

Sr No	Page No./ Point No	RFP Clause	Suggestion/Concern	Justification	Bank's Reply
1	3 / Pre-Qualification Criteria	The Bidder should have at least 06 direct support offices in Metro locations/ urban location across the country preferably at Bank's Regional Office locations listed below and for other locations vendor should have Service support centers / Franchisee within 200 KM's from our Regional Offices. Proof of the same is to be enclosed.	<b>Requesting to modify the clause as -</b> " The Bidder /OEM should have at least 01 direct support engineer within 100Kms radius from the service location.  Proof "Declaration from the Bidder /OEM at any circumstances on and after call log engineer should attain the site within 12Hrs and engineer should have sufficient spare to make the machine up if any spare replacement needed."	<b>We understand the machine will be installed at Moradabad and the mobile ATM will be operational within the 200Kms radius. So for metro location support office is not needed. However to satisfy bank for 2 Machine 1 Engineer is more then sufficient. As per the industry standard 1 engineer is responsible 48 Machines.</b>	ACCEPTED
2	3/Pre-Qualification Criteria	Bidder/OEM should have a service centre in bank operational area or within 200 KM of bank operation area.	The Bidder /OEM should have at least 01 direct support engineer within 100Kms radius from the service location.	We understand the machine will be installed at Moradabad and the mobile ATM will be operational within the 200Kms radius.	ACCEPTED
3	5/7(Payment Terms)	<b>Payment Terms - On Delivery:</b> Seventy (70%) of the Contract price of the Goods along with 100% GST tax, 100% Octroi, wherever applicable, backed by necessary proof shall be paid on receipt of goods and upon submission of the following documents (separate requests for release of Octroi payments will not be entertained):	We request bank to modify the clause "50% along with the purchase order and 30% on delivery and remaining 20% on 2 Months successful rum of the machine."20% payment will be released on submission of satisfaction letter from the concern / tag branch for Mobile ATM. "		NOT ACCEPTED
4	12 / 1.1	4th Generation Intel® Core™ i3 Processor minimum 2.9 GHz and 4 MB cache or above.	Requesting bank to modify the clause as - <b>Intel 1.6 GHz Dual Core with 2 GB RAM or higher</b>	Recommending to use Dual Core (DC) mother board with 2GB RAM and 1.6 GHz because of the below reasons: 1. DC mother boards are sufficient to run the Vortex ATMs. 2. DC mother boards coupled with Linux OS in Vortex ATMs will have Low power consumption, which will result in low heat dissipation as well. 3. Low power consumption will also help in selecting the optimum power back up requirement	NOT ACCEPTED
5	12 / 1.2	4 GB DDR3 RAM or higher.			NOT ACCEPTED

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6	12 / 1.3	1x1TB IDE/SATA HDD or higher for image backup	Requesting Bank to change this clause as - <b>1x500 GB IDE/SATA HDD or higher for image backup</b>	The size consumed by the images is very less and 500 GB HDD is sufficient to store the transaction images.	NOT ACCEPTED
7	12 / 1.5	DVD Writer	Requesting bank to remove this clause.	Secure backup can be taken through USB	DVD Writer is optional
8	12/11.	Cash Dispenser with Latest configuration and bio-metric facility and all specification must comply the latest RBI guidelines	We are requesting bank to give more clarity on Biometric Device Requirement.		In future Bank will integrate the ATM switch with the AEPS transactions module so in that case we will need biometric scanner attached with atm machine. So customer may perform the AEPS transactions by using thumb impression.
9	12/11.	Cash Dispenser with Latest configuration and bio-metric facility and all specification must comply the latest RBI guidelines	We are requesting bank to give more clarity on Journal Printer Requirement.		Journal Printer must require with the Cash Dispenser.
10	12/11.	Cash Dispenser with Latest configuration and bio-metric facility and all specification must comply the latest RBI guidelines	We are requesting bank to give more clarity on DVSS Requirement.		DVSS requirement is not related to RFP
11	12/11.	Cash Dispenser with Latest configuration and bio-metric facility and all specification must comply the latest RBI guidelines	We are requesting bank to give more clarity on RBI Guidelines.		Already answered in point No. 8

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