



प्रधानकार्यालय : बेंगलुरु / Head Office : Bengaluru
अधिप्राप्ति एवं विक्रेता भुगतान अनुभाग - डिजिटल बैंकिंग सेवा शाखा
Procurement & Vendor Payments Section - Digital Banking Services Wing

Amendment / Addendum / Corrigendum-4 to the RFP-14/DBS/1000CRs/2022 dated 08/08/2022 for “Supply, Configuration, Installation, Commissioning and Maintenance of 1000 numbers of Cash Recyclers Under Capex Model”.

GEM BID NO: GEM/2022/B/2425189

In reference to our Open Tender RFP-14/DBS/1000CRs/2022 dated 08/08/2022 for “Supply, Configuration, Installation, Commissioning and Maintenance of 1000 numbers of Cash Recyclers Under Capex Model, vide Tender Number GEM/2022/B/2425189 dated 08/08/2022.

This is to inform that pre-bid meeting has been conducted on 10/08/2022, in which the following queries were raised by participants & the clarification for those queries has been provided. Kindly be guided by the clarification and changes to clauses.

Bidders to note that this is the final clarification provided by Bank and Bank will not be providing any further clarification. Any further clarification will be provided by Bank at the time of technical evaluation and discussions subsequently.

Sl. No	Clause Ref. No	Amendments
1.	10	<u>Existing Clause:</u> Bid Submission End Date & Time: 14/09/2022, 03:00 PM Bid Opening Date & Time: 14/09/2022, 03:30 PM <u>Revised Clause:</u> Bid Submission End Date & Time: 22/09/2022, 03:00 PM Bid Opening Date & Time: 22/09/2022, 03:30 PM



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Sl. No	Clause Ref. No	Amendments
2.	4.3	<p><u>Existing Clause:</u></p> <p>Touch screen and Function Display Key-FDKs (support for visually handicapped through Braille Function Keys & EPP as per industry standard wherever required). Touch Screen should be of sturdy make.</p> <p><u>Revised Clause:</u></p> <p>Touch Screen (support for visually handicapped through Braille Function Keys & EPP as per industry standard wherever required). Touch Screen is a mandatory requirement and should be of sturdy make.</p>
3.		<p><u>Existing Clause:</u></p> <p>The bidder should have supplied and installed minimum 500 numbers of Cash Recyclers in atleast two PSBs during the last five years.</p> <p><u>Revised Clause:</u></p> <p>The bidder should have supplied and installed minimum 500 Cash Recyclers/ATMs and or BNAs in atleast 02(Two) Public Sector Banks during the last Five(05) years.</p>
4.	1.1	<p><u>Existing Clause:</u></p> <p>10th Generation Intel® Core™ i5 Processor or higher with minimum 3.7 GHz and 6 MB cache or above</p> <p><u>Revised Clause:</u></p> <p>Minimum 6th Generation Intel i5 Processor with 3.3 GHZ and 6 MB cache.</p>



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Sl. No	Clause Ref. No	Amendments
5.		<p><u>Existing Clause:</u></p> <p>AMC Charges / Annum After Completion of Warranty(Excl. of Taxes)</p> <p><u>Revised Clause:</u></p> <p>Revised Bill of Material(Annexure-11) annexed in this corrigendum.</p>
6.		<p><u>Existing Clause:</u></p> <p>AMC Charges / Annum After Completion of Warranty(Excl. of Taxes)</p> <p><u>Revised Clause:</u></p> <p>Revised Bill of Material(Annexure-11) annexed in this corrigendum.</p>
7.		<p><u>Existing Clause:</u></p> <p>Commercial Version - Post Warranty AMC Calculation Table</p> <p><u>Revised Clause:</u></p> <p>Revised Bill of Material(Annexure-11) annexed in this corrigendum.</p>
8.	7	<p><u>Existing Clause:</u></p> <p>The bidder should have minimum 500 Service Centre at major cities in India.</p> <p><u>Revised Clause:</u></p>



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Sl. No	Clause Ref. No	Amendments
		The bidder should have their Service Centre on PAN India basis covering Bank's Circles/Regional Offices for prompt resolution of Technical / Operational issues related to Cash Recyclers deployed at Branches.
9.	6.1.1	<p><u>Existing Clause:</u></p> <p>Payment of 10% -After completion of warranty period of One year, 10 % of the total cost shall be paid only after completion of warranty period of One year or on submission of a Bank Guarantee for equivalent amount by the vendor after releasing 10% acceptance payment.</p> <p><u>Revised Clause:</u></p> <p>1. PBG for 3% of Total Contract value is for the entire warranty period subject to completion/acceptance by the Bank for all 1000 Cash Recyclers.</p> <p>2. 10 % of the total cost(Retention Amount) shall be paid only after completion of warranty period of One year or on submission of a Bank Guarantee for equivalent amount by the vendor.</p>
10.		<p><u>Existing Clause:</u></p> <p>Date of Bid Submission.</p> <p><u>Revised Clause:</u></p> <p>Bid Submission End Date & Time: 22/09/2022, 03:00 PM</p> <p>Bid Opening Date & Time: 22/09/2022, 03:30 PM</p>
11.	19	<u>Existing Clause:</u>



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Sl. No	Clause Ref. No	Amendments
		<p>The Bidder must ensure before delivery that Cash Recycler BIOS is such that the CR will ONLY boot from the primary HDD and nothing else. After this configuration changes, protect this configuration with the BIOS (non-generic) password, which will be managed by the bidder.</p> <p><u>Revised Clause:</u></p> <p>The Bidder must ensure before delivery that Cash Recycler BIOS is such that the CR will ONLY boot from the primary HDD and nothing else.</p>
12.	35	<p><u>Existing Clause:</u></p> <p>Bank may ask the successful Bidder to provide one resource for Cash Recycler at the place of deployment for 2 working days for hand-holding to the Branch staff and his responsibilities would include helping Branch staff to carry out day-to-day activities for day end, troubleshooting etc.</p> <p><u>Revised Clause:</u></p> <p>Bank may ask the successful Bidder to provide one resource for Cash Recycler at the place of deployment for 2 visits for hand-holding to the Branch staff and his responsibilities would include helping Branch staff to carry out day-to-day activities for day end, troubleshooting etc.</p>
13.	8.4	<p><u>Existing Clause:</u></p> <p>Identify the year of Issue of Indian Currency Note.</p> <p><u>Revised Clause:</u></p> <p>Identification of de-monetised currency for rejection.</p>



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Sl. No	Clause Ref. No	Amendments
14.	9	<p><u>Existing Clause:</u></p> <p>Bidder/OEM should have the Certificate of the Cash Recycler is certified for Base 24 ATM switch integration.</p> <p><u>Revised Clause:</u></p> <p>Bidder/OEM should have the Certificate of the Cash Recycler is certified for Base 24 Switch or any other switch provided by Bank.</p>
15.	1.3	<p><u>Existing Clause:</u></p> <p>1x1TB or higher SATA HDD (for OS) 1x 1 TB or higher SATA HDD(For camera Image).</p> <p><u>Revised Clause:</u></p> <p>1x1TB or higher SATA HDD\SSDs (for OS) 1x 1 TB or higher SATA HDD\SSDs(For camera Image).</p>
16.	1.4	<p><u>Existing Clause:</u></p> <p>3 or more USB ports in front for front access of Cash Recycler.</p> <p><u>Revised Clause:</u></p> <p>2 or more USB ports in front for front access of Cash Recycler.</p>
17.	9.1	<p><u>Existing Clause:</u></p> <p>Vendor should have their own software agent for EJ.</p> <p><u>Revised Clause:</u></p> <p>EJ Agent need not to be supplied.</p>



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Sl. No	Clause Ref. No	Amendments
18.	9.4	<p><u>Existing Clause:</u></p> <p>CR should mandatorily have remote diagnostic services by installing necessary agents. These services are meant to diagnose and predict any problems with the Cash Recycler including but not limited to predicting parts failure.</p> <p><u>Revised Clause:</u></p> <p>CR should mandatorily have remote diagnostic services by installing necessary agents. These services are meant to diagnose and predict any problems with the Cash Recycler including but not limited to predicting parts failure(Optional).</p>

Place: Bangalore

Date: 13-09-2022

Deputy General Manager



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REPLIES TO PREBID QUERIES

Sl no.	Annexure	Page no	Clause no	Existing Clause	Query/ Suggestions	Bank's Reply
1	Section A	N/A	A. Bid Schedule	Last date and time for submission Of Bids 29/08/2022, Monday, 03.00 PM	We request Bank to extend the RFP submission date by at least two weeks from date of reply to Prebid queries raised by bidders. RFP of such magnitude requires coordination between various stakeholders like operations teams, solution architects, project management teams, product management teams.	Please refer Corrigendum-4.
16	Section D	19	7	₹3,00,00,000/- (Rupees Three Crore Only)- EMD	As per clause 9.4 of the Modal Tender document for procurement of non -consultancy Services dated 29.10.21 issued by Govt. of India, Ministry of Finance , Department of expenditure, all bidder are required to submit " Bid Security declaration" (not only MSME) . Hence , request Bank to follow the said guideline and amend the clause to required all bidders to submit bid declaration only (instead of EMD)	Bid security declaration methodology was valid upto 31/12/2021. No Change, Bidder to comply with the RFP terms.
89		79	13.16	Cash Recycler capable of One to One Marketing. Client when Loaded on Cash Recycler should be able to interact with different CRM sources using open standard messaging standards	There is no open messaging standard for supporting one-to-one marketing functionality. All solutions will be inherently proprietary and will require infrastructure and integration efforts to setup. Request the bank to therefore remove this requirement.	The subject clause stands deleted.



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108		40	10.5	<p>After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving One month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at RFP-14/DBS/1000CRs/2022 dated 08/08/2022 Page 33 of 118 comparable price</p>	<p>After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving One month notice for the same.</p>	<p>No change. Bidder to comply with the RFP terms.</p>
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				prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.		
161	Annexure 11- Bill of Material	85		AMC Charges / Annum After Completion of Warranty(Excl. of Taxes)	AMC portion needs to be corrected. Bank is asking to compute tax on CRM price and not on AMC amount	Please refer Corrigendum-4.
162	Annexure 11- Bill of Material	85		AMC Charges / Annum After Completion of Warranty(Excl. of Taxes)	Do we need to put 1 year AMC amount or total AMC amount for 6 years?	Please refer Corrigendum-4.
164	Commercial Version -Post Warranty AMC Calculation Table	86		NOTE: THE CHARGES MENTIONED ABOVE IN ROW 8 (F8 AND L8) SHOULD TALLY WITH THE CHARGES MENTIONED UNDER PRICE DETAILS COLUMN H OF TABLE -I	There is no L8 cell. Request clarification from the bank	Please refer Corrigendum-4.
167	Annexure 5 - Eligibility Criteria	56	7	The bidder should have minimum 500 Service Centre at major cities in India.	Request bank to modify this clause as "The bidder should have minimum 200 Service Centre at major cities in India and should give undertaking to open more service centers as per requirement of Bank"	Please refer Corrigendum-4.



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172	Stages of Payment:	11	6.1.1	Payment of 10% -After completion of warranty period of One year, 10 % of the total cost shall be paid only after completion of warranty period of One year or on submission of a Bank Guarantee for equivalent amount by the vendor after releasing 10% acceptance payment.	Bank has asked for the PBG of 3% during the warrenty period and additional 10% BG mentioned under payment terms shall be contradictory	Please refer Corrigendum-4.
203	3. Procurement through Local Suppliers (Make in India)	45	3	Department for Promotion of Industry and Internal Trade under Ministry of Commerce and Industry vide letter no. P-45021/2/2017-PP (BE-II) dated 04/06/2020 has notified revised guidelines to be followed to promote manufacturing and production of goods and services in India under "Make in India" initiative.	With reference to guidelines up to Sept 2020 is now outdated. We request Bank that the Bank must change reference to Manual for Procurement of Goods - as per CVC's website - to ensure compliance with CVC's letter of 11th July. We have enclosed the CVCs letter for your ready reference	No change. Bidder to comply with the RFP terms.



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267	General Query			Date of Bid Submission	We request Bank to allow Bidder minimum 3 weeks time to submit the Bid post release of Pre bid query clarifications and relevant corrigenda.	Please refer Corrigendum-4.
2	Section C	13	1.5	Delivery of Cash Recyclers, associated Hardware and Software at all sites within Four (04) to Six (06) weeks. Non-compliance of delivery will result in imposing penalty of 0.50% of total contract value/ per week part thereof, on the invoice value. The maximum penalty will be 5% of total order value	Bidder submits that rate of penalty and cap on penalty should be 0.5% (value of the non - delivered Cash Recyclers) per week and 5% of the order value of the non - delivered Cash Recyclers instead of the total order value respectively .	Delivery of Cash Recyclers, associated Hardware and Software at all sites within Four (04) to Six (06) weeks. Non-compliance of delivery will result in imposing penalty of 0.50% of value of non-delivered Cash Recyclers per week part thereof, on the invoice value. The maximum penalty will be 5% of total order value.



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3	Section C	7	1.16	If undue delay happens for delivery and / or installation of the ordered Hardware/Software by the Bidder, the same shall be treated as the breach of contract. In such case, the Bank may invoke the BG/forfeit the Security Deposit without any notice to the Bidder.	Bidder submits that since liquidated damages are being any way imposed on account of delay , same situation should not warrant invocation of BG as well, hence, Bidder requests for removal of this clause	RFP Clause stands.
4	Section C	7	3.1	The successful bidder shall guarantee a 24x7 availability with monthly uptime of 99.5% for each Cash Recycler and other equipment as specified in Annexure-10 (Scope of Work), Annexure-08 (Functional Specifications) and Annexure-09 (Technical requirements), during the period of the Contract and also during AMC/ATS, if contracted, which shall	We request Bank to reduce Monthly uptime mentioned to 98.5% per month per ATM.	RFP Clause stands.

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ಅಧಿಪ್ರಾಪ್ತಿಎವೆಂವಿಕ್ರೆತಾಭುಗತಾನಅನುಭಾಗ - ಡಿಜಿಟಲಬೆಂಕಿಗಸೆವಾಶಾಖಾ
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				be calculated on monthly basis.		
5	Section C	8	3.8	The maximum penalty levied per location shall not be more than the respective years AMC amount payable, if contracted, for the location per quarter during the AMC period.	Bidder requests to reduce the penalty cap to 5% of the monthly charges (AMC) received for the relevant Cash Recycler	RFP Clause stands.
6	Section C	8	3.1	The successful Bidder shall submit monthly uptime reports once in a quarter within 45 days from the end of the quarter for each Cash Recycler location and penalty shall be recovered by the Bank while releasing payment for AMC	Requesting Bank to make report submission within 15 days from end of service month and payments to be processed on monthly basis.	RFP Clause stands.
7	Section C	8	3.4	If the Bidder is not able to attend the troubleshooting calls on Cash Recycler working due to closure of the Branch/Non-availability of access to	Request Bank to calculate the uptime from access to the Cash recycler since custodians are required to open vault.	RFP Clause stands.



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				the Cash Recycler, the response time/uptime will be taken from the opening of the office for the purpose of uptime calculation. The Bidder shall provide all monthly uptime reports at the end of warranty period before claiming AMC/ATS, if contracted.		
8	Section C	8	4.1.1	Non-compliance of the delivery of Cash Recyclers as per Section C under clause 1.5 & Clause 3.2 will result in imposing penalty (0.50% on delay in delivery and 0.50% on delay on installation) per week or part thereof, on the invoice value location/office wise. However, the total	Bidder submits that rate of penalty and cap on penalty should be 0.5% (value of the non - delivered Cash Recyclers) per week and 5% of the order value of the non - delivered Cash Recyclers instead of the total order value respectively .	RFP clause stands



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9	Section C	10	6.1	<p>The Bank, at its own discretion may enter into Annual Maintenance Cost(AMC) contract with the successful bidder after completion of successful warranty period of 1 year. The successful bidder has to execute the AMC agreement with the Bank, if contracted, after completion of warranty period. The AMC shall be released quarterly in arrears after satisfactory completion of service during the period and submission of preventive maintenance reports duly certified by the Branches and invoices. The AMC shall be paid on actual basis for the broken period in the Quarter.</p>	<p>Requesting Bank to make payment terms as Monthly in arrears</p>	<p>RFP Clause Stands.</p>
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10	Section C	11	6.1.1	After completion of warranty period of One year, 10 % of the total cost shall be paid only after completion of warranty period of One year or on submission of a Bank Guarantee for equivalent amount by the vendor after releasing 10% acceptance payment.	We request Bank to pay balance 10% on the acceptance by Bank. Selected Vendor will be submitting PBG as per the terms of RFP. This will lead to blocking of liquidity for the vendor.	No change. Bidder to comply with the RFP terms.
11	Section C	12	7.1	The bidder shall provide centralized complaint booking facility to the bank and the dashboard, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.	Requesting Bank to remove "etc." since its not been defined. DN will provide options of Portal Access, Toll free and Onsite support for complaint booking.	Etc removed.
12	Section C	12	7.8	During AMC period [If contracted] Bank may, by notice of not less than 30 days in writing to the bidder, modify or delete either any location or all location, either partial items or	This tantamount to modification of the contract and therefore we suggest to happen on mutually agreed terms .	No change. Bidder to comply with the RFP terms.



