure customer availability of these services	Kindly refer Amendment-1.
89			<p>Reports for card personalization</p> <p>a) Production statistics and report</p> <p>b) Activity</p> <p>c) Duplicate card</p> <p>d) Access Control</p>	This is an absolute necessity for operational ease and also to ensure customer availability of these services	Bidder has to comply with RFP terms.
90			Proposed solution should be tested and certified by PCI QSA	There are rampant frauds around network & architecture ; if not following global standards these vulnerabilities are left open. RBI has mandated such standards to be established in all the channels	Bidder has to comply with RFP terms.
91			Card Embosser must be complined	RBI has mandated such standards to	Bidder has to comply with

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			with EMV instant issuance guidelines	be established in all the channels. It probably would be followed by your current centralised card dispensing vendor as well. Customer should be given a secure card through a secured and certified process	RFP terms.
92			Card Personalization solution (device and software) must support physical as well software activated lock capabilities to secure card and consumables in the system.	Customer should be given the choice of locking and unlocking the card and is nowadays pretty much a standard.	Bidder has to comply with RFP terms.
93	11	8.8	The Bidder should provide Account Opening Kiosk with Debit Card Issuance facility including but not limited to providing of the required Hardware, Software, Middleware, Databases, RMMS (Remote Management & Monitoring System),	Please confirm that the Server hardware to host the RMMS application will be provided by whom - The Bank or the L1 bidder ?	The servers for RMMS is to be provided by the bidder.
94	11	8.14	The bidder will also undertake to load Anti-virus solution in the kiosk and shall be responsible for loading its updates either independently or in coordination with the Bank as the case may be without any extra cost to the Bank. The Bank will provide the	AV software can be loaded during the Kiosk instalation.But the updates of AV used to be released by the AV OEMs once in two days which will be a difficult tast to undertake as part of the project. Canara Bank is having its own DMS system from where the Kiosks AV programs can get updated	Bidder has to comply with RFP terms

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			anti-virus solution to the finally selected bidder	automatically. Request the Bank to modify this clause accordingly	
95	11	8.16	The Bidder shall ensure that the solution should develop interface, if any, to have hand shake / interface / integration with Bank's existing hardware / software / M/s IBM/ M/s OFSS / M/s NCR without any additional cost to the Bank.	A third party vendor has already developed the application software for AOK for Canara Bank and same has been made live at the present installations at Canara Bank. We request the Bank to clarify that the same software will be used for fulfilling the scope of this RFP or the L1 vendor will have to develop their own kiosk application for Account Opening Kiosk ?.	The application software for account opening shall be provided by the Bank. However, the bidder has to provide necessary drivers, APIs, technology for interface/integration of the Bidder's hardware to the software provided by the Bank.
96	11	8.17	The bidder to take prior permission of the branch and complete all the preliminary works viz., Earthing and any other work related for installation etc. Bidder shall ensure that Bank's work is not interrupted. Bidder should ensure that separate Earthing is provided for the kiosk before installation. If at any location, the earthing is provided by the branch, the bidder to check and confirm the precision, record the same and then only proceed	We understand that these machines will be deployed in E-Lobbies . Bank will have standard electrical fittings. It will be difficult for partners like us to maintain earthing at single point for machine as that carrying work on same might impact the full lobby/branch power supply. We would request bank to kindly provide the properly earthed UPS power line to vendor. .	Bidder has to comply with RFP terms

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			further for installation of the kiosk. Earthing should be maintained during warranty and AMC period. Earthing should be checked during the preventive maintenance		
97	11	8.18	All the cabling done for Account Opening Kiosk with Debit Card Issuance facility shall be neat and structured. All the electrical and network cables should be concealed so that the customers will not have any access to the same. The bidder shall document the cabling path along with equipment and get it approved by the respective controlling office of the Bank before actual installation. Copy of the cabling diagram should be made available to the branch. Power and telecommunications cabling carrying data or supporting services should be protected from interception or damage. The successful bidder should follow stringent guidelines and best	We understand that these machines will be deployed in E-Lobbies . Bank will have standard electrical fittings. It will be difficult for partners like us to maintain babling for single machine as that carrying work on same might impact the full lobby/branch power supply. We would request bank to kindly provide the propoer cable to vendor. .	Bidder has to comply with RFP terms

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			industry practices to protect the systems from unauthorized access and wire-tapping		
98	12	8.19	The bidder has to obtain transit insurance cover for the Kiosks from their factory / godown warehouse to the site and such insurance cover should be available till the installation of the Kiosks.	The transit insurance are always upto the delivery time at the Bank's Premises. But there used to be a time frame till we can claim the damages if any post delivery. Bank to ensure the site readiness for installation immediately after delivery so that the coverage. Otherwise, an additional insurance coverage to be taken which will be an add on cost	Bidder has to comply with RFP terms
99	12	8.20'	No visit /service charges will be borne by the Bank for up gradation of the software/replacement of hardware component pertaining to Account Opening Kiosk with Debit Card Issuance facility for the purpose of enhancing their functionality to meet mandatory compliance from concerned authorities. Any up-gradation should be completed within 30 days from the date of request from the Bank.	Any patch updation which can be done remotely can be carried free of cost but Bank has to pay for any visit by enginner to location for carrying any change. We request bank to kindly ammend the point accordingly.	Bidder has to comply with RFP terms
100	13	8.32	One resource should be provided	Same requirement is part of Managed	Bidder has to comply with

