

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

<b>REPLIES TO PRE-BID QUERIES RAISED AT THE MEETING HELD ON 05/10/2018 IN RESPECT OF RFP-DBS-03/2018-19 dated 25/09/2018 for Supply, Installation, Commissioning and Maintenance of Passbook Printing Kiosks &amp; Bar Code Printers</b>					
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1	28	37.1.7	MSEs shall have basic required qualification under eligibility criteria specified in the RFP and the above Policy will be applicable to those qualifying Bidders only.	<p>We request the bank to consider relaxation of conditions of requirement of - 'supply and installation of minimum of 500 Passbook Printing Kiosks to at least two Public Sector Banks during the last three years to the date of bidding' : to MSEs who have prior experience in Pass Book Printing/Updating Kiosks and meet all the rest of the basic required qualification under eligibility criteria specified in the RFP except the installation base of 500 numbers to at least two Public Sector Banks during the last three years.</p> <p>In the RFP Page 27, Clause 37 : As a policy Canara Bank follows Government of India Guidelines on Purchase Preference and Procurement through MSEs is done as per the Policy guidelines issued by the Ministry of Micro, Small &amp; Medium Enterprises from time to time. Therefore, we draw the attention of the bank to the Policy Circular No. 1(2)(1)/2016-MA dated 10th March, 2016 of Ministry of Micro, Small &amp; Medium Enterprises (MSMEs) which has clarified that all Central Ministries/Departments / Central Public Sector Undertakings (CPSUs) may relax condition of prior turnover and prior experience with respect of Micro &amp; Small Enterprises (MSEs) in public procurement's <b>subject to meeting of quality and technical specifications.</b></p> <p>Whether the offered Pass book Printing Kiosk of Such MSE Vendor is <b>meeting the quality and technical specifications</b> can well be verified</p>	Kindly refer to Amendment-1

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				<p>by the bank as per Clause 26.3 on Page 22 which stipulates that the Bank at its discretion may call for providing of Proof of Concept (PoC) Bidders Presentation /Site Visits / Product Demonstration/POC. Thus, based on this bank has the option to qualify or disqualify the vendor from further process of the RFP.</p> <p>In the light of the above, by relaxing the norm of requirement of supply and installation of minimum of 500 Passbook Printing Kiosks to at least two Public Sector Banks during the last three years to MSEs who have prior experience, have basic required qualification under eligibility criteria except required installation base, will facilitate participation of such MSEs. Therefore, we request the bank to seriously consider this relaxation as this is within the frame work of this RFP and does not dilute the purpose of eligibility criteria laid down by the bank. This relaxation by virtue of following the above steps to qualify the Vendor not only safe guards the interest of the bank but also fulfills the policy of the bank which is in tune with public procurement policy of GOI apart from wider participation.</p>	
2	32	46.1.2	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 from a Scheduled Commercial Bank other than	By virtue of Clause 40, On Page 28 the successful vendor will have to pay 10% of the Value of Contract as Security Deposit / Performance Bank Guarantee. This will lead to double retention which works out to be 20% and will impact the vendor financially as the vendor is required to	Bidder to comply with RFP terms

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			Canara Bank.	take care of payment of taxes and other operational over heads. Therefore, as the 10% of the Value of the contract is paid in the form of SD/PBG, we request the bank not to retain once again at the time of payment 10% of the total cost till completion of warranty period of three years.	
3	50	Annexure 3 (f)	The Bidder should have supplied and installed minimum of 500 Passbook Printing Kiosks to at least two Public Sector Banks during the last three years to the date of bidding.	<p>We request Bank to consider the experience of the Vendor who has National Presence and has own Service Centers at over 100 locations at different cities across the country and has experience in handling, installations, maintenance and services support of not only Banking Self Service Kiosks but also similar networked Kiosks solutions to Banks such as Interactive Touch Screens which require integration to central server / CBS as required and similar to Banking Self Service Kiosks.</p> <p>Requesting Amendment to read: "The bidder should have installed at least 100 networked Kiosks / Solutions in banks in India, out of which at least 25 numbers should be Passbook Printing/Updating Kiosks during the last three years."</p>	Kindly refer to Amendment-1
4	10	8.4	A solution should be provided to print the Bar code from the individual terminals at branches	We request Bank to provide the API/ message format for this integration.	The required details shall be shared with the selected bidder.

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			or other centralized solution i.e. the printing .exe should be placed		
5	10	8.6	The Bidder should maintain the system during warranty period of three years and post-warranty AMC for minimum 2 years. During the warranty and AMC period, the Bidder is bound to do all hardware spares replacement in order to maintain the required uptime, without extra cost to Bank covering all parts & labour from the date of acceptance of the systems by Canara Bank at the respective locations i.e. on-site comprehensive warranty. Under Annual Maintenance Contract all parts & labour should be covered for on-site support. Canara Bank, however, reserves the right to enter into Annual Maintenance Contract (AMC) agreement either location-wise / Circle-wise or from a single centralized location	We request the bank that the Bidder should maintain the system during warranty period of <b>One(1)</b> years and post-warranty <b>AMC</b> for minimum <b>4 years</b> . During the warranty and AMC period, Bank Branch will use recommended Genuine Consumables supplied by the kiosk OEM.	Bidder to comply with RFP terms
6	11	8.9	The bidder to take prior permission of the branch and complete all the preliminary works viz., Earthing and any other work related for installation	We request <b>Bank Branch to Complete</b> all the preliminary works viz., <b>Earthing &amp;</b> any other work related for installation etc & confirm the readiness of the site. <b>Bank Branch should ensure</b> separate Earthing is	Bidder to comply with RFP terms

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			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 further for installation of the kiosk. Earthing should be maintained during warranty and AMC period. Earthing should be checked during the preventive maintenance	provided for the kiosk before installation. <b>Bank Branch Should maintain proper Earthing during warranty and AMC period.</b>	
7	11	8.13.	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 without any additional cost to the Bank.	We request the bank for more details on this requirement of middleware for passbook kiosk. The solution will be provided as based on the same.	The successful vendor will take total responsibility for supply, installation of the kiosks and making them operational through interface with CBS and middleware server. Vendor will ensure end to end integration of the Kiosks. Bidder should provide middleware software and should integrate with CBS.
8	11	8.15	No visit /service charges will be borne by the Bank for up gradation of the software/	We request the bank that the visit charges are to be borne by the bank. Any regulator compliances will be developed as Free of	Bidder to comply with RFP terms

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			replacement of hardware component pertaining to Self Service Passbook printing Kiosks and Bar Code Printers 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. Otherwise there will be a penalty of Rs.100/- per day per kiosk	Cost and will be deployed remotely by bank officials or RMMS SPOC . Any additional resources required for remote update or field visit for doing the update shall be chargeable on mutually agreed rate. Please consider non imposition of penalty for change request / implementation. We recommend that the bank may seek the following as optional items in the commercial bid <b>1. Remote updation Charges</b> <b>2. Field Visit Charges</b>	
<b>9</b>	<b>12</b>	<b>8.2</b>	The solution provided by the bidder should support all types of passbook (different shapes, orientation, alignments) and printers belonging to different make & model.	We request the bank to fix one type of Passbook size that will help to ensure proper integration and proper printing on the Passbooks of the Bank's customers.  We further request the bank to specify and fix the printing format during the UAT phase itself and may please consider any change post sign off as a change request at extra charge agreed mutually.  We recommend that the bank may seek the same as change request as optional items in the commercial bid.	Bidder to comply with RFP terms
<b>10</b>	<b>13</b>	<b>8.34</b>	Bank has already in place a central monitoring server for monitoring the functioning of existing Self Service Passbook	We request the bank to clarify the server configuration being used presently so that we can design the Server architecture required to handle the load of this	The required details shall be shared with the selected bidder. The monitoring server shall be

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			Printing Kiosks	additional requirement.  We also request that the Bank to confirm if the Kiosks supplied by other vendors are to be monitored through the RMMS solution.	provided by the Bank. The bidder needs to provide necessary RMMS software application for monitoring the kiosk supplied under this RFP.
11	13	8.36	Remote Monitoring 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 System	We recommend bank that the performance of the machines should be calculated by <b>comparing the RMMS Report and our Call Management Reports. Penalty should not applicable for cases where call has not been lodged at FTL NOCC or not having any call ticket number.</b>	Bidder to comply with RFP terms
12	13	8.38	One resource should be provided by bidder to manage Remote Monitoring Management System (RMMS), Interface Server, MIS, call complaints/ monitoring etc. at no extra cost to the Bank. Successful bidder is liable for a penalty of Rs.1000/- per day on unavailability of the resource. This support is required for contract period of 5 years. The resource will be at the disposal of the Bank	We request that the bank to consider reducing this the penalty to Rs.200/- per day on unavailability of the resource.  All such penalties may please be covered under service penalties and limited to 10% of the AMC value.	Bidder to comply with RFP terms
13	14	8.44	Bank is having online updation of	We request to modify this clause as	Bidder to comply with RFP

