

<b>AMENDMENT-1 TO</b>				
<b>RFP -DBS- 06/2017-2018 DATED 19/12/2017- “Supply, Installation, Commissioning and Maintenance of Account Opening Kiosk with Debit Card Issuance facility”</b>				
Sl. No.	Page No.	RFP Clause No.	Existing Clause Description	Amended Clause Description
1	12	8.21	The Bidder should provide user level training or demo and operational guidelines to designated bank personnel at each location. The checklist and user manual for proper maintenance and operations of kiosks are to be provided to each branch. <b>A copy of the user manual shall also be provided along with the Technical Bid.</b>	The Bidder should provide user level training or demo and operational guidelines to designated bank personnel at each location. The checklist and user manual for proper maintenance and operations of kiosks are to be provided to each branch. <b>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.</b>
2	41	41.2	Delivery of all Account Opening Kiosk with Debit Card Issuance facility should be within <b>3 weeks</b> from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for <b>Road Permit locations will be 4 Weeks</b> . 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.	Delivery of all Account Opening Kiosk with Debit Card Issuance facility should be within <b>4 weeks</b> from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for <b>Road Permit locations will be 5 Weeks</b> . 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.
3	32	<b>45.4</b> <b>Payment Terms:</b>	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.	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. Bank shall accept the scanned copy of the Delivery and installation proof for

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				the purpose of making payment only if the bidder provides an undertaking to submit the originals within 10 days of receiving the payments.
4	35	53.6.1	Fixing the Pass Book Kiosks problems	Fixing the Account Opening Kiosk problems
5		Annexure-2 Para-2	If our offer is accepted, we undertake to complete delivery of materials within <b>3 weeks</b> from the date of receipt of the Purchase Order for non-road permit locations and within <b>4 weeks</b> for Road Permit locations. Also, we undertake to complete 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 <b>2 weeks</b> from the date of delivery of all the materials for each ordered locations.	If our offer is accepted, we undertake to complete delivery of materials within <b>4 weeks</b> from the date of receipt of the Purchase Order for non-road permit locations and within <b>5 weeks</b> for Road Permit locations. Also, we undertake to complete 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 <b>2 weeks</b> from the date of delivery of all the materials for each ordered locations.  Revised Annexure-2 is enclosed.
6	48	Annexure-3 Point No.c) Eligibility Criteria Declaration	The Bidder submitting the offer should be profit earning company registered in India and should have a minimum turnover of Rs. 3 crores during each of the last 3 financial years i.e. 2016-17, 2015-16 and 2014-15.	The Bidder or its Parent Company should be profit earning company registered in India and should have a minimum turnover of Rs. 3 crores during each of the last 3 financial years i.e. 2016-17, 2015-16 and 2014-15.  Revised Annexure-3 is enclosed.
7	49	Annexure-3 Point No.d) Eligibility Criteria	The bidder should have positive net worth as on 31/03/2017	The Bidder/ Bidder's Parent Company should have positive Net Worth as on 31/03/2017.

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Sl. No.	Page No.	RFP Clause No.	Existing Clause Description	Amended Clause Description
		Declaration		Revised Annexure-3 is enclosed.
8	49	Annexure-3 Point No.f) Eligibility Criteria Declaration	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.	The bidder / OEM should have supplied atleast 3 Nos. of Offered Model or Immediate Previous Model or equivalent model of offered model to atleast one Bank globally during the last 5 years. Revised Annexure-3 is enclosed.
9	60	Annexure-10 Point No.6.1 Technical specifications	Indenting/ Embossing of Name, Card Number, Valid from and to and CVV at back	Indenting of Name, Card Number, Valid from and to. Revised Annexure -10 is enclosed.
10	60	Annexure-10 Point No.9. Technical Specifications	Receipt Printer	The clause stands deleted. Revised Annexure -10 is enclosed.
11	61	Annexure-10 Point No.12.2 Technical Specifications	Should provide pluggable support for Smart card reader.	The clause stands deleted. Revised Annexure -10 is enclosed.
12	61	Annexure-10 Point No.12.3 Technical Specifications	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.	Must have built in anti-skimming functionality. i.e. card reader installed and integrated. Revised Annexure -10 is enclosed.
13	61	Annexure-10 Point No.14 Technical	Fingerprint Biometrics Reader, STQC/UIDAI Level 0 and Level 1 certified scanner	Fingerprint Biometrics Reader, STQC/UIDAI Level 0 certified scanner. Revised Annexure -10 is enclosed.

