

Corrigendum to RFQ for ATM Managed Services for 9600+ ATMs/CRMs
Last Date of Bid submission is Extended up to 10.06.2022

Sr no.	Sl no.	Page #	Point/Section #	Clarification point as stated in the tender document	Queries/Suggestion/Deviation	Bank's Remarks
1	1	3		General Instruction	Request Bank to clarify is the submission of the RFQ is online or offline as page 29, point 17.1 states that bid document has to be submitted in paper copies along with one electronic copy in form of CD	Bid submission through Online
2	2	5	(A) Important dates-6	Last Date of Submission of RFQ response (Closing Date)	We would like to inform Bank that 03.05.2022 is public holiday on account of Eid. We request Bank to extend the RFQ submission date by two weeks from existing date of submission. RFQ of such magnitude requires coordination between various stakeholders like operations teams, solution architects, project management teams, product management teams. 70% of the document submission will be made as part of RFQ	Date of submission shall be revised after obtaining approval from purchase committee.
3	3	5	(A) Important dates-6	Cost of RFQ is waived off if bidder prefers to download the RFQ document online. However, bidder is required to pay Rs.15000/- for purchasing hardcopy.	Request Bank to please confirm if the RFQ cost has to be paid along with the bid submission	RFQ cost is payable, if bidder purchase RFQ hard copy.
4	4	10	3 - Project Overview	Bank reserves the right to change the number of ATMs to be deployed in region/zones at any time, at its sole discretion. The bidder/ applicant should be ready and have the capacity to implement the Project across the length and breadth of the country. The Bank may increase or decrease the number of ATMs to be deployed during the period of the contract.	Since ATM quantity would be one of the key considerations for bidders to quote best price, Bank is requested to not decrease number of ATMs during the contract period unless such ATMs are completely removed from bank's ATM network not to be added again.	Number of ATMs may increase or decrease as per bank's business strategy.
5	5	10	4.1.3	The bidder shall from time to time inform the bank about industry best practices, security bulletins, updates, and advisories etc. that needs to be adopted by the bank to strengthen the existing ATM infrastructure without any additional cost to the bank.	All the regulatory compliances, best practices, security bulletins, updates, and advisories prevailing at time of RFP submission will be part of solution provided. Any new compliance will be taken up on case to case basis and any new development/services will be at mutually decided cost. It is not possible to predicted at time of commercial bid submission about guidelines that may be issued by any govt body or regulatory body in next 5 years	Please be guided with RFQ clause.
6	6	10	4.1.2	However Bank may require the services for onsite ATMs also	Request bank to confirm if cash replenishment is required on onsite locations	Usually, cash replenishment service is required for offsite ATMs. Exceptionally, we may require for onsite ATMs like in coming up Digital Banking Units (DBUs) and Banks Discretion of extending Cash replenishment service to onsite/offsite ATMs

7	10	4.1.6	Consumable Replenishment like printer paper role, ink etc. Cash replenishment services for about 1700 Off-site ATMs/CRMs including complete physical Cash reconciliation with Finance Balance Finance account, ATM Switch and EJJP log.	Kindly confirm if JP roll is required	JP roll not required.
8	11	4.1.8	Real time EJ pulling & archival-EJ Pulling & Software/ Content Distribution. The software to be installed for EJ pulling in ATMs should have license right in the favor of Bank, one year after expiring the contract period.	1)EJ Pulling will be done via eService EJ Agent, subject to connected ATMs and data availability and network bandwidth. 2)Content Distribution will be done via eService EJ Agent, the screens should be properly tested by the bank before sending for deployment, subject to connected ATMs and network bandwidth	EJ pulling agent should be capable for real time EJ pulling(Please be guided by RFQ).
9	11	4.1.9	The vendor must have an ATM monitoring system portal which will be provided to the Bank to monitor the ATMs from Bank's central office, Zonal offices and Regional offices, branches where the vendor has to provide one ATM Supervisor at each regional office and Central office. The monitoring portal has details information about reason to down of ATM. Display of EJ pulling is part of monitoring portal.	There is a portal which has drilled down report for the ATM monitoring based on location/ticket level details.	Please be guided with RFQ clause.
10	11	4.1.13	Centralized Monitoring of Digital Video Surveillance system functioning and daily minimum one image pulling from all the ATMs under Managed services for verification of DVSS performance and images quality and submitting to Bank. Images need to be provided within two days as and when required by Bank.	Is this required for internal ATM camera or external dome CCTV camera. This is subject to connected ATMs, availability of images and network bandwidth. We request Bank to Cap at 20 requests/day.	Images are required for both DVSS camera and Internal Camera
11	11	4.1.16	However, ATM Supervisor at Regional offices will follow up and co-ordinate with branches, Opex vendor and Central office for down ATM under Opex Model.	As per page 9, point 3 Project overview RFQ is for providing MS to capex machines hence machines under Opex model is not part of the scope for this RFQ.	ATM supervisor's role is defined.
12	12	4.1.18	100% EJ Pulling report and to be submitted on monthly basis.	This is in Place, 100% EJ pulling is subject to connected ATM and data availability	EJ pulling monthly report to be submitted for all ATMs
13	12	4.1.19	100% DVSS monitoring and report to be submitted on monthly basis.	Monthly Report can be shared	DVSS monitoring monthly report to be submitted for all ATMs.
14	12	4.1.23	Bank may implement Multi-Vendor Solution (MVS) in future, in such case the features available in MVS will be transferred to MVS vendor without any additional cost and no further invoices will be raised for migrated activity.	We request Bank to clarify which services will be transferred to MVS vendor and till what period those services will be availed by Bank. As this will have impact on the TCO	EJ Pulling agent
15	12	4.1.26	The vendor should provide a centralized asset (ATM) tracking and monitoring solution.	We request Bank to delete this point from RFQ since Bank is planning for procurement of MVS and this can be part of MVS	Scope deleted

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16	12	4.1.27	For terminal Security of ATM, Cyber Security and IT Examination Cell (CSITE), RBI Advisory No.3/2017 dated 06.03.2018.	Both the advisory/guidelines are not related to the Managed Services scope hence we request Bank to remove them from RFQ.	Only relevant guidelines to be complied.
17	22	9.2.10	Circular no. RBI/2018-19/214 (DCM (Pig) No.2968/10.25.007/2018-19) dated 14-06-2019 on Security Measures of ATMs.	We request Bank to confirm if the EMD has to be submitted as part of this RFQ. The amount of EMD is not mentioned as part of RFQ. Usually EMD is submitted as part of RFP.	EMD shall be only for RFP
18	26	15.6	The RFQ response without the accompanying amount towards Application Money are liable to be rejected.	Bank is requested to clarify if this requirement is limited to only those CRA employees handling cash as part of cash replenishment services	Selected bidders will have to submit for CRA employees.
19	32	17.4	15.6. Vendors shall be required to submit the certificate on Credit History Check and Police verification of employees on half yearly basis for September and March during the contract period.	We request Bank to ask this as part of RFP. Auditors will require the entire TCO to certify the percentage of local content.	Yes, it's part of RFP.
20	35	Annexure 1 - para 5	Certificate of Local content- Annexure-15	Bank is requested to clarify what penalties are referenced here as the SLA penalties, to the extent applicable, are normally paid by MS vendors to the banks. This is the case with all be MS vendors and banks in India.	Pertains to failure of any contract(termination or breach).
21	38	Annexure 2-5	We certify that in the last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty or a judicial pronouncement or arbitration award, nor have had any contract terminated for breach on our part	We are in process of finalizing the Balance sheet and profit and loss statement for Fin yr. 20-21. We request Bank to please accept Provisional certificate signed by CA for fin yr. 20-21. Financials will be available by June 2022	CA certificate may be submitted, if audited financials are not available for year 2020-21.
22	38	ANNEXURE 2 -6	Audited Financial Statements for 18-19, 19-20, 20-21	Need further details if Helpline no. requirement is for end customer/ card holder or Bank personal.	For Bank and other stakeholders like OEM, TSS vendors etc. Only For Bank's Personal/OEM
23	40	ANNEXURE 2 -11	The Bidder should have 24x7 Machine support center in India with help line number and Managed Services infrastructure pan-India in at least 100 of the 125 locations identified by the bank including all the State Capitals in India as mentioned in the list to provide support. Bidder should be able to provide support to Bank's Machines & cash replenishment services at all the locations within Pan India.	Need further details	Please be guided with RFQ clause.
23			The Bidder should have an operational DR site with 100 percent replica of DC site (apart from DC site) situated in different seismic zones in India and a Business Continuity Plan (BCP) in place to ensure that the Bank's data is not lost or Bank's operations are not affected in case of worst situation like disaster, calamity etc	At Current DR Site, Agents from different team are cross functionally trained on IM process to support operations during BCP.	

24	60	Annexure 12	24*7*365 Help Desk with Toll free number to report ATM/BNA related problems Monitoring of terminal security software	Need further details if Toll free no. requirement is for end customer/ card holder or Bank personal.	Refer point no. 38 (Only For Bank's Personal/OEM)
25	62	Annexure 13-1	Monitoring of terminal security software	Monitoring of the security software is not part of this RFQ scope hence should be removed from Annexure-13	Agreed
26	62	ANNEXURE- 13-2	1.Use of Technology in monitoring of the ATM and Managed Services.* 2.Availability of Dedicated toll free no.,Live DR site. 3.End to end cash reconciliation capabilities 4.Housekeeping service.	DN does not engages directly with end customer/ card holder and hence No Toll free no. is used for Call logging	Removed
27		New Points		This RFQ is silent on following critical aspects applicable to any managed services and Bank is requested to include these: 1. Invoicing and Payment term; 2. detailed scope of each service (including cash replenishment services); 3. service levels for each service; 4. any SLA penalties and cap on such penalties; 5. exclusions from services scope and SLA penalties; 6. Termination provisions; 7. Specific aspect of MS vendor's liabilities related to cash losses i.e. vendor being liable only if the cash is lost due to acts of CRA / MS vendor employees; 8. total liability limit of vendor being limited to annual contract value and exclusion from vendor's liability of all indirect, consequential damages, incidental or remote damages (including loss of profit);	All points are part of RFP.

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36	1	10	4.1.1	Providing ATM Managed services and ensuring that the overall downtime of ATMs/CRMs does not go above the levels 3 % for Metro and Urban ATMs and 4 % for Semi urban and rural ATMs.	Assuming that the uptime required will be the monthly uptime for the entire network of ATMs assigned to the SB and not for individual ATMs. ATM uptime will exclude factors that cannot be controlled by the MSP directly. Any system outages from Bank's systems and network will also be excluded. Kindly confirm if this assumption is correct.	Overall uptime shall be considered.(Bank Dependency will be excluded)
37	2	10	4.1.3	The bidder shall from time to time inform the bank about industry best practices, security bulletins, updates, and advisories etc. that needs to be adopted by the bank to strengthen the existing ATM infrastructure without any additional cost to the bank.	We understand that as service partner we are expected to update the Bank on such changes on a best effort basis (since some of the advisories are communicated directly to the Bank by regulator). Assuming that in case there is a change in the scope of work due to such changes, Bank will pay the agreed increase in the commercial.	Please be guided with RFQ clause.
38	3	11	4.1.8	Real time EJ pulling & archival-EJ Pulling & Software/ Content Distribution. The software to be installed for EJ pulling in ATMs should have license right in the favour of Bank, one year after expiring the contract period.	Need clarity	EJ pulling agent should be capable for real time EJ pulling.Modify the RFQ wordings
39	4	11	4.1.9	The vendor must have an ATM monitoring system portal which will be provided to the Bank to monitor the ATMs from Bank's central office, Zonal offices and Regional offices, branches where the vendor has to provide one ATM Supervisor at each regional office and Central office. The monitoring portal has details information about reason to down of ATM. Display of EJ pulling is part of monitoring portal.	1) Whether the ATM monitoring system portal needs to be provided for branches? What would be the approximate simultaneous logins to the system? 2) Is ATM supervisor required at central office, Zonal office and Regional offices only (not required at branches)? 3)EJ viewing portal is typically a different system from the ATM monitoring system. Is there a requirement to integrate the two under one login?	1. Not required for branches. 2. Supervisor is required for Ros and CO only. 3. EJ viewing portal is required for all branches also. No need to integrate.
40	5	11	4.1.10	Vendor should provide EJ web browser for Branches to know the status of any ATM transactions by providing ATM ID, Date of Transaction and sequence number.	What would be the approximate simultaneous logins to the system?	Approx. 8800
41	6	11	4.1.16	Providing ATM Supervisor at each Regional Office at present and to be opened in future within a month time to coordinate with Branch, Central team and other service providers for immediate resolution of ATM/CRM (Capex and Opex) issues. However, ATM Supervisor at Regional offices will follow up and co-ordinate with branches, Opex vendor and Central office for down ATM under Opex Model. Bank is having 125 such regional offices.	Could we consider the requirement of ATM supervisors as 126 basis present number of Regional Offices (125) and requirement of one resource at the central office?	Yes, at present 126 locations(125 regional offices +1 central office).If new regional offices opened in future, vendor have to provide ATM supervisors for new regional offices also.