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			by the successful bidder to manage Remote Management & Monitoring System (RMMS), Interface server, MIS, Call complaints/monitoring etc. for 8 hours a day on all Bank working days at no extra cost to the Bank. This support is required for contract period of 6 years. The resources will be at the disposal of the Bank.	Services. Bank can either add line item under commercials for same .We request the Bank to remove the dedicated support personnel sitting at Bank's HO for 6 years as this is a COST component, instead the Bank can go for a per month price discovery in the commercial bid and ask for the resources to be deployed as and when the Bank feel that is necessary.	RFP terms
101	13	8.33	Successful bidder will provide software solution to provide MIS reports at machine level as well as from centralized location. Solution should be capable of generating suitable MIS reports customized to the Bank's requirement in respect of activity, uptime, and fault event. Typical fields in this MIS: Account and CIF Generated Report, Card Issuance Report, Backend communication Success/ Failure Report, Exception Reports, Device Downtime Report etc.	In case of the already developed third party software is being used for the scope of this RFP, this particular kiosk software should create the CSV files containing each of the transaction details for MIS reporting in RMMS.	Bidder has to comply with RFP terms.
102	13	8.39	For Voice Enabled Audio, the languages should be configurable	Bank to provide List of regional language to be supported. As well	The requirements if any shall be shared with the

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			in Hindi or English or One of the Regional Languages as per Bank requirements which are to be preloaded in the Kiosk.	recorded Voice for regional language Support	selected bidder
103	14	8.43.1	All the kiosks to be supplied to the Bank shall be implemented with OS hardening by default to block the services which are not required.	Bank to share the list of hardening Policies of the Bank so that the same can be implemented. The best practice is to have the Kiosk on to the Active Directory of the Bank and let the policies defined in the AD get automatically applied on the OS while its log on to the network.	Bidder has to comply with RFP terms
104	14	8.43.3	All the latest patches as and when released by Microsoft should be updated periodically by the bidder without any additional cost to the Bank.	The MS patches can be pushed from the central depository to the Kiosks those are on the Bank's network. Same can be done by us provided Bank has opted for Managed Services.	Bidder has to comply with RFP terms
105	14	8.43.4	The Bidder should provide complete solution to take care of intrusion detection, port scans and other virus/ malware/ ransom ware attacks. The Bidder shall be responsible for ensuring that the system does not get affected by virus/malware/ ransom ware.	We do not have any control over inside Bank's network. Hence the only way out to keep away the Kiosks from the virus attacks is to have a robust AV program and update the same once in two days with the latest patch from a central repository. This can be done only by the Bank's IT team.	Bidder has to comply with RFP terms
106	14	8.43.5	All operating system updates / proprietary software updates/	This can be done over the PM schedule. But it is better to have the	Bidder has to comply with RFP terms

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			patches/ All operating system updates / proprietary software updates/ patches/licenses will be provided free of cost and also installed in all the kiosks by the successful bidder at no cost to the Bank for the entire period of support committed. licenses will be provided free of cost and also installed in all the kiosks by the successful bidder at no cost to the Bank for the entire period of support committed.	same auto updated through a central repository of the Bank with a scheduler	
107	14	8.43.6	The kiosks should be pre-installed with whitelisting application solutions.	We request the Bank to elaborate on this point	Application whitelisting is to ensure that an index of approved software applications permitted to be present and active on the system
108	14	8.43.8	The kiosk should be supplied with Latest version of EMV Ready (both Hardware & Software) as per the requirement of VISA/MASTER/NPCI/Regulatory requirement standards and the bidder should update the version as and when released without any	Request bank to kindly confirm what type of cards will be placed inside the machine ? Suggest bank to provide Pre personalised card with Track and EMV ready to be preloaded at Kiosk. The kiosk will dispense the preloaded cards with customer Name and Photo Printed on it. The presently installed	Bidder has to comply with RFP terms

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			additional cost to the bank.	systems of Canara Bank uses pre printed cards and the Kiosk prints ONLY the customer's name and phot on the card.	
109	14	8.43.9	The entire dataflow should be secured and encrypted.	We request to the Bank to confirm whether the L1 bidder to supply Kiosk hardware only OR both the hardware and and kiosk application software	The L1 bidder has to provide the kiosk hardware and necessary drivers, APIs for integrating the hardware to the Bank's application software
110	27	39.1	The successful bidder/s should submit a Security Deposit / Performance Guarantee for 10% of total value of the contract within 15 days from the date of acceptance of the Order.	We request the Bank to allow 30 days for submission of the security deposit from the date of PO acceptance or This payment can be withheld by Bank on non submission of same from the invoices submitted for claims.	Bidder has to comply with RFP terms
111	27	39.2	If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% (Plus GST) for each completed calendar week of delay or part thereof on the cost of the order will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The	We request the Bank to consider not to penalise the bidder for submission of Security Deposit up till the EMD BG submitted along with the Eligibility bid remain in Force. Also, if Bank has not paid the 10% amount against non submission of BG, deducting penalty from same is technically not possible	Bidder has to comply with RFP terms

