

Sub: Clarification to the Pre-Bid Queries to the RFP-03/DBS/OTC/2021 dated 13/05/2021 for "Implementation and Management of Digital One Time Combination Lock for ATMs and Cash Recyclers"

Sl.	Page No. of RFP	Clause No	Original RFP Clause	Bidder's Query	Bank's Reply
1.	2	10	Last Date of Bid Submission	Due to the present situation where Lockdown in Maharashtra is extended till June 1 and it is also likely that Lockdown will be extended in Karnataka till May end. It will be difficult for us to get the required documents from our HO for the bid submission. We request bank to consider the Submission date in 2nd week of June'21 or any other feasible date in June'21.	Bidders to Comply to the RFP Terms.
2.	7	6. Participation Methodology	Participation Methodology: 6.1. In a tender, either the authorized Bidder on behalf of the Principal/OEM or Principal/OEM itself can bid but both cannot bid simultaneously for the same item/product in the same tender.	We have built our own solution so there is no concept of OEM/Principal in this.	RFP Terms are self-explanatory.
3.	7	7) 7.1	Enabling the existing One Time Combination (OTC) locks of Bank's ATMs for Digital OTC Lock Management Solution.	Requesting bank to confirm on: 1. Make & Model of existing OTC locks 2. Numbers ATMs which are already with OTC Locks	Bank is having S&G Locks for the ATMs



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4.	9	C) 1) 1.1	The solution (including hardware & Software) mentioned in the Scope of Work and requirement details should be delivered to Bank within 6 Weeks from the date of acceptance of the Purchase Order.	Looking at the current situation of lockdown across the country and globally which has led to changing situations on Importing and deliveries across the country, hence we request bank to consider 12 weeks' timelines for delivery from the date of acceptance of the Purchase Order. Bidders will do their best on deliveries ensuing on the deployments at the earliest depending on the situation. We also request bank to host the solution in bidder premises instead of bank premises wherein infrastructure is readily available at bidders' premises and will be cost effective to deploy and manage. This is the standard practice in the industry for this kind of RFPs.	Bidders to Comply to the RFP Terms.
5.	9	C) 1) 1.2	The solution (including hardware & Software) should be configured and integrated with the Bank's systems within 2 Weeks from the date of Delivery of the complete solution.	Since bank is going for OPEX model we request bank to host the solution in bidder premises wherein infrastructure is readily available. In case if it is bank premises we request for 4-6 weeks' timelines for integration with banks system.	Bidders to Comply to the RFP Terms.
6.	9	1.2	The Solution (Including hardware & software) should be configured and integrated with the Bank's System within 2 weeks from the date delivery of the complete solution	Request the Bank to revise the clause as -The Solution (Including hardware & software) should be configured and integrated with the Bank's System within 4 weeks from the date delivery of the complete solution	Bidders to Comply to the RFP Terms.



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7.	9	C) 2) 2.1	The selected bidder has to work with different ATM/CDK/CR vendors in order to integrate the Lock Management Solution to the existing locks supplied with the respective terminals, during the contract period.	Bank to ensure the existing Lock has to be S&G A Series lock (OTC Lock)	<p>Bank is having S&G make locks with locking mechanism compliant with standards UL 437 VDS Class and above.</p> <p>The Solution should be compatible for the above.</p> <p>Replacement of non-compatible locks, if any, is not under the scope of this RFP.</p>
8.	9	C) 2) 2.2	The selected bidder has to work with different teams of Bank & ATM/CDK/CR OEMs to understand the policies requirement and configurations of respective devices / applications / solution for the offered solution.	Request Bank to have SPOC from bank side for co-ordination on the project. Bank to ensure the existing lock should be of S&G A series Lock for enabling digital OTC	<p>Bank is having S&G make locks with locking mechanism compliant with standards UL 437 VDS Class and above.</p> <p>The Solution should be compatible for the above.</p> <p>Replacement of non-compatible locks, if any, is not under the scope of this RFP.</p>