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Sl. No.	Page No.	RFP Clause No.	Existing Clause Description	Amended Clause Description
		Specifications		
14	62	Annexure-10 Point No.21, Technical Specifications	1KVA online UPS with serial communication, 20 min backup	1KVA online UPS (inbuilt) with serial communication, minimum 20 min backup. Revised Annexure -10 is enclosed.
15	63	Annexure-10 Point No.21, Functional Specifications	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.	The Kiosk should be capable of Thermal Printing for Photo, Indenting for printing Name, valid from and to on the card. Revised Annexure -10 is enclosed.
16	63	Annexure-10 Point No.23, Functional Specifications	Addition	The Kiosk should have the capability to send an email/ SMS alert when the card feeder level is low. Revised Annexure -10 is enclosed.
17	63	Annexure-10 Point No.24, Functional Specifications	Addition	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 and send SMS/ e-mail alerts in case the machine is down. Automatic call logging and closing facility should be available in the Remote Monitoring and Management System.

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**Amended Clause No.45: Payment Terms is as under:**

Sl No	Payment Type	Percentage of Payment	Condition/Remarks
1	Delivery	50%	On delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office should be submitted while claiming payment in respect of orders placed.
2	Installation, commissioning	20%	On installation and commissioning. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied. If installation is not completed within 15 days from the date of delivery of the machines for the reason site is not ready, payment will be released against site not ready documents duly signed by the branch/ Circle Office officials.
3	Acceptance	20%	On completion of the acceptance test. The vendor has to submit the Acceptance Test Reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. If acceptance test is not completed within 7 days from the date of installation of the machines for the reason attributable to the Bank, payment will be released against documents duly signed by the branch/ Circle Office officials.
4	Warranty	10%	After completion of warranty period of three years. 10% of the total cost shall be paid only after completion of warranty period of three years or on submission of a bank guarantee for equivalent amount by the vendor after releasing 20% Acceptance payment.

**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**

**Annexure-2**  
**Bid Covering letter format**

Reference No:

Date:

The Deputy General Manager,  
Canara Bank,  
Digital Devices Procurement Section,  
Digital Banking Services Wing,  
Naveen Complex, 14 M G Road,  
Bengaluru - 560 001, Karnataka

Dear Sir,

**SUB: RFP for Supply, Installation, Commissioning and Maintenance of Account Opening Kiosk with Debit Card Issuance facility.**

**Ref: Your RFP-DBS-06/2017-18 dated 19/12/2017**

Having examined the tender document including all annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer for subject items are in conformity with the said tender in accordance with the schedule of prices indicated in the commercial offer and made part of this offer.

If our offer is accepted, we undertake to complete delivery of materials within **4 weeks** from the date of receipt of the Purchase Order for non-road permit locations and within **5 weeks** for Road Permit locations. Also, we undertake to complete 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 the date of delivery of all the materials for each ordered locations.

If our offer is accepted, we undertake to provide Technical consultancy / Service support / Guidance for the devices supplied as per the above referred RFP, during warranty support period and AMC (if contracted). We enclose a Demand Draft /Bank Guarantee in lieu of EMD for Rs.9,00,000 ( Rupees Nine Lakhs only) in favour of Canara Bank as EMD.

We agree to abide by this offer till **One Year** from the date of opening of Commercial Bid and for such further period as mutually agreed between the bank and successful bidder, and agreed to in writing by the bidder. We also agree to keep the Earnest Money Deposit/Bank Guarantee in lieu of EMD during the entire validity period of the tender. However if we withdraw our offer within the said validity period, you shall have the right to forfeit the EMD/invoke the Bank Guarantee in lieu of EMD, without reference to us. We agree to abide by and fulfil all the terms and conditions of the tender and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in tender together with the return acceptance of the contract.

