

Sl. No.	Page No. of RFP	Clause No.	RFP Clause	Bidder's Query	Clarifications/ Amendments												
1	6	3. Scope of work	q) Bidder/ OEM has to Buy back the existing microATM devices, the amount will be deducted from L1 bid amount	We will not be able to use old devices in any of our implementation. Considering electronic devices End of life & other latest compliance requirements, old devices can only be scraped & can not be used in any of our implementations. Request you to remove this clause of buy back.	Clarification: Scope of work: Buy back is optional. Buy back rate for unit can be quoted separately along with technical bid documents. It will not be considered as an eligibility criteria for arriving L1 bidder.												
2	6	Technical specification	22.EMV Contact smart card reader-The Micro ATM device should provide ISO 7816 compliant contact smart card reader with EMV Level 1 and Level 2 certification as per NPCI specification.	Currently Smart cards is not in existence in FI. Request to remove Smart card option.	Please adhere to RFP terms and conditions												
3		Technical specification	Device-Device should be an integrated device and should contain printer, NFC reader, magstripe card reader, Smart Card reader, EMV contact card reader, Biometric scanner, battery, camera, display etc. all in one device. Power adapter may be supplied separately	Currently Smart cards is not in existence in FI. Request to remove Smart card reader in requirement.	Please adhere to RFP terms and conditions												
4		Functional Specification	2.The Micro ATMs should be a single integrated system for easy to carry of use. The Micro ATMs must be all-in-one integrated device sytem for easy to carry of use with external or integrated PCI PED certified PINPAD.	Since Bank is looking for complete integrated system. We request you to remove external Pin Pad clause.	Clarification: Micro ATM must be all in one integrated device system with integrated PCI PED certified PINPAD.												
5		Functional Specification	9.The Micro ATM device (Smartcard Scanner / Reader) should be capable to use Contact Smart Cards for customer & BCS Authentication.	Currently Smart cards is not in existence in FI. Request to remove Smart card reader in requirement.	Please adhere to RFP terms and conditions												
6		Functional Specification	17.The machine should have user interface with the peripherals and Bank's FI – Gateway / Computer / Server through Bank's secured LAN / WAN.	None of the MATM devices will have LAN Port. Request you to remove this clause.	Amendment: Functional Specification - S.No. 17 , ANNEXURE - III FORMAT UNDERTAKING LETTER ON THE LETTER HEAD OF THE BIDDER. - Not considered as criteria												
7		14.Penalty provision	S.No Uptime efficiency maintained during the quarter Maximum Penalty Amount 1 Uptime >= 95% 10% of Quarterly AMC Value of all items 2 Uptime >=90% < 95% 20 % of Quarterly AMC Value of all items 3 Uptime < 90% 25% of Quarterly AMC Value of al	As per the table penalties are applicable for all slabs & Penalties are exorbitant. Request you to restrict over all penalties maximum upto 2% of TCO. Since margins are really low in device sale.	<table border="1"> <thead> <tr> <th>Sno</th> <th>Uptime efficiency maintained during the quarter</th> <th>Maximum Penalty Amount</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Uptime >= 95%</td> <td>5% of Quarterly AMC Value of all</td> </tr> <tr> <td>2</td> <td>Uptime >=90% < 95%</td> <td>7.5% of Quarterly AMC Value of all</td> </tr> <tr> <td>3</td> <td>Uptime < 90%</td> <td>10% of Quarterly AMC Value of all</td> </tr> </tbody> </table>	Sno	Uptime efficiency maintained during the quarter	Maximum Penalty Amount	1	Uptime >= 95%	5% of Quarterly AMC Value of all	2	Uptime >=90% < 95%	7.5% of Quarterly AMC Value of all	3	Uptime < 90%	10% of Quarterly AMC Value of all
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8		Form 5	Operating System must be Android 7 and higher and should be upgradable to latest version as per bank request	The Android POS devices comes with Managed Android OS which is fixed and cannot be upgraded. For latest OS, the devices need to be replaced with new one.	Amendment: Technical specification FORM-V The Micro ATM should come with latest Android operating system but not less than Android 7.1 version.												