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			total penalty under this clause shall be restricted to 5% (Plus GST)of the total order value		
112	28	41.2	Delivery of all Account Opening Kiosk with Debit Card Issuance facility should be within 3 weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 4 Weeks. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Our sourcing of raw materials / devices etc are expected to take almost 4 weeks as most of items needs to be imported. So we request the bank to make the delivery time frame as 8 weeks less than which is unpractical.	Kindly refer Amendment-1.
113	28	41.3	The successful bidder should ensure installation, configuration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from	Meeting this time frame is difficult in a practical scenario if the Bank is asking for a fresh integration of Kiosk Application with CBS/NSDL/UIDAI etc based on our past experience. There are lot of dependancies from Bank side like the relevant APIs, co+G29mmunication formts etc to	Bidder has to comply with RFP terms

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			the date of delivery of all the materials for each ordered locations.	complete the UAT before roll out. Request the Bank to amend this clause accordingly	
114	29	41.6	The Bank will not arrange for any Road Permit / Sales Tax clearance for delivery of hardware to different locations and the Vendor is required to make the arrangements for delivery of hardware to the locations as per the list of locations / items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the Bidder, if required.	The earstwhile "Road Permit" is now termed as E-waybills. In the present GST regime, the E-Way bills are to be issued by the purchaser by logging on to the website of GST Dept of each of the states where this document is mandatory and issue one E-Way bill per invoice. That means the E-way bills can no way be procured by the supplier. Hence we request the Bank to modify this clause as "E-way bills will be issued by the Bank as and when needed"	E-Way bill/ key to generate e-way bill shall be provided by the Bank.
115	30	43.1.1	Non-compliance of the delivery clauses (41.2) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in delivery per Account Opening Kiosks , per week or part thereof, on the invoice value branch / location wise.	We request the Bank to limit the penalty as 0.25% per week against the delay in delivery	Bidder has to comply with RFP terms
116	30	43.1.2	Non-compliance of the installation clauses (41.3) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in installation per	We request the Bank to limit the penalty as 0.25% per week against the delay in installations	Bidder has to comply with RFP terms

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			Account Opening Kiosks , per week or part thereof, on the invoice value branch / location wise.		
117	30	43.1.3	However, the total Penalty/LD to be recovered under above clauses 43.1.1 & 43.1.2 shall be restricted to 10% (Plus GST)of the total value of the order	We request the Bank to amend the upper cap as 5% of the cost of the item supplied per site basis.	Bidder has to comply with RFP terms
118	31	44.4	From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.	We request the Bank to amend this clause for upward revision of taxes also, if not if the taxes are increased any time after the submission of the bids, the incremental addition in the taxation structure will be a burden for the bidder who execute the order.	Bidder has to comply with RFP terms
119	32	45.4	Delivery Proof, Installation Report duly signed by Bank officials of the respective branch/office should be submitted in originals while claiming payment in respect of orders placed.	We request the Bank to accept the print outs of the scanned images of proof of Deliveries and proof of Installations for making payments. This will save a lot of time for claim submissions	Kindly refer Amendment-1.
120	33	50.1	The bidder shall guarantee a 24x7 availability with monthly uptime of 99% for all the locations where the equipments are commissioned	Bank do not work for 24 x 7. We request the Bank to modify this clause to have the support window only at the working time of the Bank. Also we	Bidder has to comply with RFP terms

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			as specified in Annexure- 10, during the period of the Contract and also during AMC, if contracted, which shall be calculated on monthly basis.	request to cap the uptime as 96%	
121	34	50.6	If the bidder fails to guarantee the required uptime of 99%, the Bank shall impose penalty of Rs.300/- per day plus GST per location for every 1% decrease in the uptime. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order.	We request the Bank to reduce the penalty per day to Rs.100/- as of the previous RFP. We also request the Bank to kepp the upper cap of this penalty at 5% of the cost of the machine which is down.	Bidder has to comply with RFP terms
122	34	53.4	Support for maintenance of Account Opening Kiosk with Debit Card Issuance facility (including OS and software license) and Other Items supplied should be available for a minimum period of 3 years, covering all parts, maintenance and support, after expiry of warranty period. The bidder/vendor has to replace all the defective spares during Warranty and AMC Period.All parts	We request the Bank to consier the consumables as the below during the warranty/AMC Period 1. Plastic Parts 2. The plastic (eg: gears) and rubber parts (eg: belts) those can malfunction due to usage. 3. UPS Batteries 4. Cartridge 5. Stationeries 5. Spares Damaged Physically due to Force Mejaure and other unusual	Clause clarified as under: The expenses incurred towards consumables, Spares Damaged due to Force Majeure and vandalism only shall be borne by the Bank.