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9.	9	C) 3.	If the supplier fails to deliver any or all of the Goods or fails to perform the Services within the period(s) specified in the Contract, the BANK shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the price of the delayed Goods i.e. on the cost of equipment excluding the applicable taxes or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10%. If the equipment are not delivered or installed in time, the Bank may consider termination of the contract.	Request Bank to consider Liquidated damages at 0.1% of delayed goods and maximum deduction of not more than 5%.	Bidders to Comply to the RFP Terms.
10.	9	3	If the supplier fails to deliver any or all of the Goods or fails to perform the Services within the period(s) specified in the Contract, the BANK shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the price of the delayed Goods i.e. on the cost of equipment excluding the applicable taxes or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10%. If the equipment are not delivered or installed in time, the Bank may consider termination of the contract.	Bank should provide a cure period of 30 days to the Bidder in case there is a delay in executing the order before levying liquidated damages on the Bidder	Bidders to Comply to the RFP Terms.



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11.	9	3.Penalties/ Liquidated Damages	If the supplier fails to deliver any or all of the Goods or fails to perform the services within the period(s) specified in the contract, the bank shall, without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the price of the delayed goods. i.e. on the cost of equipment excluding the applicable taxes or unperformed services for each week or part thereof of the delay until actual delivery or performance, Up to a maximum deduction of 10%, If the equipment are not delivered or installed in time, the Bank may consider termination of the contract.	We Request Bank to reduce the penalty from 10 % to 3 %	Bidders to Comply to the RFP Terms.



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12.	9	3	penalties/ Liquidated Damages	Request the Bank to revise the clause as if the supplier fails to deliver any or all of the Goods or Fails to Perform the services within the period(s) specified in the contract, the Bank shall, without prejudice to its other remedies under the contract, deduct from Contract Price, as liquidated damages, a sum equivalent to 0.2% of the price of the delayed Goods i.e. on the cost of equipment excluding the applicable taxes or unperformed services for each week or part thereof a delay until actual deliver or performance, up to a maximum deduction of 2%. If the equipment are not delivered or installed in time, the Bank may consider termination of the contract.	Bidders to Comply to the RFP Terms.
13.	9	C) 4) 4.2.	Payment for the cost of physical keys: 80% of the cost of physical keys will be paid once the keys are delivered at the bank's identified cluster location and on submission of invoices and supporting documents and 20% of the cost of physical keys will be paid once the keys are tested and found working at the terminal location.	Request bank to release 100% payments against the delivery of the physical keys	Bidders to Comply to the RFP Terms.



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14.	10	5.2 Scope of Onsite resource for Implementation and Management of Lock Management Solution	5.2.1 Bidder Shall depute sufficient no of qualified senior engineers (with 2 years' experience in maintaining the application) to be stationed at the DIT wing Head Office/DC at Bengaluru to ensure 24x7x365 availability of solution	We Request Bank to modify qualified or experience engineers (with 2 Years of experience in maintaining the application) Also, request you to confirm the breakup of the Manpower requirement to plan and post the resources at your DIT Wing/DC at Bengaluru.	Bidders to Comply to the RFP Terms.
15.	10	C) 5) 5.2.1	Bidder shall depute sufficient no. of qualified senior engineers (with 2 years' experience in maintaining the application) to be stationed at the DIT Wing Head Office/DC at Bengaluru to ensure 24x7x365 availability of solution.	Instead of deputing the resource at Bank premises, Kindly allow bidder to depute the resource at bidder premises to handle the OTC management Solution under this OPEX model as this will ease the operation of activation of lock to OTC which require more resources to handle entire base of Canara Bank as per the RFP.	Bidders to Comply to the RFP Terms.
16.	9	C) 5) 5.2.2	The Services of the engineer for server and helpdesk should be available during the entire project implementation period and during Contract Period, as well. Bank also has the right to advise the resources concerned to stay overtime, if their services are warranted.	As requested in earlier clause for hosting the Server in bidder premises which will ease in the operations, in case if bank insist on server deployment at bank premises it will be 3rd party product for the bidders, resource availability to kept on, as and when required in case of any issue at the server side.	Bidders to Comply to the RFP Terms.
17.	10	5.2.3	Housekeeping Activities	We understand Housekeeping is for the Server maintenance at bank premises. Please confirm and share the scope	Housekeeping includes Server maintenance, PM and Backup etc.



