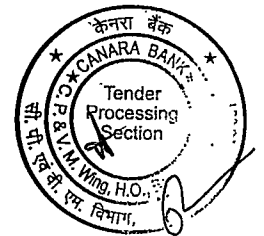


Pre bid Queries for Selection of Vendor for Providing End-to-End Cash Management Services in 300 CAPEX ATMs for the Period of 3 Years

GEM/2024/B/4865899 dated: 17/04/2024

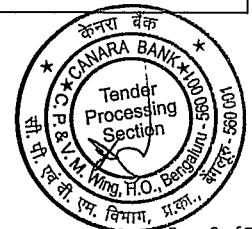
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
1	2	Earnest Money Deposit (Refundable) - 6	As per Gem Document	EMD Amount - 7525000	We request Bank to allow Insurance Surety Bond in place of EMD as it is an approved instrument by the Government of India which is accepted by major PSU Banks for their RFPs.	Bidder to refer Corrigendum-1
2	14	Penalties/Liquidated Damages	3.1 Penalties/Liquidated damages for Supply and Replenishment of Consumables	Non-compliance to Consumables required to be replenished well before it gets over will result in the Bank imposing penalty of Rs.1000/- per incident shall be levied if consumable is not made available within four hours from the time information available by Bank official in this regards.	Request Bank to reduce the penalty Rs 100/- per incident.	Bidder to comply with RFP terms and conditions
3	14	Penalties/Liquidated Damages	3.2 Penalties/Liquidated damages for Cash Out ATMs	For Cash Out penalty, Bank shall be imposing penalty of Rs.1000/- per ATM for each hour of cash out or Any penalty(ies) imposed by regulatory authorities for cash out in ATMs whichever is higher. Bank shall levy penalty of Rs.1000 per incident, if Reject Bin full is not cleared within 4 hours.	Request Bank to reduce the penalty Rs 500/- per incident.	Bidder to comply with RFP terms and conditions
4	14	Penalties/Liquidated Damages	3.4 The maximum penalty levied under above clauses (3.2 & 3.3 together) will be 10% of cost of the Quarterly payment for the respective quarter	The maximum penalty levied under above clauses (3.2 & 3.3 together) will be 10% of cost of the Quarterly payment for the respective quarter. Inferral	Request Bank to reduce the Overall Penalty maximum 5%.	Bidder to comply with RFP terms and conditions
5	16	Subcontracting	8.1.	Principle bidder only can participate and bidder should not sub-contract to any other company/firm/trust. In case subcontracting is warranted in interest of the project, the selected bidder should take consent of the Bank before undertaking any such agreement.	We request Bank to modify this clause. Selected bidder need to inform the name of Sub contractor before engaging them in to the activity.	Bidder to comply with RFP terms and conditions



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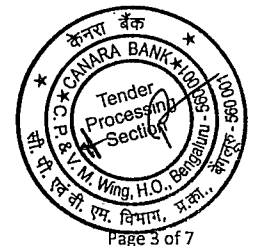
Sl. No.	Page No.	Section/Annexure/Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
6	27	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	9.Performance Security - 9.1	The successful bidder should submit a Security Deposit / Performance Bank Guarantee equivalent to 5% of the Total Cost of Ownership (TCO) value as specified in Bid Schedule within 15 days from the date of acceptance of the Purchase Order with the validity period of 36 months from the date of acceptance of order and shall be retained till the completion of Contract period. The guarantee should also contain a claim period of 2 months from the last date of validity.	1.Request Bank to reduce it from 5% to 3%. 2.Also, request Bank to allow Insurance Surety Bond as security deposit since it is an approved instrument by the Government of India which is accepted by major PSU Banks for their RFPs.	1. Bidder to comply with RFP terms and conditions 2.Bidder to refer Corrigendum-1.
7	49	Annexure-2 Pre-Qualification Criteria - 2	2.The bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	Certificate of local content to be submitted as per Annexure-5 as applicable.	Request Bank to clarify on this clause as this is Cash Management Services activity and there is no manufacturing involved under MII (Class I & II).	Bidder to comply with RFP terms and conditions
8	60	Annexure 8 Scope of Work	2.Cash Replenishment Services - 2.15	Cash replenishment in ATMs should be done only using Cassette Swapping as per the RBI guideline	We will implement Cassette Swap where CRA infra are available. Remaining sites we request Bank to allow Bank premises / Cash Nodal branch to load the cassettes under CCTV environment.	Bidder to comply with RFP terms and conditions
9	62	Annexure-8 Scope of Work	3. First Level Maintenance Services: 3.7	Video Surveillance: Reporting problems related to the Video surveillance system (VSS)-and taking backup/retrieval of Video images as per requirements and submission to Bank. The CRA shall take back-up of the video images for each location as and when required by the Bank. The CRA to take the backup of images ONLY in the presence of Canara Bank Officials - Nodal branch.	Request Bank to modify this clause as this is taking care by SLM Engineers (OEM) only.	Bidder to refer Corrigendum-1