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			antivirus and if the same is not updated, the bidder has to update the same manually as and when it is required	follows: Bank is having online updation of antivirus and if the same is not updated, <b>the bidder will update the same manually as and when required Upon Mutually agreed visit charges</b>	terms
14	28	40.1	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 bank to consider Security Deposit / Performance Guarantee for 5% of total value of the contract. Alternatievly We request bank to hold 5 % payment against Delivery as a BG and On Submission of BG, request bank to release the same to SB.	Bidder to comply with RFP terms
15	29	42.2	Delivery of all PASSBOOK PRINTING KIOSKS & BAR CODE PRINTERS should be within 4 weeks from the date of acceptance of the Purchase Order. 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	We request below delivery schedule for PBK & BCP: Order upto 100 nos - 8 weeks  Above 100 nos will be supplied in lots of 100 -150 per month.  We recommend penalties to be considered and calculated from the date of confirmation of site readiness by the bank.	kindly refer to Amendment-1
16	29	42.3	The successful bidder should ensure installation, configuration and commissioning of the delivered Hardware & Software and complete all the works	Please consider instalaltion, configuration and commissioning of the delivered Hardware & Software <b>within 3-4 weeks from the delivery date</b> . Any revisit charges if site not ready then the cost to	Bidder to comply with RFP terms



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			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.	be borne by the bank.	
17	30	42.7.1.3	The PASSBOOK PRINTING KIOSKS & BAR CODE PRINTERS shall be accepted within 7 days of successful working from the date of installation, commissioning and on successful completion of Acceptance Test Procedures (ATP).	We request the bank that the PASSBOOK PRINTING KIOSKS & BAR CODE PRINTERS <b>shall be accepted On successful working</b> from the date of installation, commissioning and on successful completion of Acceptance Test Procedures (ATP).	Kindly refer to Amendment-1
18	30	42.7.1.4	The acceptance tests shall be conducted for each Passbook Printing Kiosk & Bar Code Printer separately.	We request the bank the acceptance tests shall be conducted for each <b>Passbook Printing Kiosk &amp; Bar Code Printer On same day upon successful Kiosk Live</b>	Bidder to comply with RFP terms. (The acceptance test can be conducted for each Passbook Printing Kiosk & Bar Code Printer on the same day once the kiosk is made live).
19	31	44.1.3	However, the total Penalty/LD to be recovered under above clauses 44.1.1 & 44.1.2 shall be restricted to 10% (Plus GST) of the total value of the order	We request bank that the total Penalty/LD to be recovered under above clauses 44.1.1 & 44.1.2 <b>shall be restricted to 5% (Plus GST) of the invoice value branch / location wise.</b>	Bidder to comply with RFP terms
20	31	44.2	Penalty for not carrying out preventive maintenance of Passbook Printing kiosk & Bar Code Printer: In case the bidder fails to carry out preventive maintenance activities in any	We request bank to consider reducing this the penalty to Rs.200/- per kiosk per quarter.  All such penalties may please be covered under service penalties and limited to 10%	Bidder to comply with RFP terms

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			kiosk for any quarter, the Bank reserves the right to levy a penalty of Rs.1200/- plus applicable GST per kiosk per quarter depending upon the circumstances of the case	of the AMC value.	
21	32	44.3	Penalty for non-submission of preventive maintenance report: In case the bidder fails to submit the preventive maintenance report to Head Office for any kiosk for any quarter, the Bank reserves the right to levy a penalty of Rs.1000/- plus applicable GST per kiosk per quarter depending upon the circumstances of the case	We request the bank to consider reducing this the penalty to Rs.150/- per kiosk per quarter.  All such penalties may please be covered under service penalties and limited to 10% of the AMC value.	Bidder to comply with RFP terms
22	32	44.5	The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where	We request bank to please limit the penalty to 5 % (Plus GST) of the invoice value branch / location wise.	Bidder to comply with RFP terms

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			provided for under the contract.		
23	32	44.6	All the above LDs are independent of each other and are applicable separately and concurrently.	We request bank to kindly amend the clause as all penalties put together of this project should not be more 5% (Plus GST) of the invoice value branch / location wise.	Bidder to comply with RFP terms
24	32	46.1.1	90% of the total amount due on 30 days post installation and satisfactory working of the kiosk. 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.	<b>We kindly request bank to amend following Payment terms</b> <b>1. 70%</b> on the delivery of the kiosk <b>2. 20%</b> on the installation of the kiosk <b>3. 10%</b> of the total cost shall be paid only after completion of warranty period of three years or on submission of a bank guarantee.	Bidder to comply with RFP terms
25	33	46.2	Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery/acceptance certificate duly signed by Bank officials should be submitted while claiming payment in respect of	We request bank to consider scan copy of Computer generated Proof of Delivery which has delivery date/Time, location details, Invoice no, Courier Track No ,Bank officials Name & without Bank Officials signature.  Where a single claim is being submitted for the delivery and installation payments, If POD is not available, then only installation report should suffice for	Bidder to comply with RFP terms

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			orders placed.	release of both payments.	
26	33	46.4	Payment shall be released within 30 days of submission of relevant documents as per RFP terms	We request bank that Payment shall be released within 15 days Upon submission of relevant documents as per RFP terms	Bidder to comply with RFP terms
27	33	46.6	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 the purpose of making payment only if the bidder provides an undertaking to submit the originals within 10 days of receiving the payments.	We request bank to consider scan copy / Computer generated Proof of Delivery which has delivery date/Time, location details, Invoice no, Courier Track No ,Bank officials Name & without Bank Officials signature. Where a single claim is being submitted for the delivery and installation payments, If POD is not available, then only installation report should suffice for release of both payments.	Bidder to comply with RFP terms
28	34	48.2	The bidder shall provide Warranty and AMC support [if contracted] 24 hours a day, 365 days a year for all the locations	We request bank to please consider warranty & AMC support only on days & time period for which machine is available for servicing, i.e. bank working days and working hours.	kindly refer to Amendment-1
29	34	48.2.1	Response Time and Meantime to Restore [MTTR]	We request bank to clarify that <b>Response Time and Meantime to Restore [MTTR] specified in the RFP is through Remote access.</b>  Further bank may kindly specify the RT and MTTR for cases where visit is required as below:	Kindly refer to Amendment-1

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				<p>For Metro cities RT : 6 Hrs MTTR : 24 Hrs                      For Semi-Urban cities RT : 24 Hrs MTTR : 48 Hrs                      For Rural areas RT : 36 Hrs MTTR : 72 Hrs</p> <p>For hill areas (North East etc.) RT : 48 Hrs MTTR: 96 Hrs</p>	
30	34	48.2.2	Response Time shall be 2 hours and MTTR shall be 4 hours	<p>We request bank to clarify that Response Time and Meantime to Restore [MTTR] specified in the RFP is through Remote access.</p> <p>Further bank may kindly specify the RT and MTTR for cases where visit is required as below:</p> <p>For Metro cities RT : 6 Hrs MTTR : 24 Hrs                      For Semi-Urban cities RT : 24 Hrs MTTR : 48 Hrs                      For Rural areas RT : 36 Hrs MTTR : 72 Hrs                      For hill areas (North East etc.) RT : 48 Hrs MTTR: 96 Hrs</p>	Kindly refer to Amendment-1
31	34	51.1	The bidder shall guarantee a 24x7 availability with monthly uptime of 98% 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,	We request bank to consider availability with monthly uptime of 95% and uptime to be calculated on Quarterly basis.	Kindly refer to Amendment-1

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			if contracted, which shall be calculated on monthly basis		
<b>32</b>	35	51.4	The percentage of uptime is calculated on monthly basis as follows: (Total contracted hours in a month - Downtime hours within contracted hours) X 100 /Total contracted hours in a month	We request Bank that the percentage of uptime is calculated on Quarterly basis on Standard 8 hours/day as follows: (Total contracted hours in a Quarter - Downtime hours within contracted hours(8hours/day)) X 100/Total contracted hours in a Quarter	Kindly refer to Amendment-1
<b>33</b>	35	51.6	If the bidder fails to guarantee the required uptime of 98%, 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 bank to please consider the required uptime of 95% per quarter and consider reducing this penalty to Rs.100/- per Quarter per location.  All such penalties may please be covered under service penalties and limited to 10% of the AMC value.	Kindly refer to Amendment-1
<b>34</b>	36	54.4	Support for maintenance of PASSBOOK PRINTING KIOSKS (including OS and software license), Bar Code Printers 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 should be covered except	We kindly request the bank that Bank Branch will use recommended Genuine Consumables supplied by the kiosk OEM.	Bidder to comply with RFP terms

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			consumables. i.e., The offer for PASSBOOK PRINTING KIOSKS & BAR CODE PRINTERS must include comprehensive onsite free warranty and AMC period for a total duration of Five (5) years from the date of installation and acceptance of system by the bank.		
<b>35</b>	36	54.6.1	Fixing the PASSBOOK PRINTING KIOSKS problems and ensuring uptime of 98%.	We request bank that the fixing the PASSBOOK PRINTING KIOSKS problems and ensuring uptime of <b>95%</b> .	Bidder to comply with RFP terms
<b>36</b>	36	54.6.2	Up gradation, supply, installation and implementation of upgraded versions of software (updates /upgrades).	We kindly request bank that Up gradation, supply, installation and implementation of upgraded versions of software (updates /upgrades & <b>excluding Antivirus Updates</b> ).	Bidder to comply with RFP terms
<b>37</b>	36	54.7	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.	<b>We request that all such penalties may please be covered under service penalties and limited to 10% of the AMC value.</b>	Bidder to comply with RFP terms
<b>38</b>	36	54.9	It may be noted that the Bank reserves the right to demand additional performance Bank	<b>We request bank to please fix the AMC as 10% of the machine value.</b>	Bidder to comply with RFP terms