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				all items of the contract.		
13	Section C	13	7.9	<p>The Cash Recycler shall comply with RBI, IBA, EMV, NPCI, PCI & GOI guidelines /mandates as on the date of Purchase Order. If any new guidelines/mandates are issued by the regulatory, the successful bidder shall arrange for its upgradation at mutually agreed terms and cost to the Bank.</p>	<p>Point no.66, page 81 and Page 79, clause 46 Annexure 10-Scope of work mentions that all the future RBI guidelines has to be provided free of cost by the vendor. Request Bank to confirm the same as the both the clauses are contradicting.</p> <p>It is impossible to predict future new advisories that may be issued by Bank, RBI or regulators, this can only be handled through change control mechanism which would required mutually agreement and additional cost to Bank</p>	RFP clause stands



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14	Section C	13	7.11	Loading of Infobase Agent, EJ Agent, change in IP address, Cassette configuration, change in combination lock, Password, viewing and taking of Backup of video surveillance images should be done as part of maintenance support at the request of the Bidder. In case of requirement of reloading of InfoBase agent, EJ Agent, the successful bidder has to carry out the same without any additional cost to the Bank.	Requesting Bank to cap the number of visits per annum.	RFP Clause Stands
15	Section C	13	7.15.1	Fixing the Cash Recyclers and UPS issues.	UPS not a part of RFP of 1000 Cash recyclers hence we request Bank to be removed same from the scope	UPS to be removed from the clause



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17	Section F	33	10.1	In the event of termination, the source code / object code / executable code and compilation procedures of the software solution shall be provided to the Bank. All necessary documentation in this behalf should be made available to the Bank. The Intellectual Property Rights for the solution including source code will be owned by the B	This contract is for purchase of Cash Recyclers and AMC , so, which solution is being referred here . In any case , for the licensed software , no source code will be provided and accordingly DN and or relevant third party will continue to be remain the exclusive owner of source code of the licensed software . This clause to be removed .	RFP Clause Stands.
18	Section F	33	10.8	Notwithstanding anything contained, the Bank reserves the right to terminate the contract at anytime without assigning any reasons	Bidder's entire proposal is based on the assumption that contract will live its full term . However, presence of this unfettered termination right to Bank will shaken the very foundation of the said proposal and renders entire proposal business wise unviable . Having said that , Bidder can consider extending such right to Bank subject to the condition that Bank contractually agreed to pay mutually agreed termination fees.	No change. Bidder to comply with the RFP terms.



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19	Section G	36	8.3	Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.	The bidder recommends to reduce the liability limit to last twelve months fees received . Further, Bidder also recommends to revise the wordings as below -: " The Bidder's entire liability arising out of this contract or in connection therewith shall not exceed	RFP Clause Stands.
20	Annexure 9	63	1.1	10th Generation Intel® Core™ i5 Processor or higher with minimum 3.7 GHz and 6 MB cache or above	We request Bank to accept below processor config 6th Generation Intel i5 Processor with 3.3 GHZ and 6 MB cache 6th Generation i5 processor is very high performing processor required to perform all the transactions mentioned by Bank as part of technical specification of this RFP.	Please refer Corrigendum-4.
21	Annexure 9	65	4.1	LED Touch Screen Size:17" minimum	Maximum screen available is 15" which is sufficient for customer visibility. Request Bank to accept the same.	Touch Screen Size:15" minimum
22	Annexure 9	69	8.14	Machine should have magnetic and vibration sensor to detect physical movement of the machine.	Request Bank to please explain the requirement of Magnetic sensor.	The clause stands deleted



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23	Annexure 9	69	9.1	<p>Vendor should have their own software agent for EJ, image pulling and Remote Monitoring Software support for the CR to monitor its functions from a Central site. The CR should be capable of supporting a third party software agent such as SDMS/ Infobase/ Radia, etc. The vendor also agrees to install any software/EJ agents/TSS Agents selected by the Bank at no cost. The vendor undertakes to provide all necessary support for the installation of the software and identifying its impact on the CR throughout the tenure of the contract with any additional cost.</p>	<p>Services of EJ, image pulling and Remote Monitoring Software has to be provided by Bank's MS</p> <p>All the third party software installation will require interface will CRS application software . This will require one time PS cost and engineer visit which will be provided at mutually agreed cost.</p>	<p>RFP Clause to be modified to one time PS cost and engineer visit at mutually agreed cost for any third party software integration and installation.</p>
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24	Annexure 9	70	11	CONTACTLESS CARD READER	We request Bank to confirm if Contactless card reader is required as capability only to be upgraded in future or as part of machine to be delivered at site.	The Cash Recycler should have capability ab-initio to support contactless card reader.
25	Annexure 9	70	12	BARCODE SCANNER	We request Bank to confirm if Barcode scanner is required as capability only to be upgraded in future or as part of machine to be delivered at site.	The Cash Recycler should have capability ab-initio to support barcode scanner
26	Annexure 9	71	13.21	The machine should be GPS enabled without any additional cost to the bank. SB should also provide GPS location monitoring portal access to bank team without additional cost to the bank	Is this mandatory? Bank to provide more details. Where will the GPS tracker be connected to at the backend?	The RFP clause stands deleted
27	Annexure 10	74	5	Bidder /s have to provide user friendly seamless reconciliation process and reports out of the box.	Reconciliation process will come under Banks MS vendor . Request Bank to make necessary change to the clause.	Bidder /s have to support Bank in seamless reconciliation process by providing proper codes available in EJ and EJ reading document.



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28	Annexure 10	74	8	Cash Recycler should accept deposits using any Bank's Debit / Credit cards, without cards, using Aadhar based authentications, with biometric, using Voice authentication, using Bar code reading and using QR code reading also.	Request Bank to provide detailed flow document for Deposit and withdrawal using Aadhar based authentications, Voice authentication and bar code . As of now this is not available.	RFP Clause can be modified to Cash Recycler shall have the capability to support such features.
29	Annexure 10	74	12	If Bank desires to implement IBNS (Intelligent Banknote Neutralization System) in future, Bidder has to provide the same without any extra cost to Bank.	This will require major change in the hardware and software of the machine . Hence it will be implemented at mutually agreed cost.	The details will be finalized with the successful bidder.
30	Annexure 10	75	17	The bidder to ensure timely updation of antivirus to safeguard the machine and its OS from any of above vulnerabilities without any extra cost.	Antivirus needs regular updates to function correctly and detect virus. In ATM environment due to unattended system and network constraints this is of minimal use. Machine comes with firewall to protect terminal from viruses. Bank has also asked for TSS modules like HDD encryption, IP and AP which will make Anti virus redundant . Request Bank to remove antivirus from scope	The bidder to ensure implementation of TSS to safeguard the machine and its OS from any of vulnerabilities without any extra cost.

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31	Annexure 10	76	24	<p>If required, Bidder may be asked to install remote monitoring systems to monitor the health of Cash Recyclers on a 24X7 basis and initiate trouble shooting.</p>	<p>We request Bank to confirm if the remote monitoring system has to be provided as part of RFP since all the services/functions required as part of monitoring software are provided by Bank's MS vendor.</p> <p>Clauses on the RFP are not clear. Since some clauses stipulate vendor to provide remote monitoring system as part of RFP and other clauses stipulate as capability</p>	The RFP clause stands deleted
32	Annexure 10	76	26	<p>Bank shall arrange for the screens and bidder shall be responsible for centrally loading of the screens on the machines without any cost to Bank.</p>	<p>This activity is part of Manges Service which has to be performed by Bank's MS vendor. Request Bank to please confirm.</p>	RFP clause stands
33	Annexure 10	77	35	<p>Bank may ask the successful Bidder to provide one resource for Cash Recycler at the place of deployment for 2 working days for hand-holding to the Branch staff and his responsibilities would include helping Branch staff to carry out day-</p>	<p>Resource if required will be provided at mutually agreed cost. Request Bank to confirm</p>	No change. Bidder to comply with the RFP terms.



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				to-day activities for day end, troubleshooting etc.		
34	Annexure 10	78	39	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 Purchaser's work is not interrupted. Bidder should ensure that separate Earthing is provided for the Cash Recyclers(CRs) before installation and Earthing should be maintained during warranty and AMC period (if contracted). Earthing should be checked during the	Earthing has to be done by Bank's TIS vendor or contractor who has carried out electrical work for the site. Request Bank to please amend the clause	RFP clause stands deleted



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				preventive maintenance.		
35	Annexure 10	79	48	Bank may require starting new product/functionality/features including Multi Vendor Software Solution (MVS) in future on these machines. The Bidder to provide any patch support (if required for such new functionality/feature) free of cost to the Bank during contract period for successful implementation.	All the new product /functionality/features and MVS deployment required in future will be done at mutually agreed PS cost. It is not possible to ascertain the PS cost for integration at time of submitting the TCO.	The details will be finalized with the successful bidder
36	Annexure 10	79 & 81	53 & 60	During the warranty and AMC period, the Bidder is bound to do all hardware spares replacement irrespective of the damage reason without any extra cost to Bank covering all parts & labour from the date of acceptance of the systems by Canara Bank	Spare parts damaged due electrical fluctuations, act of god, short circuit and vandalism will be replaced at additional cost.	No Change. Bidder to comply with RFP terms.



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				at the respective locations i.e. on-site comprehensive warranty.		
37	Annexure-10 :-	82	10.73	Cash Recycler should have a design which provides protection from Ants, Pests, Rats, Rodents, snakes etc. to infiltrate in the machine. The Bidder have to arrange for replacement of the damaged part / replacement of machine as the case may be during the life of Cash Recycler in case of any loss due to Ants, Pests, Rats, Rodents, snakes etc.	DN will share case wise details to Bank since the incident may occur in different scenario and Site maintenance is not under SB Scope	No Change. Bidder to comply with RFP terms.
38	Annexure-10 :-	82	10.76	Bidder to ensure that DVR images are saved and provided, whenever required by the bank without any extra cost to Bank	DVR images retrieval calls to be categorized as activity calls and such calls will be attended with visit charges (mutually agreed)	No Change. Bidder to comply with RFP terms.



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39	Annexure-10 :-	83	10.8	During Warranty and AMC period Bank will not pay any charges for Engineer's visit to site and any part replacement cost as both the warranty and AMC should be comprehensive in nature. And the Bidder needs to deploy their engineer to make the machine up even by replacing spares without any additional cost to the bank for whatever be the damage reason except vandalism, fire incident and act of nature. -	Wear and Tear will be covered under Warranty & Amc however Damages are not covered. DN will share case details with evidences for necessary approvals	No Change. Bidder to comply with RFP terms.
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40	Annexure 10	87&89	46&66	In future, pursuant to RBI or any other regulatory authority's directives for any development / implementation for any functionality, or due to Industry level changes, (which may require software / hardware changes), the same should be provided to the Bank without any additional cost. Cash recyclers with recycling capability deployed shall comply with RBI, DFS, IBA, EMV, NPCI/PCI/NFS/Regulatory etc., and guidelines as on the Effective date of the agreement. If any new guidelines are issued by these organizations, the Bidder shall arrange for its compliance without any extra cost to the Bank, in case no hardware changes are involved. If the	Since , it is impossible to predict future regulatory regime, Bidder can do so only mutually agreed terms & commercials.	No Change. Bidder to comply with RFP terms.
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				hardware needs to be upgraded, the same should be done at mutually agreed rates.		
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41		11	4.2 (1)	Supply, Configuration, Installation, Commissioning and Maintenance of 1000 numbers of Cash Recyclers inclusive of One additional set of (05) Five Cassettes consisting of Four (04) Currency Cassettes and One (01) Reject Bin/Cassette to comply with Cassette Swap Functionality.	These are 6 cassette in CRM, comprising of 4 currency deposit / recycling cassettes, 1 Universal cassette, and 1 Reject bin cassette. Bank is requested to clarify the are 5 cassettes required or 6 cassettes as One Additional set.	No Change. Bidder to comply with RFP terms.
42		12	8	Training:	Bank is requested to clarify, the number of such trainings and frequency. Bidder can provide the training at the time of installation	Will be informed to the successful bidder about the same.
43		13	1.5	Delivery of Cash Recyclers, associated Hardware and Software at all sites within Four (04) to Six (06) weeks. Non-compliance of delivery will result in imposing penalty of 0.50% of total contract value/ per week part thereof, on the invoice value. The maximum	Bank is requested to reduce the maximum penalty to 2% from 5%	No Change. Bidder to comply with RFP terms.



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				penalty will be 5% of total order value		
44		15	3.3	The "Uptime" is for calculation purposes, equals to the Total contracted minutes in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted minutes. "Failure" is the condition that renders the Customers unable to perform any of the defined functions on the Cash Recycler. "Restoration" is the condition when the selected bidder demonstrates that the	Bank is requested to calculate the "downtime" due to bidder for calculation purposes, which equals to the Total minutes in a month from "the down call logged with bidder or intimated to bidder" to "the time of resolution".	No Change. Bidder to comply with RFP terms.



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				solution is in working order and the Bank acknowledges the same.		
45		16	3.5	The Downtime calculated shall not include any failure due to Bank, third party and Force Majeure.	Bidder requests to exclude the vandalism, natural calamity, PM calls & FLM call duration also from downtime	No Change. Bidder to comply with RFP terms.
46		16	3.7	If the Successful Bidder fails to guarantee the required uptime, the Bank shall, for every Half Percent (0.5%) or Part Thereof decrease in guaranteed monthly uptime for each Cash Recycler/Equipment, impose penalty as mentioned below. SI.No Uptime Penalty For Not Maintaining Uptime	Bank is requested to reduce the maximum penalty to INR 250 for every .5 % fall to INR 100	If the Successful Bidder fails to guarantee the required uptime, the Bank shall, for every Half Percent (0.5%) or Part Thereof decrease in guaranteed monthly uptime for each Cash Recycler/Equipment, impose



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			1.Above 99% and Upto 99.5%Rs. 250/- 2.Above 97% and Upto 99%Rs. 750/- 3.Above 95% and Upto 97%Rs. 1500/- 4.Less than 95%Rs. 2000/-		penalty as mentioned below. SI.No Uptime Penalty For Not Maintaining Uptime 1.Above 99% and Upto 99.5%-Rs.250/- 2.Above 97% and Upto 99%-Rs.750/- 3.Above 95% and Upto 97%-Rs. 1500/- 4.Less than or equal to 95%-Rs.2000/-
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47		16	3.8	The maximum penalty levied per location shall not be more than the respective years AMC amount payable, if contracted, for the location per quarter during the AMC period.	Bank is requested to reduce the maximum penalty. If maximum penalty is equal to year AMC amount in that quarter, bidder is going to pay 400% of revenue as penalty, which makes business unviable. Please reduce the maximum penalty to INR 2000/- per CRM per Quarter or 2% of the AMC value of the period served for that CRM e.g. if A CRM is live for 2 months in a quarter the maximum penalty can be 2% of the quarterly AMC value of the CRM..	No Change. Bidder to comply with RFP terms.
48		16	4.1.1	Non-compliance of the delivery of Cash Recyclers as per Section C under Clause 1.5 & Clause 3.2 will result in imposing penalty (0.50% on delay in delivery and 0.50% on delay on installation) per week or part thereof, on the invoice value location/office wise. However, the total Penalty/LD to be recovered under above clauses shall be restricted to 5%(Plus GST) of the total	Bank is requested to reduce the maximum penalty to 2% from 5%	Non-compliance of the delivery of Cash Recyclers as per Section C under clause 1.5 & Clause 3.2 will result in imposing penalty (0.50% on delay in delivery and 0.50% on delay on installation) per week or part thereof, on the invoice value of non-delivered/ late-installed Cash Recyclers. However, the



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				contract value (exclusive of Taxes).		total Penalty/LD to be recovered under above clauses shall be restricted to 5%(Plus GST) of the total contract value (exclusive of Taxes).
49		21	7.11	Loading of Infobase Agent, EJ Agent, change in IP address, Cassette configuration, change in combination lock, Password, viewing and taking of Backup of video surveillance images should be done as part of maintenance support at the request of the Bidder. In case of requirement of reloading of InfoBase	Bidder requests bank to keep the bank induced activities on chargeable basis	No Change. Bidder to comply with RFP terms.



