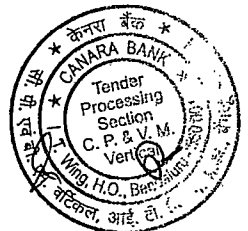


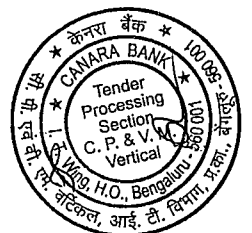
Replies to Pre-Bid Queries for GeM Bid Ref No: GEM/2024/B/4478719 Dated 12/01/2024 for Selection of Service Provider for Supply, Installation, Commissioning and Maintenance of Bill Payment Kiosk Under OPEX Model

Sr. No.	Page No.	Section	RFP Clause	Sub Clause/Technical Specification	Bidder's Query	Bank's Reply
1	14	1.4	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.4. Bidder has to complete End to End starting from Delivery, Installation and Commissioning of Bill Payment Kiosk under OPEX Model within Six (6) weeks from the date of acceptance of the Purchase Order or Seven (7) Weeks from the date of issue of Purchase Order, whichever is earlier.	Request to consider 9 Weeks time-line for Delivery, Installation and Commissioning of Bill Payment Kiosk.	Bidder to refer the corrigendum for the same.
2	14	1.5	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.5. Delivery of Bill Payment Kiosk under OPEX Model should be within Four (4) weeks from the date of acceptance of the Purchase Order or Five (5) Weeks from the date of issue of Purchase Order, whichever is earlier.	Request to consider 8 weeks time-line for Delivery	Bidder to refer the corrigendum for the same.



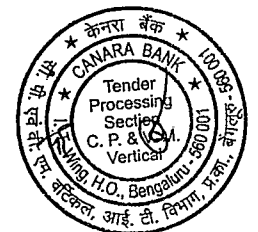
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Sr. No.	Page No.	Section	RFP Clause	Sub Clause/Technical Specification	Bidder's Query	Bank's Reply
3	16	3.2.1		3.2.1. If the selected bidder fails to maintain the guaranteed monthly uptime of 99.00% for the Bill Payment KIOSK as specified in Annexure-9 (Scope of Work) and Annexure-10 (Technical and Functional requirements) during the contract period, the penalty for monthly Uptime will be deducted as under:	Considering Bill Payment Kiosk on Opex and out of Bank controlled premises, Please consider guaranteed monthly uptime of 95.00% for No Penalty and subsequently for rest uptime clauses	Bidder to refer the corrigendum for the same.
4	16	3.2.4	0	3.2.4. If monthly uptime is less than 95% in three consecutive months, bank may at its sole discretion blacklist the bidder in addition to imposing penalty and invoking the bank guarantee.	Monthly uptime should be consider 90% in Six consecutive months for any action by bank.	Bidder to refer the corrigendum for the same.
5	21	12.9	Scope involved during Contract period	12.9. Any server for middleware, database, OS and database licenses to be provided by the successful bidder without any additional cost to the Bank.	Bidder need to provide Physical Server ? Please clarify. It will be in Bank Network Premises or Cloud Servers are acceptable ?	Bidder needs to be provide physical server including any other software/ hardware/ middleware if any. It will be in the Bank's network premises.



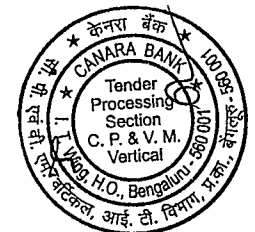
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6	56	6	Annexure-2 Pre-Qualification Criteria	The Bidder should have successfully supplied at least 10 nos. of offered Model or Immediate Previous Model or equivalent model of offered model in line with Bank's requirement during the last 5 years from the date of RFP in any organization in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Banks.	The Bidder/OEM should have successfully supplied at least 10 nos. of any Payment Kiosk during the last 5 years from the date of RFP in any organization in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Banks.	Bidder to refer the corrigendum for the same.



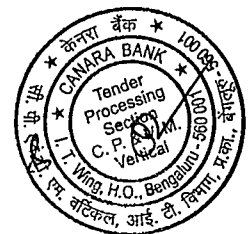
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Sr. No.	Page No.	Section	RFP Clause	Sub Clause/Technical Specification	Bidder's Query	Bank's Reply
7	56	7	Scope involved during Contract period	The Bidder should have average annual turnover of Rs.50.00 Crores in the last three financial years (i.e., 2020-21, 2021-22 and 2022-23). This must be the individual company turnover and not of any group of companies.	If any bidder falls under MSE (as per guidelines issues by Ministry of MSME ,GOI and Startups (as Defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document (Rule 173 (i) of GFR 2017) then Turnover criteria will be not applicable. We request to bank for turnover criteria being MSME company should be considered as - "The Bidder should have average annual turnover of Rs.5.00 Crores in the last three financial years (i.e., 2020-21, 2021-22 and 2022-23)."	If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.