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			should be covered except consumables.....	circustances like site earthing, improper handling of the machines etc.	
123	35	53.6	The bidder shall submit the preventive maintenance activity report, service call report, downtime report duly certified by bank's official along with payment claim letter. Bank will calculate the uptime and impose penalty as per uptime clause. However total penalty shall be restricted to 15% of quarterly AMC claiming value.	We request the Bank to upper cap this penalty as 5% of the cost of the machines those are down site wise	Bidder has to comply with RFP terms
124	48	c	The Bidder submitting the offer should be a profit earning company registered in India and should have a minimum turnover ofRs.3 Crores during each of the last 3 financial years i.e. 2016-17, 2015-16 and 2014- 15.	We request the Bank to amend this clause as "The Bidder submitting the offer OR its Parent Company fully incorporated in India should be profit earning company (in FY 2016-17) registered in India and should have a minimum turnover of Rs. 100 crore during each of the last 3 financial years i.e. 2016-17, 2015-16 and 2014-15. This must be individual company turnover and not of any group of companies ". Since this	Kindly refer Amendment-1.

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				is a very important and high profile initiative of Canara bank (CANDI), the vendors to be associated here should be at par to handle the project successfully and timely manner; hence we are requesting the Bank to increase the Turnover of the bidders from 1 Cr to 100 Cr	
125	49	d	The Bidder should have positive Net Worth as on 31/03/2017	We request the Bank to amend this clause as The Bidder OR its Parent Company fully incorporated in India should have positive Net Worth as on 31/03/2017	Kindly refer Amendment-1.
126	49	f	The Bidder must enclose a certificate from Head Office of the Banks (atleast one Nationalized Bank) and the letter of satisfaction must be in English on the letter head of the Bank duly stamped and signed by an official of the Bank not below the rank of Deputy General Manager	In public Sector Banks, we have supplied account opening Kiosk to Canara Bank only for Canara Bank's two Candi branches. No other Public sector Bank in India except SBI & Canara Bank has implemented Account opening Kiosk with Debit card issuance facility. We request the Bank to consider the present installations with Canara Bank for this point of eligibility	Kindly refer Amendment-1.
127	59	2.1	Industrial grade CPU with Intel i5 processor or above	As the Kiosks are expected to be installed inside the Bank's premises, the standard Core i3 PC can handle	Bidder has to comply with RFP terms

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				the load of the Kiosk transactions. We request the Bank to amend this spec to "PC with Intel Core i5 CPU". This will ultimately save a lot of cost per machine. Present Candi Kiosks are working successfully in standard PCs	
128	60	6.1/6.2/6.3/ 6.4/6.5	6.1 Indenting/ Embossing of Name, Card Number, Valid from and to and CVV at back 6.2 Thermal Printing for Printing Photo of the customer 6.3 Minimum 3 hoppers to load 3 variants of cards with a capacity to hold 100 cards each, Retract Bin-50 card capacity, Reject Bin - 50 card capacity, Exception card slot 6.4 Flash LED indicator on card dispensing and retracting.	Embossing on Cards and duplex printing of cards are done through high end card printers. If we use such type of printers, the cost of the machine will go up by 3 fold and the dimensions of the Kiosk also will be increasing while comparing with the present Kiosks installed at Bank . Hence we suggest the bank to remove the mentioned specs. We suggest the bank to replace this specs with the below specs for Pre-personalized cards to be dispensed (in line with the present AOK specs: 6.1 Card Personalization Single Side Thermal Transfer Printer with Magnetic Card Encoder - 3 units 6.2 Should support Visa, Master Card and Rupay Cards for personalisation 6.3 Should print customer Name and	Kindly refer Amendment-1.

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			6.5 Card retracts mechanism - Able to retract the card if not collected in stipulated time	photo on the card being issued (No Embossing on cards)	
129	60	7.1	5 Mega pixel HD CMOS active pixels digital Image sensor Support Resolution - UXGA/SXGA/XGA/SVGA/VGA/QVG A	Suggest bank to go with "2Mega pixel CMOS active pixels digital image sensor" as this can support upto UXGA resolution and will reduce the size and cost of the product. The present Kiosk at Candi is having this.	Bidder has to comply with RFP terms
130	60	9	Receipt Printer	Suggest bank to remove Receipt printer as the same is not required for the Account opening Kiosk. In the present workflow, the customer get his debit card issued instantly and no separate receipts are being given.	Kindly refer Amendment-1.
131	61	11.1	minimum 5 Megapixel Full HD 1080p video and/ image capture (Auto-adjustable flash required) for capturing customer image	Suggest bank to change the specs to minimum 5 Megapixel HD 1280x720p video/ image capture for capturing customer image. Flash is not available in such cameras as a standard	Kindly refer Amendment-1.
132	61	12.3	Must have built in anti-skimming functionality. i.e. card reader installed and integrated. The card reader shall	Request bank to kindly confirm the purpose of providing Card reader on the machine. Will this be used to generate new PIN by customer ? If	Bidder has to comply with RFP terms.