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				agent, EJ Agent, the successful bidder has to carry out the same without any additional cost to the Bank.		
50		21	7.15.1	Fixing the Cash Recyclers and UPS issues.	Bank is neither purchasing UPS nor is availing UPS AMC from bidder. Request to please clarify, does bidder need to factor the cost of this scope also or bank will modify the clause.	UPS To be removed from clause
51		22	8.3.1	The selected Bidder/ shall rectify the defect within a period of four hours for the call logged up to 3.00 PM and within a period of 18 hours for the call logged after 3.00 PM. If the Bidder/s fail to adhere to the timelines penalty to be levied.	Bidder request bank to add the actual Travel time in the TAT of 4 hours.	No Change. Bidder to comply with RFP terms.
52		82	12	If Bank desires to implement IBNS (Intelligent Banknote Neutralization System) in future, Bidder has to	Bank is requested to keep the future scope on mutually agreed cost	The details will be finalized with the successful bidder.



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				provide the same without any extra cost to Bank.		
53		15	15	If the successful bidder /s is not able to rectify / resolve the disabled or disconnected sites for EJ pulling in co-ordination with MSP/Bank/EJ Vendor, a penalty per incident / machine will be charged @ 0.5% of Contract value per machine subject to maximum of 5% of total contract value. All machine-wise / Transaction-wise EJs must be stamped with the 'Event Time'.	Bank is requested to reduce the maximum penalty to 2% from 5%	RFP clause stands. Bidder to comply with the RFP terms.
54		83	19	The Bidder must ensure before delivery that Cash Recycler BIOS is such that the CR will ONLY boot from the primary HDD and nothing else. After this configuration changes,	Bidder requests bank to manage the BIOS password as BIOS passwords are normally under the scope of bank	Please refer Corrigendum-4



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				protect this configuration with the BIOS (non-generic) password, which will be managed by the bidder.		
55		85	35	Bank may ask the successful Bidder to provide one resource for Cash Recycler at the place of deployment for 2 working days for hand-holding to the Branch staff and his responsibilities would include helping Branch staff to carry out day-to-day activities for day end, troubleshooting etc.	Bank is requested to keep modify the "2days" Onsite resource requiring to "2visits" else this will become very expensive for bidder.	Please refer Corrigendum-4
56		87	50	During the Warranty and AMC period, the Bidder should extend the On Site Service Support. The scope of Warranty and AMC shall include Fixing the Cash recycler problems. Upgradation, supply, installation and	Bidder request t keep "upgrade scope" to be at mutually agreed cost	No Change. Bidder to comply with RFP terms.



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				implementation of upgraded versions of software (updates /upgrades) Rectification of Bugs/defects (if any), Preventive Maintenance, quarterly maintenance of Hardware/Software Reinstallation of firmware/software, whenever required without any additional cost.		
57		90	70	In the event of cessation of system support by OEMs to the existing operating system the Bidder shall upgrade and install the latest higher version of operating system and all application software for supporting the new operating software has to be deployed in all the Cash Recyclers with no extra cost (including rollout) to Bank. The Bidder shall also	Bidder request to keep "upgrade scope" to be at mutually agreed cost	RFP Clause can be modified to in case of hardware change required to support any upgradation same to be done on mutually agreed basis.



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				upgrade hardware required to support the higher version of operating system at no extra cost to Bank.		
58		90	73	Cash Recycler should have a design which provides protection from Ants, Pests, Rats, Rodents, snakes etc. to infiltrate in the machine. The Bidder have to arrange for replacement of the damaged part / replacement of machine as the case may be during the life of Cash Recycler in case of any loss due to Ants, Pests, Rats, Rodents, snakes etc.	Bidder requests bank to maintain the site hygiene to avoid the entry of Ants, Pests, Rats, Rodents, snakes etc. at site.	No Change. Bidder to comply with RFP terms.
59		91	80	During Warranty and AMC period Bank will not pay any charges for Engineer's visit to site	Bidder requests to also keep the parts/visits on chargeable, if the reasons are attributable to bank or its customers.	No Change. Bidder to comply with RFP terms.

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ಅಧಿಪ್ರಾಪ್ತೀವಂವಿಕ್ರೇತಾಭುಗತಾನಅನುಭಾಗ - ಡಿಜಿಟಲ್‌ಬೆಂಕಿಂಗ್‌ಸೇವಾಶಾಖಾ
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				and any part replacement cost as both the warranty and AMC should be comprehensive in nature. And the Bidder needs to deploy their engineer to make the machine up even by replacing spares without any additional cost to the bank for whatever be the damage reason except vandalism, fire incident and act of nature. If any spare goes faulty and takes time for replacement, Bidder should ensure temporary spare until the replacement spare is installed to ensure the required uptime.		
60		91	82	The Cash Recyclers should be equipped with GPS tracker for identifying exact GEO locations	This is normally under the scope of e Surveillance vendor. Bank is requested to remove this clause	RFP clause stands deleted



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61		NA	General	Maximum penalty clause for all services	Bank is requested to confirm, overall maximum penalty cap of the revenue for the Scope under this RFP.	Maximum penalty is limited to 5% of the Total Contract Value.
62		15	3.1	The successful bidder shall guarantee a 24x7 availability with monthly uptime of 99.5% for each Cash Recycler and other equipment as specified in Annexure-10 (Scope of Work), Annexure-08 (Functional Specifications) and Annexure-09 (Technical requirements), during the period of the Contract and also during AMC/ATS, if contracted, which shall be calculated on monthly basis.	99.5% Uptime on Recycler is difficult to achieve and it is not practical. None of the vendors in the market able to meet this spec. Request Bank to amend this as 95% or 96%	No Change. Bidder to comply with RFP terms.
63		64	8.4	4. Identify the year of Issue of Indian Currency Note.	There is no provision to detect the year of printing and take any action. Currency templates are designed to handle all circulation currency and different qualities. Pre demonetization currencies are handled correctly and are rejected. Any new currency if gets into the same category they will be added to the template to handle them as per the requirement. However, these are not based on year	Please refer Corrigendum-4



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					of printing rather print version how it is called. Request Bank to delete this clause	
64		64	9	Bidder/OEM should have the Certificate of the Cash Recycler is certified for Base 24 ATM switch integration.	Base 24 or ACI don't certify any Cash Recyclers. Our recyclers are built based on standard NDC interface and most banks in India are already using the deposit / Recycling through this interface. We provide a test Recycler ATM to Bank and resource to carryout SIT and support for UAT to ensure all required specifications are tested and ready for deployment. Request Bank to remove the clause of certification term.	Please refer Corrigendum-4
65		71	1.1	10th Generation Intel® Core™ i5 Processor or higher with minimum 3.7 GHz and 6 MB cache or above	Currently the highest spec for an embedded Intel processor is Intel 10th Generation i5 3.1Ghz. This comes with 6 core processor and 12MB cache. Request Bank to look into the same	Please refer Corrigendum-4.
66			1.3	1x1TB or higher SATA HDD (for OS) 1x 1 TB or higher SATA HDD (For camera Image)	As we move to next generation cores we are adopting to better performing disk, SSDs. Also while we are selecting the disk size it is designed to take care of the current and future needs. Many other factors need to be taken into consideration like Hard Disk encryption which is also a time consuming and time taken is based on the size of the Hard Disk. We have choose the below spec which is best suited for the ATM/ Recycler keeping the all necessities like OS, Applications, storing of images etc. 1x500GB SSD Primary & 1x1TB HDD. Request Bank to consider this and provide and option to supply SSD with spec mentioned	Please refer Corrigendum-4



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67			1.4	3 or more USB ports in front for front access of Cash Recycler	All ATMs & Recyclers are no USB based hardware so availability of USB ports not an issue. We have made 2 USB ports accessible at the front and free ports are there at the ATM PC Core level in case any additional hardware to be added. Request Bank to amend this as "2 or more USB ports in front for front access of Cash Recycler"	Please refer Corrigendum-4
68			1.5	DVD Writer	DVD drive now has become obsolete, request Bank to remove this or make it optional based on how the software for the ATM/Recycler to be loaded by OEM. We are using secure USB Pen Drives or Secure SSDs for software loading which is faster, reliable and secure as well	DVD Writer is made optional.
69			1.7	Microsoft Windows 10 or higher with latest service pack. In the event of OEM ceasing support to the existing operating system the successful bidder shall upgrade and install the latest higher version of operating system and all application software supporting the operating software for satisfactory function of Cash Recyclers on all Cash Recyclers	Win10 what we are supplying is the latest which has committed support until Jan 2029. Request Bank to look into this and restrict this to the time of Win 10 support as per OS OEM, Microsoft.	RFP Clause can be modified to The successful bidder shall also upgrade hardware required to support the higher version of operating system on mutually agreed basis.



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				deployed with no extra cost to Bank. The successful bidder shall also upgrade hardware required to support the higher version of operating system at no extra cost to Bank.		
70				Software with CEN 3.0, XFS complaint and cross-vendor Support	For the Recycler to work under Multi-vendor software environment. CEN XFS 3.20 is must. Request Bank to amend this as "Software with CEN 3.20, XFS complaint and cross-vendor Support"	No Change. Bidder to comply with RFP terms.
71		72	2.1	UL 291 Level 1/CENL Certified Secure Chest or higher (Certificate issued in favor of the bidder by these agencies to be provided by the bidder as part of the bid document)	CEN 1 is the minimum security level what is being supplied in India and globally. Request Bank to look into the same	RFP clause stands
72		73	3.10	Contactless Card (Like NFC) integration capability.	Requesting bank to clarify the requirement here. Whether NFC reader required to be supplied or capabilities to be upgraded at a later date at cost	The Cash Recycler should have capability ab-initio to



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						support NFC/Contactless Card Reader
73			4.1	LED Touch Screen Size:17" minimum	All ATMs and Recyclers today comes with 15" LED / LCD. Request Bank to change this to 15" Display	RFP Clause to be modified to LED Touch Screen Size:15" minimum
74			4.3	Touch screen and Function Display Key- FDKs (support for visually handicapped through Braille Function Keys & EPP as per industry standard wherever required). Touch Screen should be of sturdy make.	As evolution of better touchscreen and user exercise through smartphone, we have discontinued the FDK Keys. Also from visually handicapped support, the software is tuned to work using EPPs like IVR. This is as per RBI / IBA guidelines. Request Bank to consider this and make FDK as an optional with Touch as a mandatory feature	Touch screen and (Optional) Function Display Key-FDKs (support for visually handicapped through Braille Function Keys & EPP as per industry standard wherever required). Touch Screen should be of sturdy make.

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75		73	4.5	Cash Recycler must be capable of performing under extreme conditions. Temperature : Minus(-) 0 degree Celsius to plus 50 degree Celsius (Without Air Conditioner) Humidity : 5 to 95 % (Without Air Conditioner) ;	Any lobby ATM / Recycler recommended temperature is 10 to 40C and 20 to 80RH. We recommend using of Aircon for better functioning of the device and long term use. Request bank to amend this clause as per the specification mentioned above	RFP Clause to be modified to Cash Recycler must be capable of performing under extreme conditions. Temperature : 10 degree Celsius to 40 degree Celsius (Without Air Conditioner) Humidity : 10 to 95 % (Without Air Conditioner)
76		74	4.10	Braille stickers with FDKs on all devices as per requirements to support visually challenged.	All devices like Card reader, PIN Pad, Cash pocket has Braille decals. FDKs are not used for Visually challenged transactions hence requesting bank to drop this clause	The RFP clause stands deleted
77		74	4.16	Voice guidance support with internal speakers and head phone jack. Terminal should report status (XFS) whether headphone is present/not present in headphone jack, to the monitoring system	There is no provision under XFS to detect the headphone present or not. The way VG is designed, the moment headphone is inserted into the slot, VG starts. This is as per IBA defined flow. Request Bank to look into the same	CR should have Voice guidance support with internal speakers and head phone jack.

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78		77	9.1	Vendor should have their own software agent for EJ,	Please provide clarity for the EJ agent to be supplied or not	Please refer Corrigendum-4.
79		77	9.4	CR should mandatorily have remote diagnostic services by installing necessary agents. These services are meant to diagnose and predict any problems with the Cash Recycler including but not limited to predicting parts failure (We do have this capabilities, however this requires connection to our monitoring center, requesting bank to clarify if bank is going to open up the firewall to connect to our server for remote diagnostics or not. This is critical from over all scoping of the project	Please refer Corrigendum-4
80		77	10.4	Cash Recycler application must be secured with TLS 1.3 or above and vendor shall provide TLS 1.3 or above along with the CR without any extra cost to the Bank	TLS 1.2 is the latest available in Win 10 and TLS 1.3 may be released in Win 11 or Win 12. Requesting bank to limit this to TLS 1.2 only	Please refer Corrigendum-4
81		78	11.1	Contactless Card integration capability (Hardware and Software) supporting the ISO 14443 Type A/Type B, MiFare and ISO/IEC 18092, ISO 21481 specifications.	Please clarify the Contactless H/w and s/w to be supplied or capabilities to upgrade at a later date at cost?	The Cash Recycler should have capability ab-initio to support contactless card reader.



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82		78	12.1	Recycler should have reader/scanner to scan 1D/2D barcode and QR codes from mobile phones. The reader should be compliant with Code128, Code39, QR Code standards.	Barcode reader on the ATM/Recyclers are not the standard and no clear use case. Requesting Bank to make this an optional upgrade if required so that there is no cost burden to Bank	The Cash Recycler should have capability ab-initio to support Barcode Scanner
83		79	13.20	Bank's Logo and Name should be displayed on the front of the Cash Recycler and Call Centre Numbers & Email Address should be pasted on the Cash Recycler & customization for all the three sides with polycarbonate film the design will be provided by bank.	We request Bank to go with front design as Recyclers are tend to be pushed into the wall/partition and side covers are blocked from customer view	RFP clause stands
84		79	13.21	The machine should be GPS enabled without any additional cost to the bank. SB should also provide GPS location monitoring portal access to bank team without additional cost to the bank	GPS based monitoring is not being offered in the market and there is no clear use and cost justification as this requires lot of other elements for it to work. It is best suited for an out door device / vehicle which can be easily tracked through GPS. Request Bank to remove this clause	The RFP clause stands deleted



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85		71	1.6	101 keys Keyboard integrated with Mouse operations / Integrated with EPP	Keyboard and mouse are not required for regular operations performed on an NCR recycler. Please remove this requirement or make it optional	No Change. Bidder to comply with RFP terms.
86		71	1.8	Software with CEN 3.0, XFS complaint and cross-vendor Support	CEN XFS 3.0 spec was released in 2000 (22 years ago) and does not support the recycler functionality. Request the bank to please correct this to CEN XFS 3.20 which was the first version of XFS spec which introduced support for recycler functionality	RFP clause to be amended to "Software with CEN 3.20, XFS complaint and cross-vendor Support"
87		71	1.11	CR should have static windows password. CR Windows OS should be configured to work in a locked down / restricted mode (with non admin rights).	This requirement for a static password is somewhat confusing. Request the bank to remove the first sentence as the request of the specification is sufficient and clear.	In RFP, "CR should have static windows password" to be removed.
88		73	3.7	Cash recycler must also have biometric authentication functionality with finger -print reader as per Aadhar specifications and same is required from the initial stage. The Cash recycler should support Bio-metric functions and integrated with the Bank's Biometric	The latest Aadhaar specification requires the fingerprint images to be transmitted for authentication. Data of this size cannot be sent using the NDC protocol and a parallel infrastructure for such a solution will need to be established. Request the bank to therefore remove this requirement or make it optional	The Cash Recycler should have capability ab-initio to support biometric authentication functionality with finger -print reader as per Aadhar specifications. The Cash recycler should have



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				solution and UIDAI certified solution (Aadhar) without any additional cost to the Bank.		capability ab-initio to support Bio-metric functions and integrated with the Bank's Biometric solution and UIDAI certified solution (Aadhar) with no additional cost to the Bank.
90		80	14.3	Cash recycler should be preloaded with CEN XFS 3.0 compliant layer and should be capable of running multivendor software without any hardware changes.	CEN XFS 3.0 spec was released in 2000 (22 years ago) and does not support the recycler functionality. Request the bank to please correct this to CEN XFS 3.20 which was the first version of XFS spec which introduced support for recycler functionality	RFP clause to be ammended to "Software with CEN 3.20, XFS complaint and cross-vendor Support"



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91		44	8	The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:	The bidder shall defend the Bank and indemnify from time to time and at all times against suits or legal proceeding filed against the Bank for loss, damage or costs (including legal costs) and expenses that are finally awarded against the Bank under a final non-appealable order due to Bidder's gross negligence or willful misconduct resulting into:	No change. Bidder to comply with the RFP terms.
92		44	8.2	The bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other	infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Solution/Service supplied by them.	No change. Bidder to comply with the RFP terms.