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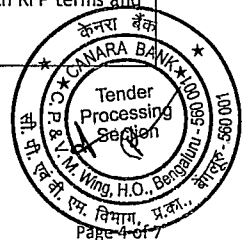
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
10	62	Annexure-8 Scope of Work	3. First Level Maintenance Services: 3.10.1	The CRA shall pick up ATM Cheque deposits and instruments from the ATM daily and submit to the Base Branch except on Bank holidays. In the event the CRA cannot submit the instruments and deposits to the Bank on the same day, for any valid reason, to be informed to the Nodal branch in advance.	Onsite cheque deposits can be handed over to respective branch on the same day of clearance but Offsites will be submitted on next working day.	Bidder to comply with RFP terms and conditions
11	13	2.Payment Terms	2.1	Payment Will be made Quarterly in arrears and on production of relevant documents and after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms & conditions.	Request Bank to revise the clause as below "Payment Will be made Monthly in arrears and on production of relevant documents and after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms & conditions."	Bidder to comply with RFP terms and conditions
12	14	3.Penalties/Liquidated Damages	3.1.Penalties/Liquidated damages for Supply and Replenishment of Consumables	Non-compliance to Consumables required to be replenished well before it gets over will result in the Bank imposing penalty of Rs.1000/- per incident shall be levied if consumable is not made available within four hours from the time information available by Bank official in this regards.	This is the primary responsibility of the Bidder. Further, incase of any delay due to unavoidable reason, bank to impose Rs 100 penalty per incident	Bidder to comply with RFP terms and conditions
13	14	3.Penalties/Liquidated Damages	3.2. Penalties/Liquidated damages for Cash Out ATMs	For Cash Out penalty, Bank shall be imposing penalty of Rs.1000/- per ATM for each hour of cash out or Any penalty(ies) imposed by regulatory authorities for cash out in ATMs whichever is higher.	Bank needs to analyze the reason for cash outs. Any bank dependencies or force majeure situation the bidder will not be liable for any penalty. The supply of cash as per the Indent needs to be made available by the bank. Incase, there is any sudden spike in the hits / transactions it may lead to cash outs for which the bank to exclude the penalty. Futher, the cash out penalty amount should be Rs 100 per hour and a maximum of Rs 500	Bidder to comply with RFP terms and conditions
14	14	3.Penalties/Liquidated Damages	3.2. Penalties/Liquidated damages for Cash Out ATMs	3.2.2 Bank shall levy penalty of Rs.1000 per incident, if Reject Bin full is not cleared within 4 hours.	Bank to revise the penalty to Rs 100 per incident. Further, the bank has to exclude this clause for Cassette swapping ATMs as the reject bin full cant be cleared till the next replenishment	Bidder to comply with RFP terms and conditions



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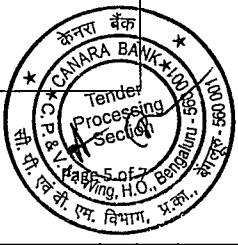
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
15	14	3.Penalties/Liquidated Damages	3.3 Penalties/Liquidated damages for not maintaining uptime for ATMS:	Penalties/Liquidated damages for not maintaining uptime for ATMS:	Bank needs to revise this as there is no mention of any exclusion under MHA timelines. There is a restriction in operating the ATMs post the MHA timelines. Further bank needs to relax uptime on the Cassette swapping ATMs. Also exclusion on uptime due all other reasons pertaining to daily operations.	Bidder to comply with RFP terms and conditions
16	14	3.Penalties/Liquidated Damages	3.4	The maximum penalty levied under above clauses (3.2 & 3.3 together) will be 10% of cost of the Quarterly payment for the respective quarter	Bank to revise the maximum penalty cap at 3%	Bidder to comply with RFP terms and conditions
17	14	3. Penalties/Liquidated Damages	3.2. Penalties/Liquidated damages for Cash Out ATMs	3.2.1. For Cash Out penalty, Bank shall be imposing penalty of Rs.1000/- per ATM for each hour of cash out or Any penalty(ies) imposed by regulatory authorities for cash out in ATMs whichever is higher. 3.2.2.3.2.2.Bank shall levy penalty of Rs.1000 per incident, if Reject Bin full is not cleared within 4 hours.	Request bank to consider the exclusion for following factors like cash availability, SLM, Link issue, area power failures The reject bin full clearance only possible while planning the cash indents for CS ATMs. Cash Replenishment will be possible next day for swapping the cassettes and reject bin.	Bidder to comply with RFP terms and conditions
18	14	3. Penalties/Liquidated Damages	3.3.Penalties/Liquidated damages for not maintaining uptime for ATMS:	Penalties/Liquidated damages for not maintaining uptime for ATMS:	Bank needs to revise this as there is no mention of any exclusion under MHA timelines. There is a restriction in operating the ATMs post the MHA timelines. Further bank needs to relax uptime on the Cassette swapping ATMs. The monthly uptime need to be revised to 98.00% considering exclusions like, MHA, -CS, & Force majeure situations, etc..and penalty slab needs to be changed accordingly.	Bidder to comply with RFP terms and conditions
19	14	3. Penalties/Liquidated Damages	3.3.Penalties/Liquidated damages for not maintaining uptime for ATMS:	99.90% to 100% - No penalty	Request Bank to revise the clause as -98.00% to 100% - No penalty	Bidder to comply with RFP terms and conditions
20	14	3. Penalties/Liquidated Damages	3.3.Penalties/Liquidated damages for not maintaining uptime for ATMS:	98.99% to < 99.90% - 0.10% of cost of the Quarterly payment for the respective quarter for each hour of downtime or part thereof.	Request Bank to revise the clause as -97.00% to < 98.00% - 0.10% of cost of the Quarterly payment for the respective quarter for each hour of downtime or part thereof.	Bidder to comply with RFP terms and conditions