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			<p>Guarantee to the tune of 10% of the value of the Purchase Order, if AMC charges quoted by the bidder are abnormally low (below 5% of the cost). The Bank has discretion to consider such offer or for seeking clarification from the bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC obligations of the bidder. Bidder shall quote the charges of AMC as per the Bill of Material (Annexure-17). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC period with a claim period of 3 months. The bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in clause 40. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.</p>		
<b>39</b>	<b>37</b>	<b>55.1</b>	If any software and Hardware	We request the Bank that; if any software	Bidder to comply with RFP



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			updates provided by the OEM as free of cost, it should be provided and installed & configured by the selected bidder during Warranty and AMC support [If contracted].	and Hardware updates ( <b>excluding Antivirus Updates</b> ) provided by the OEM as free of cost, it should be provided and installed & configured by the selected bidder during Warranty and AMC support [If contracted].	terms
40	38	59	The selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the Selected Bidder under the contract without the prior written consent of the Bank.	Bank to approve successful bidder to use their authorized dealer network for Installation & Maintenance of Machines.	Bidder to comply with RFP terms
41	40	66	The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the PASSBOOK PRINTING KIOSKS. If there is any delay in the installation which could be attributed to Bank, in such an	We would like to highlight that the Insurance company will provide transit insurance till delivery period only. Once it is delivered, Successful Bidder will not have any binding towards insurance of Kiosk. Requesting bank to consider the above point and amend the clause accordingly.	Bidder to comply with RFP terms

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			event the insurance must be available for minimum 30 days from the date of delivery of PASSBOOK PRINTING KIOSKS.		
42	49	c)	The Bidder should be profit earning company (FY 2017-18) registered in India and should have a minimum turnover of Rs. 20 crores during each of the last 3 financial years i.e.2017-18, 2016-17, 2015-16.	We request the bank to consider Positive Net Worth / Net profit in the following any two out of last three financial years (2015-16, 2016-17 & 2017-18) of bidder/parent company, please also consider modifying the turnover of the bidder as a minimum of Rs. 100 crores during each of the last 3 financial years.	kindly refer to Amendment-1
43	50	f)	The Bidder should have supplied and installed minimum of 500 Passbook Printing Kiosks to at least two Public Sector Banks during the last three years to the date of bidding.	We recommend that the bank increase the eligibility requirement to minimum 2000 numbers supplied in the last 3 years to the date of bidding considering that the maximum order against this RFP could be 750 numbers.	kindly refer to Amendment-1
44	61	3.2	Operating System should be Windows 10 or above, capable of multitasking real time operations.	We request Bank to confirm whether Windows 10 IOT OS can be supplied.	Bidder to comply with RFP terms
45	61	4.1	Size:15" LED backlight LCD display (CFL backlight not acceptable) 4:3 aspect ratio or better: SVGA resolution or better Anti-Vandal, Anti-Scratch glass	We kindly request bank to change aspect ratio to 16:9 as the 15 inch monitors with 4:3 ratio are not available.	Kindly refer to Amendment-1
46	62	5.2	Any change in Passbook design / Printing format in future should be supported.	We request bank to please fix one type of Passbook size that will help to ensure proper integration and proper printing to the consumer. We further request bank to specify and fix the printing format during	Bidder to comply with RFP Terms (Passbook design standards will be discussed with the selected bidders before the modifications)

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				the UAT phase and may please consider any change post sign off as a change request at extra charge. We recommend that the bank may seek the same as change request as optional items in the price bid.	
47	62	7.1	Voice enabled Kiosks should support (1) English (2) Hindi (3) Any regional / local languages as decided by the Bank	We request the bank to specify the language to be supported. Regional language script should be provided by bank if any specific messages to be configured. Audio recording for the changed messages to be provided by bank if possible.	Bidder to comply with RFP Terms ( The list of regional languages will be shared with the selected bidders)
48	63	8.2	In this approach, while generating barcode account number would be encrypted using an algorithm with a private key. The KIOSK software should read the encrypted data from barcode & send the encrypted data to middleware for further processing.	We kindly request bank to clarify any specific encryption to be supported.	Bidder to comply with RFP Terms (The details of the encryption / Decryption will be finalized with the successful bidder)
49	10	8.3	Bank would only provide network access required for the above kiosks. The solution proposed must adhere to ISO 8583 message standards with 1993 version and Bidder should integrate the solution with Flexcube Host System (existing or higher version). For doing so, if required the Bidder shall have to	Request Bank would be the center point for communicating with the CBS vendor for smooth deployment.	For integrating the kiosk with existing core Banking solution, the Bank will arrange a meeting with CBS vendor for necessary support on message formats. Successful bidder has to ensure integration with CBS routed through

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			coordinate with prime Bidder/system integrator, who has implemented CBS in Canara Bank. The Bidder should do necessary modifications or changes to integrate the Self Service Passbook printing Kiosks and Bar Code Printers with Bank's Core Banking System i.e. Flexcube without any additional cost to the Bank.		middleware.
50	10	8.4	A solution should be provided to print the Bar code from the individual terminals at branches or other centralized solution i.e. the printing .exe should be placed.	Request Bank to clarify on centralized printing.	The centralized solution refers to printing of the bar codes on the passbook in case bank decides to print from a central location before supplying to branches.
51	10	8.6	Reserves the right to enter into Annual Maintenance Contract (AMC) agreement either location-wise / Circle-wise or from a single centralized location.	Request Bank to enter centralized location AMC & include "Excluding the plastic consumable parts of printer and any burnt and vandalized parts"	Bidder to comply with RFP terms
52	11	8.9	Earthing and any other work related for installation etc.	Bank can confirm the Earthing since already many equipment's are used by the Br which requires Earthing & Providing the proper UPS power point and data point would be banks responsibility Vendor can only access the requirement and inform the branch to get the job done.	Bidder to comply with RFP terms
53	10	8.2	The Bidder should provide Bar	In our proposed implementation	Bidder to comply with RFP

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			Code based Self Service Passbook printing Kiosks and Bar Code Printers, including but not limited to providing of the required Hardware, Software, Databases, Middleware, Third Party Utilities, if any, and installation, testing, commissioning, warranty, annual maintenance, required/guaranteed uptime, etc. The KIOSK will have to be integrated with the existing Core Banking System of the Bank. The Bidder will liaison and implement necessary configuration with the network and other hardware Vendors of theBank. Every Kiosk should be integrated as a single unit and it should be installed at a level convenient for the customers to stand and operate.	architecture, our Application software is capable to connect directly to host CBS interface without use of middleware software or Hardware in between.  Kindly confirm middleware is mandatory ?	terms. (Middleware is a mandatory requirement. Bidder should provide middleware software and should integrate with CBS. All kiosks should be connected to middleware. The communication between kiosk and CBS should be routed through middleware. The hardware for middleware server will be provided by the Bank).
54	10	8.3	Bank would only provide network access required for the above kiosks. The solution proposed must adhere to ISO 8583 message standards with 1993 version and Bidder should integrate the solution with Flexcube Host System (existing or higher version). For doing so, if required the Bidder shall have to	However Bank should help vendor to get required support on message format from CBS supplier to Connect KIOSK from CBS at no cost to the vendor. Please clarify and confirm.	For integrating the kiosk with existing core Banking solution, the Bank will arrange a meeting with CBS vendor for necessary support on message formats. Successful bidder has to ensure integration with CBS routed through middleware.

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			coordinate with prime Bidder/system integrator, who has implemented CBS in Canara Bank. The Bidder should do necessary modifications or changes to integrate the Self Service Passbook printing Kiosks and Bar Code Printers with Bank's Core Banking System i.e. Flexcube without any additional cost to the Bank.		
55	11	8.12	The Bidder will have to integrate their Self Service Passbook printing Kiosks with the banks CBS host system (existing or higher) 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.		
56	11	8.13	8.13. The Bidder shall provide necessary application which should be interfaced with Flexcube Host system by the Bidder. The Bidder shall ensure that the solution should develop interface, if any, to have hand		

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			shake / interface / integration with Bank's existing hardware / software / M/s IBM/ M/s OFSS without any additional cost to the Bank..		
<b>57</b>	10	8.5	At the time of installation of Kiosks bidder will be responsible for syncing/calibrating the alignments of Passbook Printer in the Kiosk or the Passbook Printers used in the branch to ensure sync between branch passbook printer and Kiosk printer. This will be done at no cost to Bank. The scope of the services is to be provided for a period of 5 years from the date of project Sign off by the bank	Bank need to provide necessary help to syncing Kiosk Printer settings in Branch Printers during Installation.	Bidder to comply with RFP terms. ( Bank will provide necessary help to syncing KIOSK printer settings in branch systems during installation)
<b>58</b>	11	8.9	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	Bank need to provide all required items at site i.e power point. Networking and earthing at site. However we will check this during site feasibility for support.	Bidder to comply with RFP terms
<b>59</b>	12	8.15	No visit /service charges will be borne by the Bank for up gradation of the software/replacement of hardware component pertaining to Self Service Passbook printing Kiosks and Bar Code Printersfor	Any additional mandatory compliance upgrade in future the Bank will agree to pay the Bidder at mutually agreed cost if any for such upgradation.  Frequency need to be mentioned for such activates. We suggest max twice in a year	Bidder to comply with RFP terms