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				infringements in respect of Solution/Services supplied by them.		
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93				New addition	8.1.4 The Bidder will comply with its indemnification obligations if (a) suit or a legal proceeding is filed against the Bank as per section 1 above ("Third Party Claim"); (b) Bank provides the Bidder prompt written notice without undue delay that the Third Party Claim has been threatened or brought, whichever is sooner (the "Claim Notice"); (c) Bank allows Bidder to take sole control of the defense and any appeal or settlement (at the Contractor's discretion) of the Third Party Claim (collectively, "Defense or Settlement"); (d) Bank cooperates with the Contractor (including providing relevant documentation and information) with respect to the defense or settlement; and (d) Bank complies with all court orders.	No change. Bidder to comply with the RFP terms.
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94			8.2.2	The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.	The limits specified in below clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.	No change. Bidder to comply with the RFP terms.
95			8.2.3	All Employees engaged by the Bidder shall be in sole employment of the bidder and the bidder shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on	All Employees engaged by the Bidder shall be in employment of the bidder or its subcontractors and the bidder or the sub-contractor shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the bidder or its sub-contractor.	No change. Bidder to comply with the RFP terms.



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				account of injury / death / termination) of any nature to the employees and personnel of the bidder.		
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96		8.3	Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.	Bidder's aggregate liability during the entire term of the Agreement shall be subject to an overall limit of the annual total Cost of the project.	No change. Bidder to comply with the RFP terms.
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97				New Clause	NEITHER PARTY WILL BE LIABLE TO THE OTHER, WHETHER IN AN ACTION IN CONTRACT, TORT, PRODUCT LIABILITY, STRICT LIABILITY, STATUTE, LAW, EQUITY, OR OTHERWISE, ARISING UNDER OR RELATED TO THIS AGREEMENT OR ANY ORDER, FOR: (A) INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES; (B) LOSS OF PROFITS OR REVENUE (OTHER THAN IN AN ACTION BY NCR TO RECOVER AMOUNTS OWED); OR (C) LOSS OF REPUTATION, GOODWILL, TIME, OPPORTUNITY, DATA, OR ACCESS TO DATA. PARTIES AGREE THAT THE AMOUNT OF PENALTY OR THE SERVICE CREDITS AGREED UNDER SERVICE LEVEL AGREEMENT ARE GENUINE PRE-ESTIMATED LOSS OR DAMAGE TO BE SUFFERED BY THE BANK DUE TO SERVICE LEVEL FAILURE OR ANY DEFICIENCY. THEREFORE, RECOVERY OF PENALTY OR SERVICE CREDITS WILL BE BANK'S SOLE AND EXCLUSIVE REMEDY AND CONTRACTOR'S SOLE LIABILITY FOR SERVICE LEVEL FAILURE.	No change. Bidder to comply with the RFP terms.
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98		45	9.2	For the purpose of this clause, “Force Majeure” shall mean an event beyond the control of the bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the bidder, resulting in such a situation.	9.2. For the purpose of this clause, “Force Majeure” shall mean an event beyond the control of the bidder, due to or as a result of or caused by acts of God or Governments, wars, insurrections, riots, earth quake and fire, floods, heavy rains, epidemic, pandemic, lock downs, strikes, substantial increase in costs including labor costs, events not foreseeable but does not include any fault or negligence or carelessness on the part of the bidder, resulting in such a situation	No change. Bidder to comply with the RFP terms.
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99		46	16.1	<p>Bidder warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. The bidder should ensure that the Hardware and Software supplied to the Bank shall not infringe the third party intellectual property rights, if any. The bidder has to ensure that third party rights are not infringed even in case of equipment /software</p>	<p>Bidder warrants that it has appropriate intellectual property rights, including copyrights, patents and other intellectual property rights in the products to be supplied by the Bidder ("Products").</p>	<p>No change. Bidder to comply with the RFP terms.</p>
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				supplied on behalf of consortium as bidder.		
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100		46	16.2	<p>In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; [b] replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or [c] if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse bank for any amounts paid to bidder for such deliverables, along with the</p>	<p>In the event that the Products become the subject of claim of violation or infringement of a third party's intellectual property rights ("IP Claim"), bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such Products; or [b] replace or modify such deliverables to make them noninfringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or [c] If Bidder in its discretion determines that none of the foregoing is available on a reasonable basis, accept the return of the Products and reimburse bank for any amounts paid to Bidder for such infringing Products, after deducting depreciation on a 5 year straight line method. However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard.</p>	<p>No change. Bidder to comply with the RFP terms.</p>
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ಅಧಿಪ್ರಾಪ್ತೀವವಿಕ್ರೇತಾಭುಗತಾನಅನುಭಾಗ - ಡಿಜಿಟಲ್‌ಬೆಂಕಿಂಗ್‌ಸೇವಾಶಾಖಾ
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				replacement costs incurred by Bank for procuring an equivalent equipment in addition to the penalties levied by Bank. However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, the bidder shall be responsible for payment of penalties in case service levels are not met because of inability of the bank to use the proposed solution/service.		
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101		47	16.3	<p>The indemnification obligation stated in this clause apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party]. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party make any payment or bear any other substantive obligation without the prior written consent of</p>	<p>The indemnification obligation stated in this clause apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party] and the indemnified party complying with the final court's order. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. Such consent shall not be unreasonably withheld or denied. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby. The obligations set forth in this section will not apply to an IP claim if the alleged infringement is based on, caused by, or results from: (a) Bidder's compliance with any of Bank's designs, specifications, or instructions; (b) modification of the Bidder Product other than by Bidder; (c) use of the Bidder Product other than as provided by this Agreement; (d) use of other than the latest Bidder Product version Bidder has made available or provided to Bank; or (e) combination or use of the Bidder Product with any product or service not provided to you by Bidder.</p>	<p>No change. Bidder to comply with the RFP terms.</p>
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				<p>the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.</p>	
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102		47	16.4	The bidder acknowledges that business logics, work flows, delegation and decision making processes of Bank are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors of Hardware/Software.	Request bank to delete this clause	No change. Bidder to comply with the RFP terms.
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103		50	25.1	<p>The VENDOR has to get itself annually audited by internal/ external empaneled Auditors appointed by the PURCHASER/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the PURCHASER/such auditors in the areas of products (IT hardware/software) and services etc., provided to the PURCHASER and the VENDOR is required to submit such certification by such Auditors to the PURCHASER. The VENDOR and or his/their outsourced agents/subBidders (if allowed by the PURCHASER) shall facilitate the same. The PURCHASER can</p>	<p>The VENDOR, with reasonable notice in advance (except in case of RBI or any regulatory authority) has to get itself annually audited by internal/ external empaneled Auditors appointed by the PURCHASER/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the PURCHASER/such auditors in the areas of products (IT hardware/software) and services etc., provided to the PURCHASER and the VENDOR is required to submit such certification by such Auditors to the PURCHASER. The VENDOR and or his/their outsourced agents/subBidders (if allowed by the PURCHASER) shall facilitate the audit. The PURCHASER can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the VENDOR. The VENDOR shall, whenever required by the Auditors, furnish all relevant information, records/data reasonably related to the services provide by the Bidder to the auditors. All costs for such audit shall be borne by the PURCHASER.</p>	<p>No change. Bidder to comply with the RFP terms.</p>
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				<p>make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the VENDOR. The VENDOR shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the PURCHASER.</p>		
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104		50	25.2	Where any deficiency has been observed during audit of the VENDOR on the risk parameters finalized by the PURCHASER or in the certification submitted by the Auditors, the VENDOR shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the VENDOR shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.	Where any deficiency in the services provided by the Bidder has been observed during audit of the VENDOR on the risk parameters finalized by the PURCHASER or in the certification submitted by the Auditors, the VENDOR shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the said deficiencies. The resolution provided by the VENDOR shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.	No change. Bidder to comply with the RFP terms.
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105		50	25.3	<p>The VENDOR shall, whenever required by the PURCHASER, furnish all relevant information, records/data to such auditors and/or inspecting officials of the PURCHASER/Reserve Bank of India and or any regulatory authority. The PURCHASER reserves the right to call and/or retain for any relevant material information/reports including auditor review reports undertaken by the VENDOR (e.g., financial, internal control and security reviews) and findings made on VENDOR in conjunction with the services provided to the PURCHASER</p>	<p>The VENDOR shall, with reasonable notice in advance from the Bank, whenever required by the PURCHASER, furnish all relevant information, records/data reasonably related to the service provided by the Bidder to such auditors and/or inspecting officials of the PURCHASER/Reserve Bank of India and or any regulatory authority. The PURCHASER reserves the right to call and/or retain for any relevant material information/reports reasonably related to the services provided by the Bidder to the Bank. The Bidder shall not be obliged to provide any business sensitive information, confidential information, trade secret or its costs or margin etc.</p>	<p>No change. Bidder to comply with the RFP terms.</p>
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106		40	10.1	The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:	The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons if the Bidder fails to rectify the breach or discrepancy within 60 days from the date of notification from the Bank in writing and recover liquidated damages in terms of the contract, in the event of one or more of the following conditions:	No change. Bidder to comply with the RFP terms.
107		40	10.4	In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days prior notice to the bidder.	Request bank to delete this clause	No change. Bidder to comply with the RFP terms.



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109		41	10.7	In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.	In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate towards liquidated damages.	No change. Bidder to comply with the RFP terms.
110		41	10.8	Notwithstanding anything contained, the Bank reserves the right to terminate the contract at anytime without assigning any reasons. Incase of termination of contract for the reasons that the services of vendor are not found satisfactory", the Bank shall be free to Blacklist the vendor thereby debarring them from participating in	Incuse of termination of contract for the reasons that the services of vendor are not found satisfactory", the Bank shall be free to Blacklist the vendor thereby debarring them from participating in future Bids/Tender processes.	No change. Bidder to comply with the RFP terms.



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				future Bids/Tender processes.		
111		41	10.9	The Bidder is obligated to support the orderly transition and complete knowledge transfer to another vendor or to the Bank.	The Bidder is obligated to support the orderly transition of services on a commercially reasonable basis to another vendor or to the Bank.	No change. Bidder to comply with the RFP terms.
112		41	10.1	In the event of termination, the source code / object code / executable code and compilation procedures of the software solution shall be provided to the Bank. All necessary documentation in this behalf should be made available to the Bank. The Intellectual Property Rights for the solution including source code will be owned by the Bank.	Request bank to delete this clause	No Change. Bidder to comply with RFP terms.



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113		18	6.2	<p>During the Warranty and AMC (if contracted) period, the Bidder should extend the On Site Service Support. The scope of Warranty and AMC (if contracted) shall include</p> <p>1.1.1. Rectification of Bugs/defects if any.</p> <p>1.1.2. Preventive Maintenance Yearly.</p> <p>1.1.3. Maintenance of Cash Recyclers including its Hardware/Software and related Peripherals.</p>	<p>6.2 During the Warranty and AMC (if contracted) period, the Bidder should extend the On Site Service Support. The scope of Warranty and AMC (if contracted) shall include</p> <p>1.1.1. attending to bugs / defects reported by the Bank and making reasonable efforts for rectification of Bugs/defects if any.</p> <p>1.1.2. Preventive Maintenance Yearly.</p> <p>1.1.3. Maintenance of Cash Recyclers including its Hardware/Software and related Peripherals.</p>	<p>During the Warranty and AMC (if contracted) period, the Bidder should extend the On Site Service Support. The scope of Warranty and AMC (if contracted) shall include</p> <p>1.1.1. Rectification of Bugs/defects if any.</p> <p>1.1.2. Preventive Maintenance Quarterly.</p> <p>1.1.3. Maintenance of Cash Recyclers including its Hardware/Software and related Peripherals.</p>
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114		20	7.1	If any software and Hardware 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].	If any software 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].	No change. Bidder to comply with the RFP terms.
115		20	7.2	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.	attempting to rectify any error or bug reported by the Bank in the Software or media during the full period of the contract including Warranty and AMC, if contracted, at no extra cost to the Bank.	No Change. Bidder to comply with RFP terms.
116		20	7.5	Only licensed copies of software shall be supplied. The bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.	Only licensed copies of software shall be supplied. The bidder shall grant perpetual license to the Bank to use Bidder's software. Further, all software supplied shall be of latest version as on the date of submission of bid proposal.	No Change. Bidder to comply with RFP terms.



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117		21	7.1	Any corruptions in the Hardware/Software/Media shall be rectified during the full period of the contract including Warranty and AMC, if contracted, at no extra cost to the Bank.	Request bank to delete this clause	No Change. Bidder to comply with RFP terms.
118		21	7.15.2	Rectification of Bugs, if any.	attempting rectification of Bugs reported by the Bank, if any.	No Change. Bidder to comply with RFP terms.
119		21	7.15.7	Supply, Installation, Upgradation and implementations of upgraded versions of Hardware/Software.	Supply, Installation, Upgradation and implementations of upgraded versions of Hardware/Software at a mutually agreed costs payable by the Bank.	Upgradation of Hardware at mutually agreed cost.
120		22	7.17	Any change in Hardware/Software of Cash Recycler, the successful bidder shall be communicated to the Bank well in advance within the period of One month from the date of release. The successful bidder shall arrange to commission& install at free of cost. Bank reserves the right to procure the	Any change in Hardware/Software of Cash Recycler, the successful bidder shall be communicated to the Bank well in advance within the period of One month from the date of release. The successful bidder shall arrange to commission& install at cost to be mutually agreed with the Bank and payable by the Bank	RFP Clause can be modified to in case of hardware change required to support any upgradation same to be done on mutually agreed basis.

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				upgradations at no extra cost.		
121		22	9.2	<p>If the hardware /software do not perform in accordance with the Contract during the Warranty Period, then the Selected Bidder shall take such steps as necessary to repair or replace the Hardware/ Software. Such warranty service shall be provided at the Vendor's expense and shall include all media, parts, labour, freight and insurance to and from the Department's site.</p>	<p>If the hardware /software do not perform in accordance with its published specifications during the Warranty Period, then the Selected Bidder shall take such steps as necessary to repair or replace the Hardware/ Software. Such warranty service shall be provided at the Vendor's expense and shall include all media, parts, labour, freight and insurance to and from the Department's site.</p>	<p>No Change. Bidder to comply with RFP terms.</p>

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122		22	9.3	If any defect in the Hardware/Software/Solution is not rectified by the Selected Bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Bank: a) the defect has been corrected; and b) the hardware/ Software functions in accordance with the Contract for a reasonable period of time.	If any defect in the Hardware/Software/Solution is not rectified for its perform in accordance with its published specification before the end of the Warranty Period then the Bidder will refund the amount paid by the Bank for the material non-conforming services within 30 days from the date of request by the Bank in writing. Such refund will not exceed the annual maintenance charges paid by the Bank for the non-conforming service or in case of non-conforming Product, the cost of Bidder's Product paid by the Bank.	No Change. Bidder to comply with RFP terms.
123	Training	4	8.1	Bidder should provide the training as and when they receive request from Bank to this effect. The Bidder shall ensure delivering training material and hands-on during the training.	Request bank to modify the clause as" Bidder should provide online training as and when they receive request from Bank to this effect. The Bidder shall ensure delivering training material and hands-on during the training.	No Change. Bidder to comply with RFP terms.
124	Training	4	8.2	The selected Bidder should also make provision for downloadable lessons / user manuals /	Clause to be rectified to Online Training	No Change. Bidder to comply with RFP terms.