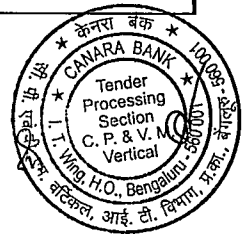
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Sr. No.	Page No.	Section	RFP Clause	Sub Clause/Technical Specification	Bidder's Query	Bank's Reply
8	70	Annexure-10	Technical & Functional Specifications - Cabinet	The compartments for cash and Cheque shall open from the rear of the kiosk during evacuation.	Request to consider from front side evacuation as it would be difficult for CIT to collect Cash and Cheque from rear side.	The compartments for cash and Cheque shall open from the rear/Front of the kiosk during evacuation.
9	70	Annexure-10	Technical & Functional Specifications - Cabinet	Cabinet should have provision for stocking spare cash stacker.	Please clarify - Cash Bag is required or Cash Box is required. Cash Box has limited cash stacking capacity.	Cash Box only to be used
10	70	Annexure-10	Technical & Functional Specifications - Cabinet	1 kva UPS with 4 hrs backup; UPS box with door and lock	1 KVA UPS normally last for 30-40 mins back-up.	1 kva UPS, UPS box with door and lock
11	72	Annexure-10	Technical & Functional Specifications - Cash Acceptor	The cash Acceptor should be of MEI make	Cash Acceptor should not be of any specific make only. Bank shall revise this to "Cash Acceptor meeting technical requirement and of similar or higher grade."	Cash acceptor should be of any OEM with Bulk Note accepting capacity of minimum 40 Notes.
12	72	Annexure-10	Technical & Functional Specifications - Cash Acceptor	The cash Acceptor should be of MEI make	Please mention Cash Acceptor - Single Note Acceptor or Bunch Note Feeder	Single Note Acceptor.



Replies to Pre-Bid Queries for GeM Bid Ref No: GEM/2024/B/4478719 Dated 12/01/2024 for Selection of Service Provider for Supply, Installation, Commissioning and Maintenance of Bill Payment Kiosk Under OPEX Model

Sr. No.	Page No.	Section	RFP Clause	Sub Clause/Technical Specification	Bidder's Query	Bank's Reply
13	73	Annexure-10	Technical & Functional Specifications - Manual magnetic card reader	The latest available should be provided and programmed to accept payments	For Debit Card/ Credit Card Payment POS device need to installed ? Please clarify.	Bidder to comply with RFP terms.
14	72	Annexure-10	Technical & Functional Specifications - Cash Acceptor	The cash Acceptor should be of MEI make	Cash Acceptor should not be of any specific make. Bank can revise this to "Cash Acceptor meeting technical requirement and of similar or higher grade."	Cash acceptor should be of any OEM with Bulk Note accepting capacity of minimum 40 Notes.
15	73	Annexure-10	Technical & Functional Specifications - Manual magnetic card reader	The latest available should be provided and programmed to accept payments	For Debit Card/ Credit Card Payment , do we have to install POS device? Please confirm.	POS device is not under the scope of service.
16	72	Annexure-10	Technical & Functional Specifications - Cash Acceptor	The cash Acceptor should be of MEI make	Cash Acceptor should be Independent of any specific organization. Bank shall revise this clause to "Any Cash Acceptor of reputed/global company meeting technical requirements and of similar or higher grade."	Cash acceptor should be of any OEM with Bulk Note accepting capacity of minimum 40 Notes.



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17	72	Annexure-10	Technical & Functional Specifications - Cash Acceptor	The cash Acceptor should be of MEI make	Please mention Cash Acceptor - Single Note Acceptor or Bunch Note Feeder (BNF). BNF provides excellent customer experience since the customer is able to load multiple notes at one go and does not have to insert one note at a time as in SNA which is very cumbersome to operate.	Cash acceptor should be of any OEM with Bulk Note accepting capacity of minimum 40 Notes.
18	72	Annexure-10	Technical & Functional Specifications - Cash Acceptor	Interface: RS232, 12 VDC	Please mention Cash Acceptor Interface: RS232, 12V/24V DC	Interface: RS232, 12/24 VDC
19	72	Annexure-10	Technical & Functional Specifications - Cash Acceptor	Serial Stacker should be attached with acceptor with hardware and software lock mechanism.	Please Clarity - Cash bag or Cash box is required. Cash bag can be scaled to increase the capacity as required whereas Cash box has limitation as its capacity is fixed.	Cash Box only to be used

Date: 05/02/2024

Place: Bengaluru

(Signature)
Deputy General Manager