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			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.other wise penalty of Rs 100/- Per kiosk		
60	12	8.18	The Bank reserves the right to change locations by giving prior notice. The vendor will arrange to shift the equipment and install and commission the same at the new location. Bank will bear transportation & transit insurance cost only in case of shifting.	1.) In case of shifting/diversion after delivery/installation all cost will be borne by the Bank (including packing material cost also). 2) Actual delivery period should be start from the date of confirmation from buyer in writing with necessary documentation required for shifting/diversion.	Bidder to comply with RFP terms. Kindly refer to Clause No.42.4 of the RFP.
61	12	8.21	All changes related to printing and other alignments should be done in the KIOSK application without touching the CBS application.	All changes related to printing and other alignments, formatting as per the need will be done in kiosk application, However any business logics, which are related to manipulation in amount must have to be done on the CBS side. Kindly confirm.	Bidder to comply with RFP terms
62	12	8.26	Barcode should be printed by the Bar Code Printer (Ribbon Based Thermal Printer) provided by the Bidder. Bar Code printing should not affect the existing settings of the printer and it should not affect the CBS options available to the Teller.Further, both the	We will provide Standalone application which needs to install on PC having Windows OS (7 or higher), where Barcode printer is attached to print 1D Barcode.	Bidder to comply with RFP terms



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			options of Printing the Passbook and Printing Bar Code should work without affecting the functioning of the Passbook Printer/Teller PC Without bringing down the System or without changing the settings of the printer or without any human intervention and without teller intervention like re-start theprinter etc..		
<b>63</b>	12	8.3	For display of Messages, the languages should be configurable in Hindi, English, and ONE of any Regional Languages as to the state of supply (specified by the Bank) as per Bank requirements, which are to be pre-loaded in the Kiosk.	Bank needs to provided respective translated messages in required regional languages with reference to English and Hindi messages during UAT. Kindly confirm	Bidder to comply with RFP terms ( Regional languages details will be provided to the selected Bidder)
<b>64</b>	13	8.34	Bank has already in place a central monitoring server for monitoring the functioning of existing Self Service Passbook Printing Kiosks. The selected Bidder has to connect the kiosks to the central server by providing required interface without any additional cost to the Bank.	We have our own Central Monitoring System installed in Canara Bank. Same Monitoring system will be used for Health Monitoring and Patch/Content deployment. If required existing Hardware of Monitoring system should be upgraded.	Bidder to comply with RFP terms
<b>65</b>	18	15.2	EMD- Rs. 30,00,000/- valid for 1 year with additional claim period of 3 months.	EMD Validity is too high requested to reduce upto 6 months.	Kindly refer to Amendment-1

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66	29	42.2	Delivery of all PASSBOOK PRINTING KIOSKS & BAR CODE PRINTERS should be within 4 weeks from the date of acceptance of the Purchase Order. 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.	1.) Request Bank to provide a delivery time of 6 weeks and we presume it starts 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.2.)For permit location , at least 3 to 4 weeks additionally required. 3.)For location like North east, Andaman Nikobar, Lakshadweep etc. delivery period should be 8 weeks.4.) Any charges/entry tax/local taxes etc. to be paid for permit shall be borne by bank only on the production of receipts moreover it varies from time to time. 5.)Bank should give necessary documents , applications and also authorize the vendor to collect permit from department on behalf of bank.	Kindly refer to Amendment-1
67	31	44	LD- 0.5% on delay in delivery and 0.5% on delay of installation per week or part thereof , on the invoice value. However the total LD to be recovered under this clause shall be restricted to 10% of the total value of the order.	For Road Permit location if Bank not provide E way bill than LD will not attract.	Bidder to comply with RFP terms. (Penalty shall not be applied for delay on account of Bank dependency)
68	32	46	Payment Term: 90% of the total amount due on 30 days post installation and satisfactory working of the kiosk. The invoice and installation report should contain the product serial number of the items	1.)Request to some payment should be made on delivery. 2.) This PBG should be remove because PBG is already there under clause 39 This is duplicacy.	Bidder to comply with RFP terms

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			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. 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 from a Scheduled Commercial Bank other than Canara Bank.		
<b>69</b>	33	46.6	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 the purpose of making payment only if the bidder provides an undertaking to submit the originals within 10 days of receiving the payments.	Transporters/couriers stopped providing original proof of delivery instead they have started giving screenshots/ soft copy which is accepted by all the corporates and banks etc. Therefore we will be providing soft copy/scan copy of POD's. Requested to ammend the clause accordingly.	Bidder to comply with RFP terms
<b>70</b>	34	50.3	The Bidder shall complete the training immediately on	In case any format is required for training, it should be shared at the time of tender	Bidder to comply with RFP terms

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			installation/commissioning of the Self Service Passbook printing Kiosks and Bar Code Printers.	quoted.	
71	34	51.1	The Bidder shall guarantee a monthly uptime of 98%	Request the Bank to revise it to 96%	Kindly refer to Amendment-1
72	37	55.2	Any corruption in the Software or media shall be rectified during the full period of the contract including Warranty and AMC, if contracted, at no extra cost to the Bank.	Any corruption resulted out of poor site conditions like high voltage or surge or earthing or improper shutdown etc shall be rectified on chargeable basis	Bidder to comply with RFP terms (Earthing is under the scope of the bidder)
73	62	ANNEXURE -10 /5.2	Any change in Passbook design / Printing format in future should be supported.	Change in passbook design restricted to width. Kindly Confirm.	Bidder to comply with RFP Terms (Passbook design standards will be discussed with the selected bidders before the modifications)
74	62	ANNEXURE -10 /5.3	Font size of Passbook to be printed is Arial 10 or as per the directions of Regulatory authority/ RBI from time to time	We Understand, as per RBI guidelines Pass Book must be printed in font size as of Arial-10 using any equivalent/resident font. Kindly confirm?	Bidder to comply with RFP terms
75	63	ANNEXURE -10 /8.2	Along with BAR Code, Account number is to be printed on thePassbook / Sticker. In this approach, while generating barcodeaccount number would be encrypted using an algorithm with aprivate key. The KIOSK software should read the encrypteddata from barcode & send the encrypted data to middlewarefor further processing.	We understand that Bank will share encryption logic to be used in stand alone Barcode printing application to print Barcode.Kiosk will read the Barcode and send to CBS as is further processing, Decryption of read Barcode comes under CBS scope.Kindly elaborate the scope of middleware.	Bidder to comply with RFP Terms ( Encryption logic will be discussed with the selected bidders)

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76	64	ANNEXURE -10 /15.2	The requirement of Central Server (hardware) for connecting all the KIOSKs for Monitoring and Patch Management shall be provided by the Bank. The selected Bidder has to provide Solution for Centralised Monitoring and Interface with CBS / KIOSKs. However Bank will provide server for connecting the KIOSKs including the existing KIOSKs.	We have our own Central Monitoring System installed in Canara Bank. Same Monitoring system will be used for Health Monitoring and Patch/Content deployment. If required existing Hardware of Monitoring system should be upgraded. Please confirm. Request for Bank to elaborate the scope for existing Kiosk as mentioned.	Bidder to comply with RFP terms
77	64	Annexure 10 B, Point No 6	Print Speed Min.4 IPS(inches per second)	The Bank can ask for Print Speed of Min. 5IPS which is coming as a standard now and also for better performance	Bidder to comply with RFP terms.
78	65	Annexure 10 B, Point No 11	Min.8MB DRAM Min.2MB Flash ROM	The Bank can ask for Min. 32MB SDRAM Min.8MB Flash ROM	Bidder to comply with RFP terms
79	65	Annexure 10 B, Point No 12	Parallel/USB along with necessary software	The Bank can ask for Parallel/USB/RS232 ports	kindly refer to Amendment-1
80			Ribbon Length	The Bank can specify that a minimum ribbon length of 300 meters for better mileage	Bidder to comply with RFP terms
81	10	8.3	Bank would only provide network access required for the above kiosks. The solution proposed must adhere to ISO 8583 message standards with 1993 version and Bidder should integrate the	We Kindly request the bank to make necessary arrangements or coordinate with the CBS vendor for the purpose of integration or any other related activities related to the scope of this project.	For integrating the kiosk with existing core Banking solution, the Bank will arrange a meeting with CBS vendor for necessary support on message

