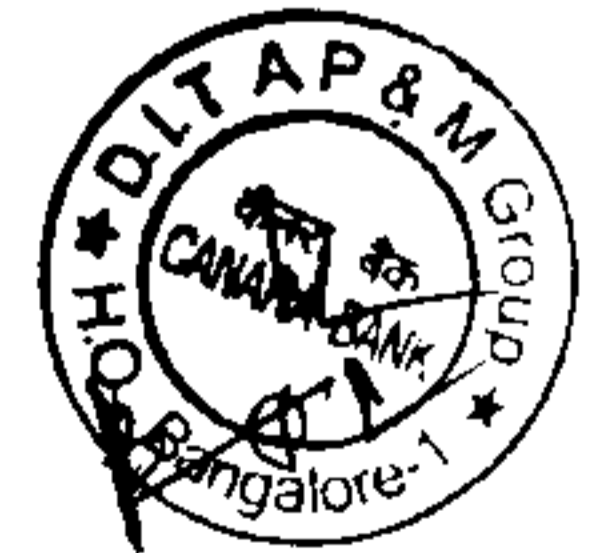


Pre-bid Queries Replies for EOI 01/2013-14 dated 17/05/2013 for Empanelment of Vendors for Supply, Installation, Commissioning and Maintenance of Self Servicing kiosks and Cash Receipt Printers

SI No	Page No.	Clause	Clause Description	Bidder's Query	Bank's Reply
1	10	8. Scope of Empanelment	<p>8.1. The Bank is looking for Bidders who have national presence in terms of Service Centers and who can supply, install and integrate with Bank's CBS solution (Flexcube of M/s OFSS) in respect of the following items:</p> <p>i. Pass Book Printing Kiosks ii. Cheque deposit Kiosks iii. Single Note Acceptor Kiosks iv. Cash Receipt Printers</p>	<p>iv. Cash Receipt Printers Please brief on this equipment</p>	<p>Cash receipt printer is a printer which can generate an acknowledgement of cash deposited at the teller counter in the Branch.</p>
2	8	5. Eligibility Criteria No. 4	<p>Eligibility Criteria The IT turnover of the Bidder should be minimum Rs.25 Crores per year during last two financial years. (i.e. 2011-12, 2012-13) Documents to be submitted along with the EOI 1.The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. 2. Audited balance Sheet for last 2 Years as on 31.3.2011 & 31.3.2012.</p>	<p>IT Turnover We request you to waive the clause, instead take a capability certificate for about 3.00 Crores</p>	<p>Bidder has to comply with EOI Terms.</p>
3	8	5. Eligibility Criteria No. 5	<p>Eligibility Criteria The OEM shall have valid ISO certificate as on date. Documents to be submitted along with the EOI Copy of valid ISO Certificate. In respect of Dealer, ISO Certificate of the OEM to be enclosed.</p>	<p>ISO Certificate of OEM Bank may please waive this condition for the KIOSK, however components will be ISO Certified</p>	<p>Bidder has to comply with EOI Terms.</p>



SI No	Page No.	Clause	Clause Description	Bidder's Query	Bank's Reply
4	9	5. Eligibility Criteria No. 7	<p>Eligibility Criteria The bidder desirous of empanelment should have supplied any/all of the following for which is Bidder is submitting the Bid:</p> <ol style="list-style-type: none"> 1. 100 pass book kiosks 2. 20 cheque deposit kiosks 3. 20 single note acceptors kiosks 4. 100 cash receipt printers <p>During the last three years (i.e. from 01.04.2010 to 31.03.2013) to Banks and or Public Sector undertakings.</p> <p>Documents to be submitted along with the EOI Proof of Orders issued by Banks, & Public Sector Undertakings to be submitted. The purchase order issued by the Bank, and/or Public Sector Undertakings should be addressed in the name of the bidder.</p>	<p>Supply of Minimum no. Self Service KIOSKs etc.</p> <ol style="list-style-type: none"> 1. We have already supplied to various Banks the minimum no. of Self Service KIOSKs stipulated. 2. Further, we also have the capability & Technology to supply Cheque Deposit KIOSKs, Single Note Acceptor KIOSKs & Cash Receipt Printer. <p>Therefore on of the eligi</p>	<p>Eligibility Criteria is modified as under: The bidder desirous of empanelment should have supplied any/all of the following for which is Bidder is submitting the Bid:</p> <ol style="list-style-type: none"> 1. 100 pass book kiosks 2. 20 cheque deposit kiosks 3. 20 single or bunch note acceptors kiosks 4. 100 cash receipt printers <p>During the last three years (i.e. from 01.04.2010 to 31.03.2013) to Banks and or Public Sector undertakings.</p> <p>Documents to be submitted along with the EOI Proof of Orders issued by Banks, & Public Sector Undertakings to be submitted. The purchase order issued by the Bank, and/or Public Sector Undertakings should be addressed in the name of the bidder.</p>
5	9	5. Eligibility Criteria No. 9	<p>Eligibility Criteria OEM of Passbook Printing Kiosk/Single Note Acceptor/Cheque Accepting Kiosks should be Direct Named OEM account of Microsoft authorized for pre-loading of Windows OS.</p> <p>Documents to be submitted along with the EOI A letter to the effect should be furnished from Microsoft.</p>	<p>OEM account Microsoft</p> <p>The KIOSKs contains CPU for which Microsoft OS is installed and License Key details are provided as part of deliverables along with KIOSKs. As such the KIOSKs can not be loaded with preloaded OS at Microsoft Licensed Account Vendors end</p>	<p>Bidder has to comply with EOI Terms.</p>



