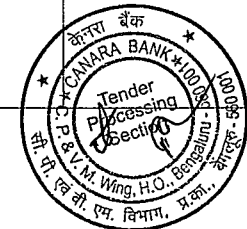
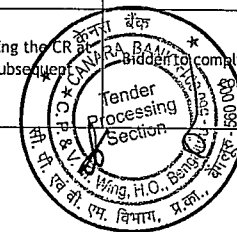


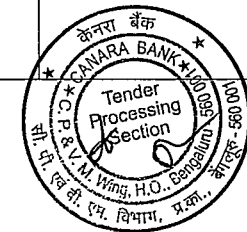
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
1	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.5 / Project Timelines	Delivery of all Cash Recyclers inclusive of 5 additional Cassettes should be within Five (5) weeks from the date of providing the Supply Instructions with the location details except in North-East and J&K. For locations in these exception areas Delivery shall be within 10 (Ten) weeks from the date of providing the Supply Instructions.	Requesting Bank to change the delivery timeline as: Delivery of all Cash Recyclers inclusive of 5 additional Cassettes should be within Eight (8) weeks from the date of providing the Supply Instructions with the location details except in North-East and J&K. For locations in these exception areas Delivery shall be within 12 (Twelve) weeks from the date of providing the Supply Instructions.	Bidder to refer Corrigendum-1
2	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.5.1 / Penalties/Liquidated damages for not maintaining uptime:	If the selected bidder fails to maintain the guaranteed monthly uptime of 99.00% for the Cash Recycler 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:	Bidder requests the bank to reconsider the uptime expectations and the penalties. The SLA is practically not achievable and penalties are too high	Bidder to comply with RFP terms and conditions
3	22	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7.1.4 / Acceptance Test Procedure(ATP) By Bank:	The Acceptance Test shall be conducted for each Cash Recycler separately.	Not practical to carry out Acceptance test at every location. It should be at central location and Bidder should affirm with every installation that the installed machine conforms to all features and functionalities as per Acceptance test done in central location.	Bidder to refer Corrigendum-1
4	23	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8.1 Warranty	The entire equipment's / hardware (including OS) & software deployed for this project shall be under Comprehensive Onsite Warranty	Equipment OEM is not OEM of OS; hence Warranty of OS may please be excluded from the warranty clause	Bidder to comply with RFP terms and conditions
5	24	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8.2 Warranty	8.2 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 Successful bidder 's expense and shall include all media, parts, labor, freight and insurance to and from the Department's site.	Services like Parts replacement under warranty will be rendered at CR installation site. Reference to service being provided at Department's site may please be corrected /amended.	Bidder to refer Corrigendum 1
6	24	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Annual Maintenance Contract (AMC) after three Year of Warranty Period	9.7 The bidder shall submit the preventive maintenance activity report, service call report, downtime report duly certified by bank's official along with payment claim letter. Bank will calculate the uptime and impose penalty as per uptime clause. However total penalty shall be restricted to 15% of quarterly AMC claiming value.  3.4.3. The maximum penalty levied shall not be more than 10% of total contract value during the contract period.	Bidder requests the bank to clarify on these two penalties with an example as these two, appears to be contradictory.	Two penalties are independent of each other. Bidder to comply with RFP terms and conditions



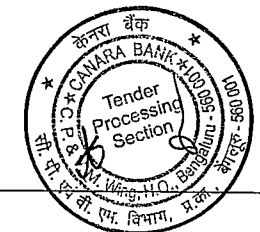
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7	24/25	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Annual Maintenance Contract (AMC) after three Year of Warranty Period	9.9 It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee to the tune of 10% of the value of the Purchase Order, if AMC charges quoted by the bidder are abnormally low (below 5% of the cost). The Bank has discretion to consider such offer or for seeking clarification from the bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC obligations of the bidder. Bidder shall quote the charges of AMC as per the Bill of Material (Annexure-15). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC period with a claim period of 3 months. The bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in clause 3.9. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompletion of the project and warranty period.	1.We request the Bank to considered and permit submission of Bank Guarantee of 36 months + 3 months claim period . A fresh Bank guarantee can be provided post expiry of the previous Bank guarantee for the remaining period of 48 months + 3 months claim period. OR We request Bank to allow submission of Performance Security, which is allowed as per Ministry of Finance, Procurement Policy for multiyear service contracts.  2.The Bank's rights under the Insurance Surety Bond are similar to that in Bank Guarantee wherein Bank will be the beneficiary and Insurance company will be the Guarantor.	1.Bidder to comply with RFP terms and conditions 2.Bidder to refer corrigednum1
8	25	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Uptime	10.3.The Downtime calculated shall not include any failure due to bank/ Non-availability of Network and down time during the time of preventive maintenance activity and Force Majeure. The bidder shall inform the Bank 7 days in advance before doing preventive maintenance or pre-planned activity.	Bidder requests to exclude the vandalism, & FLM call duration also from downtime	Bidder to comply with RFP terms and conditions
9	25	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Uptime	10.4 The selected bidder should consider high-availability (active-passive) at DC & DR with RTO of 120 minutes.	please clarify that this requirement is for the servers that may be installed and not for the CR's itself	High-availability (active-passive) at DC & DR with RTO of 120 minutes is regarding Servers installed
10	25	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Uptime	10.5 Provide a robust, fault tolerant infrastructure with enterprise grade SLAs with an assured uptime of 99.00%.	please clarify that this requirement is for the servers that may be installed and not for the CR's itself	Bidder to comply with RFP terms and conditions
11	26	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Site and infrastructure	11. The bidder shall visit the site before installation and indicate the site preparation requirements for installation in terms of the size and weight of the System/subsystem (space required), power requirement (stabilizer, UPS, isolation transformer), cabling etc. for Cash Recyclers	Bidder request Bank to remove this clause as site work is deployed by bank. Here, successful bidder can provide pre- requisites on recyclers service space, IT and Servo requirements. Bank can share with site vendors for execution of site accordingly. Isolation transformer and Servo requirements may require even after deployment of machines, its subject to neutral/power leakage/power fluctuation	Bidder to comply with RFP terms and conditions
12	26	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Training	13.5 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.	Training can be provided to the custodians at the time of commissioning the CR and the installation site. Bidder should be allowed to charge Bank for Subsequent trainings at mutually agreed charges.	Bidder to comply with RFP terms and conditions



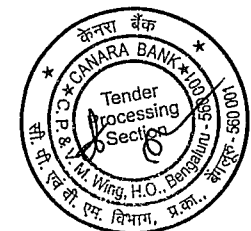
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
13	30	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Right to Audit	22.1 The selected Bidder (Service Provider) has to get itself annually audited by internal/external empaneled Auditors appointed by the Bank/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/such auditors in the areas of products (IT hardware/software) and services etc., provided to the Bank and the Service Provider is required to submit such certification by such Auditors to the Bank. The Service Provider and or his/their outsourced agents/subcontractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.	Modification request of the highlighted part : The selected Bidder (Service Provider) has, with reasonable notice in advance of not less than 30 days from the Bank (except in case of audit by RBI or any regulatory or statutory authority having jurisdiction on the Bank's business operations where the requirement of notice is waived), to get itself annually audited by internal/external empaneled Auditors appointed by the Bank/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/such auditors in the areas of products (IT hardware/software) and services etc., provided to the Bank and the Service Provider is required to submit such certification by such Auditors to the Bank. The Service Provider and or his/their outsourced agents/subcontractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.	Bidder to comply with RFP terms and conditions
14	43	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	Order Cancellation/Termination of Contract	13.1 The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a 30 days' notice.	Modification request of the highlighted part : The Bank reserves its right to terminate this CONTRACT post the Warranty period (3 years) at any time without assigning any reasons, by giving a 180 days' notice.	Bidder to comply with RFP terms and conditions
15	44	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	Order Cancellation/Termination of Contract	13.8 Notwithstanding the existence of a dispute, and/ or the commencement of arbitration proceedings, Vendor/Service Provider should continue the services. Vendor/Service Provider is solely responsible to prepare a detailed Reverse Transition plan.	Modification request of the highlighted part : Notwithstanding the existence of a dispute, and/ or the commencement of arbitration proceedings, Vendor/Service Provider should continue the services. The payment to Vendor/Service Provider will be made as per contract during such period. Vendor/Service Provider is solely responsible to prepare a detailed Reverse Transition plan.	Bidder to comply with RFP terms and conditions
16	47	SECTION G - GENERAL CONDITIONS	Intellectual Property Rights	11 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 supplied on behalf of consortium as Bidder.	We propose the Bank to remove this clause as it is not practically possible to provide such warranty. However, the Bidder is providing an IP Indemnity as per RFP clauses 11.2 and 11.3 which covers the bank against any third party claim filed against the Bank.	Bidder to comply with RFP terms and conditions