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9		Form 5	The Micro ATMs must have network connectivity like GSM/ CDMA (4G and upgradable to 5G or upgradable with external devices using 5G	No Android POS device today can support 5g or is upgradable to 5g, please do share clarity on external devices using 5G.	Technical specification FORM-V ,Scope of work: Any technological upgradation in the industry should be made available to the supplied machines in the event of feasibility.
10		Form 5	Micro Atm must have IRIS availability as add on or inbuilt	As the requirement shared for all-in-one integrated device, please do include IRIS option as an inbuilt peripheral and not as an add on	Amendment:IRIS (Form V: Technical Specification : S.No-23 , Functional Specification point no.20) can be provided as an addon and should be STQC certified. Cost of the device may be mutually discussed with L1 bidder whenever Bank requirement arises during the contract period. (Both warranty & AMC period)
11		General	RFP Submission Time Lines	We request you to kindly extend submission time lines till 15th-Feb-23 as we need sufficient time to get reference letters & complete documentation.	Schedule of Events: 4.Last date for receipt of Bid Documents : 08.02.2023 upto 10.30 AM 5.Date and time of Opening of Technical Bid: 08.02.2023 at 11.00 AM 6.Date of Time of opening of Commercial Bid: 08.02.2023 at 3.00 PM (Bank has right to change the opening date of commercial Bid).
12	3	Scope of Work	The Bank desires to procure about 350 micro ATM devices enabled with biometric FP (Finger Print) capturing/reading scanners as well as mag-strip card/CHIP-PIN base Card/EMV Card readers as per the standards & specifications of micro ATM and Standard track1-track2 based magnetic strip card reader as issued by the IBA/IDRBT/UIDAI/RBI/GOI with capacity of scanning/reading FPs / Card-details of Bank customers for transmitting the FPs for storage & authentication of the said FPs/Card-detail with the Bank's FI-Gateway over secured network using GPRS 4G upgradable up to 5 G or upgradable with external devices supporting 5G ,undertaking should be given for such future upgradable/ Internet / TCP IP(IPv4 and IPv6) connectivity thereby enabling basic banking services to the Bank's	We request Bank to consider the bidder has to supply devices with 4G network and above keeping in view that all POS devices available in market 4G, Hence request you to remove 5G from the said clause.	Amendment: Scope of work: FORM -V - Technical Specification: Connectivity: The Micro ATMs must provide at least two channels choice of network connectivity like GSM (GPRS -4G connectivity) and Wireless like RF,VSAT Wi-Fi etc.
13	4	Technical specifications	Bidder has to arrange for necessary upgrades in device and device level application, mandated by regulatory requirements and business requirements of the Bank, without any additional charge to the Bank during the warranty period.	Any hardware upgrades at a later stage will have commercial impact, hence request you to consider this impact also. Whenever bank requires any hardware upgrade.	Amendment: Functional Specification FORM-VI, Scope of work: Bidder has to arrange for necessary upgrades in device and device level application, mandated by regulatory requirements and business requirements of the Bank, the cost of the upgradation may be mutually discussed between bank and successful bidder.
14	5	Bidders' Eligibility Criteria	The OEM / Channel partner can submit the bid, but not by both for the same product.	Normally channel partner of any OEM will quote the product of respective OEM only and hence the clause is a preventive clause and may hinder participation of more bidders. Hence we request bank to remove this condition.	Please refer RFP terms and conditions
15	FORM-V	Technical specification	The Micro ATM should come with latest Android operating system but not less than Android 7.0 version and should be upgradable to the latest version on Bank's request in future	Since MicroATM devices are with managed Android OS (PCI/PTS) certified devices as per PCI mandate OS can't to upgraded without going for recertification. Recertification involves commercial impact and the process extremely time consuming. Hence request you to remove the upgradable from said clause. please note that upgrading to higher version of Android will have commercial impact.	Amendment: Technical specification FORM-V: The Micro ATM should come with latest Android operating system but not less than Android 7.1 version.