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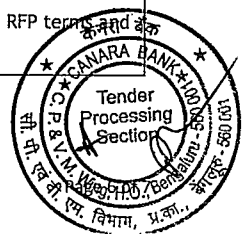
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
21	14	3. Penalties/Liquidated Damages	3.3.Penalties/Liquidated damages for not maintaining uptime for ATMS:	98.50% to <98.99% - 0.20% of cost of the Quarterly payment for the respective quarter for each hour of downtime or part thereof.	Request Bank to revise the clause as -96.50% to <97.00% - 0.20% of cost of the Quarterly payment for the respective quarter for each hour of downtime or part thereof.	Bidder to comply with RFP terms and conditions
22	14	3. Penalties/Liquidated Damages	3.3.Penalties/Liquidated damages for not maintaining uptime for ATMS:	97.99% to <98.50% - 0.30% of cost of the Quarterly payment for the respective quarter for each hour of downtime or part thereof.	Request Bank to revise the clause as -96.00% to <96.50% - 0.30% of cost of the Quarterly payment for the respective quarter for each hour of downtime or part thereof.	Bidder to comply with RFP terms and conditions
23	14	3. Penalties/Liquidated Damages	3.3.Penalties/Liquidated damages for not maintaining uptime for ATMS:	97.95% to <97.99% - 0.50% of cost of the Quarterly payment for the respective quarter for each hour of downtime or part thereof.	95.50% to <96.00% - 0.50% of cost of the Quarterly payment for the respective quarter for each hour of downtime or part thereof.	Bidder to comply with RFP terms and conditions
24	14	3. Penalties/Liquidated Damages	3.3.Penalties/Liquidated damages for not maintaining uptime for ATMS:	<97.95% - 1.00% of cost of the Quarterly payment for the respective quarter for each hour of downtime or part thereof.	Request Bank to revise the clause as -<95.50% - 1.00% of cost of the Quarterly payment for the respective quarter for each hour of downtime or part thereof.	Bidder to comply with RFP terms and conditions
25	15	3. Penalties/Liquidated Damages	3.5	If in any month during the contract period, the uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP and invoke Performance security. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the selected bidder during contract period.	Bank needs to analyze the reasons mentioned by the Bidder. Since there are several external factors in which may attribute to the low uptime. All the reasons / factors will be justified with the proper response by the bidder. Bank to consider all those factors while calculating the uptime of the ATM	Bidder to comply with RFP terms and conditions
26	16	5.Uptime	5.1	The selected bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.90% for the ATMs as per Scope of Work, Functional and Technical requirements (Annexure-8), during contract period, which shall be calculated on monthly basis	Bank to consider the MHA timelines / force majeure / bank dependencies and other unavoidable reasons while calculating the uptime	Bidder to comply with RFP terms and conditions
27	16	6.Local Support	6.3	The bidder will be responsible for attending complaints during all hours 24x7x365 basis of contract period.	Bank to change this to Bidder will be responsible for attending complaints as per the MHA timelines.	Bidder to comply with RFP terms and conditions
28	16	8. Subcontracting	8.1	Principle bidder only can participate and bidder should not sub-contract to any other company/firm/trust. In case subcontracting is warranted in interest of the project, the selected bidder should take consent of the Bank before undertaking any such agreement.	There will be multiple services which will be done by service partners and all compliance and required certification will be provided before implementation.	Bidder to comply with RFP terms and conditions