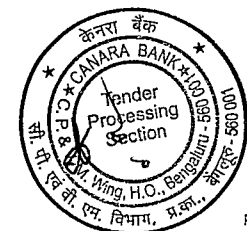
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
17	51	SECTION G - GENERAL CONDITIONS	Indemnity	Indemnity Clause	<p>NCR Atleos standard position is to provide indemnity in cases where the Bank is sued by a third party. Hence, Bank to consider the below proposed indemnity provision:</p> <p>X.1 Each party will: (i) at its expense, defend the other against any Third Party Claim; and (ii) indemnify the other by paying the damages, costs, and attorneys' fees with respect to the Third Party Claim that are either awarded against the claiming party in a final, non-appealable court judgment, or required to be paid by the claiming party in a settlement of the Third Party Claim that the defending party has agreed to in writing. As used in this Section, a "Third Party Claim" means a suit brought against the claiming party by a third party to the extent the suit alleges damages arising from (a) personal injury or death, or damage to tangible personal property caused by the defending party's negligence or willful misconduct; or (b) the intentional and unauthorized use or disclosure of Confidential Information caused by the defending party.</p> <p>X.2 The defending party's obligations set forth in Section X.1 are subject to the claiming party (a) providing the defending party prompt written notice that the Third Party Claim has been threatened or brought, whichever is sooner (the "Claim Notice"); (b) providing the defending party sole control of the defence and any appeal or settlement (at the defending party's discretion) of the Third Party Claim (collectively, "defence or Settlement"); (c) cooperating with the defending party (including providing relevant documentation and information) with respect to the defence or Settlement; and (d) complying with all court orders. If the claiming party's delay in providing the Claim Notice causes detriment to the defending party with respect to the defence or resolution of the Third Party Claim, the obligations set forth in Section X.1 will not apply to the Third Party Claim to the extent of such detriment. <u>Notwithstanding any other provision of this Agreement, the defending party's delay in providing the Claim Notice causes detriment to the defending party with respect to the defence or resolution of the Third Party Claim, the obligations set forth in Section X.1 will not apply to the Third Party Claim to the extent of such detriment.</u></p>	Bidder to comply with RFP terms and conditions
18	52	SECTION G - GENERAL CONDITIONS	20 Indemnity	20.5 BIDDER/VENDOR/ SERVICE PROVIDER aggregate liability shall be subject to an overall limit of the total Cost of the project.	<p>Modification request of the highlighted part : : BIDDER/VENDOR/ SERVICE PROVIDER aggregate liability shall be subject to an overall limit of 12 months fees. Requesting Bank to add the following: "Under no circumstances shall either party, regardless of the form or nature of the action giving rise to such liability (in an action in contract, tort, product liability, strict liability, statute, law, equity or otherwise), (i) (a) be liable for any 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; and (ii) cumulatively liable under the Agreement during the entire term of the Agreement for any amount greater than the total fees and charges charged by Service Provider during the 12 months preceding the claim under respective Order for the product or services giving rise to the claim or liability. NCR's liability for warranty claims is conclusively regulated in Section 7 above. NCR's liability for infringement of intellectual property rights is conclusively regulated in Section _____. This Section will not limit a party's liability for direct damages for personal injury, including death, to the extent caused by its negligence or willful misconduct. Acceptance of information or evidence should not be an admission of liability by the Bidder. Any dispute about claim or claimed damages by the Bank will be resolved by Dispute Resolution Procedure.</p> <p>The 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 NCR's sole liability for service level failure or any deficiency.</p> <p>The Bank acknowledges that NCR shall have no liability whatsoever for any claim.</p>	Bidder to comply with RFP terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
19	53	SECTION G - GENERAL CONDITIONS	23.Force Majeure	23.2 For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the selected 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 selected Bidder, resulting in such a situation.	Modification request of the highlighted part : For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the selected Bidder, due to or as a result of or caused by acts of God or Government, strikes, wars, insurrections, riots, earth quake and fire, epidemic, pandemic, lockdowns, events not foreseeable but does not include any fault or negligence or carelessness on the part of the selected Bidder, resulting in such a situation.	Bidder to comply with RFP terms and conditions
20	54	SECTION G - GENERAL CONDITIONS	24.Responsibilities of the Bidder	24.6 The selected Bidder should abide by guidelines issued by RBI Master Direction on Outsourcing of IT Services.	Modification request of the highlighted part : The selected Bidder should on commercially reasonable basis support the Bank to abide by guidelines issued by RBI Master Direction on Outsourcing of IT Services.	Bidder to comply with RFP terms and conditions
21	56	SECTION G - GENERAL CONDITIONS	29.Social Media Policy	Social Media Policy	Requesting Bank to delete this clause as the Bidder is not aware of Bank social media policy.	Bidder to comply with RFP terms and conditions Bidder to refer Social Media policy in Bank's Website <a href="https://www.canarabank.com/UploadedFiles/Pdf/Part%20B%20Social%20Media%20Policy%20for%20customers%202021-22.pdf">https://www.canarabank.com/UploadedFiles/Pdf/Part%20B%20Social%20Media%20Policy%20for%20customers%202021-22.pdf</a>
22	75	Annexure - 9 Scope of work	Delivery & Site Preparation	15. 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'.	Bidder's understanding is that the bidder will be coordinating with the MSP vendor to include certified EJ agent in the machine. It is the MSP responsible for rectifying EJ pulling issue and not the bidder hence the bidder request the bank to remove this clause from the scope of this RFP.	Bidder to comply with RFP terms and conditions
23	76	Annexure-9 Scope of Work	Delivery & Site Preparation	29.The selected Bidder/s shall provide SLM, Remote Monitoring, Preventive Maintenance (once in a quarter) and AMC services	The bidder requests the bank to clarify if the bank is expecting the bidder to provide the Incident Management (ATM Monitoring) Service. If YES, would the bank add a line in the TCO for this managed Service ?	Bidder to comply with RFP terms and conditions
24	77	Annexure - 9 Scope of work	Delivery & Site Preparation	34. Bidder to ensure that time print of the DVR of transaction exactly tally with transaction time printed in EJ.	ATM date and time should be in sync with switch system to ensure that the both DVR and EJ are stamped with the same date and time.	Bidder to comply with RFP terms and conditions
25	77	Annexure - 9 Scope of work	Delivery & Site Preparation:	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.	Bidder requests Bank to remove this clause as site work deployed by bank, here, site vendor/UPS vendor needs to provide earthing and connect to UPS line. CR OEMs can't have any control on site wirings,any disconnect in this will lead to equipments failure. Hence, we request bank to remove earthing scope from bidder. Successful bidder can provide pre- requisites on recyclers service space, earthing, IT and Servo requirements. Bank can share with site vendors for execution of site accordingly. Isolation transformer and Servo requirements may require even after deployment of machines, its subject to neutral/power leakage/power fluctuation	Bidder to refer Corrigendum-1

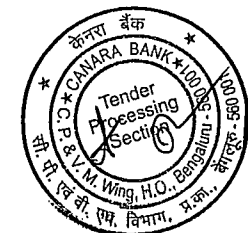


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26	77	Annexure - 9 Scope of work	Delivery & Site Preparation:	40. The Bidder shall also do separate Earthing at each site to suit the requirements of the Cash Recyclers (CRs).	Bidder requests Bank to remove this clause as site work is deployed by bank, here, site vendor/UPS vendor needs to provide earthing and connect to UPS line. CR OEMs can't have any control on site wirings,any disconnect in this will lead to equipments failure. Hence, we request bank to remove earthing scope from bidder. Successful bidder can provide pre- requisites on recyclers service space, earthing, IT and Servo requirements. Bank can share with site vendors for execution of site accordingly. Isolation transformer and Servo requirements may require even after deployment of machines, its subject to neutral/power leakage/power fluctuation	Bidder to refer Corrigendum-1
27	78	Annexure - 9 Scope of work	Delivery & Site Preparation:	41.The Bidder shall ensure that the site is ready as per the requirements before installation of Cash Recyclers and then make arrangements for delivery, unpacking, inspection etc. at no extra cost to the Bank. In case,Cash Recyclers (CRs) shifted from original location after the delivery, the cost towards shifting, site works carried out at original location shall be borne by the Bank	Bidder requests Bank to remove this clause as site work is deployed by bank, here, site vendor/UPS vendor needs to provide earthing and connect to UPS line. CR OEMs can't have any control on site wirings,any disconnect in this will lead to equipments failure. Hence, we request bank to remove earthing scope from bidder. Successful bidder can provide pre- requisites on recyclers service space, earthing, IT and Servo requirements. Bank can share with site vendors for execution of site accordingly. Isolation transformer and Servo requirements may require even after deployment of machines, its subject to neutral/power leakage/power fluctuation	Bidder to comply with RFP terms and conditions
28	78	Annexure - 9 Scope of work	Delivery & Site Preparation	47. Infrastructure for Terminal Security Solution Implementation, Middleware Server or QR Server to implement UPI- ICD and UPI-ICCW Solution (Database/ OS licenses, Servers), Digital OTC implementation (Database/ OS licenses, Servers) has to be provided by the selected Bidder without any additional cost to the Bank at both DC & DR. TSS solution & OTC portal provided should have Portal. In case of hardware change required	Bidder requests the bank to clarify the bank expect that the TSS Solution must be set up in Bank's DC/DR or can these be hosted & managed by the bidder in bidder's premise ?	TSS Solution to be set up in Bank's DC/DR. Infrastructure - Server, OS & DB Licenses to be provided by Selected Bidder without any additional cost to the Bank



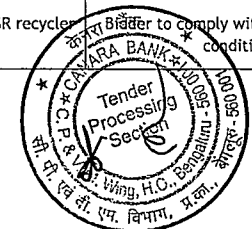
Replies to the Pre-bis queries for GeM Bid ref no. GEM/2024/B/5121380 dated 03/07/2024 for Selection of Service Provider for Supply, Installation, Commissioning and Maintenance of 1500 numbers of Cash Recyclers under Capex Model in Canara Bank

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29	78	Annexure - 9 Scope of work	Delivery & Site Preparation	49. The Bidders should provide end to end solution and implementation, including server/switch application component (without any additional cost to the Bank) suitable for visually challenged persons (with audio support) for all above Cash Recycler(CR) in English, Hindi, Region all languages. The CR should have Voice Guidance flow enabled for the visually challenged along with Text to Speech, web extension services, functional keys based voice guidance support with internal speakers & jack. The Bidder should also participate in the testing and end to end implementation and rollout without any additional cost to the Bank.	RBI Mandates only Hindi and English Language audio support. Regional languages support is kept as Optional and Thus request bank to also keep regional languages support as optional.	Bidder to refer Corrigendum-1
30	79	Annexure - 9 Scope of work	Delivery & Site Preparation	50. 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.	Since the Bank is yet to decide on this implementation, loading up the price of CR with a charge towards this can be avoided. The requirement may be changed to say that CR supplied must be capable of running CEN3.30 compliant MVS.	Bidder to comply with RFP terms and conditions
31	81	Annexure - 9 Scope of work	Delivery & Site Preparation	68. Cash recyclers with recycling capability deployed shall comply with RBI, DFS, IBA, EMW, 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.	Since there is limited visibility of future compliance regulations and guidelines, it is not possible to bundle in the costs towards such implementations of regulations that may come up in future. Hence this clause should be changed to say that implementations of any future compliance regulations and guidelines will be at mutually agreed charges.	Bidder to comply with RFP terms and conditions
32	81	Annexure - 9 Scope of work	Delivery & Site Preparation	71. Bidder to ensure guaranteed uptime of minimum 99% (in a 24-hour cycle) for each machine for warranty and AMC period.	For Recyclers, achieving 99% uptime is unrealistic considering the quality of notes normally deposited. The bidder requests the bank to consider a minimum realistic uptime of 93%.	Bidder to comply with RFP terms and conditions



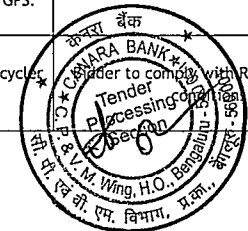
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33	81	Annexure - 9 Scope of work	Delivery & Site Preparation	72. In the event of cessation of system support by OEMs to the existing operating system the Bidder shall upgrade and install the latest higher version of operating system and all application 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 upgrade hardware required to support the higher version of operating system at no extra cost to Bank.	We use MS Windows for OS which has a well charted support program for extended support. However for any reasons if OS upgrade is required by Bank and it requires hardware upgrade, such upgrade will have to be charged to the Bank. It cannot be at no extra cost to Bank.	Bidder to refer Corrigendum-1
34	82	Annexure - 9 Scope of work	Delivery & Site Preparation	83. The old machines need to be picked up under buyback by the Bidder in "as where is" condition. Moreover, the Bidder shall submit the buyback price of the existing old machines which will be considered while calculating the final price.	The bidder requests the bank to share the number of units that a bidder is expected to buyback	Bidder to refer Corrigendum-1
35	82	Annexure - 9 Scope of work	Delivery & Site Preparation	84. The Cash Recyclers should be equipped with GPS tracker for identifying exact GEO locations	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	Bidder to refer Corrigendum-1
36	86	Annexure-10 Technical & Functional Specifications	PC-CORE:- Processor & OS Features	9th Generation Intel® Core™ i5 Processor or higher with minimum 3.3 GHz and 6 MB cache or above	9th Generation Intel® Core™ i5 Processor or higher with minimum base frequency of 3.0 GHz or above and 6 MB cache or above . The latest generation intel embedded processors come with multiple cores and lesser base frequency support, thus requesting Bank to accommodate this request to change base frequency to 3.0 Ghz or above.	Bidder to comply with RFP terms and conditions
37	86	Annexure-10 Technical & Functional Specifications	PC-CORE:- Processor & OS Features	101 keys Keyboard integrated with Mouse operations /Integrated with EPP	No keyboard will be provided with the machine as these are not required for day to day activities. For only SLM activities keyboard is required which CE will bring it him always.	Bidder to comply with RFP terms and conditions
38	86	Annexure-10 Technical & Functional Specifications	PC-CORE:- Processor & OS Features	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 deployed with no extra cost to Bank during the contract period. The successful bidder shall also upgrade hardware required to support the higher version of operating system at no extra cost to Bank during the contract period.	No commitment can be made to support future versions of the OS. Also since the OS is a 3rd party licensed item, the bidder will have no control over the costs which will be incurred or the hardware specifications in order to support this OS. Request the bank to remove this clause.	Bidder to refer Corrigendum-1
39	86	Annexure-10 Technical & Functional Specifications	PC-CORE:- Processor & OS Features	Software with CEN 3.0 (or above), XFS compliant and cross-vendor Support	Request the bank to change the specification to at least CEN XFS 3.30. SR recycler functionality was not supported under CEN XFS 3.0	Bidder to comply with RFP terms and conditions