Sl No	Page No.	Clause	Clause Description	Bidder's Query	Bank's Reply
6	7	4. Objective	<p>4.2. Bank intends to empanel the bidders for following items:</p> <p>i. Pass Book Printing kiosks ii. Cheque Accepting kiosks iii. Single Note Acceptor kiosks iv. Cash Receipt Printers</p>	<p>We suggest/recommend the Bank to change it a bunch note acceptor (40 notes per insertion) since single note acceptor (single note insertion) will consume more time of the customers and may not entertain them to use the machine frequently</p>	<p>EOI clause is modified as under: "4.2. Bank intends to empanel the bidders for following items: i. Pass Book Printing kiosks ii. Cheque Accepting kiosks iii. Single or Bunch Note Acceptor kiosks iv. Cash Receipt Printers"</p>
7	9	5. Eligibility criteria point 7	<p>Eligibility Criteria The bidder desirous of empanelment should have supplied any/all of the following for which is Bidder is submitting the Bid: 1. 100 pass book kiosks 2. 20 cheque deposit kiosks 3. 20 single note acceptors kiosks 4. 100 cash receipt printers During the last three years (i.e. from 01.04.2010 to 31.03.2013) to Banks and or Public Sector undertakings. Documents to be submitted along with the EOI Proof of Orders issued by Banks, & Public Sector Undertakings to be submitted. The purchase order issued by the Bank, and/or Public Sector Undertakings should be addressed in the name of the bidder.</p>	<p>1. Requesting the bank to ask for LIVE experience and not limit the bid entry based on the no of Kiosks 2. If the Bank does not intend to change the requirement to bunch note acceptor, then requesting the Bank to seek vendors having experience in Cash Acceptor Kiosks and not limit to single note acceptor kiosks</p>	<p>Eligibility Criteria is modified as under: The bidder desirous of empanelment should have supplied any/all of the following for which is Bidder is submitting the Bid: 1. 100 pass book kiosks 2. 20 cheque deposit kiosks 3. 20 single or bunch note acceptors kiosks 4. 100 cash receipt printers During the last three years (i.e. from 01.04.2010 to 31.03.2013) to Banks and or Public Sector undertakings. Documents to be submitted along with the EOI Proof of Orders issued by Banks, & Public Sector Undertakings to be submitted. The purchase order issued by the Bank, and/or Public Sector Undertakings should be addressed in the name of the bidder.</p>



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Sl No	Page No.	Clause	Clause Description	Bidder's Query	Bank's Reply
8	10	8. Scope of empanelment	8.3. The Bidder will be responsible to provide necessary interface, middleware, hardware and database, if requires for seamless interfacing / connecting to Bank's core Banking and ATM Switch.	Since integration with switch will require additional efforts, we presume the same can be done at a later stage, whenever required at mutually agreed costs	Bidder has to comply with EOI Terms.
9	Generic		Quantity	Can the Bank give us some idea on the volume/quantity you are looking at in the next one year under each category, so that the vendors can be better informed on the same	Quantity details will be a part of the individual RFPs to be floated.
10	Generic		Technical configuration	<p>Since the whole EOI is silent on the technical configurations of the Kiosks, kindly provide the same at the initial stage to avoid any confusion during submission of commercial bids. The below are the key points/features which will have direct impact on the commercials</p> <p>Passbook KIOSK PC configuration required with OS and anti virus details. LCD details required: 1) What size bank is looking for? 2) Touch screen details require.</p> <p>For Passbook printing Bank is looking for Barcode base authentication or account number and pin entry option. Please clarify. If Barcode based then requirement on Barcode need to be provided...inbuilt in printer or external. Required clarification for Barcode printing solution. Information required on Passbook type...vertical or horizontal. Voice guidance required or not. Details required on application software. Card reader and EPP required or not.</p>	Technical specifications details will be a part of the individual RFPs to be floated.