We accept all the Instructions, Technical Specifications, Terms and Conditions and Scope of Work of the subject RFP. We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive without assigning any reason whatsoever.

Date

Signature with seal

Name :

Designation :

**Annexure-3**

**Eligibility Criteria Declaration**

**SUB: RFP for Supply, Installation, Commissioning and Maintenance of Account Opening Kiosk with Debit Card Issuance facility**

**Ref: Your RFP-DBS-06/2017-18 dated 19/12/2017**

**We have carefully gone through the contents of the above referred RFP and furnish the following information relating to Eligibility Criteria.**

Sl. No.	Eligibility Criteria	Documents to be submitted	Bidder's Response and Documents Submitted
a)	The Bidder should be a Registered Company in India as per Indian Companies Act, 1956 or Indian Companies Act 2013.	Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company OR Certificate of incorporation in case of Private Limited Company, issued by the Registrar of Companies.	
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.	If the bidder is Manufacturer, they should have manufacturing and testing facilities of international standards and should enclose the details of locations where the manufacturing and testing facilities are available.  If the bidder is an Authorized Indian Supplier/Distributor/Partner/System Integrator, an Authorization letter from the OEMs of respective hardware items to deal/market their product in India and it should be valid for a minimum period of Six years from the date of submission of Bid. An authorization letter from manufacturer to this effect should be furnished. This letter should specify that in case authorized representative is not able to perform obligations as per contract during contract period, the Original Equipment Manufacturer should provide the same.	
c)	The Bidder or its Parent Company should be a profit	a) Audited Balance Sheet for last 3 Years (i.e. 2014-2015, 2015-16,	



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Sl. No.	Eligibility Criteria	Documents to be submitted	Bidder's Response and Documents Submitted
	earning company registered in India and should have a minimum turnover of Rs.3Crores during each of the last 3 financial years i.e. 2016-17, 2015-16 and 2014-15.	2016-17)  and  b) A Certificate from Company's Auditor to that effect to be submitted.	
d)	The Bidder/ Bidder's Parent Company should have positive Net Worth as on 31/03/2017.	Bidder has to submit a Certificate from company's Chartered Accountant to this effect.	
e)	Bidder/OEM should have an ISO certified quality systems.	Copy of latest and valid certificate to be submitted. In respect of Dealer, ISO Certificate of the OEM is to be enclosed	
f)	The bidder / OEM should have supplied atleast 3 Nos. of Offered Model or Immediate Previous Model or equivalent model of offered model to atleast one Bank globally during the last 5 years.	Submit complete list of Banks with number of Account Opening Kiosk with Debit Card Issuance facility currently operational for the installed base in India.  The Certificate of installation & satisfactory performance should be submitted to the Bank along with the Bid.  The Bidder must enclose a certificate from Head Office of the Banks 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	
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 the kiosks.	The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc as per Annexure-5.	
h)	The Bidder should have arrangement to provide 24 * 7 support and also arrangements to provide All India toll free/ contact number for lodging the complaints and escalations thereof. Bidder is required to	Proof of having complaint monitoring system with toll free number is to be furnished	



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Sl. No.	Eligibility Criteria	Documents to be submitted	Bidder's Response and Documents Submitted
	support such installations and will have to enter into SLA for uptime guarantee.		
i)	<p>The Bidder should have neither been blacklisted nor expelled from any project/contract, nor have had any contract terminated for breach thereof by any Bank, Financial institutions/ any Government/ Government agencies/ IBA/ RBI/ insurance companies/ any other regulatory bodies during the last three years.</p> <p>In case, in the past, the name of their Company was black listed by any of the above authorities, the name of the company or organization must have been removed from the black list as on date of submission of the tender, otherwise the bid will not be considered.</p> <p>There should not be any pending litigation/ court cases due to lack of support/services, poor hardware quality and malpractices in the last 3 years.</p>	The bidder shall give an undertaking on their Letter Head.	