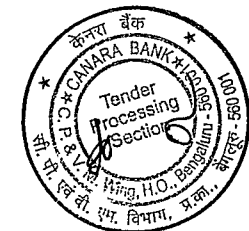


Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
40	89	Annexure-10 Technical & Functional Specifications	4. Customer Interface	4.3. Touch screen and Function Display Key-FDKs (support for visually handicapped through Braille Function 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	Bidder to refer Corrigendum-1
41	89	Annexure-10 Technical & Functional Specifications	4. Customer Interface	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 80% Humidity. 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	Bidder to comply with RFP terms and conditions
42	90	Annexure-10 Technical & Functional Specifications	4.10 Customer Interface	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	Bidder to refer Corrigendum-1
43	91	Annexure-10 Technical & Functional Specifications	5.7 BILL VALIDATOR	5.7. Compliance to RBI's Note Authentication and Fitness sorting parameters (Documentation required on process of configuration. Configuration can be carried out at Bank location only). Configuration change to be completed at the earliest.	More details are required.	Bidder to refer RBI/2009-10/459 DCM(R&D)No. G-26/18.00.14/2009-10 dated May 2010. Bidder to comply with RFP terms and conditions
44	91	Annexure-10 Technical & Functional Specifications	6. CASH MODULE	6.14 Cassette that support tracking and docking.	More details are required.	Bidder to refer Corrigendum-1
45	92	Annexure-10 Technical & Functional Specifications	6. CASH MODULE	6.11 Should support card based (including NCMC cards), card less, biometric authentication, QR based, NFC based transactions	The bidder cannot commit to supporting future mandates since the amount of effort involved to comply to this is unknown. The bidder can commit to enhance the machines to comply to new mandates based on mutually acceptable costs. Request the bank to confirm acceptance for the same.	Bidder to refer Corrigendum-1
46	92	Annexure-10 Technical & Functional Specifications	6. CASH MODULE	6.13 Capability to Back-track the depositor for category 2 notes with mandatory recognition of the serial nos. of individual currencies. Storing & passing on image data for later processing.	We store the note serial number along with EJ for better auditability and tracking. EJ to be backed up on daily basis. There will be a provision to store the EJ for 6 months but recommendation to rely on the backend EJ server than at the recycler end.	Bidder to comply with RFP terms and conditions
47	93	Annexure-10 Technical & Functional Specifications	6. CASH MODULE	6.17 CR should have Note number tagging along with images and traceability to account with appropriate MIS report as per Bank's requirement.	We store the note serial number along with EJ for better auditability and tracking. EJ to be backed up on daily basis. There will be a provision to store the EJ for 6 months but recommendation to rely on the backend EJ server than at the recycler end.	Bidder to comply with RFP terms and conditions
48	98	Annexure-10 Technical & Functional Specifications	13.24 / Others	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	Bidder to refer Corrigendum-1
49	99	Annexure-10 Technical & Functional Specifications	14. INTERFACE - CORE BANKING SOFTWARE & ATM SWITCH	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.	Request the bank to change the specification to at least CEN XFS 3.30. SR recycler functionality was not supported under CEN XFS 3.0	Bidder to comply with RFP terms and conditions



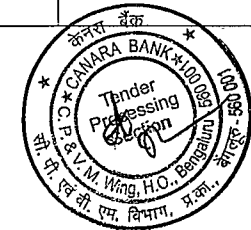
Replies to the Pre-bis queries for GeM Bid ref no. GEM/2024/B/5121380 dated 03/07/2024 for Selection of Service Provider for Supply, Installation, Commissioning and Maintenance of 1500 numbers of Cash Recyclers under Capex Model in Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
50	64	Annexure 2 - Pre Qualification	7	The Bidder should have average annual turnover of Rs.500.00 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.	Request bank to include current financial year as well.	Bidder to comply with RFP terms and conditions
51	65	Annexure 2 - Pre Qualification	8	The net worth of the Bidder firm should not be negative as on 31/03/2023 and also should have not eroded by more than 30% in the last three financial years.	Request bank to include current financial year as well.	Bidder to comply with RFP terms and conditions
52	13	SECTION B - INTRODUCTION	8. Scope of Work	8.2. Bank reserves the right to modify the scope due to change in regulatory instructions, market scenario and internal requirement within the overall objective of RFP.	We suggest that any modification to the Scope need to be only after prior intimation of 15 day to the Bidder and such change in scope needs to be mutually acceptable.	Bidder to comply with RFP terms and conditions
53	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 1. Project Timelines	1.10.	1.10. If undue delay happens for delivery and / or installation of the ordered hardware/s by the bidder, the same shall be treated as a breach of contract. In such case, the Bank may invoke the Bank Guarantee/Forfeit the Security Deposit without any notice to the bidder.	We suggest that the term undue delay is not defined in this RFP, hence specific number of delays needs to be mentioned. We suggest to delete undue and replace it with words beyond 15 days. Further please incorporate that if the delay happens beyond 15 days then the same shall be termed as breach. We suggest to delete the provision of invocation of BG and SD, and instead we suggest to impose penalty.	Bidder to comply with RFP terms and conditions
54	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2.1	On installation, commissioning and acceptance by Bank after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms & conditions. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/ offices and Manufacturer's / Supplier's Warranty Certificate, while claiming payment.	We suggest deletion of red highlighted portion. Deductions from payment due the Bidder should not be allowed, instead we suggest that the Bank should raise separate invoices for any penalty / liquidated damages as adjustment against our payments leads to discrepancy in GST Taxation process.	Bidder to comply with RFP terms and conditions
55		2. Payment terms	2 . Installation and Commissioning	The invoice and installation report should contain the product serial number of the items installed/commissioned.		
56		2. Payment terms	2 . Installation and Commissioning	The vendor has to submit the Acceptance Test Reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment.		
57	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 2. Payment terms	2.11. Delivery	On delivery of Cash Recyclers inclusive of 05 Cassettes and on submission of relevant documents, after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms & conditions. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office should be submitted while claiming payment in respect of orders placed	We suggest deletion of red highlighted portion. Deductions from payment due the Bidder should not be allowed, instead we suggest that the Bank should raise separate invoices for any penalty / liquidated damages as adjustment against our payments leads to discrepancy in GST Taxation process.	Bidder to comply with RFP terms and conditions

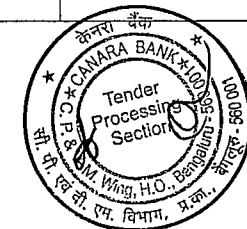


Replies to the Pre-bis queries for GeM Bid ref no. GEM/2024/B/5121380 dated 03/07/2024 for Selection of Service Provider for Supply, Installation, Commissioning and Maintenance of 1500 numbers of Cash Recyclers under Capex Model in Canara Bank

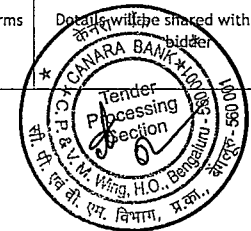
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification.	Bidder's Query	Banks reply
58	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 2. Payment terms	2.1 3. Acceptance	On completion of the acceptance test and after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms & conditions. The vendor has to submit the Acceptance Test Reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment.	We suggest deletion of red highlighted portion. Deductions from payment due the Bidder should not be allowed, instead we suggest that the Bank should raise separate invoices for any penalty / liquidated damages as adjustment against our payments leads to discrepancy in GST Taxation process.	Bidder to comply with RFP terms and conditions
59	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 2. Payment terms	2.1 4. Warranty	After Completion of warranty period of 3 years and after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms.	We suggest deletion of red highlighted portion. Deductions from payment due the Bidder should not be allowed, instead we suggest that the Bank should raise separate invoices for any penalty / liquidated damages as adjustment against our payments leads to discrepancy in GST Taxation process.	Bidder to comply with RFP terms and conditions
60	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 2. Payment terms	6. Onsite Resources	Payment will be Quarterly basis in arrears after deducting applicable penalties and Liquidated damages (if any).	We suggest deletion of red highlighted portion. Deductions from payment due the Bidder should not be allowed, instead we suggest that the Bank should raise separate invoices for any penalty / liquidated damages as adjustment against our payments leads to discrepancy in GST Taxation process.	Bidder to comply with RFP terms and conditions
61	17	Payment terms	4	Warranty 10% of cost of per Cash Recycler as per Table-A of Annexure-15 After Completion of warranty period of 3 years and after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms. Or On submission of a Warranty BG for equivalent amount to the remaining payment.	The bank has requested that PBG be 5% throughout the warranty period and a further 10% BG specified under the conditions of payment. They contradict each other.	Both the Bank Guarantees are independent of each other. Bidder to comply with RFP terms and conditions
62	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 2. Payment terms	2.5	Payment shall be released within 30 days from the date of submission of relevant documents as per GeM bid terms and found in order as per GeM bid terms.	We suggest to add below wordings to this clause :In case of any delay for payment of the billed amount more than stipulated period, the interest @ 18% per annum will be levied on the outstanding amount and if the payment are still not processed for further period on 2 months the Service Provider shall also be entitled to suspend Services and such suspension shall not be termed as breach of the Agreement by the Service Provider and could not be held responsible or penalized for Service lapses.	Bidder to comply with RFP terms and conditions
63	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 3. Penalties & Liquidated damages	3.1	3.1. Penalties/Liquidated damages for delay in Delivery of Cash Recyclers inclusive of 5 additional Cassettes in all Locations is as under: 3.1.1. Non-compliance of the delivery clauses (1.5) will result in the Bank imposing penalty 0.50% on delay in installation per Cash Recycler, per week or part thereof, on the invoice value branch / location wise. 3.1.2. However, the total Penalty/LD to be recovered under above clauses 3.1.1 shall be restricted to 10% of the total value of the order.	We request removing the section relating to liquidated damages. We seek that the bank levy either a penalty or liquidated damages. The penalty/LD should be completely attributed to the Bidder, and not otherwise. Furthermore, the bidder should be allowed to a cure time before incurring any penalties/LD.	Bidder to comply with RFP terms and conditions



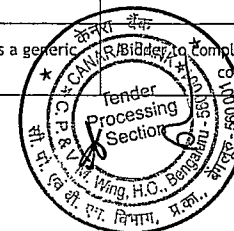
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
64	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 3. Penalties & Liquidated damages	3.2	3.2. Penalties/Liquidated damages for delay in Installation and Commissioning of Cash Recyclers in all Locations is as under:  3.2.1. Non-compliance of the installation clauses (1.7) will result in the Bank imposing penalty 0.50% on delay in Installation and Commissioning per Cash Recycler, per week or part thereof, on the invoice value branch / location wise.  3.2.2. However, the total Penalty/LD to be recovered under above clauses 3.2.1 shall be restricted to 10% of the total value of the order.	We request removing the section relating to liquidated damages. We seek that the bank levy either a penalty or liquidated damages. The penalty/LD should be completely attributed to the Bidder, and not otherwise. Furthermore, the bidder should be allowed to a cure time before incurring any penalties/LD.	Bidder to comply with RFP terms and conditions
65	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 3. Penalties & Liquidated damages	3.3	3.3. Penalties/Liquidated damages for non-acceptance of Cash Recyclers on Acceptance Test in all Locations is as under:  3.3.1. Non-compliance of the Acceptance clauses, Section-C, clause-7 will result in the Bank imposing penalty 0.50% on delay in remedial measures including upgradation of any of the components thereunder, replacement thereof from the date of Acceptance Test per Cash Recycler, per week or part thereof, on the invoice value branch / location wise.  3.3.2. However, the total Penalty/LD to be recovered under above clauses 3.3.1 shall be restricted to 10% of the total value of the order.	We request removing the section relating to liquidated damages. We seek that the bank levy either a penalty or liquidated damages. The penalty/LD should be completely attributed to the Bidder, and not otherwise. Furthermore, the bidder should be allowed to a cure time before incurring any penalties/LD.	Bidder to comply with RFP terms and conditions
66	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 3. Penalties & Liquidated damages	3.4	3.4. During the contract period, in case faulty Cash Recyclers are not repaired/replaced within three business days of lodging the complaint, Bank shall impose a penalty of Rs.100/- per Cash Recycler per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% of the total value of the order during the Contract Period.	We request removing the section relating to liquidated damages. We seek that the bank levy either a penalty or liquidated damages. The penalty/LD should be completely attributed to the Bidder, and not otherwise. Furthermore, the bidder should be allowed to a cure time before incurring any penalties/LD.	Bidder to comply with RFP terms and conditions
67	19	Penalties	3.5	Penalties/Liquidated damages for not maintaining uptime - If the selected bidder fails to maintain the guaranteed monthly uptime of 99.00% for the Cash Recycler 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:	We propose that the bank reconsider the uptime percentage, as 99% is excessively high and will result in continual disagreements. We suggest 95% uptime as the industry benchmark and also feasible for servicing.  Request Bank to take into account: The penalty is too great to be covered under the contract. Possibly in AMC Value appropriate for the duration	Bidder to comply with RFP terms and conditions