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			be Triple DES meeting VISA/Master/NPCI security standard	yes, EPP will be required.	
133	61	14	Fingerprint Biometrics Reader, STQC/UIDAI Level 0 and Level 1 certified scanner	Suggest bank to change to Level 0 certified scanner.	Kindly refer Amendment-1.
134	61	19	Pinhole camera and DVR	Suggest bank to remove the same as Camera is already available for photo image capture which is mentioned in point no.11	Bidder has to comply with RFP terms.
135	62	20	Bidder must show compliance with PCI-PA DSS standard	Suggest bank to remove this point as is not required for Account Opening Kiosk (this is related to ATM)	Bidder has to comply with RFP terms.
136	62	21	1 KVA ONLINE UPS with serial communication, 20 min backup	Suggest bank to remove UPS as these kiosks will be indoor and will be already connected to a bank's site UPS. This will reduce cost and size of the product.	Kindly refer Amendment-1.
137	63	2.1	Display screens menu options should be multi lingual (optional) i.e. with English , Hindi , Regional language Support (Bank to decide on Regional Language)	Bank to provide List of regional language to be supported. As well Sript for regional language Support	The details shall be shared with the selected bidder.
138	63	2.4	Facility to validate KYC Kiosk for Pan / Aadhaar. Bank will facilitate integration with UIDAI and NSD	Bank to provide the necessary API for Integration	Bidder has to comply with RFP terms.

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139	63	2.5	Support Quick Account Opening by validating finger print and Aadhaar number	Bank to provide the necessary API for Aadhaar Integration	Bidder has to comply with RFP terms.
140	63	2.11	Capability of mapping the cards with Respective account Number Fetched from CBS after opening of account.	Bank to provide the necessary API for CBS Integration	Bidder has to comply with RFP terms.
141	63	2.14	Ability to generate Internet Banking and Mobile Banking user credentials	Need clarification, how the user credentials get validated from CBS ?	The details shall be shared with the selected bidder.
142	63	2.15	Ability to perform de-duplication check	Need clarification on the Process and the requirement to be handled at Kiosk Level.	Bidder has to comply with RFP terms
143	63	2.16	Capability to replace Magstripe card with EMV card automatically reading data from Magstripe card.	Request bank to kindly elaborate the requirement in detail as same not clear in understanding.	The kiosk should have the Capability to replace Magstripe card with pre-loaded EMV cards.
144	63	2.18	The Kiosk should be equipped with Pin Pad, customer to choose his/her 4-digit Pin during the card printing process.	Bank need clarification on Pin generation process from Kiosk.	The details shall be shared with the selected bidder.
145	63	2.21	The Kiosk should be capable of Thermal Printing for Photo, Indenting or embossing for printing Name, Card Number, CVV and valid from and to on the card	Embossing on cards is not mandatory now a days . Most of the new cards being circulated by banks are non embossed cards. Suggest bank to remove Indenting or embossing for printing Name, Card Number, CVV and	Kindly refer Amendment-1.

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				valid from and to on the card and change the specs to "Thermal printing of Photo and Name on the Pre personalised cards having card no., cvv and expiry date. Presently installed Kiosks are printing only the name and colour photo of the customer on the front side of the card and the remaining informations required on the cards are pre printed before loading the card on the Kiosk.	
146	49	Point F of Annexure F	The bidder should have supplied at least 3 Nos. of Offered Model or Immediate Previous Model or equivalent model of offered model to atleast one Nationalized Bank/ New Generation Private Sector Banks during the last 5 years.	We have the experience of supply of Multi Functions kiosk with Functionality like Balance Check, Pass book Printing, cheque deposit etc but we have supplied the model which we will offer to any party yet. We have vast experience in this field . Kindly allow us for the tender participation.	Kindly refer Amendment-1.
147	10	8.4	During the Warranty & Amc Period, the bidder is bound to do all hardware spare replacement without extra cost to the Bank covering all parts & labours	We presume this is only applicable for spares which are worn out or due to manufacturing defects. Any spares replacement due to Bank dependency shall be charged extra	The bank shall only make payments when the parts are replaced due to vandilism and Force Majeure
148	10	8.8	The system will have to be integrated with the existing Core Banking System of the Bank. In	Bank to facilitate vendor in getting required integration document / licence having common data format	The account opening software shall be provided by the Bank. However, the