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			<p>solution with Flexcube Host System (existing or higher version). For doing so, if required the Bidder shall have to coordinate with prime Bidder/system integrator, who has implemented CBS in Canara Bank. The Bidder should do necessary modifications or changes to integrate the Self Service Passbook printing Kiosks and Bar Code Printers with Bank's Core Banking System i.e. Flexcube without any additional cost to the Bank.</p>		<p>formats. Successful bidder has to ensure integration with CBS routed through middleware</p>
82	10	8.6	<p>The Bidder should maintain the system during warranty period of three years and post-warranty AMC for minimum 2 years. During the warranty and AMC period, the Bidder is bound to do all hardware spares replacement in order to maintain the required uptime, without extra cost to Bank covering all parts &amp; labour from the date of acceptance of the systems by Canara Bank at the respective locations i.e. on-site comprehensive warranty. Under Annual Maintenance Contract all parts &amp; labour should</p>	<p>We Kindly request the bank to bear the cost for any spare replacements which are due to branch's fault or due to any other damage which are caused apart from the normal operation of the Passbook Kiosk.</p>	<p>Clause clarified as under: Bank shall bear the expenses for the damages attributable to the Bank. However the bidder should provide necessary evidence, support documents to prove the negligence on the part of the bank officials and the same needs to be certified/ acknowledged by the branch-in-charge of the respective location. If the bidder is unable to prove the negligence in</p>

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			be covered for on-site support. Canara Bank, however, reserves the right to enter into Annual Maintenance Contract (AMC) agreement either location-wise / Circle-wise or from a single centralized location.		the part of the bank officials, the expenses incurred towards Consumables, Spares damaged due to Force Majeure and vandalism only shall be borne by the Bank.
<b>83</b>	11	8.9	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 further for installation of the kiosk. Earthing should be maintained during warranty and AMC period. Earthing should be checked during the preventive maintenance.	We kindly request the branch to make all the necessary arrangements for installation of Kiosk viz Earthing, Networking and other Electrical Works as done for e-lobbies in branch, whereas we can help the branch by providing the list of prerequisites for site readiness / Preventive Maintenance.	Bidder to comply with RFP terms
<b>84</b>	11	8.13	The Bidder shall provide necessary application which	We request the bank to make arrangements for integration of the	Bidder to comply with RFP terms:



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			should be interfaced with Flexcube Host system by the Bidder. 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 without any additional cost to the Bank.	solution with their existing hardware / software vendors.	(It is the primary responsibility of the selected Bidder to develop and install the required interface. The Bank will only facilitate a meeting with its existing vendors.)
<b>85</b>	11	8.15	No visit /service charges will be borne by the Bank for up gradation of the software/replacement of hardware component pertaining to Self Service Passbook printing Kiosks and Bar Code Printers 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. Otherwise there will be a penalty of Rs.100/- per day per kiosk.	Any minor changes is possible to be done without any additional cost to the bank. But for any major software changes we kindly request the charges to be borne by the bank.	Bidder to comply with RFP terms
<b>86</b>	12	8.23	The selected bidder/s shall provide proof of concept within 15 days from the acceptance of the order regarding functioning of the Kiosk with the integration to CBS.	We kindly request the bank to give at least 4 weeks time to show the POC after acceptance of order, to integrate with the Bank's CBS.	Bidder to comply with RFP terms



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87	27	37.1.7	MSEs shall have basic required qualification under eligibility criteria specified in the RFP and the above Policy will be applicable to those qualifying Bidders only.	Kindly clarify the clause which states "basic required qualification".	It refers to the eligibility criteria stipulated by the Bank as per Annexure-3 of the RFP
88	29	42.2	Delivery of all PASSBOOK PRINTING KIOSKS & BAR CODE PRINTERS should be within 4 weeks from the date of acceptance of the Purchase Order. 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.	We kindly request the bank to provide atleast 6 weeks for delivery of Kiosks for non-road permit locations and 8 weeks for delivery of Kiosks for road permit locations	Kindly refer to Amendment-1
89	32	46.1	90% of the total amount due on 30 days post installation and satisfactory working of the kiosk. 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	We kindly request the bank to release the 90% amount total due on 15 days post installation and satisfactory working of the Kiosk	Bidder to comply with RFP terms

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			released against site not ready documents duly signed by the branch/ Circle Office officials.		
<b>90</b>	34	48.2.2	Response time shall be 2 hours and MTTR shall be 4 hours.	We kindly request the bank to amend the response time to 24 hours and MTTR to 48 hours.	Kindly refer to Amendment-1
<b>91</b>	34	51.1	The bidder shall guarantee a 24x7 availability with monthly uptime of 98% for all the locations where the equipments 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.	We kindly request the bank to reduce the monthly uptime needed to 95% for all the locations.	Kindly refer to Amendment-1
<b>92</b>	34	51.2	The "Uptime" is, for calculation purposes, equals to the Total contracted hours in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted hours. "Failure" is the condition that renders the Bank unable to perform any of the defined functions on the PASSBOOK PRINTING KIOSKS. "Restoration" is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same.	We request the bank to consider only bank working hours "10 AM to 6 PM" for the calculation of downtime purpose. Also we request the bank to not consider bank holidays while calculating downtime of Kiosks. This requires availability of bank's staff to do the service.	Bidder to comply with RFP terms
<b>93</b>	35	51.6	If the bidder fails to guarantee the required uptime of 98%, the	We kindly request the bank to amend the required uptime to 95%.	Kindly refer to Amendment-1

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			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.		
<b>94</b>	<b>35</b>	<b>51.7</b>	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.	We Kindly request to the amend the clause as follows:  If the uptime is below 90%, 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.	Bidder to comply with RFP terms
<b>95</b>	<b>35</b>	<b>52.1</b>	The bidder shall visit the site before installation and indicate the site preparation requirements for installation in terms of the size and weight of the System/sub-system (space required), power requirement (stabilizer, UPS, isolation transformer), cabling etc. for PASSBOOK PRINTING KIOSKS & BAR CODE PRINTERS.	We Kindly request the bank to make all th necessary arrangements for installation and then call and inform the bidder for completing the installation process.	Bidder to comply with RFP terms
<b>96</b>	<b>36</b>	<b>54.5</b>	The Bank will pay AMC charges for PASSBOOK PRINTING KIOSKS (including OS), Bar Code Printers and Other Items after the end of	We kindly request the bank to release the AMC charges payable yearly in advance.	Bidder to comply with RFP terms

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			warranty period. Such payment shall be released quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.		
<b>97</b>	49	Annexure 3. c)	<b>Eligibility Criteria:</b> The Bidder should be profit earning company (FY 2017-18) registered in India and should have a minimum turnover of Rs. 20 crores during each of the last 3 financial years i.e. 2017-18, 2016-17, 2015-16.	1. Request to exempt MSE vendors to show Rs.20 Crores turnover. Attached the MSME Government notification for Public Procurement Policy for Micro and Small Enterprises Order 2012 and other circulars relating to MSME units for exemption of prior experience and turnover criteria. 2. Request the bank to change the average annual turnover to Rs. 3 crores for the last 3 Financial Years for MSME Units. So that MSE vendors can directly participate in the bidding process	kindly refer to Amendment-1
<b>98</b>	50	Annexure 3. f)	<b>Eligibility Criteria:</b> The Bidder should have supplied and installed minimum of 500 Passbook Printing Kiosks to at least two Public Sector Banks during the last three years to the date of bidding.	Request to amend: The Bidder should have supplied and installed minimum of 450 Passbook Printing Kiosks to at least One Public Sector Bank during the last three years to the date of bidding.	kindly refer to Amendment-1
<b>99</b>	50	Annexure 3. f)	The Bidder must enclose a certificate from Head Office of at least Two Public Sector 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	Request to amend: The Bidder must enclose a certificate from Head Office of at least One Public Sector 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 Chief Manager	kindly refer to Amendment-1

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			below the rank of Deputy General Manager		
100	46	Annexure 3. g)	Eligibility Criteria: The Bidder should have minimum 100 service centres at different cities across the country including all the 21 Circle Office of the Bank to service the kiosks installed by the Bank. The Bidder should have their spare parts/ inventory at all centres of the Bank.	We Kindly request to the amend the eligibility criteria as follows:Eligibility Criteria: The bidder should have its own/ franchise Service / Support Office in at least 10 out of 21 circle offices locations of the Bank to service the kiosks installed by the Bank.Documents to be submitted: We kindly request the bank to modify the clause such that the bidder can provide an undertaking letter for providing service support from the nearest available Service centers or to make available service support within 1 Month of signing the contract, for the locations where there is no direct service support/support center.	Bidder to comply with RFP terms
101	54	Annexure-5	Details of Service Support Centres for Bank's Circle Office Locations	We Kindly request to the bank to relax the condition for providing service support from any 10 out of 21 locations. Whereas we request the bank to allow us to put the nearby service center locations for the locations where we or our franchisee don't have physical presence. We can also provide an undertaking to provide our full support to provide service within reasonable time or open a new service center or appoint a service personnel there if possible.	Bidder to comply with RFP terms
102	72	Annexure-17.	Bill of Material	Request the bank to make necessary changes in the Bill of Material format to	Bidder to comply with RFP terms

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				include the cost of One On-site resource, RMMS and Annual Technical Support for the same.	
<b>103</b>	33	46.5	All the applicable TDS, if any, will be deducted at the time of releasing the payment.	The bank shall provide the TDS certificate within the statutory due date, failing which, the amount shall be treated as due from the Bank.	Bidder to comply with RFP terms. (The bidder may collect the TDS certificate from the bank)
<b>104</b>	10	8.6	The Bidder should maintain the system during warranty period of three years and post-warranty AMC for minimum 2 years. During the warranty and AMC period, the Bidder is bound to do all hardware spares replacement in order to maintain the required uptime, without extra cost to Bank covering all parts & labour from the date of acceptance of the systems by Canara Bank at the respective locations i.e. on-site comprehensive warranty. Under Annual Maintenance Contract all parts & labour should be covered for on-site support. Canara Bank, however, reserves the right to enter into Annual Maintenance Contract (AMC) agreement either locationwise / Circle-wise or from a single centralized location.	Damages happened to Kiosk / spares / consumables, reasons attributes to Bank will not cover under warranty or AMC	Clause clarified as under: Bank shall bear the expenses for the damages attributable to the Bank. However the bidder should provide necessary evidence, support documents to prove the negligence on the part of the bank officials and the same needs to be certified/ acknowledged by the branch-in-charge of the respective location. If the bidder is unable to prove the negligence in the part of the bank officials, the expenses incurred towards Consumables, Spares damaged due to Force Majeure and vandalism only shall be borne by the Bank.