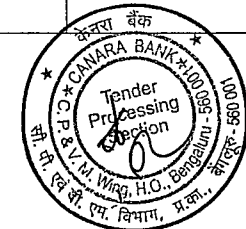
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
68	19	Penalties	3.5.1/2	Above 98.00% and below 99.00 % - 0.10% on Total Contract value exclusive of cost of AMC and Onsite resources for every hour or part thereof . 3.5.2.The maximum penalty levied shall not be more than 10% of total contract value during the contract period.	Please Clarify - Standard practices adopted elsewhere is % of Annual AMC value quoted for 4yrs; NOT % of 1500 CRMs amount (Contract Value, excl. AMC & Resources) for every faulty CRM for every hour. Maximum penalty capping - 10% of AMC value	RFP clause is self explanatory. Bidder to comply with RFP terms and conditions
69	20	Penalties	3.5.4	If monthly uptime is less than 95% in three consecutive months, bank may at its sole discretion blacklist the bidder	Request bank to reconsider as it is too stringent for CRMs	Bidder to comply with RFP terms and conditions
70	20	Penalties	3.6	Penalties/ Liquidated Damages for Onsite Resources - impose a penalty of 0.5% of the quarterly Resident resource charges payable to the selected bidder for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% of the total quarterly charges payable for Resident Resources.	We request - Impose a penalty of 0.5% of the quarterly Resident resource charges payable to the selected bidder for each week and part thereof of absence. However, total penalty under this clause will be limited to 10% of the total quarterly charges payable for Resident Resources.	Bidder to comply with RFP terms and conditions
71	20	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 3. Penalties & Liquidated damages	3.11	Any financial loss to the Bank on account of fraud taking place due to selected bidder, its employee or their services provider's negligence shall be recoverable from the selected bidder along with damages if any with regard to the Bank's reputation and goodwill.	We suggest deletion of this clause as we cannot agree for loss of reputation or goodwill as this is Consequential loss	Bidder to comply with RFP terms and conditions
72	20	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 3. Penalties & Liquidated damages	3.13	The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the selected bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from selected bidder or from any other amount payable to the selected bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.	We suggest deletion of this clause as we cannot agree for liquidated damages. Further we cannot agree for adjustment / set off / deduction from the payments to be made to us.	Bidder to comply with RFP terms and conditions
73	20	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 3. Penalties & Liquidated damages	3.16	Additional Clause	We suggest to add below clause :  The Bank before imposing any penalty shall provide a details of the claim along with a detailed notice of such claim together with relevant supporting documents. Further, Bidder should be entitled for a cure period before such penalties are levied. Further, before imposing any penalty the Bank shall provide an advance notice of 15 days to rectify the defect / default, and the penalty shall be imposed only on failure to rectify the default.	Bidder to comply with RFP terms and conditions
74	21	Integration & Interfaces	5.1	The selected Bidder has to work with different application vendors in order to integrate new hardware/software/services to the existing workload or new workloads during contract period .	Kindly provide the complete details for the same NOW - we request that the terms for this clause be agreed upon mutually first.	Details will be shared with successful bidder



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
75	23	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS  Warranty	8	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.	We suggest deletion of this clause as extension of the warranty cannot be agreed	Bidder to comply with RFP terms and conditions
76		Warranty	8.4	The Bank, may return a Hardware/ Software which is not up to the Requirement mentioned in the RFP to the selected bidder within Sixty (60) days of delivery of the Hardware/ Software and the selected bidder shall immediately provide full exchange or refund .	Please accept that this clause is applicable only when Vendor completes its RCA for causes exclusively attributable to the machine/Vendor.	Bidder to comply with RFP terms and conditions
77	24	Annual Maintenance Contract(AMC) after three Year of Warranty Period	9.7	The bidder shall submit the preventive maintenance activity report, service call report, downtime report duly certified by bank's official along with payment claim letter. Bank will calculate the uptime and impose penalty as per uptime clause. However total penalty shall be restricted to 15% of quarterly AMC claiming value.	We request the bank to modify this clause as "The bidder shall submit the preventive maintenance activity report, service call report, downtime report duly certified by bank's official along with payment claim letter. Bank will calculate the uptime and impose penalty as per uptime clause. However total penalty shall be restricted to 3% of quarterly AMC claiming value."	Bidder to comply with RFP terms and conditions
78	24	Annual Maintenance Contract(AMC) after three Year of Warranty Period	9.9	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 (below 5% of the cost).	Kindly confirm the Lowest AMC Percentage to avoid any confusion. We request the bank to specify the same in the communication.	RFP clause is self explanatory. Bidder to comply with RFP terms and conditions
79	25	Uptime	10.1	The selected bidder shall guarantee a 24*7*365 availability with monthly uptime of 99.00% for the Cash Recyclers as specified in Annexure-9 (Scope of Work) and Annexure-10 (Technical requirements), during contract period and also during AMC/ ATS, if contracted, which shall be calculated on monthly basis.	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%."	Bidder to comply with RFP terms and conditions
80	25	Uptime	10.3	The Downtime calculated shall not include any failure due to bank/ Non-availability of Network and down time during the time of preventive maintenance activity and Force Majeure.	Several industry-standard exclusions require being added to this list, including supervisory and cash services operations. We request that the bank consider and include this in the correspondence.	Bidder to comply with RFP terms and conditions
81	27	On Site Resource	14.4	The billing of onsite support will be commenced after successful project sign-off/acceptance. However, selected bidder has to ensure that onsite resource should be part of the project implementation team .	The on-site resource will be deployed starting with the Pilot phase. As a result, payment for onsite resources must begin significantly earlier in the deployment phase, at pilot locations, rather than after the deployment phase is completed, i.e. when 1500 CRMs have been deployed.	Bidder to refer Corrigendum-1
82	28	Local Support	16.1	All escalations will be attended / responded-promptly not later than 30 minutes of reporting	Kindly consider that the response time be as per SLA as 30 minutes is a generic request and may not be possible for all tiered cities.	Bidder to comply with RFP terms and conditions

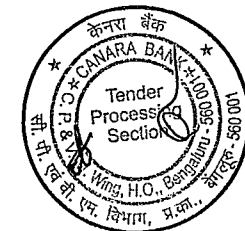


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83	29	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 20. Defect Liability	20	In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty period of the contract, the selected Bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFP terms.	We suggest that we cannot be responsible for the extra cost related to replacement / make good of the defective supplies. The OEM will be entirely responsible for the same. Hence we suggest to add the below wording: "the selected Bidder shall forthwith coordinate with the OEM for any replacement / make good the defect".	Bidder to comply with RFP terms and conditions
84	30	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 21. Subcontracting	21.5	New clause	We suggest to add below sentence to the clause: The selected Bidder shall however be allowed to perform the services through any of its Subsidiary / Associate / Affiliate Company and the same shall not be termed as Sub-contracting .	Bidder to comply with RFP terms and conditions
85	42	SECTION F - OWNERSHIP & AWARING OF CONTRACT - Performance Security	10.2	If the Performance Security is not submitted within the time stipulated above, penalty at 0.50% for each completed calendar week of delay or part thereof on the total value of the order will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 2.5% of the TCO.	We request bank to Modify it to 1% of TCO for total penalty restriction. We also request the bank to consider and revise the response time to 21 working days instead of days.	Bidder to comply with RFP terms and conditions
86	42	SECTION F - OWNERSHIP & AWARING OF CONTRACT - Execution of Agreement	11.1	Within 21 days from the date of acceptance of the Purchase Order/LOI, the selected Bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per the format provided by the Bank	We request Bank to revise the response time to 21 working days instead of days.	Bidder to comply with RFP terms and conditions
87	43	SECTION F - OWNERSHIP & AWARING OF CONTRACT - Pricing & Payments	12.1	12.1. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract period.	We suggest deletion of this clause.	Bidder to comply with RFP terms and conditions
88	39	SECTION E - SELECTION OF BIDDER	7.5	The bidder/s who is L1 after the reverse auction will be referred as the selected bidder/ successful bidder	Requesting bank to Split this to 60% + 40% = 100%, with NUMBER OF MACHINES ALLOCATION being 900 + 600 = 1500	Bidder to refer Corrigendum-1
89	43	SECTION F - OWNERSHIP & AWARING OF CONTRACT - Pricing & Payments	12.2	From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank	We suggest that if the benefit of cost reduction is to be passed, then in similar way the additional cost for increase in the cost should also be considered and allowed the Bidder to revise its cost.	Bidder to comply with RFP terms and conditions



Replies to the Pre-bis queries for GeM Bid ref no. GEM/2024/B/5121380 dated 03/07/2024 for Selection of Service Provider for Supply, Installation, Commissioning and Maintenance of 1500 numbers of Cash Recyclers under Capex Model in Canara Bank

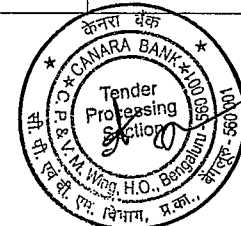
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
90		SECTION F - OWNERSHIP & AWARDDING OF CONTRACT - Order Cancellation/Termination of Contract	13.1	The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a 30 days' notice.	Bank MUST lift machines ready for shipments & specifically built for Bank (Wrap, Colour Customization etc.)We suggest that the either party needs to have right to terminate the agreement for convenience. Further if the bank terminates the Agreement for convenience and if the order is cancelled by any reason, the Bidder shall be entitled to charge Bank, the foresee costs to be incurred by Bidder.	Bidder to comply with RFP terms and conditions
91	43	SECTION F - OWNERSHIP & AWARDDING OF CONTRACT - Order Cancellation/Termination of Contract	13.2	13.2. The Bank reserves its right to cancel the entire / unexecuted part of CONTRACT 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	We suggest to delete the words related to Liquidated Damage. Further, we suggest that before issuance of the termination notice the Bank is required to give an advance notice of 30 days to the Bidder to rectify the default and failure to rectify the default post which the agreement shall be terminated.	Bidder to comply with RFP terms and conditions
92	50	SECTION G - GENERAL CONDITIONS 16. Corrupt and Fraudulent Practices:	16.6	16.6. Any effort/attempt by a Bidder to influence the Bank in its decision on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid and/or blacklisting the Bidder. The Bidder agrees not to hire, solicit or accept solicitation either directly or through a third party from any of the employees of the Bank directly involved in this contract during the period of contract and one year thereafter, except as the parties may agree on the case-to-case basis.	We suggest to add the below exception at the end of this clause:  It is however agreed that if any of the employees approach the Bidder directly through any third party job portal or social media then the same shall not be termed as solicitation under this agreement.	Bidder to comply with RFP terms and conditions
93	.. 52	20. Indemnity	20.4	20.4. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.	we suggest that this clause should remain valid only during the term of this agreement or maximum for period of 2 years post termination of the agreement.	Bidder to comply with RFP terms and conditions
94	52	20. Indemnity	20.7	New clause	We suggest to add below clause : The indemnification is subject to adherence of reconciliation process and limit on liability.  The Bank shall, while making any indemnity claim, shall provide a detailed notice of such claim together with relevant supporting documents. The Service Provider shall not be responsible under indemnity provisions in this Agreement to the extent that loss is attributable to the negligence and/or breach of this Agreement or breach of applicable Laws by the Bank or its employees or for any services that is availed by Bank outside the scope of this Agreement	Bidder to comply with RFP terms and conditions
95	53	20. Indemnity	20.8	New clause	In no event shall the Service Provider be liable for any indirect, incidental, consequential or punitive damages, including loss of profit or goodwill, for any matter arising out of or relating to this Agreement and/or its subject matter, whether such liability is asserted on the basis of contract, tort or otherwise even if such party has been advised of the possibility of such damages.	Bidder to comply with RFP terms and conditions