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			this direction, successful bidder will liaison and implement necessary configuration with the CBS vendor, network and other hardware and software application vendors of the Bank.	from Banks CBS vendor and other Application Vendors without any cost to us. Bank to provide ISO8583 message format to integrate with Banks CBS, without any cost to us Please confirm.	bidder has to provide necessary drivers, APIs for integration of the Bidder's hardware to the software provided by the Bank.
149	10	8.8	The Bidder should provide Account Opening Kiosk with Debit Card Issuance facility including but not limited to providing of the required Hardware, Software, Middleware, Databases, RMMS (Remote Management & Monitoring System), Third Party Utilities, if any, and installation, customizing, testing, commissioning, warranty, annual maintenance, required/guaranteed uptime, etc.	If Middleware or RMMS required by the Bank, will the Bank provide the required hardware/software, OS & d/b for the same? DC & DR setup is required?	Bidder shall provide all hardware and software required for configuring RMMS. Bank shall provide only the hardware in case of requirement of middleware.
150	11	8.9	For doing so, if required the bidder shall have to coordinate with prime bidder/system integrator, who has	Bank to facilitate vendor in getting required integration document / licence having common data format from Banks CBS vendor and other	The application software for account opening shall be provided by the Bank. However, the bidder has to

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			implemented CBS in the Bank, for integrating the Kiosks with Flex Cube Host System(existing or higher version). The bidder should do necessary modifications or changes to integrate the kiosks with Bank's Core Banking System without any additional cost to the Bank.	Application Vendors without any cost to us.	provide necessary drivers, APIs, technology for interface/integration of the Bidder's hardware to the software provided by the Bank.
151	11	8.10	The bidder will have to provide necessary interface to all the application software being run at branches, wherever required by the Bank.	Request for Bank to share more details and scope for this requirement. Which type of interface need to be provide at Branches and what software?	The application software for account opening shall be provided by the Bank. However, the bidder has to provide necessary drivers, APIs, technology for interface/integration of the Bidder's hardware to the software provided by the Bank.
152	10	8.11	The bidder will have to provide the necessary interface to all the application software being run at branches, wherever required by the Bank.	Required more clarification on necessary interface at Branch level.	The application software for account opening shall be provided by the Bank. However, the bidder has to provide necessary drivers, APIs, technology for interface/integration of the

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Sl. No.	Page No.	RFP Clause	Clause Description	Bidder's Query	Bank's Reply
					Bidder's hardware to the software provided by the Bank.
153	10	8.14	The bidder will also undertake to load Anti-virus solution in the kiosk and shall be responsible for loading its updates either independently or in coordination with the Bank as the case may be without any extra cost to the Bank. The Bank will provide the anti-virus solution to the finally selected bidder.	Any separate testing or visit charges for loading the Anti-virus or its update after the UAT shall be charged extra at mutually agreed rates	Bidder has to comply with RFP terms
154	11	8.17	Earthing	Request the Bank keep Earthing scope out of this RFP as bidder is only responsible for installation of the Kiosks and not the entire branch/e-lobby. Performing Earthing and maintaining throughout shall not be under our scope	Bidder has to comply with RFP terms
155	11	8.2	No visit /service charges will be borne by the Bank for up gradation of the software/replacement of hardware component pertaining to Account Opening Kiosk with Debit Card Issuance facility	This requirement is subjected to feasibility and will be carried on mutually decided time and cost as the same can't be ascertained now. Please consider and confirm. Software and hardware replacement for the same	The clause mentioned is regarding Visit Charges only. Bidder has to comply with RFP Terms. However, if the Bidder has to carry out the task within

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			for the purpose of enhancing their functionality to meet mandatory compliance from concerned authorities. Any up-gradation should be completed within 30 days from the date of request from the Bank.	purpose after UAT sign-off is not possible	some fixed limited timelines stipulated by the Bank, the same shall be considered by the Bank for mutual discussion to arrive at the cost per visit.
156	13	8.31	The Bidder shall provide proof of concept within two weeks from the acceptance of the order regarding functioning of the Kiosk with its integrations with bank's back-end systems like CBS, UIDAI, NSDL etc	Two weeks is too short a period as the production & transit of the required configuration machine shall take minimum 3 weeks. Hence request the Bank to provide 4 weeks for POC. Bank to facilitate vendor in getting required integration document / licence having common data format from Banks CBS, UIDAI, NSDL etc Application Vendors without any cost to us. Bank to provide ISO8583 message format to integrate with Banks CBS, without any cost to us Please confirm.	Bidder has to comply with RFP terms.
157	13	8.32	One resource should be provided by the successful bidder to manage Remote	One dedicated resource for just monitoing 19 machines shall not be productive for both the Bank as well	Bidder has to comply with RFP terms