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105	11	8.15	No visit /service charges will be borne by the Bank for up gradation of the software/replacement of hardware component pertaining to Self Service Passbook printing Kiosks and Bar Code Printers for the purpose of enhancing their functionality to meet mandatory compliance from concerned authorities. Any upgradation should be completed within 30 days from the date of request from the Bank. Otherwise there will be a penalty of Rs.100/- per day per kiosk.	Bidder will not charge any thing for upgradation by himself, but if it is on request of the bank for its necessary they request bank to consider the pay the engineer visit / service charges	Bidder to comply with RFP terms
106	11	8.16	The Bidder should provide user level training or demo video and operational guidelines to designated bank personnel. The checklist and user manual for proper maintenance of Self Service Passbook printing Kiosks and Bar Code Printers are to be provided to each branch.	Bidder will provide one time training to bank staff at the time of installation if any additional training required due to change in bank staff then bank need to pay extra engineer visit/ training charges	Bidder to comply with RFP terms (Kindly refer to clause no.50.3 of the RFP)
107	12	8.18	The Bank has a Pan India presence, the Bidder should note that Kiosks being procured will be deployed on various locations as per requirements of business of bank and the Bidder will be	Bank also need to pay service engineer charges / reinstallation charges while shifting from the original location once it is installed	Bidder to comply with RFP terms. Kindly refer to Clause No.42.4 of the RFP.



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			required to support all such installations. The Bank reserves the right to change locations by giving prior notice. The vendor will arrange to shift the equipment and install and commission the same at the new location. Bank will bear transportation & transit insurance cost only in case of shifting.		
<b>108</b>	12	8.28	Successful/ Selected bidders shall deliver, install, maintain and ensure that Bar code is compatible with the existing Self Service Passbook Printing Kiosks being used by Canara Bank apart from being procured under scope of this RFP	Details of other passbook printers and barcode printers are being used in the bank to be given by the bank	The required details shall be shared with the selected bidder.
<b>109</b>	13	8.38	One resource should be provided by bidder to manage Remote Monitoring Management System (RMMS), Interface Server, MIS, call complaints/ monitoring etc. at no extra cost to the Bank. Successful bidder is liable for a penalty of Rs.1000/- per day on unavailability of the resource. This support is required for contract period of 5 years. The resource will be at the disposal of the Bank.	Penalty amount is huge and to be reconsidered for Rs.100/ per day. Also if the absense with the permission of bank then there should not be any penalty on the bidder	Bidder to comply with RFP terms



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110	14	8.44	Bank is having online updation of antivirus and if the same is not updated, the bidder has to update the same manually as and when it is required	Manually updating in individual kiosk is a tedious task and can be pushed through central monitoring services	Bidder to comply with RFP terms
111	14	8.45	If any new version of antivirus application or new type of antivirus application is to be loaded, bidder has to provide the required support to antivirus engineer at the time of uninstallation of old program and installation of new program without any additional cost to the Bank.	The same can be provided one time and for additional upgradation engineer visit charges to be paid	Bidder to comply with RFP terms
112	29	42.2	Delivery of all PASSBOOK PRINTING KIOSKS & BAR CODE PRINTERS should be within 4 weeks from the date of acceptance of the Purchase Order. 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 passbooks need to modified as 6 weeks as given 4 weeks is too short for delivering PAN India	Kindly refer to Amendment-1
113	31	44.1.1/2/3	44.1. Penalties/Liquidated damages for delay in Delivery and	Penalty amount is huge and need to be reconsidered	Bidder to comply with RFP terms

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			<p>Installation of Hardware and Software in all Locations. 44.1.1. Non-compliance of the delivery clauses (42.2) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in delivery per PASSBOOK PRINTING KIOSKS &amp; BAR CODE PRINTERS, per week or part thereof, on the invoice value branch / location wise. 44.1.2. Non-compliance of the installation clauses (42.3) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in installation per PASSBOOK PRINTING KIOSKS &amp; BAR CODE PRINTERS, per week or part thereof, on the invoice value branch / location wise. 44.1.3. However, the total Penalty/LD to be recovered under above clauses 44.1.1 &amp; 44.1.2 shall be restricted to 10% (Plus GST) of the total value of the order.</p>		
<b>114</b>	31/32	44.2/44.3	<p>Penalty for not carrying out preventive maintenance of Passbook Printing kiosk &amp; Bar Code Printer: In case the bidder fails to carry out preventive maintenance activities in any kiosk for any quarter, the Bank</p>	<p>Penalty amount is huge for both the clauses and it needs to be reconsidered as Rs.500/- per kiosk / per Qtr and if it attributes to reasons from Bank then there should not be any penalty</p>	<p>Bidder to comply with RFP terms</p>

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			reserves the right to levy a penalty of Rs.1200/- plus applicable GST per kiosk per quarter depending upon the circumstances of the case. 44.3. Penalty for non-submission of preventive maintenance report: In case the bidder fails to submit the preventive maintenance report to Head Office for any kiosk for any quarter, the Bank reserves the right to levy a penalty of Rs.1000/- plus applicable GST per kiosk per quarter depending upon the circumstances of the case.		
115	24	50.1/2/3	Training: 50.1. The Bidder shall provide user level training for a minimum of 2 and a maximum of 4 employees of the Bank identified by the Bank, at each site, without any additional cost to the Bank. 50.2. The Scope of training shall cover all aspects of the operating, trouble shooting and First Level maintenance of the Passbook Printing Kiosk & Bar Code Printers, to the identified users at every location. The same shall also be incorporated in the training manual/document. 50.3.	One time training can be provided and any additional training need to be on paid basis with mutual understanding	Bidder to comply with RFP terms. Kindly refer to Clause No.50.3 of the RFP.

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			The Bidder shall complete the training immediately on installation/commissioning of the kiosk		
<b>116</b>	34	51.1	The bidder shall guarantee a 24x7 availability with monthly uptime of 98% for all the locations where the equipments are commissioned as specified in Annexure10, during the period of the Contract and also during AMC, if contracted, which shall be calculated on monthly basis.	provided Bank need to be operative for 24/7	Kindly refer to Amendment-1
<b>117</b>	35	51.6	If the bidder fails to guarantee the required uptime of 98%, 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.	Penalty amount is too high and need to be reduced to Rs.50/- per day. Also reasons for down time attributes to bank will not be considered	kindly refer to Amendment-1
<b>118</b>	10	8.4	A solution should be provided to print the Bar code from the individual terminals at branches or other centralized solution i.e. the printing .exe should be placed	What is the exact requirement? If a barcode printing solution is to be provided from a central server?	The centralized solution refers to printing of the bar codes on the passbook in case bank decides to print from a central location before supplying to branches.
<b>119</b>	10	8.6	The Bidder should maintain the	We request to amend the warranty period	Bidder to comply with RFP

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			system during warranty period of three years and post-warranty AMC for minimum 2 years. During the warranty and AMC period, the Bidder is bound to do all hardware spares replacement in order to maintain the required uptime, without extra cost to Bank covering all parts & labour from the date of acceptance of the systems by Canara Bank at the respective locations i.e. on-site comprehensive warranty. Under Annual Maintenance Contract all parts & labour should be covered for on-site support. Canara Bank, however, reserves the right to enter into Annual Maintenance Contract (AMC) agreement either location-wise / Circle-wise or from a single centralized location	as 1 year and AMC as 4 years as OEMs normally provide one year warranty only	terms
<b>120</b>	<b>11</b>	<b>8.9</b>	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	Earthing and electrical connections are to be taken care by bank, as bidder will not be able to get permissions from relevant authorities for the same. However, bidder can supervise and suggest the required facilities.	Bidder to comply with RFP terms

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			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 further for installation of the kiosk. Earthing should be maintained during warranty and AMC period. Earthing should be checked during the preventive maintenance		
121	11	8.13.	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 without any additional cost to the Bank.	Please provide more details on the middleware and interfaces to be used	Bidder should provide middleware software and should integrate with CBS. All kiosks should be connected to middleware. The communication between kiosk and CBS should be routed through middleware. The hardware for middleware server will be provided by the Bank. Bidder will ensure end to end integration of the Kiosk.
122	11	8.15	No visit /service charges will be borne by the Bank for up gradation of the software/replacement of	If the changes are minor then they can be done free of cost. If changes are major, then a CR process can be followed for software. For hardware upgradation, if any	Bidder to comply with RFP terms