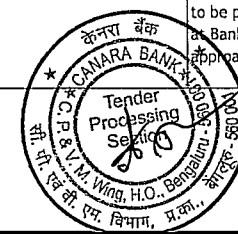
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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
96	53	22. General Conditions to Contract:	22.3	22.3. The BIDDER/VENDOR/ SERVICE PROVIDER shall abide/comply with applicable guidelines issued by RBI on Outsourcing of IT services vide master direction note no:RBI/2023-24/102 DoS.CO.CSITEG/SEC.1/31.01.015/2023-24 dated 10/04/2023 and its future amendments and communications.	We suggest here that the compliance under this agreement shall be restricted to the compliance related to the service rendered under this agreement.	Bidder to comply with RFP terms and conditions
97	57	32. Bidder Conformity	32.3	32.3. Bidder should ensure that, it is complying with applicable guidelines issued by regulatory bodies on Digital Personal Data Protection Act 2023 and its future amendments and communications.	We suggest that this clause to be deleted as not applicable to our service.	Bidder to comply with RFP terms and conditions
98	69	Annexure 4 - Bid Security Declaration	Header	(Should be submitted by eligible MSEs/Startups on Company's letter head with company seal and signature of the authorized person)	Request bank to clarify the way forward if the mentioned condition is not applicable to the Bidder	RFP clause is self explanatory. Bidder to comply with RFP terms and conditions
99	74	Annexure -9 Scope of Work A.Delivery & Site Preparation: B.Delivery & Site Preparation:	2	Cash Recycler should be able to recycle (accept & dispense) at the minimum Rs.10, Rs. 20, Rs 50, Rs.100, Rs.200, and Rs.500 denominations notes (and cassette configuration as per Bank's requirement) from the same cassettes where the cash is accepted. Bidder to ensure configuration of Recycling of any other currency notes as decided by RBI/IBA/DFS/Regulator/Bank without any cost to the Bank. Bidder to ensure ability of recycling of all denominations of currency notes in the proposed Cash Recycler.	Request Bank to clarify on the Rs. 10 and 20 denominations as these are low-value notes.	Bidder to comply with RFP terms and conditions
100	74	Annexure -9 Scope of Work A.Delivery & Site Preparation: B.Delivery & Site Preparation:	8	Cash Recycler should accept deposits using any Bank's Debit / Credit cards, without cards, using Aadhaar based authentications, with biometric, using Voice authentication, using Bar code reading and using QR code reading also.	Bank to clarify on whether Cash Recycler should accept deposits & Withdrawal using voice authentication. Also as a note of caution to bank, Voice Authentication is unreliable and insecure.	Bidder to comply with RFP terms and conditions
101	74	Annexure -9 Scope of Work A.Delivery & Site Preparation: B.Delivery & Site Preparation:	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.	Kindly take it on chargeable basis as the cost to bear is currently unknown and may be of significant impact.	Bidder to comply with RFP terms and conditions
102	74	Annexure-9 Scope of Work	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.	Requesting bank to remove this clause as this feature cannot be added in machine at a later stage post supply.	Bidder to comply with RFP terms and conditions
103	75	Annexure-9 Scope of Work	15	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 .	Request Bank to increase timeframe frame for J&K and North East to T+2.	Bidder to comply with RFP terms and conditions



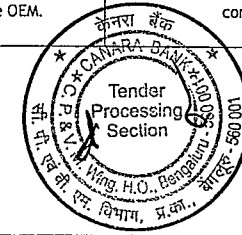


Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
112	78	Annexure-9 Scope of Work	46	In future, pursuant to RBI or any other regulatory authority's directives for any development / implementation for any functionality, or due to Industry level changes, (which may require software / hardware changes), the same should be provided to the Bank without any additional cost.	Bidder cannot envisage any future requirements. Requesting bank to amend the clause to comply all regulatory guidelines till bid submission and post submission any new guidelines issued, same will be upgraded at mutually agreed cost	Bidder to refer Corrigendum-1
113	78	Annexure-9 Scope of Work	45	•Loading EJ Agent software for EJ pulling and content download (Will be given by the Purchaser ).	Kindly clarify - EJ agent has to be provided by the Purchaser (i.e. Bank); In this cases is the Vendor expected to provide EJ/SD or will Bank arrange for it? If latter, corresponding changes are required on Screens Distribution clauses also. Request bank to give visibility.	Selected Bidder to install the EJ Agent Software provided by the Bank / Bank selected EJ Pulling Vendor. Bidder to comply with RFP terms and conditions
114	78	Annexure-9 Scope of Work	47	Infrastructure for Terminal Security Solution Implementation, Middleware Server or QR Server to implement UPI- ICD and UPI-ICCW Solution (Database/ OS licenses, Servers), Digital OTC implementation (Database/ OS licenses, Servers) has to be provided by the selected Bidder without any additional cost to the Bank at both DC & DR .	OTC In Premises is an individual task and ideally should not be clubbed with CRM Deployment.	End to End Implementation & Support for app based Digital OTC (with no dependency on any Red/ Black Keys for activation / day to day operation) to be provided by Selected Bidder during the Contract Period.
115	79	Annexure-9 Scope of Work	51	The Bidder to customize and deploy the display screens in Cash recycler as and when the Bank makes any modifications in Cash recycler without any additional cost in the tenure of the Contract including AMC period, if contracted .	Bank requested to provide more Clarity please. If EJ agent to be provided by the Bank, then same can used for screens distribution.	RFP clause is self explanatory. Bidder to comply with RFP terms and conditions
116	80	Annexure-9 Scope of Work	63	The Bidder will be responsible for providing image data as required by the Bank either by pulling the data remotely or retrieving from the machine physically without any cost to Bank	Bank requested to provide more clarity please as EJ is not being provided by successful bidder.	Bidder to comply with RFP terms and conditions
117	81	Annexure-9 Scope of Work	71	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 consider uptime of 95% in 24 hour cycle.	Bidder to comply with RFP terms and conditions
118	82	Annexure-9 Scope of Work	85	The Cash Recyclers should be equipped with OTC compatible locks and selected bidder shall implement digital OTC in all cash recyclers supplied by them at no additional cost to the bank .	OTC as outsourced solution as service form Vendor's own setup is fine; On-Premise is a challenge and include several tried and tested concerns that may lead to dissatisfaction of services later.	End to End Implementation & Support for app based Digital OTC (with no dependency on any Red/ Black Keys for activation / day to day operation) to be provided by Selected Bidder during the Contract Period.  Infrastructure & Support for Digital OTC to be provided by Selected Bidder either at Bank premise or under hosted model approach.



Replies to the Pre-bis queries for GeM Bid ref no. GEM/2024/B/5121380 dated 03/07/2024 for Selection of Service Provider for Supply, Installation, Commissioning and Maintenance of 1500 numbers of Cash Recyclers under Capex Model in Canara Bank

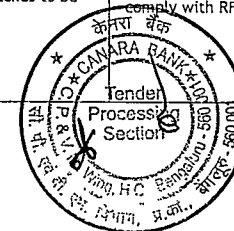
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
119	82	Annexure-9 Scope of Work	86	The Bidder has to provide a monitoring tool to monitor component wise status of the Cash recycler. The monitoring tool must be accessible through a web browser and access to the monitoring tool to be provided to the Bank officials at Head Office, Digital banking Department. At any 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	Bank is requested to clarify how this will be monitored and whether it would be agent based.	Bidder to comply with RFP terms and conditions
120	83	Annexure-9 Scope of Work	88	The Bidder has to provide tool to monitor and view Terminal Security Solution & Hard Disk Encryption status of the Cash recycler. The tool must be accessible through a web browser and access to the tool to be provided to the Bank officials at Head Office, Digital Banking Department .	TSS to be implemented as outsourced solution as a service form Bidder's set-up is more cost effective. Bank requested to consider.	Bidder to comply with RFP terms and conditions
121	83	Annexure-9 Scope of Work	90	To comply with multiple regulatory guidelines issued by various regulatory authorities, viz. RBI, IBA, etc. we need to ensure that the new Cash Recyclers have features such as TSS (Terminal Security Solution), TLS (Transport layer Security), Digital OTC (One-Time Combination) Lock, anti-theft device, provision of software and OS patch updation within fifteen (15) days of release of a new patch by the OEM.	-->We Request bank to modify this clause as " To comply with multiple regulatory guidelines issued by various regulatory authorities, viz. RBI, IBA, etc. we need to ensure that the new Cash Recyclers have features such as TSS (Terminal Security Solution), TLS (Transport layer Security), Digital OTC (One-Time Combination) Lock, anti-theft device, provision of software and OS patch updation within Twenty Four (24) working days of release of a new patch by the OEM."	Bidder to refer Corrigendum-1
122	83	Annexure-9 Scope of Work	91	"that the new Cash Recyclers have features such as Interoperable Cash Deposit (ICD), UPI / QR based Interoperable Card-less Cash Withdrawal (ICCW) and Unified Payment Interface (UPI) / QR based Interoperable Cash Deposit (UPI ICD). "	To be implemented as outsourced solution as a service form Bidder's set-up is more cost effective. Bank requested to consider.	Bidder to comply with RFP terms and conditions
123	86	Annexure-9 Scope of Work	1.3	1x1TB or higher SSD (for OS) 1 x 1 TB or higher SSD (For camera Image)	Requesting bank to amend the HDD size to 1 X 500TB SSD and 1X 1 TB SSD as only OS and ATM application loaded in Primary HDD for which 500 GB is sufficient.	Bidder to comply with RFP terms and conditions
124	86	Annexure-10 Technical & Functional Specifications	1.6	101 keys Keyboard integrated with Mouse operations /Integrated with EPP	Requesting bank make the Keyboard/Mouse as optional as all EOD functions are carried out through touch screen. Also Alphanumeric EPPs are supplied as per PCI standards for pin entry. On screen keyboards can be used by bank for entering any other details by customers.	Bidder to comply with RFP terms and conditions
125	87	Annexure-10 Technical & Functional Specifications	2.2	Infrastructure for OTC Implementation (Database/ OS licenses, Servers) has to be provided at Bank Premise (Both DC & DR) by the selected Bidder without any additional cost to the Bank.	To be implemented as outsourced solution as a service form Bidder's set-up is more cost effective. Bank requested to consider.	Bidder to refer Corrigendum-1
126	87	Annexure-10 Technical & Functional Specifications	2.2	UL 291 Level 1/CEN 1 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)	Requesting bank to amend the clause as " Certificate issued in favour of Bidder/OEM" as all regulatory certificates will be issued to the OEM.	Bidder to comply with RFP terms and conditions