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29	16	5. Uptime	5.5	5.5.The percentage uptime is calculated on monthly basis as follows: (Total contracted minutes in a month - Downtime minutes within contracted minutes) ===== x 100 Total contracted minutes in a month	All exclusions to be considered while calculating the SLA downtime.	Bidder to comply with RFP terms and conditions
30	16	5.Uptime	5.3	The selected bidder should consider high-availability at DC & DR with RPO of 15 minutes and RTO of 120 minutes.	Request the Bank to clarify on the scope of DC and DR as the scope involves Cash replenishment and consumables	Bidder to refer Corrigendum-1
31	16	5. Uptime	5.4	The downtime-calculated shall not include any failure due to bank, and Force Majeure.	Please clarify	RFP clause itself is self explanatory. Bidder to comply with RFP terms and conditions
32	16	6.Local Support	6.4	Support has to cover to solve day-to-day issue while using the proposed service in our environment like resolving the issues related to incident, security threat, daily updates, and any other issues to the Bank as per SOW/SLA at no extra cost.	Please clarify which is the exact scope the Bank is referring to as security threat is related to machine and systems.	RFP clause itself is self explanatory. Bidder to comply with RFP terms and conditions
33	49	Annexure- 2 Pre Qualification Criteria	3	Bidder should be the Original Equipment Manufacturer (OEM)/ Original Software Owner (OSO)/ Original Software Developer (OSD) of Solution. (OR) An Authorized partner of the OEM of the proposed Solution	Request the Bank to delete this clause, as we understand the RFP is related to cash management services and consumables	RFP clause itself is self explanatory. Bidder to-comply with RFP terms and conditions
34	59	Annexure-8 Scope of Work	2.Cash Replenishment Services:	2.3. BIDDER is permitted Daily Vaulting in Bangalore, Chennai, Delhi, Mumbai, Hyderabad, Kolkata, Pune and Trichy not exceeding Rs. 8 Crores per day per Centre and for all other centers 5 Crores per day.	Request the Bank to confirm whether the Count of ATMs, dispense and cash replenishment details are considered to arrive and set the vault cash holding limit else which may lead to cash low or out in case of CS and vaulting locations.	Bidder to comply with RFP terms and conditions
35	59	Annexure-8 Scope of Work	2. Cash Replenishment Services:	2.7. If there is buffer cash provided by the Bank for emergency replenishment, the same shall be stored overnight in the vault/safe of the BIDDER, at locations where the BIDDER has its Branches.	The overnight cash vaulting will be done basis the availability of CRA vault in particular location/City.	Bidder to comply with RFP terms and conditions
36	60	Annexure-8 Scope of Work	2. Cash Replenishment Services:	2.15. Cash replenishment in ATMs should be done only using Cassette Swapping as per the RBI guideline.	CS will be implemented as per current IBA guidelines and same would be followed in future basis the Phase wise implementation.	Bidder to comply with RFP terms and conditions



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37	60	Annexure-8 Scope of Work	2. Cash Replenishment Services:	2.17. The security code of the ATM Chest lock has to be changed periodically.	Request bank to review the clause as ATM chest lock with OTC mechanism.	Bidder to refer Corrigendum-1
38	61	Annexure-8 Scope of Work	2. Cash Replenishment Services:	2.23. The CRA shall change the ATM passwords periodically and on every occasion of change in their personnel dealing with the service, the passwords need to be immediately changed and kept under safe custody.	Need clarity as what type of ATM passwords	Bidder to refer Corrigendum-1
39	61	Annexure-8 Scope of Work	2. Cash Replenishment Services:	2.24.1. Usage of Admin card is mandatory to increase/decrease cash as the Custodian is required to tally physical cash with cash as shown in the Journal and as shown by ATM Switch.	The cash counting on site is only possible for add cash method	Bidder to comply with RFP terms and conditions
40	61	Annexure-8 Scope of Work	2. Cash Replenishment Services:	2.25.3. Second ADMIN card shall be kept in Dual control by the BIDDER/CRAs. Second ADMIN card may be used for any contingency. Then the first ADMIN card to be destroyed duly making a note in the register. In lieu of the destroyed card, a fresh request to be made to the Nodal branch. Nodal branch shall take-up with Card Division for issuance of one more ADMIN card and other procedure as explained above shall be followed.	Request bank to confirm whether the 2nd admin card will be dispatched to the successful bidder.	RFP clause itself is self explanatory. Bidder to comply with RFP terms and conditions
41	62	Annexure-8 Scope of Work	3. First Level Maintenance Services	3.4 The BIDDER shall load ATM screens as and when the Bank decides to modify/ add to the existing screens.	Request the Bank to add screen distribution under the scope to manage this activity as same is not possible with the help current defined scope.	Bidder to refer Corrigendum-1

Date : 08/05/2024
Place : Bangalore


Deputy General Manager