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16	FORM-V	Technical specification	The Micro ATMs must provide at least two channels choice of network connectivity like GSM / CDMA (4G upgradable upto 5G or upgradable with external devices supporting 5G)/ Ethernet (IPv4 and IPv6) and PSTN, Wireless like RF,VSAT Wi-Fi etc.	We would inform you that, CDMA and PSTN technologies are obsolete now , hence request bank to remove the same from the said clause. We request Bank to consider the bidder has to supply devices with 4G network and above keeping in view that all POS devices available in market 4G, Hence request you to remove 5G from the said clause.	Amendment: FORM - V - Technical Specification:(point 6) Connectivity: The Micro ATMs must provide at least two channels choice of network connectivity like GSM (GPRS -4G connectivity) and Wireless like RF,VSAT Wi-Fi etc.
17	FORM-V	Technical specification	IRIS availability As add on or inbuilt IRIS should be STQC certified	We request bank to clarify that, whether bidder has to quote for IRIS scanner along with MicroATM if so please modify BOQ accordingly.	Amendment: IRIS (Form V: Technical Specification : S.No-23) can be provided as an addon and should be STQC certified. Cost of the device may be mutually discussed with L1 bidder whenever Bank requirement arises during the contract period. (Both warranty & AMC period)
18	ANNEXURE -VII	Scope of AMC Services:	a) AMC shall cover maintenance / upgradation/ change/ replacement/ installation of devices software and hardware. AMC shall include the repair / replacement of defective parts with the parts of equivalent or higher specification and details of replacement should be provided to the competent authority.	Please note that normally AMC doesn't cover upgradation of devices and will include only repair/replacement of faulty component/accessories. Upgradation if required by the bank at later stage will have commercial impact and additional cost. We request bank to clarify.	Clarifications: . Scope of AMC services: a) AMC shall cover maintenance / change/ replacement of hardware. AMC shall include the repair / replacement of defective parts with the parts of equivalent or higher specification and details of replacement should be provided to the competent authority. AMC shall cover maintenance / upgradations/ change/ replacement/ installation of software in devices.
19	Commercial Bid	ANNEXURE - I	The company shall be having minimum four offices in Andhra Pradesh especially in shall be able to provide the warranty/ AMC services at the locations, where the equipment's are supplied, either directly or through their authorised representatives or through their OEM representatives. OWN : OEM Branch/Dealer/ Franchisee:	We request bank to consider that, the bidder should have support engineers in Andhra Pradesh during warranty/AMC period instead of bidder having four offices in AP.	Amendment: Annexure-I , TECHNICAL BID FORM-II ,Bidders' Eligibility Criteria The company shall be having minimum four offices/ four support engineers(specified location) in Andhra Pradesh especially in shall be able to provide the warranty/ AMC services at the designated locations, where the equipments are supplied, either directly or through their authorised representatives or through their OEM representatives.If bidder is not having offices/support engineers in the above specified desingated locations, letter of undertaking to be submitted to bank that establishment will be completed within 3 months from the date of purchase order awarded. OWN : OEM Branch/Dealer/ Franchisee:
20	3	Scope of work	Bidder/ OEM has to Buy back the existing MicroATM devices, the amount will be deducted from L1 bid amount.	If buy back offer needs to be Quoted by Bidder, The BOQ should have a provision to mention the same . Hence Request you to kindly Modify the BOQ and also clarify whether the BUY back price will be calculated for arrival of L1 bidder	Clarification: Scope of work Buy back is optional. Buy back rate for unit can be quoted separately along with technical bid documents. It will not be considered as an eligibility criteria for arriving L1 bidder.