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			Management & Monitoring System (RMMS), Interface server, MIS, Call complaints/monitoring etc. for 8 hours a day on all Bank working days at no extra cost to the Bank.	as the vendor. Hence request the Bank to allow us to monitor thru our call centre facility from a central location	
158	13	8.34	Remote Monitoring and Management System should be capable of monitoring the uptime of all the machines configured on the Bank's network on real time basis from a centralized location. The penalties will be applied based on this report. Automatic call logging and closing facility should be available in the Remote Monitoring and Management System.	Required Server Hardware and Software server (i.e OS, Antivirus and data Base) for RMMS will be provided by Bank. Kindly confirm.	The servers for RMMS is to be provided by the bidder.
159	13	8.35	The system should be capable of centrally pushing the Bank's advertisements, application updates to all the Kiosks etc.	is this part of RMS? Required Server Hardware and Software server (i.e OS, Antivirus and data Base) for this activity will be provided by Bank. Kindly confirm.	Bank shall exercise this option in case it is possible to remotely push the advertisements, application updates through RMMS.
160	13	8.36	The Bidder shall customize the Kiosk with Bank logo/ design/	Request for Bank to consider customized colour powder coating	Bidder has to comply with RFP terms

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			branding and stickers along with installation. The kiosks should be vinyl wrapped as per Bank's requirement.	with only vinyl Logo on Kiosk.	
161	27	39	Security Deposit - PBG- 10% of total order value valid for 3 years with claim period of 3 months.	We provide BG for one year than it renew for another two years	Bidder has to comply with RFP terms
162	28	41.2	Delivery within 3 weeks for non-road permit locations and 4 weeks for RP locations	1. The delivery timelines given in the RFP is not acceptable. Request the Bank to provide 5 weeks for non-road permit locations and 7 weeks for road permit locations. 2. Delivery time should be start from the date of formal order with complete details of shipping locations. In case of PDI it should be start from the date of inspection.	E-Way bill/ key to generate e-way bill shall be provided by the Bank.
163	28	41.2	Vendor has to arrange road permit at his own cost	Post GST E way bill is introduce by government in some states and it is going to be mandatory for all states in meantime therefore bank to obtain online E way bill from GST portal.	E-Way bill/ key to generate e-way bill shall be provided by the Bank.
164	31	45.1.2	Payment on Installation	There is mention of payment to vendor, if installation is delayed due to Bank dependency. Bank to make payment to vendor with SNR (site not ready report), if delay due to Bank for	Kindly refer Amendment-1.

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				more than 7 days	
165	33	50.1	Uptime of 99%	Request the Bank to revise it to 95%	Bidder has to comply with RFP terms
166	36	54.6	During the Warranty & Amc Period, the bidder is bound to do all hardware spare replacement without extra cost to the Bank covering all parts & labours	We presume this is only applicable for spares which are worn out or due to manufacturing defects. Any spares replacement due to Bank dependency shall be charged extra	Clause clarified as under: The expenses incurred towards consumables, Spares Damaged due to Force Majeure and vandalism only shall be borne by the Bank.
167	48	Annexure 3 - Eligibility Criteria declaration	f) The bidder should have supplied atleast 3 Nos. of Offered Model or Immediate Previous Model or equivalent model of offered model to atleast one Nationalized Bank/ New Generation Private Sector Banks during the last 5 years.	We being a market leader in Self Service Kiosks supply in India, having supplied close to 20,000 various other Kiosk terminals in India, do not have LIVE installations of Account opening or Debit card issuance kiosks as yet, as the product is fairly new with very minimal total install base across the country. But we have a fully equipped product matching all the technical requirements and with expertise on the subject. Hence, request the Bank to amend the clause to "Self Service Kiosks" experience during the last 3 or years to allow fair competition. We presume the Bank will also appreciate our satisfactory services offered in	Kindly refer Amendment-1.

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				other Kiosk products and consider the same as a testimonial to our services. With the above condition, we believe only two bidders will qualify which might deprive the Bank from getting competitive pricing with limited expertise. Pls consider	
168	59	2.2	Windows 10 professional OS (64 bit),	Request for Bank to consider and select Windows 10 ITO 64 bit (Embedded OS termed as IOT) for Kiosk requirement. As this preferred OS for Kiosk function with all functionalities.	Bidder has to comply with RFP terms
169	60	4.1	17”wide or higher with PCT Touch screen having USB controller	request for Bank to consider SAW touch screen as well.	Bidder has to comply with RFP terms
170	60	6.1	Indenting/ Embossing of Name, Card Number, Valid from and to and CVV at back	We request you to consider thermal printing technology for printing CVV2 / CVD2 instead of the indentend technology only. As opting for thermal printing feature will allow many card manufacturer to participate in the tender for card personalization.	Kindly refer to Amendment-1
171	60	6.1	Indenting/ Embossing of Name, Card Number, Valid from and to and CVV at back	All these functions, are they expected in only device or can it be performed by separate device. (Is it one single pass for all the functions or can it be	single pass for all the functions