4.1.16

42	7	12	4.1.22	Bank has been deploying offsite ATM at various locations including Malls, Airports, Railways etc Managed Services activities like housekeeping, cash replenishment, FLM & SLM should be carried out in consonance with guidelines/regulations issued by respective authorities from time to time to avoid any penalty/damages due to nonadherence.	Typically malls, airports, railways etc ("Location") are difficult to service due to access restriction and sometimes impose very stringent SLA which is over and above the SLA requirement of the Bank. There are sometimes penalties imposed by these Locations and there could be clauses in the agreement between the Location and the Bank that could lead to forfeiture of rental security deposit or termination of contract for that particular Location altogether. MSP should not be responsible for any more obligations over and above the agreed ones with the Bank. Request the Bank to delete this clause.	Please be guided with RFQ clause.
43	8	12	4.1.23	Bank may implement Multi-Vendor Solution (MVS) in future, in such case the features available in MVS will be transferred to MVS vendor without any additional cost and no further invoices will be raised for migrated activity.	The clause may be read as "Bank may implement Multi-Vendor Solution (MVS) in future, in such case the features available in MVS will be transferred to MVS vendor without any additional cost and no further invoices will be raised for migrated activity"	
44	10	12	4.1.27	Bidder has to comply following advisory/guidelines issued by RBI and any further modifications advised during contract period; For terminal Security of ATM, Cyber Security and IT Examination Cell (CSITE), RBI Advisory No.3/2017 dated 06.03.2018. Circular no. RBI/2017-18/152 (DCM (Plg) No.3563/10.25.07/2017-18) dated 06-04-2018 on Cash Management activities of the banks - standards for engaging the service provider and its sub-contractor. Circular no. RBI/2017-18/162 (DCM (Plg) No.3641/10.25.007/2017-18) dated 12-04-2018 on Cassette Swaps in ATMs. Circular no. RBI/2017-18/162 (DCM (Plg) No.3641/10.25.007/2017-18) dated 12-04-2018 on Security Measures of ATMs. Circular no. RBI/2018-19/214 (DCM (Plg) No.2968/10.25.007/2018-19) dated 14-06-2019 on Security Measures of ATMs. Ministry of Home Affairs, Government of India issued guidelines on 08th August 2018 for standard operating procedures for providing security to cash transportation activity implementation.	1) We accept compliance with the current advisory/guidelines but request the Bank to keep a provision for mutual discussion on the cost of future compliance requirements. 2) Regarding "Scheme of Penalty for non-replenishment of ATMs", request the Bank to clarify the role of the MSP. The reports required by RBI needs to be system generated and generally provided by the switch of the Bank. The penalty should not be applicable to the MSP.	All future compliance requirement to be done at free of cost. If cash replenishment not done in time as per RBI circular applicable penalty will be applied to MSP

45	11	13	Note	<p>All extant statutory guidelines with regarding to cash replenishment should be followed by the service provider. In case of Forged Currency Note or short of cash the Bidder has to indemnify the Bank. The word "CRA" is used above should be treated as "MS vendor".</p>	<p>The incident of Forged Currency Notes dispensed out of ATM needs to be proven by the Bank for indemnification.</p>	<p>Please be guided with RFQ clause.</p>
46	12	14	5.5	<p>Successful vendor/s should be capable and Manage Services of ATMs under the contract immediately. They should also have a clear action plan to ramp it up to manage number of machines given to them. The responsibility of collecting all the required information and customization to communicate with the regional/Zonal office shall be with the successful vendor and must be carried out by the successful vendor without any additional cost to the Bank.</p>	<p>The timeline for takeover should be discussed and agreed between SB and Bank. There should not be any penalties related to the takeover of ATMs.</p>	<p>Please be guided with RFQ clause.</p>
47	13	22	9.2.13	<p>All submissions, including any accompanying documents, will become the property of the Bank. The Recipient shall be deemed to have licensed, and granted all rights to, the Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFQ process, notwithstanding any copyright or other intellectual property right of the Recipient that may subsist in the submission or accompanying documents</p>	<p>Submissions contain proprietary and confidential information of the bidder. We will not be able to transfer ownership of such information to the Bank. Suggested changes as follows: All submissions, including any accompanying documents, will become the property of the Bank. The Recipient shall be deemed to have licensed, and granted all rights to, the Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFQ process, notwithstanding any copyright or other intellectual property right of the Recipient that may subsist in the submission or accompanying documents</p>	<p>Please be guided with RFQ clause.</p>

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48	14	26	15.4	<p>Solicitation of Employees: The selected Bidder, during the term of the contract shall not without the express written consent of the Bank, directly or indirectly: a) recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the Bank in rendering services in relation to the contract; or b) induce any person who has been an employee or associate or engaged in any capacity, by the Bank in rendering services in relation to the contract; or b) induce any person who shall have been an employee or associate of the Bank at any time to terminate his/ her relationship with the Bank.</p>	<p>Part (b) seems to include past employees as well, which we assume is not the case. We would also like to include standard exclusions for general recruitment without specifically approaching bank personnel. Please see suggested changes below:</p> <p>Solicitation of Employees: The selected Bidder, during the term of the contract shall not without the express written consent of the Bank, directly or indirectly: a) recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the Bank in rendering services in relation to the contract; or b) induce any person who shall have been an employee or associate of the Bank at any time to terminate his/ her relationship with the Bank. Provided that placement and advertisement of genuine employment opportunities by either Party or recruiting through a recruitment agency in the labour market shall not constitute a breach of this Clause</p>	<p>Please be guided with RFQ clause.</p>
49	15	26	15.6	<p>Vendors shall be required to submit the certificate on Credit History Check and Police verification of employees on half yearly basis for September and March during the contract period.</p>	<p>To be deleted. This is not feasible for us. We remain completely responsible to the bank for all acts/omissions of our employees. We use a third party agency to engage employees and conduct a thorough internal background verification. However, credit checks and periodic police verifications is not commercially feasible.</p>	<p>The clause may be read as, "Vendors shall be required to submit the certificate on Credit History Check and Police verification of employees related with the project on half yearly basis for September and March during the contract period."</p>
50	16	26	15.7	<p>Visitorial Rights: The Bank and its authorized representatives, including Reserve Bank of India (RBI) or any other regulator shall have the right to visit any of the Bidder's premises without prior notice to ensure that data provided by the Bank is not misused. The Bidder shall cooperate with the authorized representative/s of the Bank and shall provide all information/ documents required by the Bank.</p>	<p>To be deleted. We are okay to provide audit rights, however we are not able to provide unrestricted rights to the bank to visit our premises at any time without notice. This will hamper our business operations.</p>	<p>Please be guided with RFQ clause.</p>

and

51	17	17	<p>Instruction to Bidders for Bid submission(Lodgment of bid documents (paper copies); containing Eligibility and Technical Proposals (each in separate sealed and super scribed envelopes); one (1) electronic copy (Microsoft Office 2010/2013 on CD) and one (1) electronic copy (Adobe .pdf noneditable / password protected on CD) must be submitted to Bank in Master Sealed envelope superscripted "Union Bank of India – RFQ – Managed Services for ATMs".</p>	<p>This section contradicts with "General instructions to bidder" section on page 3 which says "All bidders must note that this being e-tender, bids received only through online on etendering portal https://ubi.abcpocure.com shall be considered as an offer. Any bid submitted in physical form will not be entertained and shall be summarily rejected". Kindly clarify the mode of submission of RFQ response.</p>	<p>The clause to be read as, "Instruction to Bidders for Bid submission(Lodgment of RFQ) - "One Set of bid documents (paper copies); containing Eligibility and Technical Proposals (each in separate sealed and super scribed envelopes); one (1) electronic copy (Microsoft Office 2010/2013 on CD) and one (1) electronic copy (Adobe .pdf noneditable / password protected on CD) must be submitted to Bank in Master Sealed envelope superscripted "Union Bank of India – RFQ – Managed Services for ATMs".</p>
52	18	30	<p>The offer will be in three parts – i) Integrity Pact and EMD amount, ii) Eligibility Proposal for Union Bank of India – RFQ – ATM Managed Service and iii) Technical Proposal for Union Bank of India – RFQ – ATM Managed Service, and the proposal from the Bidder should be valid for a period of 180 days from the date of RFP"</p>	<p>EMD is not specified in the RFQ document. Request clarity.</p>	<p>EMD shall be only for RFP</p>
53	19	69	<p>Confidentiality obligations under this Agreement shall continue to be binding and applicable without limit in point in time except and until such information enters the public domain, without breach of the agreement.</p>	<p>We request the following modifications: Confidentiality obligations under this Agreement shall continue to be binding and applicable for a period of 5 years after termination of this Agreement except for (a) Confidential Information of a Disclosing Party's customers, which shall be protected hereunder indefinitely; and/or (b) any part of the Confidential Information that is (or has been identified by the Disclosing Party as) a trade secret, the protective obligations of the Receiving Party concerning such information shall continue for so long as the Disclosing Party maintains such information as a trade secret. without limit in point in time except and until such information enters the public domain, without breach of the agreement.</p>	<p>Please be guided with RFQ clause.</p>
54	20	69	<p>Indemnity: The Receiving Party agree to indemnify and hold harmless the Disclosures against all costs, liability, losses and claims incurred by the Disclosing Party as a result of a breach of this Agreement.</p>	<p>We request the deletion of this section. Direct indemnities at NDA stage would be very difficult to compute as the damages tend to be indirect in nature. Typical remedies at NDA stage is injunctive relief which is available to both parties.</p>	<p>Please be guided with RFQ clause.</p>

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55	1	10	4.1.1.	Providing ATM Managed services and ensuring that the overall downtime of ATMs/CRMs does not go above the levels 3 % for Metro and Urban ATMs and 4 % for Semi urban and rural ATMs.	<p>Bidder Request Bank to exclude downtime on account of below Standard Exclusions which are beyond Bidder Control :</p> <ol style="list-style-type: none"> Force majeure: flood, earthquake, natural calamities and vandalism cases, delays due to strikes, Bandh, Hartal, Political instability in the region, area transformer outage In ability of bank's third party vendor to support or meet the SLA Site not accessible for ATM servicing due to timing/access restrictions from Govt. or Local Authorities Any ATM being shutdown on daily basis on evening hrs. Downtime due to Software/MVS & Other scheduled maintenance calls Any Third party component failure where replacement required Area Power failure beyond the battery backup software loading/issues, MVS/Solid core issues. Downtime post operating hours as per the guidelines Delay by the Bank in providing Terminal Master (TM) keys If the branch is unable to give the cash as per the indent and in ATM-Fit currency, the cash out instances and resultant CD downtime (ex: Cash jam etc.) will be excluded from the calculation of 	Overall uptime shall be considered. Bank dependency to be excluded in overall ATM uptime
56	2	10	4. Scope of Work	ATMs Managed Services for 9600+ ATMs/CRMs for a period of three years for its ATM network	<p>Bidder would like to know the break up of these Machine how many are ATM/CRM, Onsite / Offsite ZONE/RO wise.</p>	ATMs - 6629 & CRMs- 2205 Total Terminals 8834 as on 31.03.2022 of which 1156 terminals at offsite location.
57	3	11	4.1.5.	First Line Maintenance and follow up with SLM vendors i.e. ATM OEM, UPS, Network provider/Vendor etc.	<p>Bidder Assumes that SLM, UPS, Network contract is directly executed between bank & OEM, UPS & Network Engineer thus SLA will be the respective OEM, Vendor responsibility and MSP's are expected only for co-ordination & any delays caused by these Vendors needs to be excluded from the downtime.</p>	Yes
58	4	11	4.1.8	Real time EJ pulling & archival-EJ Pulling & Software/ Content Distribution. The software to be installed for EJ pulling in ATMs should have license right in the favour of Bank, one year after expiring the contract period.	<ol style="list-style-type: none"> As this is a "As-a-service" contract, hence we request Bank to remove the transfer of license to bank clause for the EJ software. Bidder would like to request bank that bank needs to provide all access to vendor to upload the daily images onto bank server from the premises of the vendor. 	<p>EJ pulling agent should be capable for real time EJ pulling.</p>