21	10	General Terms of Bid submission	The Models offered should strictly conform to the specifications given in the product literature and these models should be supported for a minimum period of 3 years after expiry of warranty period of 3 Years. The equipment quoted should not reach end of support for the next 6 years. The Models proposed/ marked for withdrawal from the market and the models under quality testing should not be offered. Bank shall reserve right to ask for PROOF OF CONCEPT on working of the offered Models to ascertain the compatibility with Bank's existing Core Banking Solution/Financial Inclusion (FI) solution, before considering for empanelment.	It is mentioned in this clause that the Product should be supported for 3 years after the warranty of 3 years whereas it is mentioned in AMC clause point 15 that the AMC to be Quoted is for 2 years. Hence Request to Clarify whether the Support/ AMC to be extended for 3+ 2 years amc or 3+ 3 years?	Amendment: 10. General Terms of Bid Submission: 10. The Models offered should strictly conform to the specifications given in the product literature and these models should be supported for a minimum period of 2 years after expiry of warranty period of 3 Years. The equipment quoted should not reach end of support for the next 6 years. The Models proposed/ marked for withdrawal from the market and the models under quality testing should not be offered. Bank shall reserve right to ask for PROOF OF CONCEPT on working of the offered Models to ascertain the compatibility with Bank's existing Core Banking Solution/Financial Inclusion (FI) solution, before considering for empanelment.
22	6	Scope of Work	q) Bidder/ OEM has to Buy back the existing microATM devices, the amount will be deducted from L1 bid amount.	We request the bank to share the existing Micro ATM make and model. Further, we request bank clarify whether the existing devices are under warranty or out of warranty.	Clarification: Existing Devices are Visiontek - GL -11 linux based OS. Devices are not covered under warranty.
23	7	Eligibility Criteria	4. The Annual Sales Turnover shall not be less than Rs.20.00 Crores for the last three financial years.	Considering the requirement and size of the project, the bidder's experience in financial turnover should be increased for atleast for 100 crore for last 3 Financial year, to have the sound financial support for the project deployment and services	Please adhere to terms and conditions as per RFP

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24	8	Eligibility Criteria	8. The bidder/ OEM shall provide an undertaking that the Model offered & empaneled will be available & supplied during the currency of the Country. The bidder/OEM should have an experience in deploying and supporting minimum 1000 devices in Public/private sector bank/Regional Rural Banks, complying to MATM1.5.1. (Proof of Work orders/ Purchase order to be submitted along with technical bid regarding supply of devices)	We request bank to increase the minimum deployed devices to atleast 3000 devices in the last 2 years which shall give broader experience bidder both in operational & technical aspect, to participate and service bank	Please adhere to terms and conditions as per RFP
25	23	Form-V Technical specification	4. Operating System: The Micro ATM should come with latest Android operating system but not less than Android 7.0 version and should be upgradable to the latest version on Bank's request in future.	We would like to inform the bank that integrated devices are PCI-PTS certified devices and the OS is managed OS. Hence upgradation of OS is not possible in these devices. Request the bank to amend the clause accordingly.	Amendment:(Form V:Technical Specification, Sl.no-4) The Micro ATM should come with latest Android operating system but not less than Android 7.1 version.
26	23	Form-V Technical specification	6. Connectivity: The Micro ATMs must provide at least two channels choice of network connectivity like GSM / CDMA (4G upgrable upto 5G or upgradable with external devices supporting 5G)/ Ethernet (IPV4 and IPV6)and PSTN, Wireless like RF,VSAT Wi-Fi etc.	We assume that in the future use case of 5G connectivity, bank shall procure the required peripherals at additional cost. Kindly clarify	Amendment: FORM - V - Technical Specification: scope of work Connectivity: The Micro ATMs must provide at least two channels choice of network connectivity like GSM (GPRS -4G connectivity) and Wireless like RF,VSAT Wi-Fi etc.
New Clause:		New Clause:			
1	11	General Terms of Bid submission	Bidder has to do Proof of Concept after completion of Technical Bid opening in bank premises. Bidder has to show all the features in device as per technical specification (Technical Bid - Form -V) and if bank may request any other features at the time of POC. Bank reserves all rights to disqualify the technical bid submitted where POC is not satisfying the technical specifications mentioned in Technical Bid - FORM-V. The commercial bid of disqualified bidder will not be considered for further process.		
New Clause:		New Clause:			
2	24	Form-V Technical specification Point No 28:	MATM devices must be L0 RD devices as per UIDAI / STQC/ NPCI guidelines. If any transition of L0 RD to L1 RD devices, the successful bidder has to migrate the devices as per latest UIDAI/STQC/NPCI regulations/guidelines without any additional cost to the bank.		