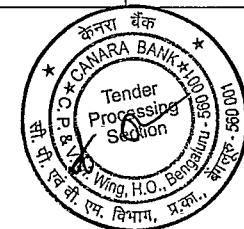
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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
132	92	Annexure-10 Technical & Functional Specifications	6.8	Reject Cassette with capability to hold Reject /Retracted notes	Requesting bank to remove this clause as reject/retracted notes are stored in universal bin	Bidder to refer Corrigendum-1
133	94	Annexure-10 Technical & Functional Specifications	8.14	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 this clause as there is no solutions globally available	Bidder to comply with RFP terms and conditions
134	94	Annexure-10 Technical & Functional Specifications	8.15	Machine should have magnetic and vibration sensor to detect physical movement of the machine. These sensors may be integrated with branch hooter on need basis without additional cost	Requesting bank to provide more details on the Magnetic sensor. Machine will have vibration sensors to detect abnormal movements and magnetic sensors will be placed to detect the opening of Safe/Hood doors. However magnetic sensors will not help to track the movement of entire machine.	Bidder to comply with RFP terms and conditions
135	94	Annexure-10 Technical & Functional Specifications	9.1	The CR should be capable of supporting third party software EJ agent such as SmartX, eSDMS, Maximus, Tranxit etc.	EJ is not being provided by the qualified Bidder. Bank requested to clarify.	Bidder to refer Corrigendum-1
136	95	Annexure-10 Technical & Functional Specifications	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 (such as card reader, dispenser, transport mechanism or other critical and non-critical parts) and pro-actively replacing parts, carrying out preventive maintenance or specific maintenance services to ensure uninterrupted services on the cash recycler. Monitoring tool should be accessible to bank team also through appropriate console. Cost of these services will have to be borne by the selected Bidder/s and will be included in the cost of Cash Recycler quoted for the entire duration of the contract.	Request bank to confirm and clarify - Agent-based monitoring of CRMs to be provided.	RFP clause is self explanatory. Bidder to comply with RFP terms and conditions
137	95	Annexure-10 Technical & Functional Specifications	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.	Requesting bank to clarify whether the NFC hardware is to be available from day one or it will be upgraded later at mutually agreed cost	The CR shall have capability for Contactless Card (Like NFC) integration if and when required in future, the same to be provided without any additional cost to the Bank.
138	96	Annexure-10 Technical & Functional Specifications	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.	Requesting bank to clarify whether the QR code reader to be available from day one or will it be upgraded later at mutually agreed cost.	Bidder to refer Corrigendum-1
139	96	Annexure-10 Technical & Functional Specifications	13.7	Patch Management: Successful bidder shall be responsible for updating the software patches including OS patches in all the Cash Recyclers uniformly and the same to be part of the new build created periodically. Release of new patches, testing and installation of patches (remotely or physically) shall be tracked centrally and communicated to the Bank without any additional cost to the Bank.	Bank requested to clarify - Would EJ-SD services be provided by Bidder or Bank's 3rd party MSP. In the current setup, the Bidder would only provide patches to be distributed to the Bank for MSP to be sent forward.	RFP clause is self explanatory. Bidder to comply with RFP terms and conditions



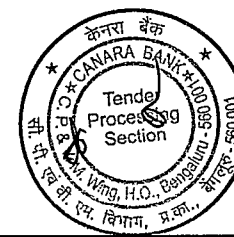
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140	98	Annexure-10 Technical & Functional Specifications	13.29	Successful Bidder should conduct DR Drill activity every quarter to ensure Business continuity and uninterrupted services to the Bank .	This is OK if the bank is using the bidder's setup for TSS-OTC (and EJ-SD) services; if not, the bank cannot rely on the bidder's DC-DR.	Bidder to comply with RFP terms and conditions
141	99	Annexure-10 Technical & Functional Specifications	16.1	Bidder shall provide necessary Infrastructure for Online Terminal Security Solution Implementation (Database/ OS licenses, Servers) at Bank premises (both at DC and DR locations) without any additional cost to the Bank with necessary latest Hardware and software to support the latest OS in CRMs. The TSS solution must cater the requirement of minimum 2000 CRMs/ATMs. Successful Bidder to provide at least one resource at Bank Head Office premise for monitoring terminal security solution, troubleshooting etc. and for following up with Bank as well as OEM for resolution so as to ensure smooth functioning of the Cash Recycler and carry out day-to-day activities.	We suggest the bank to supply servers' hardware, operating system, and database as it will be simpler and more cost-effective for the bank and will also make maintenance and AMCs easier.	Bidder to comply with RFP terms and conditions
142	132	10. ORDER CANCELLATION/TERMINATION OF CONTRACT:	10.1	The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a 30 days' notice.	We suggest that the either party needs to have right to terminate the agreement for convenience. Further if the bank terminates the Agreement for convenience and if the order is cancelled by any reason, the Bidder shall be entitled to charge Bank, the foresee costs to be incurred by Bidder.	Bidder to comply with RFP terms and conditions
143	133	10. ORDER CANCELLATION/TERMINATION OF CONTRACT:	10.6	10.6. The Bank reserves the right to recover any dues payable by the Vendor/Service Provider from any amount outstanding to the credit of the Vendor/Service Provider, including the pending bills and security deposit, if any, under this contract.	We cannot agree for any deductions or adjustments from amount payable to us or from any deposits. We suggest that the bank needs to raise separate invoices.	Bidder to comply with RFP terms and conditions
144	137	14. INDEMNITY:	14.2.1	14.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.	we suggest that this clause should remain valid only during the term of this agreement or maximum for period of 2 years post termination of the agreement.	Bidder to comply with RFP terms and conditions
145	137	14. INDEMNITY:	14.4	Additional Clause	We suggest to add below clause :  The indemnification is subject to adherence of reconciliation process and limit on liability.  The Bank shall, while making any indemnity claim, shall provide a detailed notice of such claim together with relevant supporting documents. The Service Provider shall not be responsible under indemnity provisions in this Agreement to the extent that loss is attributable to the negligence and/or breach of this Agreement or breach of applicable Laws by the Bank or its employees or for any services that is availed by Bank outside the scope of this Agreement	Bidder to comply with RFP terms and conditions



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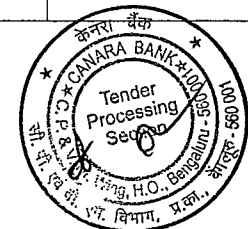
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
146	137	14. INDEMNITY:	14.5	Additional Clause	In no event shall the Service Provider be liable for any indirect, incidental, consequential or punitive damages, including loss of profit or goodwill, for any matter arising out of or relating to this Agreement and/or its subject matter, whether such liability is asserted on the basis of contract, tort or otherwise even if such party has been advised of the possibility of such damages.	Bidder to comply with RFP terms and conditions
147	143	DRAFT CONTRACT AGREEMENT	30.3	30.3. The VENDOR/ SERVICE PROVIDER shall abide/comply with applicable guidelines issued by RBI on Outsourcing of IT services vide master direction note no: RBI/2023-24/102 DoS.CO.CSITIG/SEC.1/31.01.015/2023-24 dated 10/04/2023 and its future amendments and communications.	We propose that our compliance should be limited to the services we provide in accordance with this agreement.	Bidder to comply with RFP terms and conditions
148	144	30. GENERAL CONDITIONS TO CONTRACT:	30.11	30.11. The vendor/service provider shall ensure compliance with any modifications/changes in the applicable Law by Legislators and/or regulators during the currency of the contract and the contract shall be subject to the applicable law. If any modifications are required in existing applications/services due to change in the applicable Law by the Legislator and/or regulators, the vendor shall make the necessary changes as per the instructions of the Bank. Payment terms for the modifications/changes necessitated due to change in applicable law shall be mutually agreed between the Bank and the Vendor/Service Provide. For this purpose "Applicable Law" means all the (a) applicable provisions of the constitution, treaties, statutes, laws (including the common law), codes, rules, regulations, ordinances, or orders of any Government Authority of India, Regulators; (b) orders, decisions, injunctions, judgments, awards, decrees, etc., of any Government Authority, Regulators including but not limited to rules, regulations, guidelines, circulars, Frequently Asked Questions (FAQs) and notifications issued by the RBI from time to time; and (c) applicable international treaties, conventions and protocols that become enforceable from time to time.	We propose that our compliance should be limited to the services we provide in accordance with this agreement.	Bidder to comply with RFP terms and conditions
149	General Query	Annexures Word File	NA	NA	Requesting Bank to provide us all the Annexures word file for bid submission	The ATC is currently in word format already. The bidder to utilise the same
150	General Query	Bid Submission Date and Time	NA	NA	Requesting Bank to provide us the 14 working days time for bid submission post publishing the prebid responses from the Bank	Bidder to refer Corrigendum-1





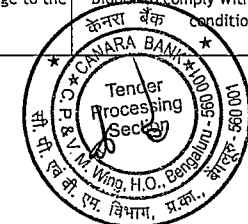
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151	2	Gem BID Document/ATC	EMD 6. Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD:	EMD amount 60000000. (a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid 6.1. The Bidder shall furnish Non interest earning Earnest Money Deposit (EMD) amount as mentioned in the Bid Schedule by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Canara Bank, payable at Bengaluru	Please confirm whether the Financial document ( Balance sheet) confirming that the Sellers / Service Provider having annual turnover of INR 500 Crore or more, at least in one of the past three completed financial year(s) would be accepted as the supporting document for EMD exemption .	Bidder to comply with Government guidelines
152	15	ATC	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.7. The vendor should ensure installation and commissioning of the delivered Cash Recyclers and complete all the works specified in the Scope of Work at the bank branch/office within Four (4) weeks from the date of delivery of all the materials for each ordered location.	We request the Bank to ensure on site readiness for installation prior to issue of Supply orders to locations .	Bidder to comply with RFP terms and conditions
153	17	ATC	2. Payment terms	Warranty : On submission of a Warranty BG for equivalent amount to the remaining payment	The ATC document does not detail on the Warranty BG format . Request Bank to provide the same .	Bidder to refer Corrigendum-1
154		ATC	Annexure-9 Scope of Work	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 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.	Request the Bank to limit the scope to Update as we cannot envisage the upgrade component for the contract period .	Bidder to comply with RFP terms and conditions
155	19	3. Penalties & Liquidated damages	3.5. Penalties/Liquidated damages for not maintaining uptime:	Above 98.00% and below 99.00% 0.10% on Total Contract value exclusive of cost of AMC and Onsite resources for every hour or part thereof.	Bank shall provide some relief on uptime requirement and as a standard keep the same as 97%, below which the penalty shall be applicable.	Bidder to comply with RFP terms and conditions
156	19	3. Penalties & Liquidated damages	3.5.2. The maximum penalty levied shall not be more than 10% of total contract value during the contract period.	3.5.2. The maximum penalty levied shall not be more than 10% of total contract value during the contract period.	Request bank to amend the same and provide 6% as the maximum penalty.	Bidder to comply with RFP terms and conditions
157	76	Scope of Work	B. Delivery & Site Preparation:	31. Bidder will also maintain codes and will be responsible for the change of combination lock (password) on the request of Branch staff without any extra cost once in every half year either during preventive maintenance or at the time of a breakdown call. The entire activity shall be done at no extra cost to Bank.	Request bank to amend the same and provide the same as chargeable activity.	Bidder to comply with RFP terms and conditions



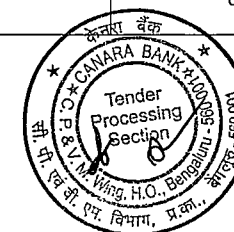
Replies to the Pre-bis queries for GeM Bid ref no. GEM/2024/B/512.1380 dated 03/07/2024 for Selection of Service Provider for Supply, Installation, Commissioning and Maintenance of 1500 numbers of Cash Recyclers under Capex Model in Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
158	78	Scope of Work	B.Delivery & Site Preparation:	47.Infrastructure for Terminal Security Solution Implementation, Middleware Server or QR Server to implement UPI- ICD and UPI-ICCW Solution (Database/ OS licenses, Servers), Digital OTC implementation (Database/ OS licenses, Servers) has to be provided by the selected Bidder without any additional cost to the Bank at both DC & DR. TSS solution & OTC portal provided should have Portal. In case of hardware change required to support any upgradation same to be done on mutually agreed basis.	Request bank to kindly detail out the scope.  Hardware requirements is to be born by bank and the same shall be hosted on Bank's premise.  Further, who will required to procure licenses.	Bidder to comply with RFP terms and conditions
159	79	Scope of Work	B.Delivery & Site Preparation:	55.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 at the respective locations i.e. on-site comprehensive warranty. Under Annual Maintenance Contract all parts & labour should be covered for on-site support. Bank, however, reserves the right to enter into Annual Maintenance Contract (AMC) agreement either location-wise / Circle-wise or from a single centralized location.	Request bank to amend the same, as bidder can't replace spares or provide service only for natural wear and tear scenarios.  Any damage made by any person or calamity or accident can't be taken care by Bidder. As bank will be able to obtain insurance for such nature of incidents, bidder can't mitigate the risk here.	Bidder to comply with RFP terms and conditions
160	81	Scope of Work	B.Delivery & Site Preparation:	68.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 hardware needs to be upgraded, the same should be done at mutually agreed rates.	The same needs to be undertaken on chargeable basis, as this clause is very open ended and bidder can't factor cost for the entire lifecycle.	Bidder to comply with RFP terms and conditions
161	3	Annexure-9	Scope of Work	Cash Recycler shall have complete vinyl wrapped on three sides as per the Bank's branding / requirement at no additional cost for the first wrap for all machines. Bank shall provide design and creative files as regards to vinyl wraps. Vinyl Wrap of good quality must be affixed with high quality adhesive and carry a warranty of three years against peeling, fading, tearing etc.	Which media to be used - 3 M / LG / Avery - ? This will also ensure that the Quality is standardised across for costing .	Bidder to comply with RFP terms and conditions
162	13	8.2	Scope of Work	Bank reserves the right to modify the scope due to change in regulatory instructions, market scenario and internal requirement within the overall objective of RFP.	Bank to provide prior intimation to the Bidder before undertaking any change to the RFP	Bidder to comply with RFP terms and conditions