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59	5	11	4.1.9.	<p>The vendor must have an ATM monitoring system portal which will be provided to the Bank to monitor the ATMs from Bank's central office, Zonal offices and Regional offices, branches where the vendor has to provide one ATM Supervisor at each regional office and Central office. The monitoring portal has details information about reason to down of ATM. Display of EJ pulling is part of monitoring portal.</p>	<p>Bidder request bank to keep both portals (Monitoring Portal & EJ portal) separate as EJ portal have sensitive customer transaction information.</p> <p>Bank is requested to share below information</p> <ol style="list-style-type: none"> 1. How many user ID would need access of Monitoring Portal & EJ portal, this is requested to understand the bandwidth requirement. 2. Display of EJ pulling is a different solution called "EJ viewer", if bank needs the report on T+1 Basis that how many EJs have been pulled, can be shared via email on T+1 basis. Although, the "EJ viewer" is a separate service and RFQ has covered in clause number 4.1.10 Page number 11. 	approximately 200
60	6	11	4.1.15	<p>The Service provider will have complete responsibility of Cash reconciliation with Cash at ATM/CRM account with Bank Physical Cash and switches counters available in ATM/CRM.</p>	<p>Bidder would like to inform bank that Bank needs to provide all the Files ie Switch file/ GL balance file to the vendor in the Mask format to the vendor as directed by regulator.</p>	Yes, will be shared to successful bidder.
61	7	11	4.1.13.	<p>Centralized Monitoring of Digital Video Surveillance system functioning and daily minimum one image pulling from all the ATMs under Managed services for verification of DVSS performance and images quality and submitting to Bank. Images need to be provided within two days as and when required by Bank.</p>	<p>Bidder hereby request to exclude this from scope of MS services as E-Surveillance Solution is not part of scope.</p> <p>It is further assumed by bidder that if any image from HDD of ATM or CR is required to be pulled, that will be done on need based. Daily pulling will need a higher server space.</p>	Images are required for both DVSS camera and Internal Camera, need based
62	8	11	4.1.16.	<p>Providing ATM Supervisor at each Regional Office at present and to be opened in future within a month time to coordinate with Branch, Central team and other service providers for immediate resolution of ATM/CRM (Capex and Opex) issues. However, ATM Supervisor at Regional offices will follow up and co-ordinate with branches, Opex vendor and Central office for down ATM under Opex Model. Bank is having 125 such regional offices.</p>	<ol style="list-style-type: none"> 1. It is assumed by bidder that "Providing ATM Supervisor at each Regional Office at present" means the housekeeping agency staff not the MSP direct staff. Bank is requested to clarify. 2. Since housekeeping is a third party service, "Providing ATM Supervisor at each Regional Office at present" is subject to feasibility and number of sites under MSP at the location. 3. Bank is requested to keep future requirement out of scope as that can be mutually agreed in future. 4. Request Bank to keep Opex machines out of scope and keep only the Capex machines as part of the RFQ being separate arrangements of Opex vendors with bank. 	Please be guided with RFQ clause.
63	9	11	4.1.17.	<p>MIS generation as per the Bank's Requirement.</p>	<p>Bank is requested to share the list MIS required under this RFQ scope</p>	Please be guided with RFQ clause.

64	10	12	4.1.21.	The selected bidder will make temporary call centre for smooth migration of ATMs from existing MS vendor with multiple no. Of phone lines (minimum six no) during migration. The new EJ agent to be connected on the same day of the ATM migration with Docket number.	Bank is requested to confirm, if bank is going to bear the CE visit cost for machines where EJ agent deployment is required during migration.	Please be guided with RFQ clause.
65	11	12	4.1.22.	Bank has been deploying offsite ATM at various locations including Malls, Airports, Railways etc Managed Services activities like housekeeping, cash replenishment, FLM & SLM should be carried out in consonance with guidelines/regulations issued by respective authorities from time to time to avoid any penalty/damages due to nonadherence.	Bidder requests bank to support for timely access for these sites to avoid downtime or housekeeping issues.	Please be guided with RFQ clause.
66	12	12	4.1.22.	Bank may implement Multi-Vendor Solution (MVS) in future, in such case the features available in MVS will be transferred to MVS vendor without any additional cost and no further invoices will be raised for migrated activity.	As we cannot envisage the time and effort required for any activity to be done for the MVS solution, which bank plans to procure in future, we request Bank to keep this out of MS RFP scope and treat this as a separate project.	EJ pulling agent
67	13	12	4.1.25.	The vendor should also provide one ATM Supervisor at each of the Regional offices to co-ordinate for monitoring of all ATMs/CRMs uptime from 10 A.M. to 6 P.M. for the contract period of 3 years from the date of order. Presently there are 125 Regional offices and in case, Bank opens new Regional office, vendor should provide the ATM Supervisor at new office also without additional cost of the bank. The ATM Supervisor should be Graduate and well versed with ATM technology and functionality.	1. It is assumed by bidder that "provide one ATM Supervisor at each of the Regional offices " means the Cash replenish agency staff not the MSP direct staff. Bank is requested to clarify. 2. Since FLM/Cash is a third party service by CRA, "provide one ATM Supervisor at each of the Regional offices" is subject to feasibility and number of sites under MSP at the location. 3. Bank is requested to keep "Graduate staff" out of scope as such CRA staff are SRO certified as per RBI Guidelines.	Please be guided with RFQ clause.
68	14	12	4.1.26	The vendor should provide a centralized asset (ATM) tracking and monitoring solution.	Bidder would like to request bank to elaborate more on this point on what service is the bank actually looking for.	Scope deleted
69	15	13	4.1.27.	Bidder has to comply following advisory/guidelines issued by RBI and any further modifications advised during contract period: RBI Notification No. RBI/2021-22/84-DCM(RMMT) No.S153/11.01.01/2021-22 dated 10th August 2021 on Monitoring of Availability of Cash in ATMs, "Scheme of replenishment of ATMs."	While Bidder can comply to the advisory and guidelines issued by RBI, we request Bank to include the cases which are not under the direct control of Bidder for cash-out situations. Bidder also requests bank to consider cassette swap & MHA compliance in SRO approved cities & a separate TCO for both service items.	ATM managed service vendor has to comply following advisory/guidelines issued by RBI and any further modifications advised during contract period: RBI Notification No. RBI/2021-22/84-DCM(RMMT) No.S153/11.01.01/2021-22 dated 10th August 2021 on Monitoring of Availability of Cash in ATMs, "Scheme of Penalty for non-replenishment of ATMs."

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70	16	59	Annexure 12	Details of Solutions used for Management Centre Automatic monitoring of exceeding level of thresholds to pre-empt Problems like - Dispenser failure - PIN failure - Card reader misreading - Communications failure - Journal printer failure	Bidder hereby confirms that they will monitor the errors in machines as per the Host Feeds received from Bank's Switch.	Please be guided with RFQ clause.
71	17	59	Annexure 12	24*7*365 Help Desk with Toll free number to report ATM/BNA related problems Should comply to all the points mentioned in the RFQ	Bidder request Bank to keep the Bidder's helpdesk is only for the Bank's Personnel escalation/complaints.	Please be guided with RFQ clause.
72	18	61	Annexure 12	Bank has warranty/AMC arrangements with regard to the various equipment deployed at the sites like ATM/BNA, Air conditioners, UPS Systems etc. Once, problem with the concerned equipment is identified and that the same does not fall under the purview of the First Level Maintenance, the equipment has to be brought under the purview of the incidence management services. Bank will be providing the contact details of such Vendors and the Bidder given this activity must co-ordinate and resolve the issue. A report of such activity (Date and Time Problem reported and the date and Time of the problem resolved) needs to be provided to the Bank	Bidder Assumes that SLM, UPS, Network contract is directly executed between bank & OEM, UPS & Network Engineer thus SLA will be the respective OEM, Vendor responsibility and MSP's are expected only for co-ordination & any delays caused by these Vendors needs to be excluded from the downtime.	Please be guided with RFQ clause.
73	19	61	Annexure 12	Bidder to have remote diagnostic tool to clear any errors in ATMs/CRMs. Alerts to be provided in the form of mobile/e-mail notifications for supply low cash/JP & RP Analyzing ATMs/CRMs machine performance and suggesting 'improvement.	Bidder assumes that remote diagnosing system means that monitoring of ATM/CRM faults (occur as event in ATM/CRM) basis the switch feeds come to Bidders monitoring system. If the scope is different, Bank is requested to please clarify.	TRUE
74	20	62	Annexure 12	The solution of monitoring the software for security should be managed from a central point of management and should work with any standard ATM agent monitoring solution.	Bidder hereby request to confirm whether Bank will provide Online Feeds to MSP's Monitoring Tool.	Yes will be provided by the Bank.
75	21	30	17.2 17.2. RFQ Response Submission Details	The offer will be in three parts – i) Integrity Pact and EMD amount, ii) Eligibility Proposal for Union Bank of India – RFQ – ATM Managed Service and iii) Technical Proposal for Union Bank of India – RFQ – ATM Managed Service, and the proposal from the Bidder should be valid for a period of 180 days from the date of RFP. The covers should also indicate name and address of the vendor submitting the offers:	We request Bank to clarify on the EMD amount as its not specified in the RFQ document	No EMD for RFQ

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76	22	62	Annexure 12	Should have remote diagnostic agent to diagnose problems with the machine including, but not limited to part failure. This service including proactive rectification of problems reported by remote diagnostic agent will have to be provided mandatorily at no extra cost to the bank	Bidder assumes that remote diagnosing system means that monitoring of ATM/CRM faults (occur as event in ATM/CRM) basis the switch feeds come to Bidders monitoring system. If the scope is different, Bank is requested to please clarify.	Yes will be provided by the Bank.
77	23	NA	General	General	Bank is requested to share the ageing of machines as the scope is for existing 9600 machines. High ageing of machines lead to more downtime so Bidder needs to analyse.	Please be guided with RFQ clause.
78	24	37	Annexure-2- Eligibility criteria, point no. 2	Bidder should have provided ATM Managed services for at least 2000 ATMs/CRMs/BNAs in India for single scheduled commercial bank at least one year at any time during last three year from the date of submission of bids. The managed services provided should include all the below mentioned services.(Purchase orders/SLA/ Bank certificate to be attached); 1. ATM Help Desk, Remote Monitoring of ATM Network, First Line Maintenance (FLM) services and Incident Management. 2. Cash Management & Replenishment. 3. E.J Pulling activities. 4. Content distribution services. 5. House keeping.	India as a country has more than 2 lakhs ATMs hence, we request the bank to get an experienced and financially stable vendor, hence we request the bank to increase the minimum ATMs count to 10,000+ from the last 5 years with minimum of 5 banks under managed services (Opex contracts shall not be considered as MS orders). This helps Union Bank of India to get the best MS vendor which can help the bank to improve the overall availability and customer experience for bank customers	Please be guided with RFQ clause.
79	25	38	Eligibility criteria, point no.3	The bidder should have owned operated Managed service centre situated in India either in own premises or managed premises, which should have been in operation for at least 3 years. The management centre should have Disaster Recovery and Business Continuity Plan in place. If bank expand the ATM network, vendor infrastructure should have the established to take additional ATM of around 2500 in 60:40 ratio for L1 & L2 successful bidders.L2 should match the price of L1	As ATM Managed services is prevalent in the country for more than two decades, we request Bank to keep at least '10 years' MS experience to allow only credible vendors to participate in this RFQ/RFP	Please be guided with RFQ clause.