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18.	10	5.2.3 Roles and Responsibilities shall include but not limited to	b. Housekeeping Activities	We request bank to clarify on House Keeping Activities	Housekeeping includes Server maintenance, PM and Backup etc.
19.	10	5.3 Qualification and Experience of Personnel Deputed for Onsite Support	Resources should have minimum BE/B Tech / MCA Degree or Equivalent with minimum 2 years of relevant experience in handling/maintaining the similar application	We Request Bank to remove the qualification criteria. modify as Minimum of 2 Years of relevant experience in handling/ maintaining the similar application	Bidders to Comply to the RFP Terms.
20.	10	5.2.1	Bidder shall depute sufficient nos of qualified senior engineers (with 2 years' experience in maintaining the application) to be stationed at the DIT wing head office/ DC at Bengaluru to ensure 24x7x365 availability of solution	Request the bank to modify the clause and resources would be provided in shifts considering MHA guidelines.	Bidders to Comply to the RFP Terms.



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21.	10	5.2.3. Roles and responsibilities	5.2.3. Roles and responsibilities shall include but not limited to the entire project implementation period and during Contract Period, as well. Bank also has the right to advise the resources concerned to stay overtime, if their services are warranted. a. Continuous monitoring b. Housekeeping Activities c. Reports d. Statistics e. Testing and deployment f. Coordinating with bank and off-shore team for customizations/fine tuning/trouble shooting/future upgradations etc. on a continual basis. g. Ensuring high availability. h. Providing timely RCA reports. i. In case of exigencies, even during off business hours' I bank holidays/ drills, the resources may be required to be present onsite.	We request the bank to clarify on Housekeeping activities	Housekeeping includes Server maintenance, PM and Backup etc.
22.	10	5.2.3	B. Housekeeping	Please Clarify what is Bank referring to.	Housekeeping includes Server maintenance, PM and Backup etc.
23.	10	5.3.2	5.3.2. Resources should have minimum BE I B Tech I MCA Degree or Equivalent with minimum 2 years of relevant experience in handling/ maintaining the similar application	We request the bank to remove this requirement as this is an opex based service	Bidders to Comply to the RFP Terms.
	24	6.1	The successful bidder should submit a Security Deposit / Performance Bank Guarantee for 3% of total value of the Order within 15 days from the date of acceptance of the Order.	We request bank to consider BG submission within 30 days from the date of acceptance of the Purchase order 15 days is too short time.	Bidders to Comply to the RFP Terms.



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25.	24	6.5	Security Deposit/Performance Bank Guarantee should be valid for contract period from the date of last installation	We request bank to consider BG valid for 12 months with the renewal clause every year.	Bidders to Comply to the RFP Terms.
26.	26	11	Order Cancellation/Termination of Contract	Bank should provide a cure period of 90 days to the Bidder in case there is a delay in executing the order before cancelling the order / terminating the Contract. Bidder should also have the right to terminate the Agreement in case Bank performs a breach in respect to its obligation	Bidders to Comply to the RFP Terms.
27.	29	6	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 provided to the Bank under this RFP and the vendor shall extend all cooperation in this regard.	Bank can carry out the inspection and such cost of inspection will be borne by the Bank solely. Also, Bank will indemnify if Bidder in case any damage or loss is caused to the Bidder for appointing the third party	Bidders to Comply to the RFP Terms.



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28.	30	10	The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Configuration Management Solution and other items. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Configuration Management Solution and other items.	<p>a) Only transit insurance will provided by the Bidder till the delivery of the Hardware. Once the Hardware is delivered then the Bank shall be liable to obtain the insurance of the Hardware</p> <p>b) Bidder shall not be responsible for any damage or loss to the machine once it is delivered to the Bank.</p>	Kindly Refer the Clause No. 10 on Page 30 of the RFP.
29.	30	12	Intellectual Property Rights	Bidder shall not be liable for any third party claim. Similarly, The Bank shall further compensate the Bidder against any loss or damage arising out of claims of infringement of third-party copyright, patents	Bidders to Comply to the RFP Terms.



