**Addendum to Pre-Bid Clarifications to RFP-14 (Online ATM Monitoring Tool)**

| Sl. No. | Clause No. | Page No. | RFP Term | Bidders Request for following Clarifications and Amendments | Replies |
|---|---|---|---|---|---|
| 1 | 1 Background AND 6 Payment Terms | 9 AND 15 | **1 Background** the Bank states "*The vendor shall ensure compatibility of the hardware, software and other equipments that they supply with the hardware and software systems being used in the bank ie. Oasis IST Switch version 7.6.1 or higher.* "<br><br>---------------------------------------------<br><br>**Project Implementation:**<br>**1) Hardware and OS:**<br>Hardware and OS/Database shall be provided by the Bank. | In Section **1 Backrgound** (Pg. 9) the Bank seems to want the Bidder to provide **hardware** and Software as well. Whereas in Section **6 Payment Terms** (Pg. 15) the Bank has stated that *"Hardware and OS/Database shall be provided by the Bank ."*<br><br>Bank to please clarify.<br>We assume from the pre-bid clarification that the following hardware/sofware required for ATM Monitoring would be provided by Bank<br>1. Hardware : IBM/ HP / Oracle Sun<br>2. Operating System : Unix Platforms (HP-UX, Sun Solaris, or IBM-AIX, RHEL)/ Windows<br>3.Apache/IIS/Web logic/ JBOSS<br>4. Oracle EnteData Base | Bank will provide Hardware along with OS and Oracle Database.<br>The Hardware configuration will be finalised in consultation with the L1/H1 Bidder. |
| 2 | Annexure I: Point #16 | 43 | The proposed solution should support Oracle Database. The required Oracle DB licenses shall be provided by the Bank. | * Please confirm if the Bank will also provide Oracle Database EE Add-ons  like Diagnostic and Tuning Pack, RAC and partitioning<br>* Also kindly confirm if the Bank have Oracle WebLogic Licenses also? | Bank will provide Oracle Enterprise along with onsite DBA support. Bank doesn't have Oracle Web logic.<br>If the solution provided by the Bidder does not support Oracle, then the Bidder is  to provide the required DB licences, DBA support and other support without any cost escalation to the Bank |
| 3 | General | N. A. | Current Count of terminals | Can the Bak list out the Current number of termainals with Make & Models along with if possible with the following Breakup<br>* ATMs<br>* CDs<br>* CDMs<br>* Cash Recyclers<br>* Passbook printing Machines | ATM - 4000 + , BNA - 450 + , SSPBPK - 1150+ ,CDK - 150+ , IBK - Approx 50 |
| 4 | General | N. A. | Expected growth | What is the expected growth of the Terminals in the next 5 years?<br>This information is required for sizing | 5 to 10 % per annum |

| | | | | | |
|---|---|---|---|---|---|
| 5 | Point 2 | Pg 12 | ATM availability will be measured using Bidder"s tool for which an access will be provided to the Bank to check the ATM/ BNA/ Cash Recycler machine status online. Successful bidder(s) has to take corrective action on the basis of information displayed in the solution, if there is a case in which the successful bidders" system has not captured certain faults. | Request the bank to clarify if the selected bidder is expected to do the ATM Managed services in addition to providing the tool. Is the bank expecting the bidder to follow up with the current ATM vendors of the bank for resolution of calls? If so, then it is not practical for a team of 2 resources to be able to manage such a large fleet of the bank. | Clause 3 on page 9 is clear. As per the actual requirement Bank will discuss with L1/H1 Bidder and suitably decide on additional requirement of Manpower @ the rate quoted under optional items. |
| 6 | Point 2 C | Pg 12 | Potential cash out/cash full warning for ATMs/CDs/CDMs/Cash Recyclers. | Request the bank to clarify who would be loading the cash in the ATMs and what is the method for cash loading. | Cash loading in ATM is out of the scope of this RFP |
| 7 | Point 3.a | Pg 12 | Bidder should have a dedicated team of resources and ATM management software for comprehensive monitoring of ATMs and software based Cash Forecasting Solution capable of analyzing all ATM related errors, messages, status codes etc and be able to work fully automated in terms of the requirements of the RFP. | Request the bank to clarify whether this team is to be working out of the bank premises or out of the bidders premises | Onsite from the Bank Premises |
| 8 | Point 6.b | Pg 13 | Management reporting, including exceptions for SLAs of all connected service providers. | Is the bidder expected to manage the SLAs for the existing services providers of the bank? | Bidder is expected to **report the adherence to SLAs and exceptions if any .** |
| 9 | Point 8.b | Pg 13 | EJ Pulling will be integral part of the Monitoring Services and it should be through an automated process. In case, automated process fails to pull the EJ for whatever reasons, the vendor is responsible for installing the software either centrally or by a visit to the ATM for reinstallation and reconfiguration at their cost so that EJ pulling happens seamlessly. | The ATMs of the bank will be managed by the services providers of the bank who would have contracts with the ATM OEMs. The bidder would not be in a position to dispatch engineers to the site. Moreover, since the ATMs would be under the AMC of the MSP of the bank, the cost for all installations/reinstallations should be borne by the MSP/Bank | Please refer the clarification dated 24/12/18 published in our website (page 8 - point no 27). |

| | | | | | |
|---|---|---|---|---|---|
| 10 | Point 8.h | Pg 14 | Bidder will be required to pull one DVSS image from all the ATMs / BNAs on all working days and submit to the Bank for image quality check. Bidder will also be required to pull DVSS images from ATMs / BNAs through EJ pulling software as and when requested by the Bank within a day. | Performing this activity would require a large team to be made available and wont be possible by two resources asked by bank. Moreover, pulling one image per ATM on a daily basis would require a considerable amount of bandwidth which could affect the performance of the ATM. Request the bank to consider only AdHoc requests which would be provided on the next day. Any sites from where the image cannot be pulled and need a physical visit woudl be the responsibility of the MSP of the bank. Will request bank to increase manpower requirement count. | Please refer the clarification dated 24/12/18 published in our website (page 8 - point no 27). |
| 11 | Point 8.K | Pg 14 | The charges for installation of required software at ATMs/BNAs/Cash Recyclers of different makes for EJ pulling will be borne by the Bidder. In case of any issue with the software after successful installation, if visit by ATM Engineer is required, the cost will be recovered from the Bidder. | Instances which are proved to be attributable to the bidder should be chargable to the bidder only | Please refer the clarification dated 24/12/18 published in our website (page 9 - point no 30). |
| 12 | Point 10.c | Pg 14 | Agent should block any unauthorised installation of application. Only white listed applications should run in the machines | Is the bank expecting a Whitelisting solutino also to be provided by the bidder? | RFP clause is dropped vide the Clarification released on 24.12.2018 |
| 13 | Point 10.d | Pg 14 | Detecting extraneous devices like skimming devices etc. | Anti Skimming devices are provided by the ATM OEMs. Banks should directly partner with the OEM for such devices | RFP clause is dropped vide the Clarification released on 24.12.2018 |
| 14 | Point 10.e | Pg 14 | Agent to handle disabling/enabling USB port remotely and allow booting only through Hard Disk | These are features of the ATM machine itself and the bank should manage this directly with the ATM OEM | RFP clause is dropped vide the Clarification released on 24.12.2018 |
| 15 | Annexure I | Page 43 | 42. Time based admin access<br>44. Identification of OS version in ATM/BNA/other Kiosks | | Point 42: RFP Clause stands<br>Point 44: RFP Clause dropped |
| 16 | | | **The last date of submission of Bid has been extended upto 4.00pm 11/01/2019.** | | |