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80	26	38	Eligibility criteria, point no.4	Bidder should have valid ongoing ATM Managed services contracts minimum for 4800 ATMs and cash replenishment services contracts minimum for 1500 ATMs for at least one year during at any time during the last three year (01.02.2022) for banks put together including capex and Opex ATMs	We request Bank to modify the clause as below: "Bidder should have valid ongoing ATM Managed services contracts minimum for 10000 ATMs and cash replenishment services contracts minimum for 3000 ATMs during the last five years (01.02.2022) for all banks put together."	Please be guided with RFQ clause.
81	27	39	Eligibility criteria, point no.7	Bidder should have minimum turnover of Rs. 275 crores in the previous three financial year i.e. 2018-19, 2019-20 and 2020-21 in each year	We request Bank to increase the minimum turnover to Rs.500 crores so as to allow only credible vendors to participate in this RFP, looking at the size of this RFP.	Please be guided with RFQ clause.
82	28	40	Eligibility criteria, point no.8	The Bidder must have positive minimum 100 crores Net Worth as on 31.03.2021. Net worth is to be calculated as follows – Capital Funds (Paid up equity capital + Paid up preference capital + Free reserves) – (Accumulated balance of loss + Balance of deferred revenue expenditure + intangible assets+ fictitious assets like preliminary expense).	We request Bank to increase the minimum net worth to 300 crores to get a financially stable MS partner for Bank over the RFP tenure	Please be guided with RFQ clause.
83	29	6	Bid submission date	Last Date of Submission of RFQ response (Closing Date) - 3:00 PM on 03.05.2022	We request Bank to provide us atleast two weeks time for bid submission post release of corrigendum by Bank	Please be guided with RFQ clause.
84	30	10	4.1.2	Cash replenishment services for off-site ATMs/CRMs (As per Bank's requirement) including complete reconciliation with Physical Cash in ATM, Finacle account, ATM Switch and EJP log. Bank will provide records related with ATM transaction to bidder for reconciliation.	We request Bank to clarify if the Recon solution can be hosted on cloud or we need physical servers in Bank premises as this will include sharing of customer sensitive personal/payment data with the Bidder.	Bank will provide required files to successful bidders.

Sr no.	SI no.	Page #	Point/Section #	Clarification point as stated in the tender document	Queries/Suggestion/Deviation	Bank's Remarks
91	1	41	Annexure-2 Eligibility Criteria, Sr. 13	The companies or firms, bidding for the above tender, should have not been black listed by any of Government Authority or Public Sector Undertaking (PSUs). The bidder shall give an undertaking (on their letter head) that they have not been black listed by any of the Govt. Authority or PSUs. In case, in the past, the name of their Company was black listed by any of the Govt. Authority or PSUs, the same must have been either withdrawn by the concerned authority or set aside by the final order/judgment passed by the Court/Forum as on date of submission of the tender, otherwise the bid will not be considered. It is further clarified that any interim stay order passed by any Court/Forum in favour of bidder against its blacklisting shall not be considered by Bank as the bidder having satisfied/fulfilling the eligibility criteria under this clause	We request bank to modify the blacklisting clause as "The companies or firms, bidding for the above tender, should have not been black listed by any of Government Authority or Public Sector Undertaking (PSUs). The bidder shall give an undertaking (on their letter head) that they are not black listed by any of the Govt. Authority or PSUs. In case, in the past, the name of their Company was black listed by any of the Govt. Authority or PSUs, the same must have been either withdrawn by the concerned authority or stayed by an order passed by the Court/Forum as on date of submission of the tender, otherwise the bid will not be considered."	Please be guided with RFQ clause.
92	2	9	Clause 3 Project Overview	Bank reserves the right to change the number of ATMs to be deployed in region/zones at any time at its sole discretion.	Requested Changes:- Suggest Bank to provide a prior intimation before changing the number of ATMs	Please be guided with RFQ clause.
93	3	26	Clause 15 General Terms and Conditions Sub clause 15. 5	All bidder records with respect to any matters covered by this RFQ shall be made available to auditors and or inspecting officials of the Bank and/or Reserve Bank of India and/or any regulatory authority, at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data.	Requested Changes :- Bank to provide a prior intimation of atleast 15 days before conducting an audit	Please be guided with RFQ clause.
94	4	26	Clause 15 General Terms and Conditions Sub clause 15. 7	The Bank and its authorized representatives, including Reserve Bank of India (RBI) or any other regulator shall have the right to visit any of the Bidder's premises without prior notice to ensure that data provided by the Bank is not misused. The Bidder shall cooperate with the authorized representative/s of the Bank and shall provide all information/ documents required by the Bank.	Requested Changes :- Bank to provide prior notice of atleast 3 days before visiting the premises .	Please be guided with RFQ clause.

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95	5	26	Clause 15 General Terms and Conditions Sub clause 15.8 - Compliance with Laws	Compliance in obtaining approvals/permissions/licenses: The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and the Bank will give notice of any such claim or demand of liability within reasonable time to the Bidder. The Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity	Requested Changes :- Bidder shall not be liable for any indirect, incidental, consequential or punitive damages or for any loss of data & loss of life under any circumstances whatsoever to the Bank.	Please be guided with RFQ clause.
96	6	27	Clause 15 General Terms and Conditions Sub Clause 15.9.2	The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.	Requested Changes :- Suggest the time line should be capped	Please be guided with RFQ clause.
97	7	28	Clause 15 General Terms and Conditions Sub Clause 15.9.4	Right to Reject Application	Requested Changes :- Bank to provide a cure period of 15 days, post which if Bank is invoking the said right	Please be guided with RFQ clause.
98	8	28	Clause 15 General Terms and Conditions	Information Confidentiality	Requested Changes :- Suggest the clause to be kept mutual	Please be guided with RFQ clause.
99	9	28 & 29	Clause 15 General Terms and Conditions	Non Disclosure Information	Requested Changes :- Suggest the clause to be kept mutual	Please be guided with RFQ clause.
100	10	30	Clause 17 Instruction to bidders for bid submission, Sub Clause 17.1.6	If back end connections regarding cartelization etc is found at any stageduring or after the process, all such bids will be cancelled for those bidders and they would be blacklisted from participating in Bank's any future RFQ, RFQ, Tender etc.	Requested Changes :- Bank to provide a cure period of 15 days, post which if Bank is invoking the said right.	Please be guided with RFQ clause.

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101	11	48	Annexure 5 Pre Integrity Pact , Point 11	Price Fall	Requested Changes : We request for the deletion of this clause as the scope is different for all customers. As Pricing would be variable as per the scope and requirements of each transaction and therefore, we cannot offer such commitment.	Please be guided with RFQ clause.
102	12	70	Annexure 16 , Non-Disclosure Agreement	Point 14 Indemnity	Requested Changes : Bidder shall not be liable for any indirect, incidental, consequential or punitive damages or for any loss of data & loss of life under any circumstances whatsoever to the Bank.	Please be guided with RFQ clause.
103	13	75	Annexure 19	Declaration/ Undertaking from bidder	Requested Changes:- Bank to provide a cure period of 30 days before terminating the contract and forfeiting the security deposit	Please be guided with RFQ clause.

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Sr no.	SI no.	Page #	Point/Section #	Clarification point as stated in the tender document	Queries/Suggestion/Deviation	Bank's Remarks
104	1	6	B(II)	<p>"" for the purpose of this Order means:-</p> <p>a. An entity incorporated, established or registered in such a country; or</p> <p>b. A subsidiary of an entity incorporated, established or registered in such a country; or</p> <p>c. An entity substantially controlled through entities incorporated, established or registered in such a country; or</p> <p>d. An entity whose beneficial owner is situated in such a country; or</p> <p>e. An Indian (or other) agent of such an entity; or</p> <p>f. A natural person who is a citizen of such a country; or</p> <p>g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above</p>	The definition of the term "" is left blank	<p>The clause to be read as</p> <p>"The definition of the term" for the purpose of this Order means:-</p> <p>a. An entity incorporated, established or registered in such a country; or</p> <p>b. A subsidiary of an entity incorporated, established or registered in such a country; or</p> <p>c. An entity substantially controlled through entities incorporated, established or registered in such a country; or</p> <p>d. An entity whose beneficial owner is situated in such a country; or</p> <p>e. An Indian (or other) agent of such an entity; or</p> <p>f. A natural person who is a citizen of such a country; or</p> <p>g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above</p>
105	2	10	4.1.2	Cash replenishment services for off-site ATMs/CRMs (As per Bank's requirement) including complete reconciliation with Physical Cash in ATM, Finacl account, ATM	Request bank to confirm whether cash replenishment and reconciliation services require at onsite ATMs or Not to arrive at accurate pricing in commercial bids	only off site locations.
106	3	10	4.1.3	The bidder shall from time to time inform the bank about industry best practices, security bulletins, updates, and advisories etc. that needs to be adopted by the bank to strengthen the existing ATM infrastructure without any additional cost to the bank.	The bidder can provide such information which is in his knowledge. Kindly modify the clause accordingly	Please be guided with RFQ clause.
107	4	10	4	The Vendor has to under take full responsibility for compliance of all statute and regulations including but not limited to labour Laws (like minimum wages, hours of duty etc.) for all sub-contractor and agency and their employees.	HPY will take responsibility of all current regulations (i.e. till date of RFP release). Any subsequent compliance has to be done at mutually agreed terms	Please be guided with RFQ clause.
108	5	10	4.1.1	Providing ATM Managed services and ensuring that the overall downtime of ATMs/CRMs does not go above the levels 3 % for Metro and Urban ATMs and 4 % for Semi urban and rural ATMs.	Please also include list of exclusions viz. Force Majeure, Planned Activities, Admin login, Lock down, curfew, access not provided by the Bank, etc.	

109	6	10	3 (Para 5)	Bank at its discretion may re-allot, interchange or withdraw the scope of work defined in the RFQ from assigned Zones or geography to the successful bidders during the currency of the contract, in view of the business requirements or if the performance of the bidder is not as per SLAs defined or the concerned bidder's infrastructure is not supportive in any particular geography. Bank shall not pay any amount for takeover / migration of the sites or any resultant expenses. All costs related to such takeover / migration shall be borne by the outgoing bidder in such eventualities	Re-allotting, Interchanging or withdrawing the scope of work should not be done without the consent of the Successful Bidders. Business Team to confirm on entire clause.	Please be guided with RFQ clause.
110	7	11	4.1.13	Centralized Monitoring of Digital Video Surveillance system functioning and daily minimum one Image pulling from all the ATMs under Managed services for verification	Request bank to amend the clause to 5 working days. Need to know the details of existing video surveillance installed at the resp sites, get an access and accordingly submit the Images.	Please be guided with RFQ clause.
111	8	11	4.1.16	Providing ATM Supervisor at each Regional Office at present and to be opened in future within a month time to coordinate with Branch, Central team and other service providers for immediate resolution of ATM/CRM (Capex and Opex) issues. However, ATM Supervisor at Regional offices will follow up and co-ordinate with branches, Opex vendor and Central office for down ATM under Opex Model. Bank is having 125 such regional offices.	Request bank to rationalise and downsize manpower requirement suitably	Please be guided with RFQ clause.
112	9	11	4.1.6	Consumable Replenishment like printer paper role, ink etc. Cash replenishment services for about 1700 Off-site ATMs/CRMs	Request clarity on how Bank will manage Onsite ATMs/CRMs	The clause to be read as "Consumable Replenishment like printer paper role, ink etc. for 8834 ATMs. Cash replenishment services for about 1156 Off-site ATMs/CRMs"
113	10	11	SOW	Vendor should provide EJ web browser for Branches to know the status of any ATM transactions by providing ATM ID, Date of	Request bank to provide SOC clearance to access EJ from outside through WEB	Please be guided with RFQ clause.
114	11	11	SOW	Centralized Monitoring of Digital Video Surveillance system functioning and daily minimum one Image pulling from all the ATMs under Managed services for verification of DVSS performance and images quality and submitting to Bank. Images need to be provided within two days as and when required by Bank.	Request bank to provide details on DVSS. Bank needs to provide Image path, Image file details and how do we get the events of DVSS for monitoring	Please be guided with RFQ clause.