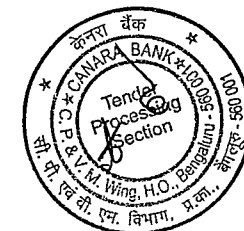
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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
163	13	8.3	Scope of Work	During the course of the project, there might be related areas which Bank would like the selected Bidder to undertake which may not have envisaged earlier.	Such changes shall be undertaken by the Bank after intimation to the Bidder and on costs as mutually accepted by the parties	Bidder to comply with RFP terms and conditions
164	15	1.6	Project timelines	Please note that no extra charges will be paid for those locations where road permit is required. The vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Bank to provide required letter/authorization to procure such permits	Bidder to comply with RFP terms and conditions
165	15	1.9	Project timelines	Commissioning of Cash Recyclers will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this RFP and on receipt of satisfactory letter from the concerned Bank Official.	Bank to provide such letter of acceptable and satisfactory job completion without unreasonable delays	Bidder to comply with RFP terms and conditions
166	16	1.11	Project timelines	Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank. However, if the hardware items are already delivered, and if the modifications in locations are made after delivery, the bidder shall carry out installation and commissioning at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting. The Warranty should be applicable to the altered locations also.	Once the goods are in transit, any change from the previously allocated location by the Bank shall attract charges.	Bidder to comply with RFP terms and conditions
167	20	3.5.3	Penalties/Liquidated damages for not maintaining uptime:	If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this GeM bid and invoke PBG. 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 to provide the Bidder with time to rectify the uptime of 15 days	Bidder to comply with RFP terms and conditions
168	22	7.1.3	Acceptance	The Cash Recyclers shall be accepted by the Bank within 7 days after successful completion of Installation, Configuration and Commissioning.	The same shall be done in writing	Bidder to comply with RFP terms and conditions
169	23	7.1.5	Acceptance	Pending completion of acceptance tests, the Bank reserves the right to use the System and such usage shall not be construed as acceptance of System by the selected Bidder.	Any usage by the Bank without conducting acceptance testing shall be deemed to be accepted by the Bank	Bidder to comply with RFP terms and conditions

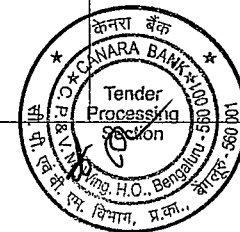


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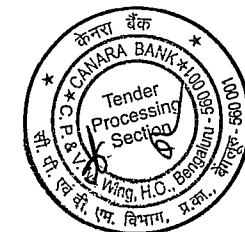
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
170	23	7.4	Acceptance	If undue delay happens for delivery and / or installation of the ordered Hardware/Software by the Bidder, the same shall be treated as the breach of contract. In such case, the Bank may invoke the BG/forfeit the Security Deposit without any notice to the Bidder	Bank shall intimate the Biddeer before invoking BG/forfeiture of the SD	Bidder to comply with RFP terms and conditions
171	24	9.2	Annual Maintenance Contract (AMC) after three Year of Warranty Period	The Bank shall not pay any separate AMC charges on any software supplied and installed to meet the requirements of this RFP.	For any upgrades to the software, Bank shall pay as per costs as mutually accepted by the parties	Bidder to comply with RFP terms and conditions
172	25	9.7	Annual Maintenance Contract (AMC) after three Year of Warranty Period	The bidder shall submit the preventive maintenance activity report, service call report, downtime report duly certified by bank's official along with payment claim letter. Bank will calculate the uptime and impose penalty as per uptime clause. However total penalty shall be restricted to 15% of quarterly AMC claiming value.	Total penalty to be 5% of the quarterly AMC claiming value	Bidder to comply with RFP terms and conditions
173	28	15.3	Scope involved during Contract period including Warranty and AMC/ATS:	Any corruption in the software/License shall be rectified during the full period of the contract, at no extra cost to the Bank.	Unless such issue has occurred due to the Bank using an unauthorized third party update/software, in which case the cost for such update or corruption shall be borne by the Bank	Bidder to comply with RFP terms and conditions
174	30	20	Defect Liability	In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty period of the contract, the selected Bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFP terms.	Any replacement post acceptance testing shall be on costs as mutually accepted by the parties	Bidder to comply with RFP terms and conditions
175	30	21.1	Subcontracting	Principle bidder only can participate and bidder should not sub-contract to any other company/firm/trust. After Selection process of the bidder and order placement, resources deployed should be employed with the selected bidder and they should be on the payroll of the selected bidder.	For certain services of the Bidder, activities are required to be subcontracted. However, Bidder shall intimate the Bank before undertaking any subcontracting activity pursuant to the Services provided under this RFP	Bidder to comply with RFP terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
176	91	6.3.	Annexure-10 Technical & Functional Specifications CASH MODULE	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 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	Our Cash recyclers are 4RB+1AB+1URJB, hence request Bank to modify the clause to " In total there would be 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 .	Bidder to refer Corrigendum-1
177	17	2	10% of cost of per Cash Recycler as per Table-A of Annexure-15	10% of cost of per Cash Recycler as per Table-A of Annexure-15	The bidder submits that once the machine is delivered, installed, and accepted by the bank, the bidder must get the entire CR value. During the warranty/AMC period, bidder is in any way obliged to keep the uptime (and penalty if bidder fails).	Bidder to comply with RFP terms and conditions
178	18	3.2.1	Penalties/Liquidated damages for delay in Installation and Commissioning of Cash Recyclers in all Locations is as under:	Non-compliance of the installation clauses (1.7) will result in the Bank imposing penalty 0.50% on delay in Installation and Commissioning per	Delays in installation/Delivery/ Acceptance test due to Bank Dependencies are to be omitted while calculating the penalties. A clause on the same to be added under this heading.	Bidder to comply with RFP terms and conditions
179	18	Payment terms	The Warranty of the Cash Recycler will start from the date of Go-live of the Cash Recycler	The Warranty of the Cash Recycler will start from the date of Go-live of the Cash Recycler	The warranty of the cash recycler to start from Tech LIVE date, as cash loading depends on the Bank and hence this clause to be amended as TECH LIVE date.	Bidder to comply with RFP terms and conditions
180	19	3.5.1	SLA penalty linked to the Total Contract Value	SLA penalty linked to the Total Contract Value	The penalty amount and cap should be linked to the CR AMC charges ,and not on the TCO.	Bidder to comply with RFP terms and conditions
181	19	3.4	During the contract period, in case faulty Cash Recyclers are not repaired/replaced within three business days of lodging the complaint, Bank shall impose a penalty of Rs.100/- per Cash Recycler per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% of the total value of the order during the Contract Period.	During the contract period, in case faulty Cash Recyclers are not repaired/replaced within three business days of lodging the complaint, Bank shall impose a penalty of Rs.100/- per Cash Recycler per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% of the total value of the order during the Contract Period.	Requesting Bank to remove this clause since penalty is already covered under clause 3.53.5-Penalties/Liquidated damages for not maintaining uptime:	Bidder to comply with RFP terms and conditions

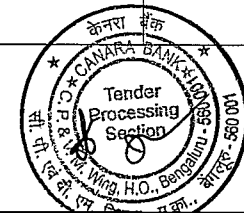


Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
182	19	3.5	If the selected bidder fails to maintain the guaranteed monthly uptime of 99.00% for the Cash Recycler	If the selected bidder fails to maintain the guaranteed monthly uptime of 99.00% for the Cash Recycler	Bank to reduce Monthly uptime mentioned to 98.5% per month per ATM and also consider penalty on Quarterly AMC value.	Bidder to comply with RFP terms and conditions
183	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.6. Penalties/liquidated damages for Onsite resources:	3.6. In case the resource goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the Cash Recycler does not hamper. In case replacements are not arranged, Bank shall pay only the proportionate amount of resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% of the quarterly Resident resource charges payable to the selected bidder for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% of the total quarterly charges payable for Resident Resources	Bank to remove penalty clause since Bank is already not processing Onsite resource Fee for that quarter.	Bidder to comply with RFP terms and conditions
184	21	6.4	The selected Bidder has to do necessary changes in the configuration directed by security team of the Bank after security audits like VAPT, Code Audit etc., without disturbing the production and existing backed up copies and at no additional cost to the Bank.	The selected Bidder has to do necessary changes in the configuration directed by security team of the Bank after security audits like VAPT, Code Audit etc., without disturbing the production and existing backed up copies and at no additional cost to the Bank.	Bidder will support Bank with the Audit Queries. However. Any changes in configuration requires build creation / efforts to implement and Bank to amend the point as charges under mutually agreed basis	Bidder to comply with RFP terms and conditions
185	21	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Security	6.6. Any kind of change like update, upgrades etc., in the system after complete installation will not lead into any commercial during contract period.	Any changes in configuration requires build creation / efforts to implement and Bank to amend the point as charges under mutually agreed basis	Bidder to comply with RFP terms and conditions
186	22	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Security	6.6. Any kind of change like update, upgrades etc., in the system after complete installation will not lead into any commercial during contract period.	The process of implementing the upgrades and updates will have additional efforts in terms of preparing the upgrades and also implementing in the field which would have additional commercials which would be decided on mutual agreed cost between Bank and Vendor.	Bidder to comply with RFP terms and conditions
187	24	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	9. Annual Maintenance Contract (AMC) after three Year of Warranty Period	9.7. The bidder shall submit the preventive maintenance activity report, service call report, downtime report duly certified by bank's official along with payment claim letter. Bank will calculate the uptime and impose penalty as per uptime clause. However total penalty shall be restricted to 15% of quarterly AMC claiming value.	Requesting Bank to revise the penalty capping to 2.5% of quarterly AMC value per quarter	Bidder to comply with RFP terms and conditions