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				procedure documents etc.,		
125	Delivery, Installation, Configuration, Integration, Commissioning & Acceptance	5	1.5	Delivery of Cash Recyclers, associated Hardware and Software at all sites within Four (04) to Six (06) weeks. Non-compliance of delivery will result in imposing penalty of 0.50% of total contract value/ per week part thereof, on the invoice value. The maximum penalty will be 5% of total order value.	We request for relaxation for delivery to 8-9 weeks. Further Bidder will not be liable for cause in delay due to Bank's end for providing necessary approvals/documentations	Delivery of Cash Recyclers, associated Hardware and Software at all sites within Four (04) to Six (06) weeks. Non-compliance of delivery will result in imposing penalty of 0.50% of value of non-delivered Cash Recyclers per week part thereof, on the invoice value. The maximum penalty will be 5% of total order value.



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126	Delivery, Installation, Configuration, Integration, Commissioning & Acceptance	5	1.9	However, if the hardware items are already delivered, and if the modifications in locations are made after delivery, the selected bidder shall carry out installation and commissioning at the modified locations in coordination with the Bank for shifting at no additional cost. The Warranty should be applicable to the altered locations also.	If the bank request to shift the delivered hardware to a new location, shifting charges & installation charges at the new location have to be borne by the bank	As installation of Machine is not done in the present case, Bank will accord Shifting Charges as per SLA/ Mutually agreed cost.
127	Uptime	7	3.1	The successful bidder shall guarantee a 24x7 availability with monthly uptime of 99.5% for each Cash Recycler and other equipment as specified in Annexure-10 (Scope of Work), Annexure-08 (Functional Specifications) and Annexure-09 (Technical requirements), during the period of the Contract and also	Request bank to change the monthly uptime of 97.5%	No Change. Bidder to comply with RFP terms.



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				during AMC/ATS, if contracted, which shall be calculated on monthly basis.		
128	Uptime	7	3.2	Infrastructure availability including network, compute and storage shall be at a minimum 99.95%.	This is not bidders responsibility, has to be bank's responsibility	No change. Bidder to comply with the RFP terms.
129	Uptime	8	3.5	The Downtime calculated shall not include any failure due to Bank, third party and Force Majeure.	In addition to this clause, we also request Bank to consider exclusion of 20 min for hardware related downtime and 30 min incase of Communication Downtime. This will be treated as Observation period as possibly this downtime will be due to network fluctuation.	No Change. Bidder to comply with RFP terms.

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130	Uptime	8	3.7	If the Successful Bidder fails to guarantee the required uptime, the Bank shall, for every Half Percent (0.5%) or Part Thereof decrease in guaranteed monthly uptime for each Cash Recycler/Equipment, impose penalty as mentioned below.	We propose the below penalty clause: 1. Above 97% - Nil/- 2. Above 97% and Upto 97.5%- Rs. 250/- 3. Above 95% and Upto 97%- Rs. 750/- 4. Less than 95%- Rs. 800/- Request bank to kindly ammend the same.	No Change. Bidder to comply with RFP terms.
131	Uptime	8	3.8	The maximum penalty levied per location shall not be more than the respective years AMC amount payable, if contracted, for the location per quarter during the AMC period.	Request bank to re-phrase this clause as "Maximum Penalty per machine should not be more than 10% of AMC amount payable for that machine for that year"	No Change. Bidder to comply with RFP terms.
132	Uptime	8	3.9	If monthly uptime is less than 95%, the Bank shall levy penalty as above and also Bank shall have full right to terminate the contract under this CONTRACT or AMC, if contracted. The right of termination shall be in addition to the above	Request bank to remove this clause	No Change. Bidder to comply with RFP terms.

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				extension period and penalty.		
133	Uptime	8	3.1	The successful Bidder shall submit monthly uptime reports once in a quarter within 45 days from the end of the quarter for each Cash Recycler location and penalty shall be recovered by the Bank while releasing payment for AMC	Bank shall deduct penalty amount from AMC payment post both the parties mutually agrees on Penalty amount	No Change. Bidder to comply with RFP terms.



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134	Penalties & Liquidated Damages	8	4.1.1	Non-compliance of the delivery of Cash Recyclers as per Section C under Clause 1.5 & Clause 3.2 will result in imposing penalty (0.50% on delay in delivery and 0.50% on delay on installation) per week or part thereof, on the invoice value location/office wise. However, the total RFP-14/DBS/1000CRs/2022 dated 08/08/2022 Page 9 of 118 Penalty/LD to be recovered under above clauses shall be restricted to 5%(Plus GST) of the total contract value (exclusive of Taxes).	Request bank to please cap LD to 1%	Non-compliance of the delivery of Cash Recyclers as per Section C under clause 1.5 & Clause 3.2 will result in imposing penalty (0.50% on delay in delivery and 0.50% on delay on installation) per week or part thereof, on the invoice value of non-delivered/late-installed Cash Recyclers. However, the total Penalty/LD to be recovered under above clauses shall be restricted to 5%(Plus GST) of the total contract value (exclusive of Taxes).
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135	5. Payment Terms & Conditions	9	5.5	The Bank shall have the right to withhold any payment due to the bidder, in case of delays or defaults on the part of the bidder. Such withholding of payment shall not amount to a default on the part of the Bank	Bank should be entitled to withhold only the payment for which the delay or default has occurred and release other payments on time.	No Change. Bidder to comply with RFP terms.
136	Annual Maintenance Charges(AMC)	10	6.3	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 (i.e. AMC/ATS Cost percentage per annum should not be less than 5% of the cost of Hardware and software).	Is there any stipulation for minimum AMC to be quoted? Request bank to pls clarify on the same.	No change. Bidder to comply with the RFP terms.



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137	Annual Maintenance Charges(AMC)	10	6.2 / 1.1.2	Preventive Maintenance Yearly.	Should be quarterly	Preventive Maintenance is on Quarterly Basis.
138	Stages of Payment	11	6.1.1	70% on delivery, 10% on installation, 10% on Acceptance test, 10% on PBG	While there is clause for deemed acceptance, payment terms are not clear in case of deemed acceptance site. Request bank to kindly clarify this	No change. Bidder to comply with the RFP terms.
139	Stages of Payment	11	6.1.1	70% on delivery, 10% on installation, 10% on Acceptance test, 10% on PBG	Request bank to kindly change this to "Delivery 80%, Installation & acceptance 20%"	No change. Bidder to comply with the RFP terms.
140	Scope Involved During Warranty and AMC (if contracted)	13	7.11	Loading of Infobase Agent, EJ Agent, change in IP address, Cassette configuration, change in combination lock, Password, viewing and taking of Backup of video surveillance images should be done as part of maintenance support at the request of the Bidder. In case of requirement of reloading of InfoBase agent, EJ Agent, the	Video backup cannot be taken by field team during PM. Request bank to kindly remove this particular line	No Change. Bidder to comply with RFP terms.



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				successful bidder has to carry out the same without any additional cost to the Bank.		
141	Scope Involved During Warranty and AMC (if contracted)	13	7.1	Any corruptions in the Hardware/Software/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 reasons attributable to Bidder then can be rectified at FOC	No Change. Bidder to comply with RFP terms.
142	Scope Involved During Warranty and AMC (if contracted)	14	7.17	Any change in Hardware/Software of Cash Recycler, the successful bidder shall be communicated to the Bank well in advance within the period of One month from the date of release. The successful bidder shall arrange to commission & install at free of cost. Bank	Any changes in hardware/ software which is not in scope of this RFP shall be done on a mutually agreed cost	RFP Clause can be modified to in case of hardware change required to support any upgradation same to be done on mutually agreed basis.



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				reserves the right to procure the upgradations at no extra cost.		
143	Pricing	31	9.1	The Price offered to the Bank must be in Indian Rupees inclusive of all taxes but Inclusive of GST(CGST/SGST/IGST).	This clause is not clear. Request bank to clarify the same.	The Price offered to the Bank must be in Indian Rupees Inclusive of GST/Taxes.
144	Order Cancellation /Termination of Contract	32	10	10.Order Cancellation/Termination of Contract: 10.1.1. Delay in delivery of services in the specified period. 10.2.1. Non submission of acceptance of order within 7 days of order. 10.2.2. Excessive delay in execution of order placed by the Bank. 10.2.5. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.	Request bank to remove this clause	No change. Bidder to comply with the RFP terms.
145	10. Order Cancellation	33	10.8	Notwithstanding anything contained, the Bank reserves the right	The Bank's right to terminate the contract at any time without assigning any reasons should be by	No change. Bidder to comply



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	/Termination of Contract			to terminate the contract at anytime without assigning any reasons. Incase of termination of contract for the reasons that the services of vendor are not found satisfactory”, the Bank shall be free to Blacklist the vendor thereby debarring them from participating in future Bids/Tender processes.	providing 180 days prior written notice to the successful Bidder	with the RFP terms.
146	10. Inspection of Records	37	10	Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Bank under this GeM bid and the vendor shall extend all cooperation in this regard.	Any Audit by Bank or its appointed external auditors has to be conducted by providing 7 days prior written notice to the successful bidder.	No change. Bidder to comply with the RFP terms.



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147	25. Right to audit	42	25.3	<p>The VENDOR shall, whenever required by the PURCHASER, furnish all relevant information, records/data to such auditors and/or inspecting officials of the PURCHASER/Reserve Bank of India and or any regulatory authority. The PURCHASER reserves the right to call and/or retain for any relevant material information/reports including auditor review reports undertaken by the VENDOR (e.g., financial, internal control and security reviews) and findings made on VENDOR in conjunction with the services provided to the PURCHASER.</p>	<p>Any Audit by Bank or its appointed external auditors has to be conducted by providing 7 days prior written notice to the successful bidder. For RBI Audit, Bank has to intimate the successful bidder as soon as the Bank received notice from RBI. All documents provided by the successful bidder during Audit has to be kept Confidential.</p>	<p>No change. Bidder to comply with the RFP terms.</p>
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148	PC Core-Processor & OS Features	63	1.1	10th Generation Intel® Core™ i5 Processor or higher with minimum 3.7 GHz and 6 MB cache or above	Kindly change this clause as "6th Generation Intel® Core™ i5 Processor with 3.7 GHz and 6 MB cache "	Please refer Corrigendum-4.
149	PC Core-Processor & OS Features	63	1.7	In the event of OEM ceasing support to the existing operating system the successful bidder shall upgrade and install the latest higher version of operating system and all application software supporting the operating software for satisfactory function of Cash Recyclers on all Cash Recyclers deployed with no extra cost to Bank.	Duration of contract is 8 years. It is impossible to predict changes in OS during this long tenure and cost cannot be factored now. Hence as per Industry standard, upgrades are to be done mutually agreed basis	RFP Clause can be modified to The successful bidder shall also upgrade hardware required to support the higher version of operating system on mutually agreed basis.
150	Customer Interface	65	4.1	LED Touch Screen Size:17" minimum	Request bank to change it as "LED Touch Screen Size: 15" minimum", as this is standard across industry	RFP Clause to be modified to LED Touch minimum Screen Size:15" & above.
151	Customer Interface	65	4.5	Cash Recycler must be capable of performing under extreme conditions. Temperature : Minus(-)	Kindly change this as "Temperature : 5-40 degree. Humidity : 10 ~ 95%"	RFP Clause to be modified to Cash Recycler must be capable of performing under

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				0 degree Celsius to plus 50 degree Celsius (Without Air Conditioner) Humidity : 5 to 95 % (Without Air Conditioner)		extreme conditions. Temperature : 10 degree Celsius to 40 degree Celsius (Without Air Conditioner) Humidity : 10 to 95 % (Without Air Conditioner)
152	Bill Validator	66	5.1	Validating bill head width path upto 177mm or more	170mm or less are supported due to note size change from 2018 as RBI guideline. Request bank to change the clause accordingly	The RFP clause stands deleted
153	Cash Module	67	6.3	Hence, in total there will be 4 recyclable cassettes, 1 universal cassette and 2 reject bin with specific functionality mentioned earlier	We can provide total 6 cassettes/Bins containing 4 Recycling, 1 Universal and 1 Reject Bin for impounding suspect notes. Our machines ensure that suspected notes are treated separately from Genuine notes and are stored in separate Bin.	In total there will be 4 recyclable cassettes, 1 universal cassette and 1 or more cassettes for counterfeit/ suspect notes and/ or Rejected/ Retracted Notes.



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154	Connectivity	69	10.4	Cash Recycler application must be secured with TLS 1.3 or above and vendor shall provide TLS 1.3 or above along with the CR without any extra cost to the Bank	As per the current RBI guideline, TLS 1.2 is supported. Request bank to change this clause accordingly	Please refer Corrigendum-4.
155	INTERFACE - CORE BANKING SOFTWARE & ATM SWITCH	72	14.4	Cash Recycler must have capability for integration with NARADA ATM Switch/FINACLE/Any Other Switch.	What is the relevance of Narada switch here?. Also Finacle is a Core Banking system. No CRM can integrate with Core Bank system and function	Please refer Corrigendum-4.
156	Annexure 10- Scope of Work	74	12	If Bank desires to implement IBNS (Intelligent Banknote Neutralization System) in future, Bidder has to provide the same without any extra cost to Bank.	IBNS is not implemented by any Bank. Hence cost for the same cannot be factored at this moment. It should done as and when required on mutually agreed basis	The details will be finalized with the successful bidder.



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157	Delivery and site preparation	79	46	In future, pursuant to RBI or any other regulatory authority's directives for any development / implementation for any functionality, or due to Industry level changes, (which may require software / hardware changes), the same should be provided to the Bank without any additional cost.	Future upgrades will be implemented basis agreeing on commercial terms	RFP Clause can be modified to in case of hardware change required to support any upgradation same to be done on mutually agreed basis.
158		81	60	Supply, installation and replacements of original spare parts due to breakdowns, voltage fluctuations, Electrical Earthing related, electrical fluctuations, short circuit, rodent attacks, ant attacks, natural wear & tear or due to aging etc. of Cash recyclers will be borne by Bidder without any extra cost to the Bank. If there is any requirement for physical visit of	Breakdown of spare parts due to voltage fluctuations, Electrical Earthing related, electrical fluctuations, short circuit, rodent attacks, ant attacks are not covered under warranty/ AMC. This would be chargeable to the bank.	No Change. Bidder to comply with RFP terms.



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				engineer to fetch the CCTV footage from the machine as per bank's request, then the same should be done by Bidder without any extra cost to the Bank.		
159	Annexure 10- Scope of Work	83	82	The Cash Recyclers should be equipped with GPS tracker for identifying exact GEO locations.	Cash recycler is a stationery equipment and grouted to the floor. There is no such requirement provided by Any Bank till now. Hence this needs to be removed	The RFP clause stands deleted
160	Annexure 10- Scope of Work	83	83	The Bidder has to provide a monitoring tool to monitor component wise status of the Cash recycler. The monitoring tool must be accessible through a web browser and access to the monitoring tool to be provided to the Bank officials at Head Office, Digital banking Department. At any	we believe monitoring tool shall be given by Banks MS vendor. In case Bank requires us to provide monitoring solution then Kindly add line item in commercial bid format for this solution.	The RFP clause stands deleted



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				point of time if the terminal is down due to any reason the monitoring tool must be capable to displaying the exact error on real time basis.		
163	Annexure 11- Bill of Material	85		Annexure 11- Bill of Material	Will Reverse Auction be on the amount mentioned in Column K of table 1	No change. Bidder to comply with the RFP terms.