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115	12	11	4.1.10	Vendor should provide EJ web browser for Branches to know the status of any ATM transactions by providing ATM ID, Date of Transaction and sequence number.	Subject to IT security protocols of the vendor	Please be guided with RFQ clause.
116	13	11	4	Reconciliation	Bank to ensure that separate GLs are opened for each ATM/CRM for all HPY managed ATMs/CRMs.	Yes
117	14	11	4	Reconciliation	All GLs where physical cash and overages will be posted by Bank to be provided to Hitachi.	yes
118	15	11	4.1.11	House Keeping services at all offsite ATM sites, twice in a day.	Bank has not mentioend for any RNM support in the RFP need clarity if RNM cases will be taken care by bank	Please be guided with RFQ clause.
119	16	11	4.1.12	Submit the feedback from duly signed by the branch head, regarding quality of the Services in categories like Excellent/Good/Satisfactory/Not satisfactory for housekeeping services on quarterly basis.	need to get list of Branches and ATM assigned to them with contact details of Branch Managers & feedback form format	Will be provided to selected bidders.
120	17	11	4.1.14		need to get Bank vendor details with escalation matrix and their SLA with Bank	Will be provided to selected bidders.
121	18	11	4.1.16	Providing ATM Supervisor at each Regional Office at present and to be opened in future within a month time to coordinate with Branch, Central team and other service providers for immediate resolution of ATM/CRM (Capex and Opex) issues. However, ATM Supervisor at Regional offices will follow up and co-ordinate with branches, Opex vendor and Central office for down ATM under Opex Model. Bank is having 125 such regional offices.	need clarity if these supervisors need to be stationed at Bank regional offices every day . Bank require supervisors at each regional office and they have such 125 offices as mentioned in the RFP , Need to get address of these locations	1 Supervisor at each RO.
122	19	12	4.1.22	Bank has been deploying offsite ATM at various locations including Malls, Airports, Railways etc Managed Services activities like housekeeping, cash replenishment, FLM & SLM should be carried out in consonance with guidelines/regulations issued by respective authorities from time to time to avoid any penalty/damages due to nonadherence.	Please confirm if SLM required to be provided by the bidder	Please be guided with RFQ clause.
123	20	12	4.1.26	The vendor should provide a centralized asset (ATM) tracking and monitoring solution.	Request to share the functional requirements from this solution	Scope deleted

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124	21	12	4.1.22	Bank has been deploying offsite ATM at various locations including Malls, Airports, Railways etc Managed Services activities like housekeeping, cash replenishment, FLM & SLM should be carried out in consonance with guidelines/regulations issued by respective authorities from time to time to avoid any penalty/damages due to nonadherence.	Business Team to confirm on the compliance with the guidelines/regulations issued by Malls, Airport Authority or Railway Authority agreed by the Bank, to which the bidder is not part and not aware of such regulations / guidelines.	Please be guided with RFQ clause.
125	22	12	4.1.23	Bank may implement Multi-Vendor Solution (MVS) in future, in such case the features available in MVS will be transferred to MVS vendor without any additional cost and no further invoices will be raised for migrated activity.	Request bank to provide more clarity on this	The clause may be read as "Bank may implement Multi-Vendor Solution (MVS) in future, in such case the features available in MVS will be transferred to MVS vendor without any additional cost and no further invoices will be raised for migrated activity"
126	23	12	4.1.20.	It will also be responsibility of the selected bidder to extend unconditional and timely support for migration at the end of the contract period then identified MSP as and when the contract entered into pursuant to the RFQ would end.	Request bank to provide detail SOW for this	Please be guided with RFQ clause.
127	24	12	4.1.25.	The vendor should also provide one ATM Supervisor at each of the Regional offices to co-ordinate for monitoring of all ATMs/CRMs uptime from 10 A.M. to 6 P.M. for the contract period of 3 years from the date of order. Presently there are 125 Regional offices and in case, Bank opens new Regional office, vendor should provide the ATM Supervisor at new office also without additional cost of the bank. The ATM Supervisor should be Graduate and well versed with ATM technology and functionality.	Request clarity on Bank's plan to add new Regional offices	Please be guided with RFQ clause.
128	25	12	4	Reconciliation	Bank to provide transaction wise switch file for all HPY managed ATMs.	Please be guided with RFQ clause.
129	26	12	4.1.24	The vendor has to provide one ATM Supervisor at our Central office to co-ordinate and monitoring of ATM uptime from 10 A.M. to 6 P.M. for the contract period of 3 years from the date of acceptance of order without any cost to Bank. The ATM Supervisor should be well versed with ATM technology and functionality.	need clarity if this supervisor need to be stationed at Bank central office every day	YES

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130	27	12	4.1.22	Bank has been deploying offsite ATM at various locations including Malls, Airports, Railways etc. Managed Services activities like housekeeping, cash replenishment, FLM & SLM should be carried out in consonance with guidelines/regulations issued by respective authorities from time to time to avoid any penalty/damages due to nonadherence.	for locations like airport need to get clarity on passes to be provided by bank	Please be guided with RFQ clause.
131	28	13	5	The arrangement is proposed for a period of 3 (three) years and after completion of 3 years from the date of takeover, Bank shall at its sole discretion exercise its right to continue upto period of 2(two) year further.	Extension terms have to be mutually discussed and agreed prior to expiry of contract term	Please be guided with RFQ clause.
132	29	13	4	Reconciliation	Bank to provide ATM EOD switch balance file for all HPY managed ATMs.	Please be guided with RFQ clause.
133	30	14	5.4	Bank may, at its sole discretion, decide to seek more information from the respondents in order to normalize the bids. However, respondents will be notified separately, if such normalization exercise as part of the technical evaluation is resorted to (There may be small difference occurring in the ratio between bidders due to geographical dispersal or limit and constraint/s or homogeneity requirement).	Request bank to explain normalisation process	Please be guided with RFQ clause.
134	31	14	4	Reconciliation	Bank to provide interchange (NFS/VISA/MASTERCARD etc.) transactions files for all HPY managed ATMs. If, settlement recon is not under Hitachi, the same should be specifically mentioned in SLA	Shall be clarified during RFP
135	32	14	4	Reconciliation	In case, Bank failed to provide above mentioned files on T+1 day, Bank should not charge any penalty for delay of recon & customer claim settlement.	Shall be clarified during RFP
136	33	14	4	Reconciliation	For Bank Managed ATM/CRM, Bank branches to provide CBR on T+1 as per prescribed format by Hitachi. Hitachi will provide exception transactions to the Bank. No financial liability will be accepted by Hitachi for branch managed ATM/CRM.	Shall be clarified during RFP
137	34	14	4	Reconciliation	Bank to provide 3 months cooling period for recon, for Hitachi to develop / customise the Recon system as per Bank's requirement.	Shall be clarified during RFP
138	35	14	4	Reconciliation	Recon signoff to be provided by Bank on a monthly basis.	Shall be clarified during RFP
139	36	14	4	Reconciliation	Need clarification on scope of CCTV footage (running footage) – in case of customer disputer or any other dispute.	Shall be clarified during RFP

140	37	14	4	Scope of Work	Request Bank to provide the break of 9600 (whether ATMs/CRMs) with ATM/CRM ageing	ATMs - 6629 & CRMs- 2205 Total Terminals 8834 as on 31.03.2022 of which 1156 terminals at offsite location
141	38	14	4	The MS vendor will have the following major responsibilities:	Request Bank to revise the overall downtime threshold of ATMs/CRMs to 5% Metro & Urban and 7% for Semi-Urban & Rural sites. Request Bank to mutually discuss and list out the exclusions (Act of God, Strike/Riots, Force Majeure, Supervisory time, etc)	
142	39	14	4	MIS generation as per the Bank's Requirement.	Request Bank to discuss and close report formats mutually. If Bank has any standard formats, then request Bank to share the same	Bank will look into the query during RFP. Please be guided with RFQ clause.
143	40	16	7	Preference to Make in India	Request bank to confirm whether we need to provide Local Content certificate with RFQ or RFP. To get certificate 2 times is challenging and expensive too	Please be guided with RFQ clause.
144	41	20	9.1.4	No Legal Relationship: No binding legal relationship will exist between any of the Recipients / Respondents and the Bank until execution of a contractual agreement to the full satisfaction of the Bank.	The Contractual Agreement has to be signed as mutually agreed between the Parties. Hence to be revised as: " No Legal Relationship: No binding legal relationship will exist between any of the Recipients / Respondents and the Bank until execution of a contractual agreement.	Please be guided with RFQ clause.
145	42	25	13.1	The bidder should carefully examine and understand the specifications, terms and conditions of the RFQ and may seek clarifications, if required. The bidders in all such cases seek clarification in writing as per format in excel specified in ANNEXURE-21 of this RFQ, in the same serial order of that of the RFQ by mentioning the relevant page number and clause number of the RFQ.	The RFQ does not have the excel format of Pre-bid queries referred in the clause as Annexure 21	Please be guided with RFQ clause.
146	43	26	15.4	The selected Bidder, during the term of the contract shall not without the express written consent of the Bank, directly or indirectly: a) recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the Bank in rendering services in relation to the contract; or b) induce any person who shall have been an employee or associate of the Bank at any time to terminate his/ her relationship with the Bank.	The Clause has to be made mutual and general exclusions like general recruitment not targeted to the employees of the other party has to be included.	Please be guided with RFQ clause.
147	44	26	15.6	Vendors shall be required to submit the certificate on Credit History Check and Police verification of employees on half yearly basis for September and March during the contract period.	Business Team to confirm. If acceptable, Business Team to share HOD Approval for accepting this clause.	The clause may be read as, "Vendors shall be required to submit the certificate on Credit History Check and Police verification of employees related with the project on half yearly basis for September and March during the contract period.

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148	45	30		EMD Amount	Request bank to confirm on EMD amount. At few locations bank has demanded EMD amount	EMD shall be only for RFP
149	46	38	Ann2 - Eligibility Criteria Pt. 5	Bidder should be an operating profit making company in three financial years in 2018-19, 2019-20 and 2020-21.	Request bank to amend this clause for operating profit as "Bidder should be an operating profit making company in any 2 years in last three financial years in 2018-19, 2019-20 and 2020-21."	Please be guided with RFQ clause.
150	47	49	15.1	This Integrity Pact begins when both parties have legally signed it. It expires for the successful Bidder / Seller 10 months after the last payment under the contract, and for all other Bidders / Sellers within 6 months from date of placement of order / finalization of contract.	The Integrity Pact should be co-terminus with the Definitive Agreement signed with the Bank, for successful bidders and from the date of award of the contract for other bidders.	Please be guided with RFQ clause.
151	48	61	Annexure 12	Bank has warranty/AMC arrangements with regard to the various equipment deployed at the sites like ATM/BNA, Air conditioners, UPS Systems etc. Once, problem with the concerned equipment is identified and that the same does not fall under the purview of the First Level Maintenance, the equipment has to be brought under the purview of the incidence management services. Bank will be providing the contact details of such Vendors and the Bidder given this activity must co-ordinate and resolve the issue. A report of such activity (Date and Time Problem reported and the date and Time of the problem resolved) needs to be provided to the Bank.	Need to have a clear SOW to take care of Assets under bank AMC	Scope deleted
152	49	61	Annexure 12	Bidder to have remote diagnostic tool to clear any errors in ATMs/CRMs. Alerts to be provided in the form of mobile/e-mail notifications for supply low cash/JP & RP Analyzing ATMs/CRMs machine performance and suggesting improvement.	Request bank to provide more clarity on Remote Diagnostic tool	Please be guided with RFQ clause.
153	50	NA	NA	Request Bank to clarify on the format to be shared for the commercial bid	Request Bank to clarify on the format to be shared for the commercial bid	Shall be clarified during RFP
154	51	NA	NA	Request Bank to clarify on the Penalty to be levied on the non-performance on SLA	Request Bank to clarify on the Penalty to be levied on the non-performance on SLA	Shall be clarified during RFP

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155	52	General	Extension for Submission	Request bank to provide 3 weeks extension for submission of RFQ response	Please be guided with RFQ clause.
156	53	RFQ fees	RFQ fees	Request bank to confirm whether DD for RFQ fees need to be submitted while submitting RFQ response	No RFP fees
157	54	General Query	Monitoring	Monitoring can be done through Bank's feed only. Bank needs to share the details of Feed.	Statement of fact

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Sr no.	Sl no.	Page #	Point/Section #	Clarification point as stated in the tender document	Queries/Suggestion/Deviation	Bank's Remarks
158	1	6	B(II)	<p>"" for the purpose of this Order means:-</p> <p>a. An entity incorporated, established or registered in such a country; or</p> <p>b. A subsidiary of an entity incorporated, established or registered in such a country; or</p> <p>c. An entity substantially controlled through entities incorporated, established or registered in such a country; or</p> <p>d. An entity whose beneficial owner is situated in such a country; or</p> <p>e. An Indian (or other) agent of such an entity; or</p> <p>f. A natural person who is a citizen of such a country; or</p> <p>g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above</p>	<p>Requesting Bank to specify the "" which is Blank.</p>	<p>The clause to be read as "The definition of the term" for the purpose of this Order means:-</p> <p>a. An entity incorporated, established or registered in such a country; or</p> <p>b. A subsidiary of an entity incorporated, established or registered in such a country; or</p> <p>c. An entity substantially controlled through entities incorporated, established or registered in such a country; or</p> <p>d. An entity whose beneficial owner is situated in such a country; or</p> <p>e. An Indian (or other) agent of such an entity; or</p> <p>f. A natural person who is a citizen of such a country; or</p> <p>g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above</p>
159	2	10	4.1.1	<p>Providing ATM Managed services and ensuring that the overall downtime of ATMs/CRMs does not go above the levels 3 % for Metro and Urban ATMs and 4 % for Semi urban and rural ATMs.</p>	<p>Requesting Bank to include list of exclusions viz. Force Majeure, Planned Activities, Admin login, Lock down, curfew, access not provided by the Bank, etc.</p>	<p>Please be guided with RFQ clause.</p>
160	3		General Query	<p>Monitoring</p>	<p>Monitoring can be done through Bank's feed only. Bank needs to share the details of Switch feed and Switch Vendor support for integration</p>	<p>Bank will provide required files to successful bidders.</p>
161	4	10	3 (Para 5)	<p>Bank at its discretion may re-allot, interchange or withdraw the scope of work defined in the RFQ from assigned Zones or geography to the successful bidders during the currency of the contract, in view of the business requirements or if the performance of the bidder is not as per SLAs defined or the concerned bidder's infrastructure is not supportive in any particular geography. Bank shall not pay any amount for takeover / migration of the sites or any resultant expenses. All costs related to such takeover / migration shall be borne by the outgoing bidder in such eventualities</p>	<p>Re-allotting, Interchanging or withdrawing the scope of work should not be done without the consent of the Successful Bidders. Need to close on Mutual basis.</p>	<p>Please be guided with RFQ clause.</p>
162	5	5	RFQ fees	<p>Application Money</p>	<p>Bank to confirm RFQ fees need to be submitted while RFQ response as Online Payment/DD.</p>	<p>There is no RFQ fees</p>