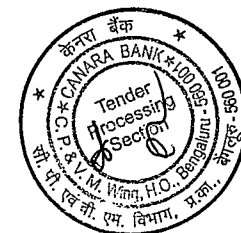


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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
188	25	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	10. Uptime	10.3.The Downtime calculated shall not include any failure due to bank/ Non-availability of Network and down time during the time of preventive maintenance activity and Force Majeure. The bidder shall inform the Bank 7 days in advance before doing preventive maintenance or pre-planned activity	PM call gets completed within any day of said quarter and Diebold Engineer coordinates with Branch custodian in advance and no PM gets skipped due to such schedule issue. Requesting Bank to remove 7 days notification	Bidder to comply with RFP terms and conditions
189	34	SECTION D - BID PROCESS	6.Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD	6.2. In case the EMD is submitted in the form of Bank Guarantee the same should be valid for the bid offer validity with additional claim period of 3 months from the last date for submission of offer. Bank at its discretion can demand for extension for the validity of EMD.	Bank to be specific on the BID offer validity period (like 6 months from Bid Submission date). Also to provide details on whose name the DD has to be taken.	Bidder to refer the GeM bid document
190	43	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	13.Order Cancellation/Termination of Contract.	The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a 30 days' notice.	The bidder's entire proposal is based on the assumption that the contract will last its full term. However, the presence of this unfettered termination right to the bank will shake the very foundation of the said proposal and render the entire proposal, business-wise, unviable. Having said that, bidders can consider extending such rights to the bank, subject to the condition that the bank contractually agrees to pay mutually agreed termination fees.	Bidder to comply with RFP terms and conditions
191	51	SECTION G - GENERAL CONDITIONS	18. Adherence to Banks IS Security/Cyber Security Policies:	18.1 BIDDER/VENDOR/ SERVICE PROVIDER shall comply with Bank's various policies like Information Security policy and Cyber Security Policy, Internet Policy, Information System Audit Policy, E-Mail policy and Guidelines.	The bank is asking bidders to comply with the bank's IT security policy and cyber security policy and we are not aware of the policies. Bank to check on this clause and consider removing it.	Bidder to comply with RFP terms and conditions
192	74	5 / Scope of Work	Bidder/s have to provide user friendly seamless reconciliation process and reports out of the box.	Bidder/s have to provide user friendly seamless reconciliation process and reports out of the box.	Bidder has no role in providing reports for reconciliation process	Bidder to comply with RFP terms and conditions
193	75	Annexure-9	Scope of Work	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 / 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 to remove this clause. EJ pulling and EJ Management is not a part of SLM services / scope of OEM and liability of disconnection lies with Banks EJ vendor.	Bidder to comply with RFP terms and conditions
194	76	Annexure-9	Scope of Work	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 remove this clause.24 Hours remote monitoring is part of Managed services and to be applied in MS contract / Project	Bidder to comply with RFP terms and conditions

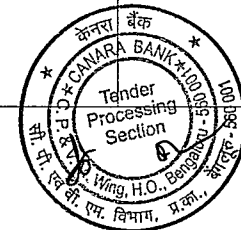


Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
195	76	Annexure-9	Scope of Work	Bank shall arrange for the screens and bidder shall be responsible for centrally loading of the screens on the machines without any cost to Bank.	Screen uploads which requires engineer visits will be done on mutually agreed commercials.	Bidder to comply with RFP terms and conditions
196	77	Annexure-9	Scope of Work	32.All repairs and maintenance service described herein shall be performed by qualified maintenance engineers totally familiar with the machine / equipment. Bank shall arrange to maintain appropriate environmental conditions such as those relating to temperature, power supply, dust, within the acceptable limits required for machine / equipment similar to that covered by this Agreement. It shall be the responsibility of Bidder to monitor such environmental conditions and bring to the notice of the Bank for changes required, if any, well in advance to arrange for such rectification	Site maintaince is under bank -Bank responsibility and engineer visit happens only during Breakdown call/ activity call or PM call.	Bidder to comply with RFP terms and conditions
197	78	Annexure-9	Scope of Work	47.Infrastructure for Terminal Security Solution Implementation, Middleware Server or QR Server to implement UPI- ICD and UPI-ICCW Solution (Database/ OS licenses, Servers), Digital OTC implementation (Database/ OS licenses, Servers) has to be provided by the selected Bidder without any additional cost to the Bank at both DC & DR. TSS solution & OTC portal provided should have Portal. In case of hardware change required to support any upgradation same to be done on mutually agreed basis.	We can integrate with Bank middleware QR server as we don't have a simple solution for the same. If we have to implement VTE for this, it will be complex solution and with huge cost associated.	Bidder to comply with RFP terms and conditions
198	79	Annexure-9	Scope of Work	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.	This would be done on mutually agreed cost with Bank.	Bidder to comply with RFP terms and conditions



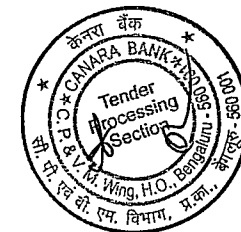


Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
199	79	Annexure-9	Scope of Work	The Bidder would be responsible for timely applying/loading of all the software patches into all the individual Cash recyclers with recycling capability, other hardware if any during the Warranty and AMC period. This job has to be done as a part of Warranty and AMC support services, without any extra cost. In future, if any configuration changes are required in the Cash recycler with recycling capability, it should be done by the Bidder during warranty and AMC period [if contracted] at no extra cost to the Bank. However, bank will intimate the Bidder well in advance for doing such configuration changes. Configuration changes may be done either centrally or remotely.	This would be done on mutually agreed cost with Bank.	Bidder to comply with RFP terms and conditions
200	79	Annexure-9	Scope of Work	55. 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 at the respective locations i.e. on-site comprehensive warranty. Under Annual Maintenance Contract all parts & labour should be covered for on-site support. Bank, however, reserves the right to enter into Annual Maintenance Contract (AMC) agreement either location-wise / Circle-wise or from a single centralized location.	Physical damages are not covered under Comprehensive warranty. Adding this scope will increase the TCO. Bank to consider and amend this clause accordingly	Bidder to comply with RFP terms and conditions
201	79	Annexure-9	Scope of Work	56.The support during the AMC period should be same as the warranty period i.e. all the hardware spares replacement needs to be done by the selected Bidder without any extra cost to Bank irrespective of the damage reason. Only exceptions permitted shall be vandalism, fire incident and act of nature. For all other cases SELECTED BIDDER is bound to repair/replace the machine without any extra cost to the bank	Physical damages are not covered under Comprehensive warranty. Adding this scope will increase the TCO. Bank to consider and amend this clause accordingly	Bidder to comply with RFP terms and conditions
202	80	Annexure-9	Scope of Work	62.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 from the machine as per bank's request, then the same should be done by Bidder without any extra cost to the Bank.	Physical damages, External factors are not covered under Comprehensive warranty. Adding this scope will increase the TCO. Bank to consider and amend this clause accordingly	Bidder to comply with RFP terms and conditions



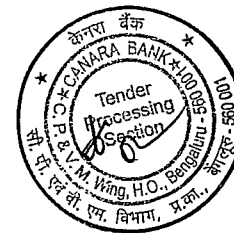
Replies to the Pre-bis queries for GeM Bid ref no. GEM/2024/B/5121380 dated 03/07/2024 for Selection of Service Provider for Supply, Installation, Commissioning and Maintenance of 1500 numbers of Cash Recyclers under Capex Model in Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
203	80	Annexure-9	Scope of Work	63.The hard disk should be able to store the image data along with currency note number data for a period of at least six months. The image data should be retrievable remotely to address any dispute or as a response to police / regulatory authorities. The Bidder will be responsible for providing image data as required by the Bank either by pulling the data remotely or retrieving from the machine physically without any cost to Bank. In the event of Bidder failing to provide the image data as per bank's requirement the Bank shall levy penalty equivalent to the amount of disputed transaction plus penalties imposed by police/regulator /ombudsman court etc. Such data will have to be provided within 24 hours from the requisition by the bank failing which the penalty clause will be invoked. The data should be stored securely and must be accessible only to authorized personnel	Remote pulling may not be feasible in remote location ( Low network bandwidth). Bank to consider the TAT as 48 to 72 hrs since dispute resolution tat is 5 days	Bidder to comply with RFP terms and conditions
204	81	Annexure-9	Scope of Work	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 hardware needs to be upgraded, the same should be done at mutually agreed rates	Since it is impossible to predict future regulatory regimes, bidders can only do so on mutually agreed terms and commercials.	Bidder to comply with RFP terms and conditions
205	81	Annexure-9	Scope of Work	76.The Bidder shall provide SLM, Remote Monitoring, Preventive Maintenance (once in a quarter) and AMC services.	Request Bank to provide the detailed scope on the Remote Monitoring requirement in this RFP	RFP clause is self explanatory. Bidder to comply with RFP terms and conditions
206	81	Annexure-9	Scope of Work	71.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)	Bank to reduce Monthly uptime mentioned to 98.5% per month per ATM.	Bidder to comply with RFP terms and conditions
207	81	Annexure-9	Scope of Work	74.If currency notes get damaged during dispensing from the recycler terminals, then the bank reserves the right to recover the monetary loss from the Bidder	Currency damage happens due to other factors like solid ,sticky and unfit notes been loaded / deposited to be exempted from this point.	Bidder to comply with RFP terms and conditions



Replies to the Pre-bis queries for GeM Bid ref no. GEM/2024/B/5121380 dated 03/07/2024 for Selection of Service Provider for Supply, Installation, Commissioning and Maintenance of 1500 numbers of Cash Recyclers under Capex Model in Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
208	81	Annexure-9	Scope of Work	75.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.	Rat mesh is available in all DN CR's however any physical damage in outside of the machine cannot be avoided/ stopped and site infra management is not a part of this contract. Requesting Bank to amend this point.	Bidder to comply with RFP terms and conditions
209	82	Annexure-9	Scope of Work	82.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. 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	Physical damages, External factors are not covered under Comprehensive warranty. Adding this scope will increase the TCO. Bank to consider and amend this clause accordingly	Bidder to comply with RFP terms and conditions
210	87	Annexure-10	Technical & Functional Specifications	2.2 Dual electronic combination lock with capability of Onetime combination (OTC) with audit trail 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. Any key/ hardware/software required to operationalize and use OTC must be supplied with the machine. Infrastructure for OTC Implementation (Database/ OS licenses, Servers) has to be provided at Bank Premise (Both DC & DR) by the selected Bidder without any additional cost to the Bank.	Keys to operationalise the OTC feature are normally provided by the CIT agencies who have the central system to generate the OTC.This should be kept out of scope of the CRS configuration. Infrastructure for OTC implementation is not a part of the CRS HW and should also be kept out of the scope of the CRS HW configuration.	Bidder to refer Corrigendum-1





Replies to the Pre-bis queries for GeM Bid ref no. GEM/2024/B/5121380 dated 03/07/2024 for Selection of Service Provider for Supply, Installation, Commissioning and Maintenance of 1500 numbers of Cash Recyclers under Capex Model in Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks reply
220	95	Annexure-10	Technical & Functional Specifications	11.3 Should provide necessary certificates/approvals from VISA, Master Card, Amex, Union Pay, Rupay, Discover including TQM(PCD) card schemes. On expiry of certificate, during the tenure of the contract, it should be replaced with valid certificate at no additional cost to the Bank.	EMV, Rupay & NPCI testing is done by the Bank. DN will provide support to the Bank during the EMV, Rupay & NPCI testing. DN will provide certificates & compliances related to the HW such as EMVCo L1, L2 and TQM	Bidder to comply with RFP terms and conditions
221	96	Annexure-10	Technical & Functional Specifications	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	Please note this for HW	Bidder to comply with RFP terms and conditions
222	96	Annexure-10	Technical & Functional Specifications	13.7 Patch Management: Successful bidder shall be responsible for updating the software patches including OS patches in all the Cash Recyclers uniformly and the same to be part of the new build created periodically. Release of new patches, testing and Installation of patches (remotely or physically) shall be tracked centrally and communicated to the Bank without any additional cost to the Bank.	OS patch updates involve additional efforts to create new build and rolling out in the field. This to be done on mutually agreed commercials.	Bidder to comply with RFP terms and conditions
223	96	Annexure-10	Technical & Functional Specifications	12. BARCODE SCANNER	Is the barcode reader mandatory?	Yes ,Bidder to comply with RFP terms and conditions.
224	97	Annexure-10	Technical & Functional Specifications	13.18 Bidder to integrate - where feasible - the alarm sensors of the Cash Recycler to the branch siren/hooter without any additional cost to Bank	This integration with the branch siren / hooter will require external alarm interface which is not a part of the CRS and should be kept of scope of the CRS HW configuration.	Bidder to comply with RFP terms and conditions

Date: 26-07-2024

Place: Bengaluru

*[Signature]*  
Deputy General Manager