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165	ANNEXURE - COST OF CONSUMABLES AND SPARES	87	Parts Price list	<p>We propose below mentioned parts to be added in the list:</p> <ul style="list-style-type: none"> • 15" LCD Monitor including touch screen • Power supply unit • EPP 5.0 • Electronic Lock • Function Key (L) • Function Key (R) • USB Camera for face • USB Camera for hand • Front Panel GAS Spring (L) with accessories • Front Panel GAS Spring (R) with accessories • Lock Key (Door Operation Key)/Cassette Key • Front Key Sensor Assembly • Cabinet Lower Chest Door (without key cylinder) • Fascia (Molded portion only) • Harness Cable • DIP Smart Card Reader with ant skimming • Receipt Printer • Printer Head (for Receipt Printer) • Cutter (for Receipt Printer) • PC - PIV 2GHz or higher, 1 GB RAM, DVD Writer, 2 X 160GB • PC Core Motherboard • Hard Disk • Cash Slot Assembly - Presenter • Cash Module Shutter Assembly • Cassette • External Transport Unit • Main Control Board • Sub Control Board 	Some of the parts are already present in the list, however it is also mentioned that the Bidder can add additional rows if required
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					<ul style="list-style-type: none"> • Bill Validator (ZR) • Escrow Tape • Escrow Unit • Cash Module Upper Front Assembly • Cash Module Upper Rear Assembly • Cash Module Lower Front Assembly • Cash Module Lower Rear Assembly • Cash Module Rail (Upper) • Cash Module Rail (lower) • RP spool • Cash/Receipt Slot Flicker Lamp • Power Switch Unit • Front,Rear,Safe Door Switch • Upper Unit • Lower Unit • Main Power Supply • DVS writer • Push latch assembly • Finger print reader (Biometric) • Front Door Assembly • Power Cable • USB Cable • Hood Door Break Opening • Visit Charges of Engineer (Pe Visit) • Grouting Of Cash Recycler • DE grouting of Cash Recycler • Chest Door Cutting Charges • Earthling Station for Cash Recycler • Shifting of machine within same premises with de-installation & re-installation without insurance • Shifting of machine within same city with de- 	
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					<div>installation & re-installation without insurance</div> <div><div><div>• Shifting of machine from one city to another city with de-installation & re-installation without insurance</div><div>• Shifting of machine from one city to another state with de-installation & re-installation without insurance</div></div></div>	
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166	Annexure 12-Non Disclosure Agreement	90			The exclusions to Confidential Obligations has to be included like: (i) information which is already available and becomes available in public domain, or (ii) information received from third party, who is not binded by any confidentiality obligation, or (iii) developed by the bidder without reference to Bank's confidential information or (iv) required to be disclosed by the order of court or Government Authority	No change. Bidder to comply with the RFP terms.
168	1.Delivery, Installation, Configuration	5	1.5	Delivery of Cash Recyclers, associated Hardware and Software at all sites within Four (04) to Six (06) weeks. Non-compliance of delivery will result in imposing penalty of 0.50% of total contract value/ per week part thereof, on the invoice value. The maximum penalty will be 5% of total order value.	Request Bank to modify the Delivery of Cash Recyclers, associated Hardware and Software at all sites within Ten (10) to Fourteen (14) weeks. Non-compliance of delivery will result in imposing penalty of 0.10% of total contract value/ per week part thereof, on the invoice value. The maximum penalty will be 1% of total order value.	Delivery of Cash Recyclers, associated Hardware and Software at all sites within Four (04) to Six (06) weeks. Non-compliance of delivery will result in imposing penalty of 0.50% of value of non-delivered Cash Recyclers per week part thereof, on the invoice value. The maximum penalty will be 5% of total order value.



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169	3.Uptime	7	3.1 & 3.2	<p>The successful bidder shall guarantee a 24x7 availability with monthly uptime of 99.5% for each Cash Recycler and other equipment as specified in Annexure-10 (Scope of Work), Annexure-08 (Functional Specifications) and Annexure-09 (Technical requirements), during the period of the Contract and also during AMC/ATS, if contracted, which shall be calculated on monthly basis. Infrastructure availability including network, compute and storage shall be at a minimum 99.95%</p>	<p>Since these are Cash Recycler Machines, we Request Bank to modify this clause as The successful bidder shall guarantee a 24x7 availability with monthly uptime of 95.00% for each Cash Recycler and other equipment as specified in Annexure-10 (Scope of Work), Annexure-08 (Functional Specifications) and Annexure-09 (Technical requirements), during the period of the Contract and also during AMC/ATS, if contracted, which shall be calculated on monthly basis. Infrastructure availability including network, compute and storage shall be at a minimum 95.00%</p>	<p>RFP Clause Stands. However, the clause "Infrastructure availability including network, compute and storage shall be at a minimum 99.95%" stands removed.</p>
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170	3.Uptime	8	3.8	The maximum penalty levied per location shall not be more than the respective years AMC amount payable, if contracted, for the location per quarter during the AMC period.	100 % penalty of AMC is not acceptable, Request Bank to modify this clause as the minimum penalty levied per location and penalty need to be capped at 5% of the particular location.	No Change. Bidder to comply with RFP terms.
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171	Liquidated Damages for Non-Performance :	9	4.1.2 - 4.1.6	<p>4.1.2 Liquidated Damages for Non-Performance: If the specifications of the CONTRACT are not met by the Bidder during various tests, the Bidder shall rectify or replace the same at their own cost to comply with the specifications immediately to ensure the committed Uptime, failing which the Bank reserves its right to reject the items.</p> <p>4.1.3 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</p>	Request Bank to Clarify on ,difference between Penalty and LD	RFP clause is self explanatory.
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				Bidder in respect of other Orders. 4.1.4 The above penalty & LDs are independent of each other and are applicable separately and concurrently. 4.1.5 The penalty and LD are applicable for each location individually. 4.1.6 LD is not applicable for the reasons attributable to the Bank and Force Majeure. 5. Payment Terms & Conditions		
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173		11	3.5	<p>The selected bidder will undertake to ensure availability of Cash Recyclers during the contract period, as well as maintenance of sufficient inventory of genuine spare parts during contract period.</p>	<p>Below exclusions to be added under Machine:</p> <ul style="list-style-type: none"> -Any service resulting from theft attempt, negligence, misuse, or abuse, including the failure to operate and care for Machine in accordance with the manufacturer's power, environmental, and other specifications. -Movement of Machine by anyone other than Bidder. - Machine breakdown due to an alteration to Machine or use of an attachment not provided and/ or supplied by Bidder in writing to be compatible with Machine standard interfaces. -Machine is opened, tampered with or repaired by any person other than a person authorized by Bidder - Damage to or loss of currency cassettes not caused by Bidder - Damage caused by rodents or natural disasters - Data loss due to Virus or otherwise - Service calls resulting from the Errors, or omissions of the Bank or the Bank's cash in transit provider - Service Calls due to external circumstances such as water, fire, riots, accidents or environmental conditions including but not limited to improper power supply. - Any miss-dispensation from the CR, the liability for the same shall not be of the Bidder. - Any improper handling by the Customer/ third party. 	<p>No Change. Bidder to comply with RFP terms.</p>
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174		12	7.1	The Bidder shall provide user level training for identified employees of the Bank, depending upon Bank's requirement on PAN India basis without any additional cost to the Bank.	Bank to make a note, more that one training should be considered as chargeable	The training has to be provided at the time of installation of Cash Recycler for the Branch Personnel in not more than 2 visits.
175		13	7.11	7.11 Loading of Infobase Agent, EJ Agent, change in IP address, Cassette configuration, change in combination lock, Password, viewing and taking of Backup of video surveillance images should be done as part of maintenance support at the request of the Bidder. In case of requirement of reloading of InfoBase agent, EJ Agent, the successful bidder has to carry out the same without any additional cost to the Bank.	Request Bank to modify this clause as In case of requirement of reloading of InfoBase agent, EJ Agent, the successful bidder has to carry out the same at mutually agreed terms and cost to the Bank.	No Change. Bidder to comply with RFP terms.



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176	7.15 During Warranty and AMC period, the Bidder should extend the Onsite Service Support. The scope of Warranty and AMC shall include:	13	7.15.1	Fixing the Cash Recyclers and UPS issues.	UPS is not in our scope and request Bank to amend this clause as fixing the Cash Recycler issues.	The RFP stands modified as under: <u>Fixing the Cash Recyclers issues.</u>
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177	8. Local Support:	14	8.3.1	8.3 Response Time and Meantime to Restore [MTTR] 8.3.1 The selected Bidder/ shall rectify the defect within a period of four hours for the call logged up to 3.00 PM and within a period of 18 hours for the call logged after 3.00 PM. If the Bidder/s fail to adhere to the timelines penalty to be levied.	We request Bank to provide the Time and Mean Time to Restore based on the Metro, Urban and Rural Locations.	No Change. Bidder to comply with RFP terms.
178		16	3.9	UPTIME: If monthly uptime is less than 95%, the Bank shall levy penalty as above and also Bank shall have full right to terminate the contract under this CONTRACT or AMC, if contracted. The right of termination shall be in addition to the above extension period and penalty.	Right of termination shall be subject to 30 days prior written notice to the Successful Bidder. Also, while computing uptime exceptional circumstances where dependency is on Bank shall be factored.	No Change. Bidder to comply with RFP terms.



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179		16	3.9	Uptime	<p>Below exclusions to be added under Machine:</p> <ul style="list-style-type: none"> -Any service resulting from theft attempt, negligence, misuse, or abuse, including the failure to operate and care for Machine in accordance with the manufacturer's power, environmental, and other specifications. -Movement of Machine by anyone other than Bidder. - Machine breakdown due to an alteration to Machine or use of an attachment not provided and/ or supplied by Bidder in writing to be compatible with Machine standard interfaces. -Machine is opened, tampered with or repaired by any person other than a person authorized by Bidder - Damage to or loss of currency cassettes not caused by Bidder - Damage caused by rodents or natural disasters - Data loss due to Virus or otherwise - Service calls resulting from the Errors, or omissions of the Bank or the Bank's cash in transit provider - Service Calls due to external circumstances such as water, fire, riots, accidents or environmental conditions including but not limited to improper power supply. - Any miss-dispensation from the CRM, the liability for the same shall not be of the Bidder. - Any improper handling by the Customer/ third 	No change. Bidder to comply RFP terms.
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				party. - Force Majeure events.	
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180		16	4	Penalties & Liquidated Damages:	Bank should either levy penalty or liquidated damages. The reason for LD should be solely attributable to the Bidder and not otherwise. Further, Bidder should be entitled for a cure period before such liquidated damages.	RFP clause is self explanatory.
181		17	5.5	The Bank shall have the right to withhold any payment due to the bidder, in case of delays or defaults on the part of the bidder. Such withholding of payment shall not amount to a default on the part of the Bank	Delay should be directly attributable to the Bidder and shall be exempted under Force Majeure situation. Further, Bank should not levy both	No Change, Bidder to comply with the RFP terms.
182		17	4.1.2	Liquidated Damages	The Bank shall levy Liquidated damages only in case it should be directly attributable to Bidder and not otherwise	RFP clause is self explanatory.



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183		17	5	Payment Terms & Conditions	In case of delay in payment made by the Bank, Bidder should be entitled to charge interest @ 18% p.a from the date of outstanding till the amount actually released by the Bank. Further, the bidder shall also be entitled to suspend / terminate the services in case Bank fails to make payment on time and Bank agrees that such suspension shall not be termed as breach of the Agreement. Further, the bank should not be allowed to withheld the whole payment.	No change. Bidder to comply with the RFP terms.
184		17	5	Payment Terms & conditions	In case of delay in payment made by the Bank, Bidder should be entitled to charge interest @ 18% p.a from the date of outstanding till the amount actually released by the Bank. Further, the bidder shall also be entitled to suspend the services in case Bank fails to make payment on time and Bank agrees that such suspension shall not be termed as breach of the Agreement. Further, the bank should not be allowed to withheld the whole payment.	No change. Bidder to comply with the RFP terms.
185		18	6.1	Annual Maintenance Charges: The Bank, at its own discretion may enter into Annual Maintenance Cost(AMC) contract with the	We request Bank to delete highlighted wording which requires multiple agreements for same services. As it is Bank has termination rights, therefore, suggest that initial service agreement shall cover AMC term as well which will avoid	No change. Bidder to comply with the RFP terms.



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			successful bidder after completion of successful warranty period of 1 year. The successful bidder has to execute the AMC agreement with the Bank, if contracted, after completion of warranty period. The AMC shall be released quarterly in arrears after satisfactory completion of service during the period and submission of preventive maintenance reports duly certified by the Branches and invoices. The AMC shall be paid on actual basis for the broken period in the Quarter.	multiple documentation and audit queries post 1 year.	
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186		21	7.9	<p>The Cash Recycler shall comply with RBI, IBA, EMV, NPCI, PCI & GOI guidelines / mandates as on the date of Purchase Order. If any new guidelines/mandates are issued by the regulatory, the successful bidder shall arrange for its upgradation at mutually agreed terms and cost to the Bank.</p>	<p>Machines provided at the commencement shall be compliant to guidelines, however, for any future upgrades, compliances to regulatory guidelines Bidder is required to incur additional costs then, same should be mutually discussed between Parties at that time.</p>	<p>No change. Bidder to comply RFP terms.</p>
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187		22	9	Warranty Below exclusions shall be considered for warranty - Any issues resulting from theft attempt, negligence, misuse, or abuse, including the failure to operate and care for Cash Recycler in accordance with the manufacturer's power, environmental, and other specifications. -Movement of Cash Recycler by anyone other than Bidder. - Cash Recycler breakdown due to an alteration to Cash Recycler or use of an attachment not provided and/ or supplied by Bidder in writing to be compatible with Cash Recycler standard interfaces. - Cash Recycler is opened, tampered with or repaired by any person other than a person authorized by Bidder - Damage to or loss of currency cassettes not caused by Bidder - Damage caused by rodents or natural disasters - Data loss due to Virus or otherwise - Service calls resulting from the Errors, or omissions of the Bank or the Bank's cash in transit provider - Service Calls due to external circumstances such as water, fire, riots, accidents or environmental conditions including but not limited to improper power supply. - Any miss-dispensation from the ATM or BNA, the liability for the same shall not be of the Bidder. - Any improper handling by the Customer/ third	No change. Bidder to comply RFP terms.
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ಅಧಿಪ್ರಾಪ್ತೀವಂವಿಕ್ರೇತಾಭುಗತಾನಅನುಭಾಗ - ಡಿಜಿಟಲ್‌ಬೆಂಕಿಂಗ್‌ಸೇವಾಶಾಖಾ
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				party. - Force Majeure events.	
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188		23	12	Subcontracting: 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.	Subcontracting should be allowed with prior intimation.	No change. Bidder to comply RFP terms.
189		26	5.5	Period of Validity of Bids: prices quoted by Bidder shall remain fixed for the entire Contract period and shall not be subjected to variation on any account, including exchange rate fluctuations and custom duty. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected. The Bank reserves the	Bidder should be entitled to revise the rates in case of specific directions provided by a regulator or a government authority or on account of applicable law should compliance of the same lead to any changes required to be done in the manner in which the Services are performed and the same results in an additional cost for Bidder, the Bidder will perform the services as per the requirements stated in the agreement. Any cost of additional effort or work due to changes in applicable government laws and regulations would have to be borne by the Bank.	No change. Bidder to comply with the RFP terms.



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				right to call for fresh quotes at any time during the Bid validity period, if considered, necessary.		
190	7. Execution of Agreement:	30	7.1	7.1. Within 21 days from the date of acceptance of contract, selected bidder along with OEM shall sign a stamped tripartite "Agreement" with the Bank at Bangalore as per the format. Failure to execute the agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected bidder.	We request Bank to Modify this clause as Within 28 days from the date of acceptance of contract, selected bidder along with OEM shall sign a stamped tripartite Agreement" with the Bank at Bangalore as per the format. Failure to execute the agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected bidder.	No change. Bidder to comply with the RFP terms.