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163	6	10	4.1.3	The bidder shall from time to time inform the bank about industry best practices, security bulletins, updates, and advisories etc. that needs to be adopted by the bank to strengthen the existing ATM infrastructure without any additional cost to the bank.	Bidder can provide information which available in industry best practice. Kindly modify the clause accordingly as any upgrade is cost activity.	Please be guided with RFQ clause.
164	7	11	4.1.13	Centralized Monitoring of Digital Video Surveillance system functioning and daily minimum one Image pulling from all the ATMs under Managed services for verification of DVSS performance and images quality and submitting to Bank. Images need to be provided within two days as and when required by Bank.	Request bank to amend the clause to 4 working days. Requesting to share details of existing video surveillance installed at the resp sites and vendor. Scope needs to defined with existing vendor.	Please be guided with RFQ clause.
165	8		General	Extension for Submission	Request bank to provide 15 working days extension for submission of RFQ response as Physical submission requested	Please be guided with RFQ clause.
166	9	10	4.1.2	Cash replenishment services for off-site ATMs/CRMs (As per Bank's requirement) including complete reconciliation with Physical Cash in ATM, Finacle account, ATM Switch and EJP log. Bank will provide records related with ATM transaction to bidder for reconciliation. However Bank may require the services for onsite ATMs also.	Request bank to confirm whether cash replenishment and reconciliation services require at onsite ATMs also. Recon solution 4-way Bank to provide the access for Finacle Account Data.	cash replenishment and reconciliation services require at offsite locaon only.
167	10	NA	NA	Penalty Management	Request Bank to clarify on the Penalty to be levied on the non-performance on SLA	Will be discussed on RFP
168	11	10	4	The Vendor has to under take full responsibility for compliance of all statute and regulations including but not limited to labour Laws (like minimum wages, hours of duty etc.) for all sub-contractor and agency and their employees.	Bidder will take responsibility of all current regulations till date of RFP release. Any subsequent compliance has to be done at mutually agreed terms.	Please be guided with RFQ clause.
169	12	11	4.1.6	Consumable Replenishment like printer paper role, ink etc. Cash replenishment services for about 1700 Off-site ATMs/CRMs	Request Bank to clarify for Onsite ATMs/CRMs consumable supply.	The clause to be read as "Consumable Replenishment like printer paper role, ink etc. for 8834 ATMs. Cash replenishment services for about 1156 Off-site ATMs/CRMs"
170	13	NA	NA	Commercial Bid	Request Bank to clarify on the format to be shared for the commercial bid	Will be shared with the RFP.

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171	14	11	4.1.16	Providing ATM Supervisor at each Regional Office at present and to be opened in future within a month time to coordinate with Branch, Central team and other service providers for immediate resolution of ATM/CRM issues. However, ATM Supervisor at Regional offices will also follow up and co-ordinate with branches, and Central office for down ATM under Opex Model and Central office for down ATM under Opex Model. Bank is having 125 such regional offices.	Request bank to clarify for OPEX Model. As this RFP is only for CAPEX machines MS services.	Providing ATM Supervisor at each Regional Office at present and to be opened in future within a month time to coordinate with Branch, Central team and other service providers for immediate resolution of ATM/CRM issues. However, ATM Supervisor at Regional offices will also follow up and co-ordinate with branches, and Central office for down ATM under Opex Model and Central office for down ATM under Opex Model. Bank is having 125 such regional offices.
172	15	11	Scope of Work	Vendor should provide EJ web browser for Branches to know the status of any ATM transactions by providing ATM ID, Date of Transaction and sequence number.	Request bank to modify the clause as providing EJ access to individual Branch with in Bank network from outside through WEB	Please be guided with RFQ clause.
173	16	11	4.1.11	House Keeping services at all offsite ATM sites, twice in a day.	Requesting Bank to update for Repair and Maintained activity in the RFP.	Please be guided with RFQ clause.
174	17	11	4.1.10	Vendor should provide EJ web browser for Branches to know the status of any ATM transactions by providing ATM ID, Date of Transaction and sequence number.	IT security protocols	Please be guided with RFQ clause.
175	18	11	4	Reconciliation	Bank to ensure that separate GLs are opened for each ATM/CRM for all managed ATMs/CRMs. Cut-off for recon disputes needs to be handled by Bank.	Agreed
176	19	11	4	Reconciliation	All GLs where physical cash and overages will be posted by Bank to be provided	Agreed
177	20	11	Scope of Work	Centralized Monitoring of Digital Video Surveillance system functioning and daily minimum one Image pulling from all the ATMs under Managed services for verification of DVSS performance and images quality and submitting to Bank. Images need to be provided within two days as and when required by Bank.	Request bank to provide details on DVSS installed sites and vendor details along with current scope.	Please be guided with RFQ clause.
178	21	11	4.1.12	Submit the feedback from duly signed by the branch head, regarding quality of the Services in categories like Excellent/Good/Satisfactory/Not satisfactory for housekeeping services on quarterly basis.	Requesting Bank to share list of Branches and ATM assigned to them with contact details of Branch Managers, feedback form format missing	Will be shared to successful bidders only.
179	22	11	4.1.14	Escalations and follow up with UPS, Network provider/vendor, Air Conditioner and electrical equipment vendors for early resolution	Requesting Bank to share Bank's vendor details with matrix and their SLA with Bank	Will be shared to successful bidders only.

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180	23	61	Annexure 12	Bidder to have remote diagnostic tool to clear any errors in ATMs/CRMs. Alerts to be provided in the form of mobile/e-mail notifications for supply low cash/JP & RP Analysing ATMs/CRMs machine performance and suggesting improvement.	Request bank to provide more clarity on Remote Diagnostic tool	Please be guided with RFQ clause.
181	24	11	4.1.16	Providing ATM Supervisor at each Regional Office at present and to be opened in future within a month time to coordinate with Branch, Central team and other service providers for immediate resolution of ATM/CRM (Capex and Opex) issues. However, ATM Supervisor at Regional offices will follow up and co-ordinate with branches, Opex vendor and Central office for down ATM under Opex Model. Bank is having 125 such regional offices.	Requesting Bank to share the list of Regional Offices for the Supervisor deployment. Basic infrastructure and IT infra needs to be provided by Bank for further support.	Will be shared to successful bidders only.
182	25	61	Annexure 12	Bank has warranty/AMC arrangements with regard to the various equipment deployed at the sites like ATM/BNA, Air conditioners, UPS Systems etc. Once, problem with the concerned equipment is identified and that the same does not fall under the purview of the First Level Maintenance, the equipment has to be brought under the purview of the incidence management services. Bank will be providing the contact details of such Vendors and the Bidder given this activity must co-ordinate and resolve the issue. A report of such activity (Date and Time Problem reported and the date and Time of the problem resolved) needs to be provided to the Bank.	Requesting Bank to share Scope of Work document for Site Take over	Will be shared to successful bidders only.
183	26	12	4.1.23	Bank may implement Multi-Vendor Solution (MVS) in future, in such case the features available in MVS will be transferred to MVS vendor without any additional cost and no further invoices will be raised for migrated activity.	Request bank to provide more clarity on this, need to put mutual basis for testing cost if required	The clause may be read as "Bank may implement Multi-Vendor Solution (MVS) in future, in such case the features available in MVS will be transferred to MVS vendor without any additional cost and no further invoices will be raised for migrated activity"

184	27	14	4	The MS vendor will have the following major responsibilities:	Request Bank to revise the overall downtime threshold of ATMs/CRMs to 5% Metro & Urban and 7% for Semi-Urban & Rural sites. Request Bank to mutually discuss and list out the exclusions (Act of God, Strike/Riots, Force Majeure, Supervisory time, etc). Further requesting Bank to consider ACR as differently for uptime consideration. Request bank to provide detail SOW for this, Mutual basis	Bank will look into the query during RFP. Please be guided with RFQ clause.
185	28	12	4.1.20	It will also be responsibility of the selected bidder to extend unconditional and timely support for migration at the end of the contract period the then identified MSP as and when the contract entered into pursuant to the RFQ would end.		
186	29	12	4	Reconciliation	Bank to provide transaction wise switch file for to Bidder managed ATMs.	Statement of fact
187	30	13	4	Reconciliation	Bank to provide ATM EOD switch balance file for all Bidder managed ATMs.	Statement of fact
188	31	14	5.4	Bank may, at its sole discretion, decide to seek more information from the respondents in order to normalize the bids. However, respondents will be notified separately, if such normalization exercise as part of the technical evaluation is resorted to (There may be small difference occurring in the ratio between bidders due to geographical dispersal or limit and constraint/s or homogeneity requirement).	Request bank to explain normalisation process	Please be guided with RFQ clause.
189	32	14	4	Reconciliation	In case, Bank failed to provide above mentioned files on T+1 day, Bank should not charge any penalty for delay of recon & customer claim settlement.	Please be guided with RFQ clause.
190	33	14	4	Reconciliation	Bank to provide interchange (NFS/VISA/MASTERCARD etc.) transactions files for all Bidder managed ATMs. If, settlement recon is not under the Bidder, the same should be specifically mentioned in SLA	Please be guided with RFQ clause.
191	34	12	4.1.22	Bank has been deploying offsite ATM at various locations including Malls, Airports, Railways etc Managed Services activities like housekeeping, cash replenishment, FLM & SLM should be carried out in consonance with guidelines/regulations issued by respective authorities from time to time to avoid any penalty/damages due to nonadherence.	As per our understanding SLM will be managed by the Bank's vendor so we are not considering under bidder scope	Please be guided with RFQ clause.

File

192	35	14	4	Reconciliation	For Bank Managed ATM/CRM, Bank branches to provide CBR on T+1 as per prescribed format by the Bidder. the Bidder will provide exception transactions to the Bank. No financial liability will be accepted by the Bidder for branch managed ATM/CRM.	Please be guided with RFQ clause.
193	36	49	15.1	This Integrity Pact begins when both parties have legally signed it. It expires for the successful Bidder / Seller 10 months after the last payment under the contract, and for all other Bidders / Sellers within 6 months from date of placement of order / finalization of contract.	The Integrity Pact should be co-terminus with the Definitive Agreement signed with the Bank, for successful bidders and from the date of award of the contract for other bidders.	Please be guided with RFQ clause.
194	37	14	4	Reconciliation	Requesting Bank to clarification on current scope of DVSS , in case of customer disputer or any other dispute.	Please be guided with RFQ clause.
195	38	12	4.1.24	The vendor has to provide one ATM Supervisor at our Central office to co-ordinate and monitoring of ATM uptime from 10 A.M. to 6 P.M. for the contract period of 3 years from the date of acceptance of order without any cost to Bank. The ATM Supervisor should be well versed with ATM technology and functionality.	need clarity if this supervisor need to be stationed at Bank central office every day	YES
196	39	14	4	Scope of Work	Request Bank to share detail of 9600 ATM/CRM with ageing	ATMs - 6629 & CRMs- 2205 Total Terminals 8834 as on 31.03.2022 of which 1156 terminals at offsite location
197	40	38	Annexure 2	5. Bidder should be an operating profit making company in three financial years in 2018-19, 2019-20 and 2020-21.	Requesting Bank to Consider operating profit making company in 3 out of 4 financial year in 2017-18,2018-19, 2019-20 and 2020-21	Please be guided with RFQ clause.
198	41	14	4	MIS generation as per the Bank's Requirement.	Request Bank to discuss and close report formats mutually.	Please be guided with RFQ clause.
199	42	16	7	Preference to Make in India	Request bank to consider Local Content certificate with RFP only as no commercial format shared in RFQ.	Agreed
200	43	12	4.1.26	The vendor should provide a centralized asset (ATM) tracking and monitoring solution.	Request to modify this clause as Asset Management is not under MS scope as all assets are in Bank's book.	Scope deleted
201	44	26	15.6	Vendors shall be required to submit the certificate on Credit History Check and Police verification of employees on half yearly basis for September and March during the contract period.	Requesting Bank to delete this clause as bidder is already submitting PBG for contract.	The clause may be read as, "Vendors shall be required to submit the certificate on Credit History Check and Police verification of employees related with the project on half yearly basis for September and March during the contract period.
202	45	30		EMD Amount	Request bank to consider Bid Declaration for the same	EMD shall be only for RFP