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30.	31	13	Confidentiality and Non-Disclosure	<p>Requested Changes: This clause should be kept mutual. Also, the Company shall disclose the confidential information in event where:</p> <p>(A) information was developed independently by the Receiving Party; or</p> <p>(B) is in the public domain at the date hereof or subsequently enters into the public domain otherwise than by any breach of this Agreement by the Receiving Party; or</p> <p>(C) is subsequently disclosed to the Receiving Party by a third party who did not have any confidentiality obligations to the Disclosing Party; or</p> <p>(D) is required to be disclosed to (a) a government/ judicial/ quasi-judicial body in pursuance of an order; (b) However, the Receiving Party shall give adequate written notice to the Disclosing Party if possible or allowed by the government authority before making any disclosure so that the Disclosing Party may have opportunity to respond prior to such disclosures; as also make disclosure only to the extent as required.</p>	Bidders to Comply to the RFP Terms.



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31.	31	14	Indemnity	<p>Similarly Bank shall indemnify, protect and save the Bidder and hold the Bidder harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from i breach of any of the terms of this RFP, ii. Infringement of any patent, trademarks, copyrights etc. of the Bidder iii. Bank shall indemnify the Bidder against any loss or damage to the Bidder's premises or property, loss of life, etc., due to the acts of the Bank's employees or representatives. The Bank shall further indemnify the Bidder against any loss or damage arising out of claims of infringement of third-party copyright, patents</p> <p>However, Bidder shall not be liable for any indirect, incidental, consequential or punitive damages or for any loss of data & loss of life under any circumstances whatsoever to the Bank.</p>	Bidders to Comply to the RFP Terms.



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35.	35	24	Legal Disputes and Jurisdiction of the court	Suggest to keep the at jurisdiction for Bengaluru non exclusive	Bidders to Comply to the RFP Terms.
36.	45	F	Bidder should have Complaint Monitoring System for maintenance of OTC Locks in place with Toll Free number(s), app based system and e-Mail system for call logging.	Kindly clarify on the maintenance of the OTC locks requirement Since the RFP is for implementation of Digital OTC solution only. Maintenance of OTC locks will be with respective OEMs. We feel there is no relevance for this criteria in the Eligibility Clause because RFP is not maintenance of OTC Locks. However we have Toll Free, E-Mail and Web based application for Call logging for maintenance of ATMs	The Bidders should have a Complaint Monitoring Systems, in place with Toll Free Number(s), App based System and e-Mail System for Call Logging for OTC Lock Management Systems, including the OTC Locks. The maintenance of the OTC Locks shall be the responsibility of respective ATM vendors. However, the successful bidder shall support and coordinate with the ATM Vendors / OEMs for rectification issues, if any, with OTC Locks, whenever reported.
37.	50	Annexure - 6	Non-Disclosure Agreement	The format of Non-Disclosure Agreement shall not be as per the formats to be provided by the Bank, however the same shall be discussed, negotiated and agreed between the Parties	Bidders to Comply to the RFP Terms.



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38.	51	Annexure-7) 1.1	Enabling / configuring the existing One Time Combination (OTC) locks of Bank's ATMs at each ATM locations for Digital OTC Lock Management Solution. (There shall not be any dependency on OEMs for this activity.)	For Enabling / configuring the existing One Time Combination (OTC) locks of Bank's ATMs at each ATM locations for Digital OTC Lock Management Solution, request Bank to provide the details of the existing One Time Combination (OTC) locks in terms of Lock Serial nos. for activation for Digital OTC Lock Management Solution. Also confirm who will do the Lock activation at the ATM Site is it the branch or ATM OEM or bidder for this RFP.	Bidders to Comply to the RFP Terms. Bank is having S&G make locks with locking mechanism compliant with standards UL 437 VDS Class and above. It is the responsibility of the bidder to visit the ATM Site for installation/enabling/configuring OTC at each ATM Site.
39.	51	Annexure-7) 1.1	The solution should be hosted in Bank's Data Centre and DR centre.	As requested earlier we request Bank to Host the solution at Bidder data center since bank is going for OPEX Model.	Bidders to Comply to the RFP Terms.
40.	51	Annexure-7) 1.3	The offered solution and environment should be PA-DSS and PCI-DSS certified, wherever applicable.	We request bank to remove the clause of PA-DSS and PCI-DSS since, PA-DSS certification is applicable for payment applications only which deals with financial transactions like Switch application or ATM Application. Such certifications are not applicable for Lock management solution as it doesn't deal with Financial transactions. PCI-DSS is for the infrastructure where the lock management operation will be managed, since it is deployed and managed at Banks data centre, then Bank infra should be PCI DSS compliant. Hence request Bank to delete this clause.	Bidders to comply to the RFP Terms. The offered solution and environment should be PA-DSS and PCI-DSS certified, wherever applicable.



