

RESPONSE TO PREBID QUERIES – RFP NO. RFP no. KGB/FIW/RFP/02/2023 dated 09.03.2023 “REQUEST FOR PROPOSAL for empanelment of vendors for procurement, installation, commissioning and maintenance of micro ATM Machines”

All queries relevant to the RFP received within the stipulated timeline are responded. Same/similar queries of different bidders are excluded for avoiding repetition

S.No	Page No. of RFP	Clause No.	RFP Clause	Bidder Query	Banks reply
1	Page no. 34	5.2.13 Technical Specifications	The bidder to supply standard & USB-integrable web-camera with each micro ATM offered/supplied to capture digital photographs of new/existing customers during enrolment process thru this micro ATM. Hence, microATMs offered should be capable of integration towards enrolment and transaction with the Bank's CBS/ FI-Gateway.	The devices come with inbuilt camera. In this case is external camera required?	Devices may be embedded/non-embedded, No external camera required if device has inbuilt camera
2	Page no. 35	5.2.18 Technical Specifications	The machines should have 2 USB-ports for easy uploading of CBS/Bank's FI applications/software in case of need.	Bank will get a Terminal Management System through which they can upload or install applications along with MDM	Please refer amendment I to this RFP

3	Page no. 35	5.2.20 Technical Specifications	The micro ATM offered/supplied by the bidder should be enabled with 2 integrated GSM SIM Holders for SIM-GPRS Network connectivity including one extra/alternate USB port for CDMA/Internet-Dongle connectivity. The micro ATM supplied should be capable of integration towards video/projection slide-shows through laptops/PCs.	Specify the purpose and kind of videos/projection slide shows.	Slide shows regarding Financial Inclusion awareness and General Banking
4	Page no. 35	5.2.21 Technical Specifications	The micro ATM offered/supplied by the bidder should have 2 Smartcard reader slots inbuilt & integrated for reading & authentication via Smartcards of BC-agents and Customer of the Bank	Purpose of 2 smart card reader slots	The facility is not mandatory but desirable. Purpose of the smart card reader slot is to read smart cards which uses micro chip for authentication. Also refer amendment I to this RFP
5		General	Specifications of Android Terminal	Kindly specify	Please refer micro ATM standards 1.5.1
6	Page no. 26	4.18.2 Payment	The annual maintenance cost (after warranty period) shall be paid at the end of each Half-year after the date of completion of warranty period, subject to satisfactory services rendered, till that date.	Kindly consider for the AMC payments to be made quarterly	Bidder has to adhere to RFP terms

7	Page no. 8	Point a of 3.4 Eligibility Criteria	The Bidder should have yearly sales turnover of not less than Rs. 10 crores during last financial year (2021-22)	Government of India, has given relaxation to MSMEs for the turnover criteria. Hence, we request for the relaxation from the turnover criteria mentioned in the Tender Document. For reference, attaching MSME certificate and Circular	No change in RFP terms/conditions
8	Page no. 40	Format 6.3	Hardware - Micro ATM	Product Specification is not provided in the Tender Document.	Please refer micro ATM standards 1.5.1 by UIDAI
9	Page no. 9	3.4. Eligibility Criteria Point No d)	The Bidder should have a minimum 3 years of Business experience of supply and maintenance of micro ATM enabled with Secured Biometric Scanner/readers enabled with mag-stripe and chip Card readers in India.	Requesting that the bank amend the clause to include the bidder's experience for the supply of more than 4000 devices, in order for suitable bidders to participate in accordance with the bank's requirement.	No change in RFP terms/conditions
10	Page no. 9	3.4 Eligibility Criteria Point No a)	The Bidder should have yearly sales turnover of not less than Rs.10 Crores during last financial year (2021-22).	Requesting that the bank include an average annual turnover of not less than Rs. 40 crores over the last three fiscal years (2019-20, 2020-21, and 2021-22), so that financially strong bidders can participate and work can be delivered smoothly.	No change in RFP terms/conditions

11		Other	Make in India preferred manufacturer	Requesting the bank to please add this clause for local Indian manufacturer's preference and Make in India promotion.	Please refer amendment I to this RFP
12	Page no. 34	5.2.11 Technical Specification	The machines should be robust, capable of sustained operations and have seamless integration of different modules each for biometric scanning/reading, reading of Customer Mag-stripe/EMV Card details, etc.	Requesting the department to please include the features of the capability to accept DI (Dual Interface) Card. As the bank is aware that the maximum bank has DI Card	Please refer amendment I to this RFP
13	Page no. 35	5.2.20 Technical Specification	The micro ATM offered/supplied by the bidder should be enabled with 2 integrated GSM SIM Holders for SIM-GPRS Network connectivity including one extra/alternate USB port for CDMA/Internet-Dongle connectivity. The micro ATM supplied should be capable of integration towards video/projection slide-shows through laptops/PCs.	Now a days technology change all are converting in eSIM. Please modified this clause to one GSM and one eSIM enabled devices.	Please refer amendment I to this RFP
14	Page no. 35	5.2.21 Technical Specification	The microATM offered/supplied should be capable of hosting multiple application and should seamlessly interface with the existing Bank's FI-Gateway solutions	As per PCI DSS compliance, There should One slot of swipe and another for insert to read the chip with DI Capability.	Please refer amendment I to this RFP

15	Page no. 33	5.2. Technical Specification	TECHNICAL SPECIFICATIONS FOR micro ATM/Handheld biometric POS devices	Please change the MicroATM specification as per UIDAI 1.5.1 standards, so that the bank can meet all the compliances of UIDAI and NPCI.	Please refer page no. 3 PART 1: INVITATION TO BID of this RFP
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Malappuram
 20-03-2023

GENERAL MANAGER