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203	46	12	4.1.22	Bank has been deploying offsite ATM at various locations including Malls, Airports, Railways etc Managed Services activities like housekeeping, cash replenishment, FLM & SLM should be carried out in consonance with guidelines/regulations issued by respective authorities from time to time to avoid any penalty/damages due to nonadherence.	Requesting Bank to delete this clause as any Offsite/Onsite deployment is not under MS bidder scope.	Please be guided with RFQ clause.
204	47	13	5	The arrangement is proposed for a period of 3 (three) years and after completion of 3 years from the date of takeover, Bank shall at its sole discretion exercise its right to continue up to period of 2(two) year further.	Extension terms have to be mutually discussed and agreed prior to expiry of contract term	Please be guided with RFQ clause.
205	48	14	4	Reconciliation	Bank to provide 3 months cooling period for recon, for the Bidder to develop / customise the Recon system as per Bank's requirement.	Please be guided with RFQ clause.
206	49	26	15.4	The selected Bidder, during the term of the contract shall not without the express written consent of the Bank, directly or indirectly: a) recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the Bank in rendering services in relation to the contract; or b) induce any person who shall have been an employee or associate of the Bank at any time to terminate his/ her relationship with the Bank.	The Clause has to be made mutual and general exclusions like general recruitment not targeted to the employees of the other party has to be included.	Please be guided with RFQ clause.
207	50	25	13.1	The bidder should carefully examine and understand the specifications, terms and conditions of the RFQ and may seek clarifications, if required. The bidders in all such cases seek clarification in writing as per format in excel specified in ANNEXURE-21 of this RFQ, in the same serial order of that of the RFQ by mentioning the relevant page number and clause number of the RFQ.	No have the excel format of Pre-bid queries in RFQ referred in the clause as Annexure 21	Please be guided with RFQ clause.
208	51	20	9.1.4	No Legal Relationship: No binding legal relationship will exist between any of the Recipients / Respondents and the Bank until execution of a contractual agreement to the full satisfaction of the Bank.	The Contractual Agreement has to be signed as mutually agreed between the Parties. Hence to be revised as: " No Legal Relationship: No binding legal relationship will exist between any of the Recipients / Respondents and the Bank until execution of a contractual agreement.	Please be guided with RFQ clause.

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209	52	12	4.1.22	Bank has been deploying offsite ATM at various locations including Malls, Airports, Railways etc Managed Services activities like housekeeping, cash replenishment, FLM & SLM should be carried out in consonance with guidelines/regulations issued by respective authorities from time to time to avoid any penalty/damages due to nonadherence.	Passes needs to be provided by bank	Please be guided with RFQ clause.
210	53	9	3. Project Overview	Bank reserves the right to change the number of ATMs to be deployed in region/zones at any time, at its sole discretion. The bidder/ applicant should be ready and have the capacity to implement the Project across the length and breadth of the country. The Bank may increase or decrease the number of ATMs to be deployed during the period of the contract.	Requesting Bank to share +/- percentage for increase or decrease in count	Please be guided with RFQ clause.
211	54	9	3. Project Overview	Bank at its discretion may re-allot, interchange or withdraw the scope of work defined in the RFQ from assigned Zones or geography to the successful bidders during the currency of the contract, in view of the business requirements or if the performance of the bidder is not as per SLAs defined or the concerned bidder's infrastructure is not supportive in any particular geography. Bank shall not pay any amount for takeover / migration of the sites or any resultant expenses. All costs related to such takeover / migration shall be borne by the outgoing bidder in such eventualities	Requesting Bank to share Zone allocation for L1/L2	Will be shared to successful bidders only.
212	55	11	4.1.7	Cash management & Cash forecasting services.	Requesting Bank specify for Onsite/Offsite	only off site locations.
213	56	11	4.1.8	Real time EJ pulling & archival-EJ Pulling & Software/ Content Distribution. The software to be installed for EJ pulling in ATMs should have license right in the favour of Bank, one year after expiring the contract period.	RFQ is for MS service not for the software licence sale for EJ software. Requesting Bank to delete this clause	Please be guided with RFQ clause.
214	57	12	4.1.27	For terminal Security of ATM, Cyber Security and IT Examination Cell (CSITE),RBI Advisory No.3/2017 dated 06.03.2018.	Requesting Bank to check for TSS as it's not under MS bidders scope	Only relevant guidelines to be complied.
215	58	13	4.1.27	Circular no. RBI/2017-18/162 (DCM (Plg)No.3641/10.25.007/2017- 18) dated 12-04-2018 on Cassette Swaps in ATMs.	Requesting Bank to share the Cassette Swap scope and cassette availability from Bank's end	Please be guided with RFQ clause.

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Sr no.	SI no.	Page #	Point/Section #	Clarification point as stated in the tender document	Queries/Suggestion/Deviation	Bank's Remarks
216	1	3	First & Last Paragraph	<p>All bidders must note that this being e-tender, bids received only through online on e-tendering portal https://ubi.abcpocure.com shall be considered as an offer. Any bid submitted in physical form will not be entertained and shall be summarily rejected.</p> <p>Only Cost of RFQ and Pre-Contract Integrity Pact should be submitted in physical form on or before last date & time of bid submission.</p>	<p>We believe that except for Cost of RFQ and Pre-Contract Integrity Pact (which are to be submitted in physical form (Hard Copy paper documents), rest of bid documents are to be uploaded online onto e-tendering portal https://ubi.abcpocure.com ONLY.</p> <p>As the RFQ also refers to Govt. of India's e-Procurement portal www.eprocure.gov.in; that is limited only as additional website to access & download the RFQ. There is no requirement to upload the bid documents onto the Govt's e-Procurement portal.</p> <p>We request bank to reconfirm both the above points.</p>	
217		29	17.1	One Set of bid documents (paper copies); containing Eligibility and Technical Proposals (each in separate sealed and super scribed envelopes); one (1) electronic copy (Microsoft Office 2010/2013 on CD) and one (1) electronic copy (Adobe .pdf noneditable / password protected on CD) must be submitted to Bank in Master Sealed envelope.		Please be guided with RFQ clause.
218	2	5	6.	Last date of Submission of RFQ Response (Closing Date): 3:00 PM on 03.05.2022 ...	We request Bank to grant a minimum 3 weeks time from the Bank's issuance of response to bidders' Pre-bid Queries and/or Bank's last Corrigendum.	Shall be considered as per policy.
219	3	5	None	Earnest Money Deposit	<p>While EMD is referenced at a couple of places within the RFQ document, we haven't located any section or clause that specifies the modalities, the amount or the validity period, etc. for the proposed EMD to be submitted by Bidders as part of the RFQ document.</p> <p>Please clarify if the Bank would include it as part of the subsequent RFP or it will be specified as part of RFQ itself; and if latter, the details thereof needs to be provided by the Bank.</p>	EMD shall be applicable for RFP

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220	4	10	3	Bank at its discretion may re-allot, interchange or withdraw the scope of work defined in the RFQ from assigned Zones or geography to the successful bidders during the currency of the contract, in view of the business requirements or if the performance of the bidder is not as per SLAs defined or the concerned bidder's infrastructure is not supportive in any particular geography. Bank shall not pay any amount for takeover / migration of the sites or any resultant expenses. All costs related to such takeover / migration shall be borne by the outgoing bidder in such eventualities	Vendor should be entitled for the costs/expenses incurred in case the Bank asks to take over sites of another Vendor - because of default/issues/ challenges on part of another Vendor. In case fulfilling such unforeseen migration request initiated by Bank involves costs, such charges shall be paid to Vendor taking over from another Vendor.	Please be guided with RFQ clause.
221	5	10	4 Scope of Work	Union Bank is looking for a vendor for ATMs Managed Services for 9600+ ATMs/CRMs for a period of three years for its ATM network. The scope will cover additional ATMs/CRMs deployed internally by the Bank in the 3 year contract period.	Effective date for commencement of 3 year period is not specified. We request Bank to clarify from which date the period 3 years shall commence; specifically, whether it shall be 3 years from the first ATM/CRM to be brought under Vendor's contract, or every ATM/CRM would complete 3 years term (incl. additional ones that may be added to the Bank's	Present contract is upto 30.06.2022. We may extend the contract, if tender process is not completed. Addition of ATMs is a business strategy, which can not be decided for 3 years time at this time.
222		13	5	The arrangement is proposed for a period of 3 (three) years and after completion of 3 years from the date of takeover, Bank shall at its sole discretion exercise its right to continue upto period of 2(two) year further.		
223	6	10	4 Scope of Work	The Vendor has to under take full responsibility for compliance of all statute and regulations including but not limited to labour laws (like minimum wages, hours of duty etc.) for all sub-contractor and agency and their employees.	We believe that this is limited to the Vendor requiring to comply with laws applicable for services under this Agreement. We request Bank to be more specific.	The ATM managed service vendor has to under take full responsibility for compliance of all statute and regulations including but not limited to labour laws (like minimum wages, hours of duty etc.) for all sub-contractor and agency and their employees.
224	7	10	4.1.1 overall downtime of ATMs/CRMs does not go above the levels 3 % for Metro and Urban ATMs and 4 % for Semi urban and rural ATMs	We request Bank to modify this requirement - in line with best-in-class service levels standard in Indian environment - as follows: A) For ATMs: Overall downtime of ATMs does not go above the levels 4% for Metro and Urban ATMs and 5% for Semi urban and rural ATMs; and B) For CRMs: Overall downtime of CRMs does not go above the levels 7% for Metro and Urban ATMs and 8% for Semi urban and rural ATMs.	Bank will look into the query during RFP.

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225	10	None	Additional clause proposed to be added	<p>We request Bank to appreciate that besides Force Majeure situation, targetted availability of machines as requested to be amended above - shall be subject to industry-standard exclusions, as follows. Please confirm</p> <ul style="list-style-type: none"> - Any service resulting from theft attempt, negligence, misuse, or abuse, including the failure to operate and care for machine in accordance with the manufacturer's power, environmental, and other specifications. - Movement of machine by anyone other than Bidder/MSP or the OEM. - Machine breakdown due to an alteration to machine or use of an attachment not provided and/or supplied by Bidder/MSP or OEM in writing to be compatible with machine standard interfaces. - Machine is opened, tampered with or repaired by any person other than a person authorized by Bidder/MSP or OEM. - Damage to or loss of currency cassettes not caused by Bidder/MSP for any reason. - Damage caused by rodents or natural disasters. - Data loss due to Virus, Cyber Attack or otherwise. - Service calls resulting from the errors, or omissions of the Bank's staff or agencies. - Service calls due to external circumstances such as water, fire, riots, accidents or environmental 	<p>Please be guided with RFQ clause.</p>
226	10	4.1.2	<p>Cash replenishment services for off-site ATMs/CRMs (As per Bank's requirement) including complete reconciliation with Physical Cash in ATM, Finacle account, ATM Switch and EJP log. Bank will provide records related with ATM transaction to bidder for reconciliation. However Bank may require the services for onsite ATMs also.</p>	<p>We believe that the Bank shall provide the Vendor requisite data from its Finacle CBS & ATM Switch consistently, at necessary intervals & via automated technical integration with Vendor's reconciliation solution so that such reconciliation is delivered from Vendor's premises. Please confirm.</p> <p>Also, we hope that Bank appreciates that reconciliation cannot be sole responsibility of Vendor alone as there is dependency on Bank for completing it in timely manner. We, request Bank to include the following language into this clause:</p> <p>"The reconciliation of the reports/statements should be followed by the Bank on day to day basis for the services provided by the Bidder. In case of any error/s or discrepancies found during the verification, the Bank should inform or notify the Bidder within 48 hours and maximum within 2 days from the time the MIS reports/statements submitted by the Bidder; failing which the reports/statements submitted by the Bidder shall stand confirmed as correct and undisputed. The Bidder shall not be under any obligation to entertain any claims or liabilities raised by the Bank later than prescribed time hereinabove."</p>	