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41.	51	1.3	The Offered Solution and environment should be PA- DSS and PCI- DSS certified, Where ever applicable	We have the PCI & DSS environment But the solution is going to be installed in Bank environment. Bank has to ensure PCI & DSS environment and Requesting bank to remove this clause. OTC lock Application is not a payment application so this clause is not applicable.	Bidders to comply to the RFP Terms. The offered solution and environment should be PA-DSS and PCI-DSS certified, wherever applicable.
42.	51	Annexure-7) 1.5	Bidders should have arrangement with more than one SMS Gateway service provider to send the OTC pass code to the registered mobile number of bank custodian. Bidders to mention the names of 2 SMS Gateway service providers who are providing services to the bidder.	Request Bank to give the access to Bank own SMS Gateway, since the solution will be deployed at Bank premises as per the RFP. In case of Solution being deploy at Bidder Premises, than in this case Bidder can be responsible for the same.	Bidders to Comply to the RFP Terms.
43.	51	1.5	Bidders should have arrangement with more than one SMS Gateway service provider to send the OTC pass code to the registered mobile number of bank custodian. Bidders to mention the names of 2 SMS Gateway service providers who are providing services to the bidder.	We request the bank to also include Web and App based passcode here as it is a more secure form. SMS may be subject to MITM attack and is more susceptible to fraud. We request the bank to provide the passcode through mobile App as well.	Bidders to Comply to the RFP Terms.
44.	51	Annexure-7) 1.6	Bidders should have a dedicated help line number for the bank custodians to contact and avail support from 8:00 AM to 10:00 PM on all bank working days.	Since the resources and Servers are placed and hosted at Bank premises, bank to provide PCs and Landline for the in-house resource.	PCs and landline will be provided by the Bank.



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45.	51	Annexure-7) 2.1	LMS should support OTC pass code generation and validation for all models of OTC lock.	Request Bank to share the Make and model of OTC locks which bank has presently. Bank to ensure and should maintain only one type of model of OTC Lock for the entire contract which ensures the proposed solution for this RFP will be compatible with the locks at ATM. Bank has to specify the same since different make of models will have different solutions.	Bank is having S&G make locks with locking mechanism compliant with standards UL 437 VDS Class and above.
46.	51	2.4	The solution should have provisions for receiving requests for OTC pass code generations through various channels such as telephone call, SMS, E- Mail and also through mobile app and web portal	We would like to suggest Bank to remove OTC Pass code generation through various channels such as telephonic call while despatching pass codes through other channels are more secured.	Bidders to Comply to the RFP Terms.
47.	51	2.6	2.6 Irrespective of the mode of receiving the pass code generation requests, the generated pass codes shall be communicated to the bank custodians only through SMS/ automated voice call sent to the mobile number registered against the unique terminal ID.	We request the bank to also include Web and App based passcode here as it is a more secure and encrypted form. SMS may be subject to MITM attack and is more susceptible to fraud.	Bidders to Comply to the RFP Terms.
48.	52	Annexure-7) 2.8	Central solution should provide role (Supervisor & Operator) based user access for activation of physical keys and for pass code generation.	Request Bank to clarify who will activate the Physical keys RED Key and Black keys for activation of OTC lock. As this is the one-time activity which require maximum no. of resource to activate all the keys 11300 for base of 9500 ATMs.	Bidders to Comply to the RFP Terms. It is the responsibility of the bidder to visit the ATM Site for installation/enabling/configuring OTC at each ATM Site and activation of physical keys.