**We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection.**

Date

Signature with seal

Name :

Designation :

**Annexure-10**

**Technical Specifications for Account Opening Kiosk with Debit Card Issuance facility**

**Note:**

1. The Bidder shall specifically mention the make and model of the items offered for all the requirements in terms of RFP without fail, failing which the Bid is liable for rejection.
2. If the Bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed configuration to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to accept the modifications / superior features suggested/offered.
3. The Bidder shall provide all other required equipments and services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
4. The selected bidder shall own the responsibility to demonstrate that the products offered are as per the specification/performance stipulated in this RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

**1. Technical Specification of Account Opening Kiosk with Debit Card Issuance facility**

Sl. No.	Clause No.	TECHNICAL SPECIFICATIONS	Specification Offered	Please write COMPLIED/ NOT COMPLIED for each specification
		<b>Mention Make &amp; Model</b>		
<b>1</b>	<b>Cabinet</b>			
	<b>1.1</b>	The cabinet must house all the components of the kiosk and must be ergonomically designed and of compact design. All devices must be optimally located and secured, with easy serviceability.		
	<b>1.2</b>	Mounting Type - Floor Mounted		
	<b>1.3</b>	Mobility: Plug and Play		
	<b>1.4</b>	Powder coated		
	<b>1.5</b>	Anti Static		
	<b>1.6</b>	Provision to bolt the Kiosk to Floor.		
<b>2</b>	<b>CPU</b>			
	<b>2.1</b>	Industrial Grade CPU with Intel i5 Processor or above		
	<b>2.2</b>	Minimum 8GB DDR3 RAM, Windows 10 professional OS (64 bit), Required USB and Serial ports, VGA, LAN Ports, Keyboard & mouse for administration		
		500 GB x 2(SATA HDD configured in RAID1 or higher), 10/100 mbps Ethernet card and audio port. In-built SMPS to work on 230V 50MHz power supply or external adaptor ROHS certified. IPv6		

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		compliant hardware, Should support TCP/IP or any other protocol introduced in future.		
3	<b>Operating System</b>			
	3.1	Operating System should be Windows 10 or above, capable of multitasking real time operations.		
	3.2	OS Hardening with firewall		
4	<b>Touch Screen</b>			
	4.1	Size : 17"wide or higher with PCT Touch screen having USB controller		
	4.2	Endurance: Scratch resistant (must withstand more than 50 Million touches in one location without failure)		
	4.3	Ability to add Flash messages on welcome loop screens and all screens as requested by Bank.		
5	<b>Multimedia Speakers</b>			
	2x5W speakers. The kiosk should be voice enabled and it should be capable of giving instructions through speakers. In case of Regional Language, Bank will provide scripts/voice guidance.			
6	<b>Debit Card Printer</b>			
	6.1	Indenting of Name, Card Number, Valid from and to		
	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.		
	6.5	Card retracts mechanism - Able to retract the card if not collected in stipulated time.		
7	<b>Document Scanner</b>			
	7.1	5 Mega pixel HD CMOS active pixels digital Image sensor Support Resolution - UXGA/SXGA/XGA/SVGA/VGA/QVGA		
	7.2	A4 Document Scanner		
8	<b>Signature Pad</b>			
	Digital Signature pad with Pen attached to the kiosk			
9	<b>IRIS Scanner</b>			
	9.1	Iris Biometric Scanner, STQC/UIDAI Level 0 certified scanner		
10	<b>Camera</b>			
	10.1	minimum 5 Megapixel Full HD 1080p video and/ image capture (Auto-adjustable flash required) for capturing customer image		