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				divided operation)	
172	60	6.3	Minimum 3 hoppers to load 3 variants of cards with a capacity to hold 100 cards each, Retract Bin-50 card capacity, Reject Bin - 50 card capacity, Exception card slot	All these functions, are they expected in only device / printer or can it be performed by separate device / printer. (Is it one single pass for all the functions or can it be divided operation)	single pass for all the functions
173	61	12.3	Must have built in anti-skimming functionality. i.e. card reader installed and integrated. The card reader shall be Triple DES meeting VISA/Master/NPCI security standard.	Triple DES is for EPP not for card readers, we will provide EMV level 1 card reader. Kindly confirm	Kindly refer Amendment-1.
174	61	14	Fingerprint Biometrics Reader, STQC/UIDAI Level 0 and Level 1 certified scanner	Request for Bank to consider L0 scanner only, as L1 device is not available in market and guidelines for L1 is not clear yet. Request for Bank to share L1 guidelines if available with them, it will help to discuss with suppliers.	Kindly refer Amendment-1.
175	61	16	Vandal Proof Keyboard & Track Ball	Request for Bank to consider trackpad keyboard as well with track ball.	Bidder has to comply with RFP terms.
176	61	19	Pinhole camera and DVR	Request for Bank to clarify for below points: 1) This DVR need to install in machine or separate device?	Bidder has to comply with RFP terms.

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				<p>2) DVR images need to store on Kiosk HDD or separate HDD in DVR?</p> <p>We propose Bank to consider additional 2nd USB camera for DVR system which can be mounted inside room for surveillance and Images for the same can be installed on Kiosk HDD. Kindly consider and confirm.</p>	
177	62	20	Bidder must show compliance with PCI-PA DSS standard	Request for Bank to elaborate the requirement on this Point. On what part we need to show compliance with PCI-PADSS standard. How it will impact Kiosk functionality and scope.	Bidder has to comply with RFP terms.
178	62	21	UPS	<p>UPS need to mounted inside the Kiosk or need to provide separately. Kindly Confirm.</p> <p>UPS with inbuilt battery will provide 8-10 min backup considering our Kiosk power wattage. Please request Bank to consider 8-10 min backup for Kiosk with inbuilt feature. 20 min Backup is possible with external batteries, which is not re-commanded to install inside the Kiosk</p> <p>Kindly confirm on the requirement of serial communication on UPS, where it</p>	Kindly refer Amendment-1.

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				will be connected and for what use?	
179	63	14	Ability to generate Internet Banking and Mobile Banking user credentials	As we understand this is CBS scope as generation of Internet Banking and Mobile Banking user credentials are secured activity and controlled by CBS at Bank side. Kindly Confirm.	Bidder has to comply with RFP terms.
180	63	16	Capability to replace Magstripe card with EMV card automatically reading data from Magstripe card.	Is Bank looking for motorized card reader to retract the card inside the Kiosk after successful reading and issuance of the new CIP card. Kindly confirm.	The kiosk should have the Capability to replace Magstripe card with pre-loaded EMV cards.
181	63	16	Capability to replace Magstripe card with EMV card automatically reading data from Magstripe card.	Do we need to write EMV Chip as well in Kiosk , as it need special process and softwares to achieve this function and security is Must. Kindly confirm	The kiosk should have the Capability to replace Magstripe card with pre-loaded EMV cards.
182	63	16	Capability to replace Magstripe card with EMV card automatically reading data from Magstripe card.	Request for Bank to confirm what type of encoders need to be added in scope for all required function.	Bidder has to comply with RFP terms
183	63	18	The Kiosk should be equipped with Pin Pad, customer to choose his/her 4-digit Pin during the card printing process.	Request for Bank to confirm Kiosk integration with switch and CBS both for this function ?	It is the responsibility of the bidder to integrate the kiosk hardware to the application software provided by the Bank.
184	General query		Banks existng Card Management solution	Details of Banks existing Card Management Solution for Printing and Issuance. Do we need to use existing system for card issuance or need to	Bidder needs to use the existing system for Card Management solution for printing and issuance.

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				develop separately?	
185	General query		Process & Printer to be used.	• Process and Printer used for Card Printing with Customer personalized data on existing setup? This will help to understand the setup and exact need of RFP.	The details shall be shared with the selected bidder.
186	General query		Interface details of Banks existing Card Management solution	Interface details of Banks Card Management Solution for generating Card Printing File. Do we need to use existing system for card issuance or need to develop separately?	The details shall be shared with the selected bidder.
187	General query		Process of downloading card printing file	Process of downloading Card Printing File to Card Printer for Printing and issuance of Debit Card to Customer	The details shall be shared with the selected bidder.
188	General query		PIN change function	Integration document for PIN Change function. How and our scope against this RFP.	The details shall be shared with the selected bidder.

Note :

- 1) All the other Instructions and Terms & Conditions of the above RFP remain unchanged.
- 2) The RFP clause or RFP terms referred in the above replies & amendments means the RFP clause / terms detailed in the RFP Document dt.19/12/2017 unless otherwise modified in the above replies & amendments.
- 3) This document will form part & parcel of our RFP-DBS-06/2017-18 dated 19/12/2017.
- 4) Please take note of the above replies and Amendments while submitting your response to the subject RFP.

Date: 04/01/2018

Place: Bengaluru

DEPUTY GENERAL MANAGER