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49.	52	Annexure-7) 2.13	Successful bidder should carry out customizations in the software solution at no additional cost to the Bank as and when new guidelines are issued by regulatory authorities (RBI, IBA & Government of India) on OTC lock management.	Bidder cannot foresee on the new regulatory requirement so the same should be rephrase as to carry the same on mutual agreed basis.	Bidders to Comply to the RFP Terms.
50.	52	2.13	Successful Bidder should carry out customizations in the software solution at no additional cost to the Bank as and when new guidelines are issued by regulatory authorities (RBI, IBA, & Govt. of India) on OTC lock management	Request the Bank to consider upgradation and compliance till the time agreement is signed between both the parties.	Bidders to Comply to the RFP Terms.
51.	52	4.3	Successful Bidder should isolated the Bank's data from the Data of the other customer in dedicated servers	Please Clarify	There is no such Clause in the RFP.
52.	52	Annexure-7) 4.3	The successful bidder should get the solution and facilities audited from time to time as per the requirements of the Bank, Reserve Bank of India and / or any other statutory body, wherever applicable. Cost of such audits should be borne by the Successful Bidder throughout the contract period. Copies of such audit / compliance reports should be submitted to the Bank on demand.	We request bank to remove this clause Since the solution and server are hosted at banks premises. Bidder will only facilitate with resource and will share the required documents/details for the audit.	Bidders to Comply to the RFP Terms.



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53.	52	Annexure-7) 4.4	Successful bidder should provide unrestricted access to the employees of the Bank, Reserve Bank of India and 3rd party, agencies appointed by the Bank or Reserve Bank of India to conduct audits at the premises of the successful bidder. The cost of such audits will be borne by the Bank.	Since the solution is hosted at banks premises this clause will not applicable to bidder. Request bank to remove on this clause.	Bidders to Comply to the RFP Terms.
54.	53	Annexure-7) 4.6	Successful bidder should ensure that all logs related OTC pass code generation and dispatch are stored in servers located within India.	This clause is not applicable since the server is hosted at banks premises in case bank is changing the clause for server deployment at bidder premises then we ensure that "all logs related OTC pass code generation and dispatch are stored in servers located within India"	Bidders to Comply to the RFP Terms.
55.	59	Annexure-13	Manufacturer Authorization Form	We request the bank to clarify that we have an in-house developed software which is LMS vendor agnostic and interfaces with all the Lock Management Software by Lock OEMs to provide the services. Requesting bank to remove the MAF as it is not required.	RFP Terms are self-explanatory.
56.	60	Annexure -14	Bill of Material	If bank insists on server deployment at Bank premises we request bank have separate line items in Price bid for Hardware/Server. Else bidder will provide the hardware configuration to bank and bank to provide the required Hardware for implementation of the solution	Bidders to Comply to the RFP Terms.



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57.	60	Annexure-14	Bill of Material	If bank insists on deployment of Solution in bank premises we request bank to have separate line item for onsite resource in the price bid	Bidders to Comply to the RFP Terms.
58.	60	Annexure-14	Bill of Material	Request Bank to have a separate line item for engineer visit for activation of OTC lock if it is bidder's responsibility, as there is no clarity who will activate the OTC lock to run under OTC passcode.	Bidders to Comply to the RFP Terms.
59.	60	Annexure-14	Bill of Materials	If the Bank Insists on server deployment at Bank Premises, We request Bank to have a separate line items in the price bid for Hardware/ Servers. Also, request bank who is going to own the servers after the contract period or else requesting bank to go for a Hosted model and not on premise model.	Bidders to Comply to the RFP Terms.
60.	65	Forms (Purchase Preference)	Form PP C-,PP-D & MeitY Form - 1	Request Bank to allow us to use the Same form PP - C & PP - D which was submitted by us last month for the cancelled OTC RFP, Because of current lock down could not able to get the new certificates from the Statutory Auditor. The certificate cost is more than 1 Lakh. We request the bank to take undertaking from the bidder. Also, request bank to allow us to submit the Meity Form - 1 in the our company letter head because of the current lock down we are not able to buy the stamp paper from the stamp paper vendors or registor offices. MEITY form is not applicable.	Bidders to Comply to the RFP Terms.



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61.		General Query		Request Bank to confirm the Make and Model number of the locks available in the existing machines	Bank is having S&G Locks for the ATMs

Date: 21-05-2021

P Thakur Naik
Deputy General Manager

(Signature)