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11	<b>EMV Compliant Card Reader</b>			
	11.1	To support Magnetic Stripe and EMV Chip cards		
	11.2	Must have built in anti-skimming functionality. i.e. card reader installed and integrated.		
12	<b>Voice Enabling</b>			
	12.1	Voice enabled Kiosks should support (1) English (2) Hindi (3) Any regional / local languages as decided by the Bank.		
	12.2	Clarity of Voice and the same should be uniform voice across all Kiosks. It should be capable of giving instructions through speakers so as to enable the customers to operate easily.		
13	<b>Biometric Finger Print reader</b>			
	Fingerprint Biometrics Reader, STQC/UIDAI Level 0 certified scanner			
14	<b>Printer</b>			
	A4 Laser Printer			
15	<b>Keyboard</b>			
	Vandal Proof Keyboard & Track Ball - Key Specifications/Special Features : <ul style="list-style-type: none"> <li>· 65-Key Die Casted Aluminium Alloy Metal PC Keyboard with Trackball</li> <li>· Fine highly precise metal aluminium alloy keyboard</li> <li>· Dust free, waterproof and anti-vandalism</li> <li>· Laser engraved lettering with high resolution and abrasive resistance</li> </ul>			
16	<b>Barcode Scanner</b>			
	2D Barcode Scanner			
17	<b>Pin Pad</b>			
	<ul style="list-style-type: none"> <li>· Stainless steel keys in a polymer keyboard frame</li> <li>· DES and 3DES and RSA support</li> <li>· PCI PED approved encrypting PIN Pad</li> <li>· Customized layout</li> <li>· USB 2.0 and RS232 interface</li> <li>· 128 KB data (keys) Storage</li> <li>· Connectors for Function Keys and Beeper (second option)</li> </ul>			
18	<b>Pinhole camera and DVR</b>			
	18.1	Pinhole Camera <ul style="list-style-type: none"> <li>· Sensor : 1/3" Super HAD II</li> <li>· Picture Element: PAL(960(h) x 582(v)),NTSC:967(h) x 492(v)</li> <li>· Horizontal Resolution - 700 TVL</li> <li>· Min Object illumination - 0.01 Lux/F1.2</li> <li>· OSD WDR - No</li> <li>· Auto Electronic Shutter - 1/50-1/120000 sec</li> <li>· Lens - 3.7 mm</li> </ul>		

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		DVR · H.264 video compression · 4 CIF resolution real-time recording · HDMI and VGA output at upto 1920x1080p Resolution Dual Stream · Up to 4-ch synchronous playback		
19	18.2	Bidder must show compliance with PCI-PA DSS standard		
20	UPS	1KVA online UPS (inbuilt) with serial communication, minimum 20 min backup.		

Date

Signature with seal

Name :

Designation :

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**2. Functional Requirements of the Account Opening Kiosk with Debit Card Issuance facility**

Sl. No.	Requirements	Compliance (Yes/No) Remarks (if any)
1	Display screens menu options should be multi lingual (optional) i.e. with English , Hindi , Regional language Support ( Bank to decide on Regional Language)	
2	Remote monitoring management system should be supported for Central Comprehensive Health Monitoring of kiosk, Patch Management etc, MIS.	
3	Ability to Track count dispensed card through kiosks from Central location	
4	Facility to validate KYC Kiosk for Pan / Aadhaar. Bank will facilitate integration with UIDAI and NSDL	
5	Support Quick Account Opening by validating finger print and Aadhaar number	
6	Ability to support Photo Capture Facility	
7	Ability to support Scanning facility for PAN / Aadhaar Card for existing Aadhaar users.	
8	Customer should be able to sign and the Signature should be captured at the machine while opening the account	
9	Ability to print Account opening form with customer details, account number and reference number	
10	Should be able to Print Photo, Name along with the Debit Card being issued	
11	Capability of mapping the cards with Respective account Number Fetched from CBS after opening of account.	
12	Able to support IRIS Scanning.	
13	Ability to generate Account opening form PDF and can be sent to central (server) for verification Purpose.	
14	Ability to generate Internet Banking and Mobile Banking user credentials	
15	Ability to perform de-duplication check	
16	Capability to replace Magstripe card with EMV card automatically reading data from Magstripe card.	
17	Built in auto software and OS recovery module in case of any OS or application failure.	
18	The Kiosk should be equipped with Pin Pad, customer to choose his/her 4-digit Pin during the card printing process.	
19	The Kiosk should be capable of supporting a third-Party software agent.	
20	The Kiosk should be capable of dispensing instant Personalization of card.	
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.	
22	Compatibility of all devices supplied with the proposed solution and bank's systems is the responsibility of the selected bidder.	
23	The Kiosk should have the capability to send an email/ SMS alert when the card feeder level is low. Revised Annexure -10 is enclosed.	
24	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 and send SMS/ e-mail alerts in case the machine is down. Automatic call logging and closing facility should be available in the Remote Monitoring and Management System.	
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Date

Signature with seal

Name :

Designation :