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			hardware component pertaining to Self Service Passbook printing Kiosks and Bar Code Printers 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. Otherwise there will be a penalty of Rs.100/- per day per kiosk	required, the associated cost will be informed to bank. Upon approval such changes/upgrades will be taken up	
<b>123</b>	<b>12</b>	<b>8.2</b>	The solution provided by the bidder should support all types of passbook (different shapes, orientation, alignments) and printers belonging to different make & model.	Please provide the standard size of the passbook used in the bank	Bidder to comply with RFP terms(Passbook size standards shall be shared with the selected bidder)
<b>124</b>	<b>13</b>	<b>8.34</b>	Bank has already in place a central monitoring server for monitoring the functioning of existing Self Service Passbook Printing Kiosks	We presume that bidder need to provide only the API to integrate with the existing RMMS software in the bank	The selected Bidder has to provide Solution for Centralised Monitoring of the KIOSKs. Bank will provide server for connecting the KIOSKs.The bidder needs to provide the RMMS software application for monitoring the kiosks supplied under this RFP.
<b>125</b>	<b>13</b>	<b>8.36</b>	Remote Monitoring System should be capable of monitoring the	We recommend bank that the performance of the machines should be calculated by	Bidder to comply with RFP terms



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			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 System	means of tickets logged in the helpdesk portal used to manage the calls	
<b>126</b>	<b>13</b>	<b>8.38</b>	One resource should be provided by bidder to manage Remote Monitoring Management System (RMMS), Interface Server, MIS, call complaints/ monitoring etc. at no extra cost to the Bank. Successful bidder is liable for a penalty of Rs.1000/- per day on unavailability of the resource. This support is required for contract period of 5 years. The resource will be at the disposal of the Bank	We request bank consider reducing this the penalty to Rs.200/- per day on unavailability of the resource.  All such penalties may please be covered under service penalties and limited to 10% of the AMC value.	Bidder to comply with RFP terms
<b>127</b>	<b>28</b>	<b>40.1</b>	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 bank to consider Security Deposit / Performance Guarantee for 5% of total value of the contract. Alternatievly We request bank to hold 5 % payment against Delivery as a BG and On Submission of BG, request bank to release the same to bidder.	Bidder to comply with RFP terms
<b>128</b>	<b>29</b>	<b>42.2</b>	Delivery of all PASSBOOK PRINTING KIOSKS & BAR CODE	Please mention the overall project completion time period for 1000 PBK	Kindly refer to Amendment-1

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			PRINTERS should be within 4 weeks from the date of acceptance of the Purchase Order. 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 [like with total 6 months - 1 year] and installation as this would give us a better planing grounds for financials and delivery schedule	
<b>129</b>	29	42.3	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 the date of delivery of all the materials for each ordered locations.	Please consider instalaltion, configuration and commissioning of the delivered Hardware & Software within 4 to 5 weeks from the delivery date.  Any revisit charges if site not ready then the cost to be borne by the bank.	Bidder to comply with RFP terms
<b>130</b>	30	42.7.1.4	The acceptance tests shall be conducted for each Passbook Printing Kiosk & Bar Code Printer separately.	We kindly request bank to carryout the acceptance tests on the same day upon successful Kiosk installation	Bidder to comply with RFP terms. (The acceptance test can be conducted for each Passbook Printing Kiosk & Bar Code Printer on the same day once the kiosk is made live).
<b>131</b>	31	44.1.3	However, the total Penalty/LD to be recovered under above clauses	We request to reduce the total penalty to 5%	Bidder to comply with RFP terms

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			44.1.1 & 44.1.2 shall be restricted to 10% (Plus GST) of the total value of the order		
132	32	44.5	The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.	We request bank to please limit the penalty to 5 % (Plus GST) of the invoice value branch / location wise.	Bidder to comply with RFP terms
133	32	44.6	All the above LDs are independent of each other and are applicable separately and concurrently.	We request bank to kindly amend the clause as all penalties put together of this project should not be more 5% (Plus GST) of the invoice value branch / location wise.	Bidder to comply with RFP terms
134	32	46.1.1	90% of the total amount due on 30 days post installation and satisfactory working of the kiosk. The invoice and installation report should contain the product serial number of the items supplied. If installation is not completed within 15 days from	We kindly request bank to amend the Payment terms as below: 1. 70% on the delivery of the kiosk 2. 20% on the installation of the kiosk 3.10% of the total cost shall be paid only after completion of warranty period of one year or on submission of a bank guarantee.	Bidder to comply with RFP terms

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			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.		
<b>135</b>	33	46.4	Payment shall be released within 30 days of submission of relevant documents as per RFP terms	We request bank that Payment shall be released within 15 days Upon submission of relevant documents as per RFP terms	Bidder to comply with RFP terms
<b>136</b>	34	48.2	The bidder shall provide Warranty and AMC support [if contracted] 24 hours a day, 365 days a year for all the locations	We request bank to please consider warranty & AMC support only on days & time period for which machine is available for servicing, i.e. bank working days and working hours.	Kindly refer to Amendment-1
<b>137</b>	34	48.2.1	Response Time and Meantime to Restore [MTTR]	We request bank to clarify that Response Time and Meantime to Restore [MTTR] specified in the RFP is through Remote access. Further bank may kindly specify the RT and MTTR for cases where visit is required as below: For Metro cities RT : 6 Hrs MTTR : 24 Hrs For Semi-Urban cities RT : 24 Hrs MTTR : 48 Hrs For Rural areas RT : 36 Hrs MTTR : 72 Hrs For hill areas (North East etc.) RT : 48 Hrs MTTR: 96 Hrs	Kindly refer to Amendment-1
<b>138</b>	34	48.2.2	Response Time shall be 2 hours and MTTR shall be 4 hours	We request bank to clarify that Response Time and Meantime to Restore [MTTR] specified in the RFP is through Remote access.  Further bank may kindly specify the RT and MTTR for cases where visit is required	Kindly refer to Amendment-1

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				as below:  For Metro cities RT : 6 Hrs MTTR : 24 Hrs For Semi-Urban cities RT : 24 Hrs MTTR : 48 Hrs For Rural areas RT : 36 Hrs MTTR : 72 Hrs  For hill areas (North East etc.) RT : 48 Hrs MTTR: 96 Hrs	
<b>139</b>	<b>34</b>	<b>51.1</b>	The bidder shall guarantee a 24x7 availability with monthly uptime of 98% 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	We request bank to consider availability with monthly uptime of 95% since both hardware and software are involved here and uptime to be calculated on Quarterly basis.	Kindly refer to Amendment-1
<b>140</b>	<b>35</b>	<b>51.4</b>	The percentage of uptime is calculated on monthly basis as follows: (Total contracted hours in a month - Downtime hours within contracted hours) X 100 / Total contracted hours in a month	We request Bank that the percentage of uptime is calculated on Quarterly basis on Standard 8 hours/day as follows: (Total contracted hours in a Quarter - Downtime hours within contracted hours(8hours/day)) X 100/Total contracted hours in a Quarter	Kindly refer to Amendment-1
<b>141</b>	<b>35</b>	<b>51.6</b>	If the bidder fails to guarantee the required uptime of 98%, the Bank shall impose penalty of Rs.300/- per day plus GST per location for every 1% decrease in the uptime. However, the total	We request bank to please consider the required uptime of 95% per quarter and consider reducing this penalty to Rs.100/- per Quarter per location.  All such penalties may please be covered	Kindly refer to Amendment-1

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			Penalty/LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order	under service penalties and limited to 10% of the AMC value.	
142	36	54.4	Support for maintenance of PASSBOOK PRINTING KIOSKS (including OS and software license), Bar Code Printers 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 should be covered except consumables. i.e., The offer for PASSBOOK PRINTING KIOSKS & BAR CODE PRINTERS must include comprehensive onsite free warranty and AMC period for a total duration of Five (5) years from the date of installation and acceptance of system by the bank.	We kindly request the bank that Bank Branch will use recommended Genuine Consumables supplied by the kiosk OEM.	Bidder to comply with RFP terms
143	36	54.6.1	Fixing the PASSBOOK PRINTING KIOSKS problems and ensuring uptime of 98%.	We request bank that the fixing the PASSBOOK PRINTING KIOSKS problems and ensuring uptime of 95%.	Bidder to comply with RFP terms
144	36	54.7	The bidder shall submit the preventive maintenance activity	We request that all such penalties may please be covered under service penalties	Bidder to comply with RFP terms

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			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.	and limited to 10% of the AMC value.	
145	36	54.9	It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee to the tune of 10% of the value of the Purchase Order, if AMC charges quoted by the bidder are abnormally low (below 5% of the cost). The Bank has discretion to consider such offer or for seeking clarification from the bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC obligations of the bidder. Bidder shall quote the charges of AMC as per the Bill of Material (Annexure-17). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC period with a claim period of 3	We request bank to please fix the AMC as 15% of the machine value.	Bidder to comply with RFP terms