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Sl No	Page No.	Clause	Clause Description	Bidder's Query	Bank's Reply
11		Generic	Technical configuration	<p>Since the whole EOI is silent on the technical configurations of the Kiosks, kindly provide the same at the initial stage to avoid any confusion during submission of commercial bids. The below are the key points/features which will have direct impact on the commercials</p> <p>Cash KIOSK PC configuration required with OS and anti virus details. LCD details required: 1) What size bank is looking for? 2) Touch screen details require. Details required for Receipt printer. Cash Acceptor related queues:- Instead of single note we need to propose bunch type Cash acceptor option to the Bank. 1) Bunch type - If bunch type then min note insertion capacity details required. 2) Stacker required or not. 3) Stacker capacity. 4) We suggest one extra stacker with capacity of 2200 notes with each machine for easy replacement at the time of stacker full. Need clarification on requirement of UL compliant safe for cash device with electronic Lock (6+6). Camera required or not for transactions images. Details required on application software. Voice guidance required or not. Card reader and EPP required or not.</p>	<p>Technical specifications details will be a part of the individual RFPs to be floated.</p>



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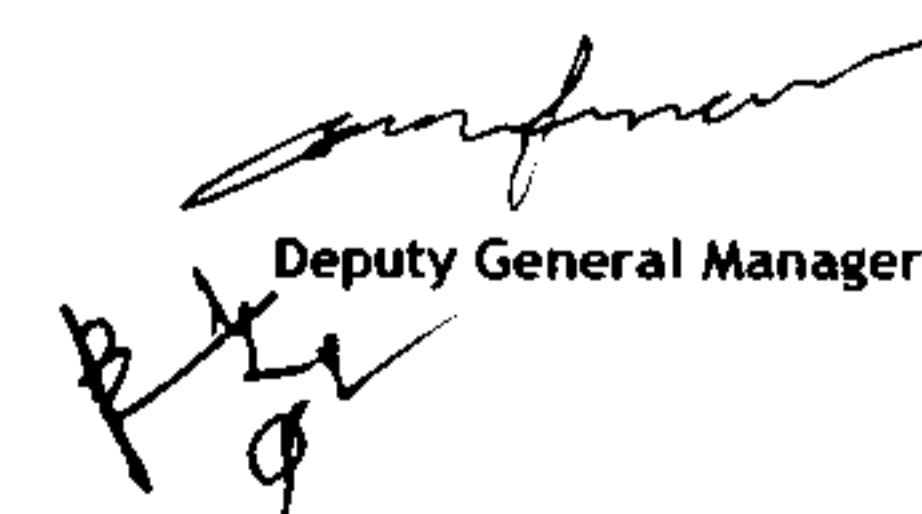
Sl No	Page No.	Clause	Clause Description	Bidder's Query	Bank's Reply
12		Generic	Technical configuration	<p>Since the whole EOI is silent on the technical configurations of the Kiosks, kindly provide the same at the initial stage to avoid any confusion during submission of commercial bids. The below are the key points/features which will have direct impact on the commercials</p> <p>Cheque KIOSK PC configuration required with OS and anti virus details. LCD details required: 1) What size bank is looking for? 2) Touch screen details require. Details required for Receipt printer. Cheque acceptor Device details required:- 1) Bank is looking for UV option or non UV option. 2) More information required on the requirement of Cheque device from Bank. With stacker or without stacker. Details required on application software. Voice guidance required or not. Card reader and EPP required or not.</p>	<p>Technical specifications details will be a part of the individual RFPs to be floated.</p>



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13	7	4. Objective	4.2. Bank intends to empanel the bidders for following items: i. Pass Book Printing kiosks ii. Cheque Accepting kiosks iii. Single Note Acceptor kiosks iv. Cash Receipt Printers	Pls share the technical specification for the mentioned product as product varies from vendor to vendor Single Note is Note by Note, Bunch note is 40 note on cash tray Bulk Note is 200 note Bank need to clarify on the version of cash deposit	EOI clause is modified as under: "4.2. Bank intends to empanel the bidders for following items: i. Pass Book Printing kiosks ii. Cheque Accepting kiosks iii. Single or Bunch Note Acceptor kiosks iv. Cash Receipt Printers" Technical specifications details will be a part of the individual RFPs to be floated.
14	10	8. Scope of Empanelment	8.3. The Bidder will be responsible to provide necessary interface, middleware, hardware and database, if requires for seamless interfacing / connecting to Bank's core Banking and ATM Switch.	We request bank to facilitate for the discussion and negotiation and the interface with core and switch	Details will be a part of the individual RFPs to be floated. However, it is the responsibility of the vendor to develop the required interface in coordination with the Application vendor.
15	2	Last Date of Submission of Bids	17/06/2013, Monday Upto 3.00 PM	Request to extend the Last submission date upto 25/06/2013.	Bidder has to comply with EOI Terms.
16	3	Earnest Money Deposit(Refundable)	Rs. 5,00,000 /-	EMD or Bank Guarantee value should be less if a particular vendor will go for one or two items only. EMD value should split on itemwise.	Bidder has to comply with EOI Terms.
17	8	5. Eligibility Criteria No. 4	Eligibility Criteria The IT turnover of the Bidder should be minimum Rs.25 Crores per year during last two financial years. (i.e. 2011-12, 2012-13) Documents to be submitted along with the EOI 1.The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. 2. Audited balance Sheet for last 2 Years as on 31.3.2011 & 31.3.2012.	It Turnover should be minimum 50 Crores.	Bidder has to comply with EOI Terms.

Date: 4/6/2013
Place: Bangalore


 Deputy General Manager