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191	8. Security Deposit / Performance Bank Guarantee:	31	8.1 & 8.2	<p>8.1. The successful bidder should submit a Security Deposit/Performance Guarantee @ 3% of the total project cost as specified in the Bid Schedule within 15 days from the date of acceptance of the purchase order.</p> <p>8.2. If the Security Deposit/Performance Bank Guarantee is not submitted within the stipulated time, penalty at 0.5% for each completed week of delay or part thereof on the value of the order (exclusive of taxes) plus GST will be deducted from the delivery payment of from any other payments for delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5%</p>	<p>Request Bank to Modify this clause as 8.1. The successful bidder should submit a Security Deposit/Performance Guarantee @ 3% of the total project cost as specified in the Bid Schedule within 28 days from the date of acceptance of the purchase order.</p> <p>8.2. If the Security Deposit/Performance Bank Guarantee is not submitted within the stipulated time, penalty at 0.1% for each completed week of delay or part thereof on the value of the order (exclusive of taxes) plus GST will be deducted from the delivery payment of from any other payments for delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 3% of the total order value(Excl. of Taxes) plus GST.</p>	No change. Bidder to comply with the RFP terms.
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				of the total order value(Excl. of Taxes) plus GST.		
192	Section-F	33	F. Ownership and Awarding of Contract 10.Order Cancellati	10.Order Cancellation/Termination of Contract:	i. We request Bank that In case of early termination, Bidder can only assist the Bank for another vendor however, Bidder should not be held liable for any expenditure incurred by the Bank pertaining to the same. Further, in case Bank cancels / terminates the contract as per its convenience or wherein its canceled due to the acts or omission of Bank, the Bank shall be liable to	No change. Bidder to comply with the RFP terms.



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			on/Termination of Contract:		pay unrecovered costs to the Bidder and within specified time as will be mentioned in the notice by the Bidder. ii. Further, even the Bidder should be entitled to terminate the Agreement in case Bank defaults the payment terms as agreed.	
193	8. Indemnity	36	8.2.2	The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited	Reques Bank to fix the cap on liability	No change. Bidder to comply with the RFP terms.



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194	Section-G	36	Section-G General Terms and Conditions Clause 8 Indemnity	8. Indemnity	<p>i. We request Bank that the Bidder should only be liable to indemnify (wherever applicable under this RFP) for proven damages or losses which are suffered by the Bank (including any customer claims) by the adjusting authority and not otherwise and which are solely attributable to the Bidder. Further, the Bidder shall be liable to indemnify the Bank under this contract only and not under any other contracts.</p> <p>ii. We suggest to also incorporate the below: Limitation of liability: We suggest to curtail the limit to 10 % of the relevant order placed from time to time with Bidder.</p> <p>The Bidder will not be responsible for any of data loss attributed to any reasons of force majeure or for other reasons beyond the control of the Vendor (e.g. Natural calamity, electricity failure, data migration, system failure, virus etc.).</p>	No change. Bidder to comply with the RFP terms.
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195	Section-G	37	Section-G General Terms and Conditions 9. Force Majeure	9. Force Majeure 9.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the bidder, resulting in such a situation.	The Force Majeure definition should also include, notifications issued by governmental or semi-governmental bodies from time to time or any other acts of Government, Pandemic and Lock-down etc.	No change. Bidder to comply with the RFP terms.
196		39	9.3	Pricing No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the price validity period..	The rates shall be revised on year to year to basis as per mutual discussion.	No change. Bidder to comply with the RFP terms.



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197		41	10.7	<p>Performance Bank Guarantee: In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.</p>	Before invoking Bank Guarantee, the Bank should provide reasonable time period to full fill the obligation.	No change. Bidder to comply with the RFP terms.
198		41	10.8	<p>Notwithstanding anything contained, the Bank reserves the right to terminate the contract at anytime without assigning any reasons. Incase of termination of contract for the reasons that the services of vendor are not found satisfactory”, the Bank shall be free to Blacklist the vendor thereby debarring them</p>	In case Bank terminates the contract as per its convenience, the Bank shall be liable to pay unrecovered costs to the Bidder and within specified time as will be mentioned in the notice by the Bidder.	No change. Bidder to comply with the RFP terms.



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				from participating in future Bids/Tender processes.		
199		41	10.1	In the event of termination, the source code / object code / executable code and compilation procedures of the software solution shall be provided to the Bank. All necessary documentation in this behalf should be made available to the Bank. The Intellectual Property Rights for the solution including source code will be owned by the Bank.	Not relevant to our services. Request to delete this clause.	No Change, Bidder to comply with the RFP terms.



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200		42	3	Confidentiality:	Bidder should be responsible for actual breach and not threatened breach. The Bidder shall use the Confidential Information and keep it confidential except to the extent that any Confidential Information :- (i) is now or subsequently becomes publicly available through no act, fault, breach or omission on the part of the Bidder; or (ii) disclosure by Bidder which is required by law or by order of any court or government or regulatory agency in India. However in such an event, the Bidder shall intimate the Disclosing party about the disclosure. The Bidder shall ensure, that any such disclosure will be limited to the extent of Confidential Information required to satisfy that disclosure obligation.	No change. Bidder to comply with the RFP terms.
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 ಅಧಿಪ್ರಾಪ್ತೀವಂವಿಕೇತಾಭುಗತಾನಅನುಭಾಗ - ಡಿಜಿಟಲ್‌ಬೆಂಕಿಗಸೇವಾಶಾಖಾ
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201		44	8.3	Limitation of liability:	Suggest not to agree unlimited liability and delete the exceptions as mentioned therein. The total liability of the Bidder for the actual and proceed loss shall not extent to payment received by the Bidder in the last 3 months from the date of such loss or damage suffered by Bank. Further, unlimited liability cannot be accepted. Further, The Bidder will not be responsible for any of data loss attributed to any reasons of force majeure or for other reasons beyond the control of the Bidder (e.g. Natural calamity, electricity failure, data migration, system failure, virus etc.). The Bidder will not be responsible for any malfunctioning of the system due to virus attacks, tampering with the existing software system/data base, hardware/operating system, Database related problems and any fake, forged, soiled, loose notes or for the notes which is not issued by RBI during the Agreement.	No change. Bidder to comply with the RFP terms.
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202		44	8	Indemnity:	Would suggest that the Indemnity should be mutual. Further, the Bidder should only be liable for proven damages or losses which are suffered by the Bank (including any customer claims) by the adjudicating authority and not otherwise and which are solely attributable to the Bidder. Further, this clause should survive only till the termination or expiration of the executed agreement. Further, the Bidder should not be responsible to indemnify the Bank for the losses occurred due to inference by the Bank's employee during the performance of the services.	No change. Bidder to comply with the RFP terms.
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204		45	9.2	<p>For the purpose of this clause, “Force Majeure” shall mean an event beyond the control of the bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the bidder, resulting in such a situation.</p>	<p>Suggest to language in this Clause for better clarity: Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or the Bank as the case maybe which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance, such as:</p> <ul style="list-style-type: none"> - Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics/pandemics, - Situations, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes, - Terrorist attacks, public unrest in work area, <p>Provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes.</p> <ul style="list-style-type: none"> - Notifications issued by governmental or semi-governmental bodies from time to time. <p>The Selected bidder or the Bank shall not be liable for delay in performing his / her obligations resulting from any Force Majeure cause as referred to and / or defined above</p>	<p>No change. Bidder to comply with the RFP terms.</p>
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205		45	12	Assignment The successful bidder shall not assign to any one, in whole or in part, its obligations to perform under the GeM bid/contract, except with the Bank's prior written consent.	Bidder should be entitled to assign to its affiliates and subsidiaries with prior intimation.	No change. Bidder to comply with the RFP terms.
206		46	14	Insurance	Bidder shall under no condition/s be responsible for any losses incurred because of any acts of Terrorism Warlike situations/ Bomb explosion, Act of Foreign Enemy, hostilities, civil war, Rebellion, insurrection, Civil Commotion, Military or Usurped Power, Seizure, Capture, detainment by the order of any government or any other authority. Hence losses under such situations cannot be lodged.	No change. Bidder to comply with the RFP terms.
207		48	17.8	The selected bidder shall ensure compliance of CVC guidelines issued or to be issued from time to time for Solution/service by the Bank.	The Bidder should be responsible for such compliances which are related to its business and not otherwise.	No change. Bidder to comply with the RFP terms.



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208		48	18	PRE CONTRACT INTEGRITY PACT	The fraudulent practice or corrupted practice shall be proven by the Bank Further, Bidder shall only be responsible for the breaches or violations of the terms if any, which are directly attributable to the Bidder and which are proven by the adjudicating authority. Further, request for deletion of Fall clause as reducing price automatically would unreasonable.	No change. Bidder to comply with the RFP terms.
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209		49	23	Hiring of Existing/Ex/Retired Employees of the Bank: Bidder or any of its subBidder(s) shall not hire any of the existing/ex/retired employees of the bank during the contract period or after the closure/ termination of contract even if existing/ ex/retired employee actively seek employment from the Bidder or any of its subBidder(s). The period / duration after the date of resignation/retirement/ termination after which the existing/ ex/ retired employee shall be eligible for taking up such employment shall be governed by regulatory guidelines/HR policies of the Bank.	This non-solicitation clause shall be made reciprocal. Also, it shall not apply in case the person is employed through public advertisements or online hiring platforms.	No change. Bidder to comply with the RFP terms.
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210		50	25.3	<p>Right to Audit: Vendor shall, whenever required by the Bank, furnish all relevant information, records/data to such auditors and/or inspecting officials of the PURCHASER / Reserve Bank of India and or any regulatory authority. The Bank reserves the right to call and/or retain for any relevant material information/reports including audit or review reports undertaken by the Vendor (e.g., financial, internal control and security reviews) and findings made on Selected Bidder in conjunction with the services provided to the PURCHASER.</p>	<p>The bidder should be responsible only to show the relevant data pertaining to the Agreement and not otherwise. Further, in case Bank retain any information / data of the Bidder, the Bank shall be obliged to protect the information / data in the same manner as if Bidder protects Bank's information. Further, there should not be any conflict of interest with the Auditors.</p>	<p>No change. Bidder to comply with the RFP terms.</p>
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211		50	26	<p>Resolution of Disputes All disputes and differences of any kind whatsoever, arising out of or in connection with this Contract or in the discharge of any obligation arising under this Contract (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there-in the specific disputes. In the event of parties failing to consent upon a single</p>	<p>Request Bank to keep jurisdiction of Mumbai for arbitration proceeding.</p>	<p>No change. Bidder to comply with the RFP terms.</p>
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				arbitrator than BOTH PARTIES shall approach Court of Law for the appointment of sole arbitrator as provided under the Arbitration and Conciliation Act 1996. Place of Arbitration shall be Bengaluru, INDIA which will be governed by Indian Arbitration and Conciliation Act 1996. Proceedings of Arbitration shall be conducted in English language only.		
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212		50	27.2.	All disputes and controversies between Bank and Selected Bidder shall be subject to the exclusive jurisdiction of the courts in Bengaluru and the parties agree to submit themselves to the jurisdiction of such court as this GeM bid/Contract agreement shall be governed by the laws of India.	Request Bank to keep jurisdiction of Mumbai for Courts jurisdiction.	No change. Bidder to comply with the RFP terms.
213	8	69	13	13. AADHAR ENABLED CASH DEPOSIT/WITHDRAWAL / 13. FUND TRANSFER	Request Bank to clarify on this clause. Whether this activity can be done with the instalation or post installation?	The Cash Recycler should have capability ab-initio to support AADHAR ENABLED CASH DEPOSIT/WITHDRAWAL/ FUND TRANSFER.
214	8	69	14	14. BIOMETRIC BASED CASH DEPOSIT/ WITHDRAWAL/ 14. FUND TRANSFER	Request Bank to clarify on this clause. Whether this activity can be done with the instalation or post installation?	The Cash Recycler should have capability ab-initio to support BIOMETRIC BASED CASH DEPOSIT/



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						WITHDRAWAL/ FUND TRANSFER
215	8	69	15	15. BAR CODE ENABLED CASH DEPOSIT/ 15. WITHDRAWAL/ FUND TRANSFER	Request Bank to clarify on this clause. Whether this activity can be done with the instalaltion or post installation?	The Cash Recycler should have capability ab-initio to support BAR CODE ENABLED CASH DEPOSIT/ WITHDRAWAL/ FUND TRANSFER.
216	8	69	16	16. QR CODE ENABLED CASH DEPOSIT/ WITHDRAWAL/ 16. FUND TRANSFER	Request Bank to clarify on this clause. Whether this activity can be done with the instalaltion or post installation?	RFP Clause Modified as under: Cash Recycler shall have the capability to support such features.
217	8	69	20	APPEAR GUIDING THE CUSTOMER)	Is this a Voice instruction for every transactions? Or limited to voice guidance for physically challenged peoples, more clarity required on this clasue	The voice instruction is for every transaction
218	8	69	20	• ON-SCREEN INSTRUCTIONS	Is this a Voice instruction for every transactions? Or limited to voice guidance for physically challenged peoples, more clarity required on this clasue	The voice instruction is for every transaction



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219	Annexure - 9	71	1.1	10th Generation Intel® Core™ i5 Processor or higher with minimum 3.7 GHz and 6 MB cache or above	Requesting bank to change the processor to i3 6th Generation as it is sufficient for CRS operations	Please refer Corrigendum-4.
220	Annexure - 9	71	1.5	DVD Writer	Requesting bank to remove DVD writer or make it optional as it is not required for all make machines.	The details shall be discussed with the successful Bidder.
221	Annexure - 9	71	1.6	101 keys Keyboard integrated with Mouse operations /Integrated with EPP	Requesting bank to remove Keyboard or make it optional as it is not required for all make machines.	No Change, Bidder to comply with the RFP terms.
222	8	71	22	MIS REPORTS ON:	Clarity require,	
223	8	71	22	• ALL DEPOSIT TRANSACTIONS	EJ Agent is been provided by Bank and whatever EJ info captured for the perticular transaction can be shared with bank for further process.	No change. Bidder to comply with the RFP terms.
224	8	71	22	• ALL DISPENSE TRANSACTION	EJ Agent is been provided by Bank and whatever EJ info captured for the perticular transaction can be shared with bank for further process.	No change. Bidder to comply with the RFP terms.
225	8	71	22	• DENOMINATION-WISE CASH BALANCE REPORT • COUNTERFEIT NOTES DETECTED (ACCOUNT WISE DETAILS)	Need Bank to clarify on this clause as whether the Banks reuiored these reports on daily,weekly,monthly or quartely basis ?	Daily



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226	8	71	22	• SOILED / NON- ISSUABLE NOTES 22.	Need Bank to clarify on this clause as whether the Banks reuired these reports on daily,weekly,monthly or quartely basis ?	Daily
227	8	71	22	• TRANSACTIONS WHERE DEPOSIT ACCEPTED BUT TRANSACTION FAILED	Need Bank to clarify on this clause as whether the Banks reuired these reports on daily,weekly,monthly or quartely basis ?	Daily
228	8	71	22	• TRANSACTIONS WHERE ACCOUNT DEBITED BUT DISPENSE NOT DONE	Need Bank to clarify on this clause as whether the Banks reuired these reports on daily,weekly,monthly or quartely basis ?	Daily
229	8	71	22	• TRANSACTION SUCCESSFUL (ACCOUNT CREDITED) BUT CURRENCY RETURNED	Need Bank to clarify on this clause as whether the Banks reuired these reports on daily,weekly,monthly or quartely basis ?	Daily
230	8	71	22	• RECONCILIATION REPORTS	Need Bank to clarify on this clause as whether the Banks reuired these reports on daily,weekly,monthly or quartely basis ?	Daily
231	8	71	22	• ADMIN FUNCTION REPORTS COMPLETE LIST OF MIS REPORTS TO BE ENCLOSED	Need Bank to clarify on this clause as whether the Banks reuired these reports on daily,weekly,monthly or quartely basis ?	Daily



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232	Annexure - 9	72	2.2	S&G dual electronic combination lock with capability of Onetime combination (OTC) without any hardware change. Passwords to be changed at the time of installation of CR and certified to this effect in the CR installation certificate.	Requesting bank to remove the lock manufacturer name or add a clause to supply equivalent lock.	No Change, Bidder to comply with the RFP terms.
233	Annexure - 9	73	4.1	LED Touch Screen Size: 17" minimum	Requesting bank to change the screen size to 15" as standard ATM screen size is 15"	RFP Clause modified as under: LED Touch Screen Size: 15"
234	Annexure - 10	74	12	If Bank desires to implement IBNS (Intelligent Banknote Neutralization System) in future, Bidder has to provide the same without any extra cost to Bank.	It can be done on chargeable basis	The details will be finalized with the successful bidder.