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			months. The bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in clause 40. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.		
146	38	59	The selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the Selected Bidder under the contract without the prior written consent of the Bank.	Bank to approve SB to use their authorized dealer network for Installation & Maintenance of Machines.	Bidder to comply with RFP terms
147	40	66	The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should	We kindly request bank that Insurance company will provide transit insurance till delivery period only. Once it is delivered, Successful Bidder will not have any binding towards insurance of Kiosk. Requesting bank to consider the above point.	Bidder to comply with RFP terms

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			be available till installation of the PASSBOOK PRINTING KIOSKS. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of PASSBOOK PRINTING KIOSKS.		
<b>148</b>	61	3.2	Operating System should be Windows 10 or above, capable of multitasking real time operations.	We request Bank to confirm whether Windows 10 IOT OS/Linux can be supplied.	Bidder to comply with RFP terms
<b>149</b>	61	4.1	Size:15" LED backlight LCD display (CFL backlight not acceptable) 4:3 aspect ratio or better: SVGA resolution or better Anti-Vandal, Anti-Scratch glass	We kindly request bank to change aspect ratio to 16:9 as the 15 inch monitors with 4:3 ratio are not available.	Kindly refer to Amendment-1
<b>150</b>	62	5.2	Any change in Passbook design / Printing format in future should be supported.	<p>We request bank to please fix one type of Passbook size that will help to ensure proper integration and proper printing to the consumer.</p> <p>We further request bank to specify and fix the printing format during the UAT phase and may please consider any change post sign off as a change request at extra charge.</p> <p>We recommend that the bank may seek the same as change request as optional items in the price bid.</p>	Bidder to comply with RFP Terms (Passbook design standards will be discussed with the selected bidders before the modifications)

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151	62	7.1	Voice enabled Kiosks should support (1) English (2) Hindi (3) Any regional / local languages as decided by the Bank	We kindly request bank to specify the language to be supported. Regional language script should be provided by bank if any specific messages to be configured. Audio recording for the changed messages to be provided by bank if possible.	Bidder to comply with RFP Terms ( The list of regional languages will be shared with the selected bidders)
152	63	8.2	In this approach, while generating barcode account number would be encrypted using an algorithm with a private key. The KIOSK software should read the encrypted data from barcode & send the encrypted data to middleware for further processing.	We kindly request bank to clarify any specific encryption to be supported.	Bidder to comply with RFP Terms ( Encryption logic will be discussed with the selected bidders)
153	64	15.2	The requirement of Central Server (hardware) for connecting all the KIOSKs for Monitoring and Patch Management shall be provided by the Bank. The selected Bidder has to provide Solution for Centralized Monitoring and Interface with CBS / KIOSKs. However Bank will provide server for connecting the KIOSKs including the existing KIOSKs.	If directly to be connected to CBS or through middleware. If through middleware then is it to be provided by bidder? Kindly mention the quantity, make and model of existing kiosks if it is to be included.	Bidder to comply with RFP terms. (Middleware is a mandatory requirement. Bidder should provide middleware software and should be integrated with CBS. All kiosks should be connected to middleware. The communication between kiosk and CBS should be routed through middleware. The hardware for middleware server will be provided by the Bank).

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154	63	14	Will be a communication tool and will maintain log for all transactions between Pass Book Printing kiosk and Core Banking. Capable of remotely managing the kiosk transactions. Component level health monitoring like Printer Remote loading of Patch as and when needed like anti-virus updates Web based Central Office application with admin, supervisor rights. Encryption at network communication level Encryption in Barcoding	We request bank to share MIS and other reports expected formats	The details shall be shared with the successful bidders
155	13	8.36	Remote Monitoring 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 System.	We request bank should provide firewall access to servers and whitelist call management system services url's	Bidder to comply with RFP terms
156	62	5.2	Any change in Passbook design /Printing format in future should be supported.	We request bank to share printing format to be supported during UAT. Any change post UAT will be considered as change	Bidder to comply with RFP Terms (Passbook design standards will be discussed

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				request.	with the selected bidders before the modifications)
157	62	8.2	Along with BAR Code, Account number is to be printed on the Passbook /Sticker. In this approach, while generating barcode account number would be encrypted using an algorithm with a private key. The KIOSK software should read the encrypted data from barcode & send the encrypted data to middleware for further processing.	We request bank to share encryption algorithm.	Bidder to comply with RFP Terms (The details of the encryption / Decryption will be finalized with the successful bidder)
158	63	11.1	Weather (Indian Weather Conditions) & vandal proof & Indian usability conditions.	Some of the components in the Kiosk are temperature sensitive and if it exceeds 45 degrees celsius, then the component might malfunction. Request bank to use the machines in the AC environment	Bidder to comply with RFP terms
159	12	8.28	Successful/ Selected bidders shall deliver, install, maintain and ensure that Bar code is compatible with the existing Self Service Passbook Printing Kiosks being used by Canara Bank apart from being procured under scope of this RFP.	Whether the other kiosk vendor support technically ? Also as this is an additional work whether additional cost can be provided.	Bidder to comply with RFP terms
160	50	Annexure 3/ F	The Bidder should have supplied and installed minimum of 500 Passbook Printing Kiosks to at least two Public Sector Banks	Request bank to modify the clause to The Bidder/OEM should have supplied and installed minimum of 500 Passbook Printing Kiosks to at least two Public	kindly refer to Amendment-1

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			during the last three years to the date of bidding.	Sector Banks during the last three years to the date of bidding.	
<b>161</b>	50	Annexure 3/ G	The Bidder should have minimum 100 service centres at different cities across the country including all the 21 Circle Office of the Bank to service the kiosks installed by the Bank. The Bidder should have their spare parts/ inventory at all centres of the Bank.	Request bank to modify the clause to The Bidder/OEM should have minimum 100 service centres at different cities across the country including all the 21 Circle Office of the Bank to service the kiosks installed by the Bank. The Bidder should have their spare parts/ inventory at all centres of the Bank.	Bidder to comply with RFP terms
<b>162</b>	49	Annexure-3 "C"	The Bidder should be profit earning company (FY 2017-18) registered in India and should have a minimum turnover of Rs. 20 crores during each of the last 3 financial years i.e.2017-18, 2016-17, 2015-16.	not to consider this clause	kindly refer to Amendment-1
<b>163</b>	49	Annexure-3 "D"	The Bidder should have positive Net Worth as on 31/03/2018.	not to consider this clause	Bidder to comply with RFP terms.
<b>164</b>	49	Eligibility Criteria(b)	The bidder should be the original equipment manufacturer (OEM) OR Authorized Indian supplier/ Distributor/ Partner/ System Integrator (SI) of PASSBOOK PRINTING KIOSKS with past 3 years of presence in India.	We request the bank to please consider the supply of ATM/ PASSBOOK PRINTING KIOSKS /Cash Recyclers Kiosk by SI with past 3 years of presence in India for qualification.	kindly refer to Amendment-1
<b>165</b>	50	Eligibility Criteria (f)	The Bidder should have supplied and installed minimum of 500 Passbook Printing Kiosks to at	We request the bank to please consider the orders received from PSBs instead of 500 Supply & installation of Kiosk. We are	kindly refer to Amendment-1

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

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<b>Sl. No.</b>	<b>Page No.</b>	<b>RFP Clause</b>	<b>Clause Description</b>	<b>Bidder's Query</b>	<b>Bank's Reply</b>
			least two Public Sector Banks during the last three years to the date of bidding.	in the process of installing the Kiosk, more than 50 Kiosk are installed and nearly 200 Kiosk has been delivered.	
<b>166</b>	61	4.1	Size:15" LED backlight LCD	We request bank to consider the screen size as 15.6" from 15"	Bidder to comply with RFP terms
<b>167</b>	13	8.34 & 8.36	Bank has already in place a central monitoring server for monitoring the functioning of existing Self Service Passbook Printing Kiosks. The selected Bidder has to connect the kiosks to the central server by providing required interface without any additional cost to the Bank.  Remote Monitoring 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 System.	8.34 says bank already has central monitoring system while 8.36 says the bidder's monitoring system should be capable of monitoring uptime, auto call logging & closing the call etc. We request the bank to please clarify whether the bidder supposed to supply the monitoring system or it has to integrate with the bank's existing system.	The selected Bidder has to provide Solution for Centralised Monitoring of the KIOSKs. Bank will provide centralized server for connecting the KIOSKs. The bidder needs to provide the RMMS software application for monitoring the kiosks supplied under this RFP.
<b>168</b>	62	Annexure 10 Pt. 8.1	Solution to be provided to print BAR code directly on the top of the Passbook or on the sticker which is affixed on the passbook	We request bank to clarify if bar code printer would only print the barcode on standard bar code stickers, which has to be later affixed on the passbook.	Solution to be provided to print BAR code directly on the top of the Passbook or on the sticker which is affixed on the passbook



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				Since, for printing bar code directly on passbook/sticker on passbook, separate laser or similar printers would be required.	

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.25/09/2018 unless otherwise modified in the above replies & amendments.
- 3) This document will form part & parcel of our RFP-DBS-03/2018-19 dated 25/09/2018.
- 4) Please take note of the above replies and Amendments while submitting your response to the subject RFP.

Date: 12/10/2018

Place: Bengaluru

**DEPUTY GENERAL MANAGER**