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227	9	11	4.1.6	Consumable Replenishment like printer paper role, ink etc. Cash replenishment services for about 1700 Off-site ATMs/CRMs including complete physical Cash reconciliation with Finacle Balance Finacle account, ATM Switch and EJJ/P log.	While it's understood that Bank wants to avail Cash Replenishment services for about 1700 Offsite ATMs/CRMs, please advise if Consumables Replenishment is also limited only to Offsite ATMs/CRMs or the whole base of Capex machines.	The clause to be read as "Consumable Replenishment like printer paper role, ink etc. for 8834 ATMs. Cash replenishment services for about 1156 Off-site ATMs/CRMs"
228	10	11	4.1.13	Centralized Monitoring of Digital Video Surveillance system functioning and daily minimum one image pulling from all the ATMs under Managed services for verification of DVSS performance and images quality and submitting to Bank. Images need to be provided within two days as and when required by Bank.	We believe that DVSS mentioned here is the system that is integrated within the ATMs/CRMs with images stored within the machines; and NOT the e-Surveillance systems deployed in ATM lobbies for which the Bank has separate contract with relevant solution providers with their own SLAs/deliverables. Please clarify & confirm.	Please be guided with RFQ clause.
228	11	12	4.1.23	Bank may implement Multi-Vendor Solution (MVS) in future, in such case the features available in MVS will be transferred to MVS vendor without any additional cost and no further invoices will be raised for migrated activity.	Any additional expense required for implementation of MVS - which can't be determined now in absence of any knowledge about which solution Bank may opt for - shall be mutually discussed between parties.	EJ Pulling may be transferred.
229	12	12	4.1.26.	The vendor should provide a centralized asset (ATM) tracking and monitoring solution.	We request Bank to remove this clause as this is not part of MS scope.	Scope deleted
230	13	13	4.1.27	Circular no. RBI/2017-18/162 (DCM (Pig)No.3641/10.25.007/2017 - 18) dated 1204-2018 on Cassette Swaps in ATMs.	We request Bank to provide the cassette swap process and clarity on who will provide the additional set of cassettes to the MSP for cassette swap.	Please be guided with RFQ clause.
231	14	12	4.1.27	Bidder has to comply following advisory/guidelines issued by RBI and any further modifications advised during contract period; - For Terminal Security of ATM, Cyber Security and IT Examination Cell (CSITE),RBI Advisory No.3/2017 dated 06.03.2018. - Circular no. RBI/2018-19/214 (DCM (Pig) No.2968/10.25.007/2018-19) dated 14-06-2019 on Security Measures of ATMs. - Ministry of Home Affairs, Government of India issued guidelines on 08th August 2018 for standard operating procedures for providing security by the private security agencies to cash transportation activity implementation.	Bidder should be responsible to comply for the advisory/guidelines as stated in the RFQ/RFP. To comply any other guidelines issued by RBI in future and due to which Bidder incurred any cost, the same shall be borne by the Bank on mutually agreed terms, including commercials. We also wish to bring to Bank's attention that RBI's advisory for Terminal Security of ATMs or its Circular dated 14-06-2019 on Security Measures of ATMs don't apply to services desired by Bank from MSPs under this MS RFQ. Those are expected to be met by respective OEMs of ATMs/CRMs which, we believe, that the Bank has already invested in. Please do clarify if the Bank expects Vendor providing MS under this RFQ is expected to provide TSS services across the Bank's base by replacing respective OEMs' TSS solutions.	Please be guided with RFQ clause.
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233	15	61	First Row	The solution of monitoring the software for security should be managed from a central point of management and should work with any standard ATM agent monitoring solution.			
	16	17	7.1.2	Verification of Local Content As per Annexure 18	<p>We noticed that Annexure 18 is a wrong reference at couple of places in the RFQ for Certificate of Local Content; it's Annexure 15. Also, Annexure 15 is NOT a self-certification, but requires Certificate from a Statutory Auditor.</p> <p>We request Bank that since this is an RFQ which doesn't lay down Commercial Bid format or the L1 criteria as such, it won't be possible to obtain from professional Statutory Auditors any such formal Certificate of Local Content. We request Bank to drop requirement of submitting this Certificate as per Annexure 15 as part of Bidders' response to the RFQ; & may include it as part of response to the subsequent RFP.</p>	Clause shall be reviewed during RFP process.	
234	17	25	15.2	Assignment The Bidder agrees that the Bidder shall not be entitled to assign any or all of its rights and or obligations under this RFQ and subsequent Agreement to any entity including Bidder's affiliate without the prior written consent of the Bank.	Bidder should be entitled to assign to its affiliates and subsidiaries with prior intimation. In case of merger or similar corporate restructuring, Vendor shall be permitted for such corporate restructuring. The Bank, upon receiving written request from Vendor shall not withhold such permission unreasonably (beyond 7 days).	Please be guided with RFQ clause.	
235	18	26	15.4	Solicitation of Employees The selected Bidder, during the term of the contract shall not without the express written consent of the Bank, directly or indirectly: a) recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the Bank in rendering services in relation to the contract; or b) induce any person who shall have been an employee or associate of the Bank at any time to terminate his/ her relationship with the Bank.	Bidder should not be in held a violation of this clause in case Bidder hires any employee through an advertisement issued in public domain at large.	Please be guided with RFQ clause.	
236	19	26	15.5	Inspection of Records	Vendor shall be provided with reasonable notice of 7 days	Please be guided with RFQ clause.	
237							

20	26	15.6	Vendor shall be required to submit the certificate on Credit History Check and Police verification of employees on half yearly basis for September and March during the contract period	We request Bank to clarify which employees of the Vendor that it expects such verification certificates to be submitted for.	The clause may be read as, "Vendors shall be required to submit the certificate on Credit History Check and Police verification of employees related with the project on half yearly basis for September and March during the contract period."
238					
21	26	15.7	Visitorial Rights	Vendor shall be provided with reasonable notice of 7 days	Please be guided with RFQ clause.
239					
22	27	15.8	Compliance with Laws	The Bidder shall be responsible for compliances with laws within the scope of its work under this RFQ/RFP. Bidder shall not be liable to undertake any other compliances on behalf of Bnak. Bidder should only be liable to indemnify (wherever applicable under this RFQ) for proven damages or losses which are suffered by the Bank and which are adjudicated by the adjudicating authority; and which are solely attributable to the Bidder.	Please be guided with RFQ clause.
240					
23	34	13	Letter from OEM	We request Bank to clarify such letter is expected to be obtained in respect of which product since being a Managed Services RFQ/RFP, there is no supply of any equipment envisaged.	Please be guided with RFQ clause.
241					
24	40	8	The Bidder must have positive minimum 100 crores Net Worth as on 31.03.2021. - Audited Financial Statements (Balance Sheet & Profit & Loss Statement) for the FY 2017-18, FY 2018-19 and FY 2019-20	Since Bank requires Bidder to have positive network of minimum Rs.100Cr as on 31.03.2021; we believe that supporting documents should be for FY2018-19, 2019-20 & 2020-21. This would be also in line with clause no. 7 wherein Financial Statements are asked for these 3 Financial Years. We request Bank to correct this.	The Bidder must have positive minimum 100 crores Net Worth as on 31.03.2021. - Audited Financial Statements (Balance Sheet & Profit & Loss Statement) for the FY 2018-19, FY 2019-20 and FY 2020-21
242					
25	47	Annexure 05 – Pre Contract Integrity Pact; 9	Sanctions for Violation	Any cancellation of contract / order shall be for proved violation, and not otherwise	Please be guided with RFQ clause.
243					
26	48	Annexure 05	Price Fall Clause The Bidder undertakes that it has not supplied/ is not supplying same or similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry/Department of the Government of India or PSU or Coal India Ltd and its subsidiaries during the currency of the contract and it is found at any stage that same or similar product/ Systems or Subsystems was supplied by the Bidder to any other Ministry / Department of the Government of India or a PSU or any Public Sector Bank at a lower price during the currency of the contract, then that very price will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Buyer, if the contract has already been concluded."	We don't understand reference to Coal India Ltd. in the context of deliverables under this RFQ/RFP. Also, since Price in any RFP is a function of various tangible factors (such as volume of business, complexity of SLAs, etc.) and intangible factors (such as relative competitive position, market-share dynamics, etc.), comparing merely Prices for given description of any service from the MS bouquet won't be fair. We request Bank for deletion of this clause as it's clearly untenable & unreasonable.	Please be guided with RFQ clause.
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27	61	Last Row	Bidder to have remote diagnostic tool to clear any errors in ATMs/CRMs.	We believe that Bank expects remote diagnostic tool to identify any errors in ATMs/CRMs so that necessary corrective action could be taken. Please do clarify.	TRUE
245	28	62	Annexure 13	Technical Evaluation Matrix for MS Bidder	Annexure removed
246	29	63-64	Annexure-14- (Information Security Certificate)	[Point 1 & 2] Hardware and the software being offered do not contain any kind of malicious code such as Viruses, Trojan, Spyware etc.	Please be guided with RFQ clause.
247	30	64	Annexure-14- (Information Security Certificate)	[Point 3] We undertake to be liable in case of any loss that may be caused to the Purchaser due to the breach of any of the aforesaid assurances & representations and also for any physical damage, loss of information and those relating to copyright and Intellectual Property Rights (IPRs), caused due to activation of any such malicious code in the hardware / software supplied	Please be guided with RFQ clause.
248	31	65	Annexure 16	Confidentiality / Non-Disclosure Agreement	Please be guided with RFQ clause.
249	32	68	Annexure 16	Confidentiality / Non-Disclosure Agreement Return or Destruction	Please be guided with RFQ clause.
250	33	70	Annexure 16	Confidentiality / Non-Disclosure Agreement Indemnity	Please be guided with RFQ clause.
251				The Receiving Party agree to indemnify and hold harmless the Disclosures against all costs, liability, losses and claims incurred by the Disclosing Party as a result of a breach of this Agreement.	The Bidder should only be liable to indemnify for proven costs or losses which are suffered by the Bank and which are adjudicated by the adjudicating authority and not otherwise and which are solely attributable to the Bidder.

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Sr no.	SI no.	Page #	Point/Section #	Clarification point as stated in the tender document	Queries/Suggestion/Deviation	Bank's Remarks
252	7	9	3	Project Overview..... Bank reserves the right to change the number of ATMs to deployed in region/zones at anytime at its sole discretion	Bank to confirm on how many atms under this model also bank to clarify the regions where these ATMs to be deployed.	Will be informed to successful bidders
253	1	10	4.1.1	Providing ATM Managed services and ensuring that the overall downtime of ATMs/CRMs does not go above the levels 3 % for Metro and Urban ATMs and 4 % for Semi urban and rural ATMs.	Clarity needed on the downtime slab, Penalty / deduction clarity required due to non adherence of Uptime/downtime as well as on other services such as , HK, Consumables, EJ failure, etc.... Also clarity on Exclusion criteria is not mentioned in RFP	Bank will look into the query during RFP.
254	2	10	4.1.2.	Cash replenishment services for off-site ATMs/CRMs (As per Bank's requirement)	Bank to confirm the total visits in a month for Replenishment and clarity about EOD. Need more clarity about the scope of work for servicing of BNAs.	Please be guided with RFQ clause.
255	3	11	4.1.7.	Cash management & Cash forecasting services.	Over night vaulting is required as per the availability of vaults with CRA to implement the cassette swap method. Clarity needed for non vaulting locations.	Please be guided with RFQ clause.
256	6	12	4.1.2.7	Bidder has to comply following advisory/guidelines issued by RBI any Further modifications advised during contract period.....	Please confirm on the RBI guidelines as this is an MS contract and assests belong to the bank.	Please be guided with RFQ clause.
257	4	37	2	Bidder should have provided ATM Managed Services for at least 2000 ATMs/CRMs/BNAs in India for single scheduled commercial Bank at least one yearHouse Keeping	Request Bank to revise the clause as below: Bidder should have provided ATM Managed Services for at least 1800 ATMs/CRMs/BNAs in India for single scheduled commercial Bank at least one yearHouse Keeping	Please be guided with RFQ clause.
258	5	38	4	Bidder should have valid ongoing ATM Managed Services contracts min for 4800 ATMs and Cashincluding Capex and Opex ATMs	Request the Bank to revise the clause as below: Bidder should have valid ongoing ATM Managed Services contracts min for 3500 ATMs and Cashincluding Capex and Opex ATMs	Please be guided with RFQ clause.

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