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235		74	Annexure-10 Scope of Work	Cash Recycler should accept deposits using any Bank's Debit / Credit cards, without cards, using Aadhar based authentications, with biometric, using Voice authentication, using Bar code reading and using QR code reading also.	Bank to clarify on Cash Recycler should accept deposits & Withdrawal using voice authentication.	The CR should have these capabilities for future requirements.
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236	Annexure - 9	75	6.3	<p>Cash Recycler should have minimum 5 deposit cassettes; out of which minimum 4 should be having recycling capability ab-initio and Bank will use remaining one cassette will be used as universal cassette which will act as only 'Acceptance Cassette'. The universal cassette should have the capacity of accepting all legal tenders as decided by the bank. Additionally, it should also have one reject bin and one Bin for counterfeit/suspect notes reject bin. Hence, in total there will be 4 recyclable cassettes, 1 universal cassette and 2 reject bin with specific functionality mentioned earlier. CR should have minimum capacity of 2500 notes</p>	<p>Requesting bank to change the cassette spec to Recycle Cassette -4, Universal Cassette - 1, Counterfeit Bin -1, Totalling 6 Cassettes. Reject /counterfeit notes are stored in single Reject bin with partition, bank to consider reject bin as 1 no instead of 2 nos.</p>	<p>No Change, Bidder to comply with the RFP terms.</p>
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				<p>storage per cassette. Reject / Universal cassette (All denominations, non-issuable currency, ATM Unfit currency which cannot be recycled, cash retracted currency etc.) having minimum storage capacity of 2500 notes and cassette for suspicious / counterfeit notes which will be impounded will be in addition to these storage cassettes.</p>		
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237	Annexure - 9	75	6.8	Reject Cassette with capability to hold Reject / Retracted notes	Requesting bank to remove one Reject cassette from requirement as rejected notes can be stored in Universal cassette.	No change. Bidder to comply with the RFP terms.
238	Annexure - 9	75	6.11	Should support card based (including NCMC cards), card less, biometric authentication, QR based, NFC based transactions	Requesting bank to confirm whether NFC and QR read support is sufficient or physical hardware to be available from day one?	The CR should have these capabilities for future requirements.
239		75	15	Bidder will be responsible for loading the Bank's approved software agent for EJ pulling and must coordinate with MS vendor to ensure that EJ pulling services are not disrupted. If the EJ agent is found to be disabled / disconnected, the bidder shall restore it with no extra cost to bank. EJ agent found disabled or disconnected has to be restored on T+1 basis. If the successful bidder /s is not able to rectify /	SB shall take a responsibility of loading the bank approved EJ agent during the time of initial installation, incase any new EJ agent to be configured post installation, shall be done on chargeable basis. Also, requesting Bank charge the penalty 0.1% of Contract value per machine subject to maximum of 1% of total contract value.	No Change, Bidder to comply with the RFP terms.



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				resolve the disabled or disconnected sites for EJ pulling in coordination with MSP/Bank/EJ Vendor, a penalty per incident / machine will be charged @ 0.5% of Contract value per machine subject to maximum of 5% of total contract value. All machine-wise / Transaction-wise EJs must be stamped with the 'Event Time'.		
240		75	19	The Bidder must ensure before delivery that Cash Recycler BIOS is such that the CR will ONLY boot from the primary HDD and nothing else. After this configuration changes, protect this configuration with the BIOS (non-generic) password, which will be managed by the bidder.	BIOS password need to be handled by Branch or Bank	Please refer Corrigendum-4.

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241		76	22	The Bidder shall undertake complete end-to-end installation & operationalization of Cash Recycler. Bidder should provide the patch cord of required length at the site from I/O port to Cash Recycler without any extra cost to Bank.	We can provide maximum of 5.0 Meters patch cord. More then 5.0meters can be done on chargeable basis	No Change, Bidder to comply with the RFP terms.
242		76	23	The Bidder should provide all the software and other utilities required for facilitating integration / interface with Digital Image Surveillance Systems / Alarm Systems / E-Surveillance System/ Multi Vendor Software for these Cash Recyclers	Request Bank to clarify more on the deliverable part	The RFP clause stands deleted
243	Annexure - 9	77	8.9	The solution be monitored from a central Location	Requesting bank to provide more details on this. If any of the camera not functioning then CR will send camera faulty message to switch and whether bank means this?	No change. Bidder to comply with the RFP terms.



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244	Annexure - 9	77	8.13	The Solution should be capable of notifying the Switch in case the DVSS camera is covered/ blocked by any means so that the Cash Recycler does not dispense cash.	Requesting bank to remove DVSS Camera from the requirement as both Face and hand cameras are placed inside the machine	No change. Bidder to comply with the RFP terms.
245		77	33	Bidder will deliver along with the Cash Recycler, 25 rolls of receipt printer for each Cash Recycler without any charge to the Bank. The paper quality of each thermal printer paper should ensure print retention for up to six months.	Request Bank to modify this clause as Bidder will deliver with the Cash Recyclers, 01 roll of receipt printer for each Cash Recycler with additional 24 rolls on chargeable basis	No change. Bidder to comply with the RFP terms.
246	Annexure - 9	78	13.12	Remote power-on/Power off facility.	Requesting bank to change this clause as remote Power off/Remote restart.	RFP Clause modified as under: Remote power-off/Remote Restart facility.

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247		78	39	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 Purchaser's work is not interrupted. Bidder should ensure that separate Earthing is provided for the Cash Recyclers(CRs) before installation and Earthing should be maintained during warranty and AMC period (if contracted). Earthing should be checked during the preventive maintenance.	Earthing is not under our scope. It can be done on chargeable basis	The RFP clause stands deleted
248		78	40	The Bidder shall also do separate Earthing at each site to suit the requirements	Earthing is not under our scope. It can be done on chargeable basis	The RFP clause stands deleted



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				of the Cash Recyclers (CRs).		
249	Annexure - 9	79	13.21	The machine should be GPS enabled without any additional cost to the bank. SB should also provide GPS location monitoring portal access to bank team without additional cost to the bank	Bank to provide more Clarity requirement	The RFP clause stands deleted
250	Annexure - 9	79	13.22	All the software licenses (including OS and database licenses) or any related application licenses for the functioning of the CR should be purchased by the SB in the name of the bank and the SB should submit a consolidated list of procured licenses to Digital Banking Services Wing, Canara Bank, Head Office for our record after completion of the deployment.	OS and other license used in CRs are not retail products and cannot be purchased in individual bank names. All CRs will be delivered with necessary license stickers from Microsoft affixed in the CR itself. Requesting bank to amend this clause as machiens to be supplied with necessary licences.	No Change, Bidder to comply with the RFP terms.



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251		79	46	Implementation of Terminal Security Solution(TSS). 46. In future, pursuant to RBI or any other regulatory authority's directives for any development / implementation for any functionality, or due to Industry level changes, (which may require software / hardware changes), the same should be provided to the Bank without any additional cost.	Need clarity on Infrastructure for TSS Implementation (Data Base , OS , Servers) Request Bank to elaborate more on this clause. Any new regulatory authority's directives post rollout can be done on chargeable basis	Infrastructure for Terminal Security Solution Implementation (Database, OS, Servers) has to be provided by the selected Bidder. TSS solution provided should have Portal. In case of hardware change required to support any upgradation same to be done on mutually agreed basis.
252		81	48	Bank may require starting new product/functionality/features including Multi Vendor Software Solution (MVS) in future on these machines. The Bidder to provide any patch support (if required for such new functionality/feature) free	This cannot be done as this can be done with MVS OEM support, this required major changes at OS & XFS and shall be done on mutual agreed rate	The same will be decided with the successful bidder.



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				of cost to the Bank during contract period for successful implementation.		
253		81	66	Supply, installation and replacements of original spare parts due to breakdowns, voltage fluctuations, Electrical Earthing related, electrical fluctuations, short circuit, rodent attacks, ant attacks, natural wear & tear or due to aging etc. of Cash recyclers will be borne by Bidder without any extra cost to the Bank. If there is any requirement for physical visit of engineer to fetch the CCTV footage	Request Bank to modify this clause as Supply, installation and replacements of original spare parts due to breakdowns, voltage fluctuations, Electrical Earthing related, electrical fluctuations, short circuit, rodent attacks, ant attacks, natural wear & tear or due to aging etc. of Cash recyclers will be borne by Bidder with extra cost to the Bank. If there is any requirement for physical visit of engineer to fetch the CCTV footage from the machine as per bank's request, then the same should be done by Bidder with extra cost to the Bank	No Change, Bidder to comply with the RFP terms



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				from the machine as per bank's request, then the same should be done by Bidder without any extra cost to the Bank		
254		82	69	Bidder to ensure guaranteed uptime of minimum 99% (in a 24-hour cycle) for each machine for warranty and AMC period. The Bidder shall provide remote monitoring support to bank custodian for maintaining 99% upward uptime. (Penalty Clause)	Request Bank to modify this clause as Bidder to ensure guaranteed uptime minimum 95% (in a 24-hour cycle) for each machine for warranty and AMC period. Because this is not an ATM all are CRM's	No Change, Bidder to comply with the RFP terms
255	9	83	30.21	The machine should be GPS enabled without any additional cost to the bank. SB should also provide GPS location monitoring portal access to bank team without additional cost to the bank	Bank to provide more Clarity requirement	The RFP clause stands deleted

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256		87	50	Upgradation, supply, installation and implementation of upgraded versions of software (updates /upgrades) Rectification of Bugs/defects (if any), Preventive Maintenance, quarterly maintenance of Hardware/Software Reinstallation of firmware/software, whenever required without any additional cost.	All updates shall be on chargeable basis.	No change. Bidder to comply with the RFP terms.
257	10	88	23	The Bidder should provide all the software and other utilities required for facilitating integration / interface with Digital Image Surveillance Systems / Alarm Systems / E-Surveillance System/ Multi-Vendor Software for these Cash Recyclers.	Is this a monitoring tool? If so who supposed provide MSP or OEM 1. If OEM, what is the role of MSP 2. From this will be monitored, Bank primases or MSP Primases or OEM primases 3. What will be network diagram(ATM to Switch & switch to monitoring tool, or separate, i.e. - i) ATM to Switch, ii) ATM to monitoring tool	The RFP Clause stands deleted.



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258	10	88	24	If required, Bidder may be asked to install remote monitoring systems to monitor the health of Cash Recyclers on a 24X7 basis and initiate trouble shooting.	Bank to provide more Clarity requirement	The RFP clause stands deleted.
259	10	88	26	The Bidder should also undertake to deploy and manage centrally customized display screens in graphic mode in any language (Hindi, English and the local language like Gujarati, Marathi, Punjabi, Tamil, Malayalam, Telugu, Kannada, Oriya, Bengali etc.) and also for touch screen format for all transactions undertaken on Cash Recycler. It will be the responsibility of the Bidder to deploy the required screens in the Cash Recycler. It is also a responsibility of the Bidder to deploy the	Bank to provide more Clarity requirement	RFP clause is clear.



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				display screens in Cash Recycler whenever Bank makes any modifications in screens without any extra cost during the tenure of the contract. Bank shall arrange for the screens and bidder shall be responsible for centrally loading of the screens on the machines without any cost to Bank.		
260	12	98		Non-Disclosure Agreement	The terms and conditions of NDA and SLA should be decided mutually.	No change. Bidder to comply with the RFP terms.
261		109	8	Fall Clause	Request Bank to delete the clause, as being service provider with a view to ensure fair trade practices and business viability there could be different commercials offered to various entities, if restricted, same shall result in restrictive trade practice. Reducing price automatically would unreasonable.	No change. Bidder to comply with the RFP terms.



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262	Annexure 19	112		BANK GUARANTEE FORMAT	The validity of the Bank Guarantee shall be expired upon termination or expiration of the Contract. Further, Bidder should be entitled for a cure period of minimum 30 days before Bank invokes Bank Guarantee to rectify the breach, if any.	No change. Bidder to comply with the RFP terms.
263	4. Penalties & Liquidated Damages:	8 & 9	4.1.1	Non-compliance of the delivery of Cash Recyclers as per Section C under Clause 1.5 & Clause 3.2 will result in imposing penalty (0.50% on delay in delivery and 0.50% on delay on installation) per week or part thereof, on the invoice value location/office wise. However, the total Penalty/LD to be recovered under above clauses shall be restricted to 5%(Plus GST) of the total contract value (exclusive of Taxes)	Request Bank to modify this clause as Non-compliance of the delivery of Cash Recyclers as per Section C under Clause 1.5 & Clause 3.2 will result in imposing penalty (0.50% on delay in delivery and 0.50% on delay on installation) per week or part thereof, on the invoice value location/office wise. However, the total Penalty/LD to be recovered under above clauses shall be restricted to 1%(Plus GST) of the total contract value (exclusive of Taxes)	Non-compliance of the delivery of Cash Recyclers as per Section C under clause 1.5 & Clause 3.2 will result in imposing penalty (0.50% on delay in delivery and 0.50% on delay on installation) per week or part thereof, on the invoice value of non-delivered/ late-installed Cash Recyclers. However, the total Penalty/LD to be recovered under above clauses shall be restricted to 5%(Plus GST) of the total contract



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					value (exclusive of Taxes).
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264				Cash Reconciliation:	Would suggest to add below clause: The reconciliation of the reports /statements should be followed by the Bank on day to day basis for the services provided by the Bidder. In case of any error/s or discrepancies found during the verification the Bank should inform or notify the Bidder within 48 hours and maximum within Seven days from the time the MIS reports/statements submitted by the Bidder failing which the reports/statements submitted by the Bidder shall stand confirmed as correct and undisputed. The Bidder shall not entertain any claims or liabilities raised by the Bank later than prescribed time hereinabove.	No change. Bidder to comply with the RFP terms.
265	General Query			Penalties for Non Submission of MIS Reports within the time line	We request Bank to clarify on the kinds of reports & their frequency desired.	The RFP clause is self explanatory.
266	General Query			General Query	We request the bank to provide the Editable PDF or MS-Word file of this RFP as the RFP is in scanned form and OCR does not work properly on formats leading to typos and missed words.	No change. Bidder to comply with the RFP terms.



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Cost of Ownership for 1000 Cash Recyclers

[Amount in Rs.]

S.No		Cost Price					
		Quantity	Unit Price with 1 year Comprehensive Warranty for Hardware & Software (Excl. of Taxes)	Tax for Column B		Unit Price with 1 years Comprehensive Warranty for Hardware & Software (Incl. of Taxes)	Total Cost for 1000 for Sl. No: 1,2 & 3
		(A)	(B)	(C)% of Tax	(D) Tax Amount	(E=B+D)	F=E*A
1.	Cash Recyclers	1000		18			
2.	04 (Four) Additional Lockable Currency Cassettes/ Recycler	1000*4=4000		18			
3.	01 (One) Additional Currency Cassette for Reject Bin/Recycler	1000*1=1000		18			
Total Cost(A)				18			



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B. Cost of AMC for 1000 Cash Recyclers

[Amount in Rs.]

	Year of AMC after completion of Comprehensive Onsite warranty	Quantity	AMC Charges / Recycler / Annum After Completion of One year of Warranty Period (Excl. of Taxes)	Tax for Column B		AMC Charges / Recycler / Annum After Completion of One year of Warranty Period (Incl. of Taxes)	Total AMC Charges for 1000 Recyclers / Annum After Completion of One year of Warranty
				(C) Tax %	(D) Tax Amount		
		(A)	(B)			E=B+D	F=A*E
1.	1 st Year of AMC	1000					
2.	2 nd Year of AMC	1000					
3.	3 rd Year of AMC	1000					
4.	4 th Year of AMC	1000					
5.	5 th Year of AMC	1000					
6.	6 th Year of AMC	1000					



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Table C: Total Cost of Ownership(TCO) for 1000 Cash Recycler

[Amount in Rs.]

Sl. No	Total Cost of 1000 Cash Recycler (Table A)	Total Cost of AMC for 1000 Cash Recycler for Six Years (Table B)	Total Cost of Ownership(TCO) for 1000 Cash Recycler with One year Comprehensive Onsite Warranty and Six Year AMC
1	(A)	(B)	C=(A+B)
2			