

REPLY OF PREBID QUEIRES OF RFP FOR MONITORING TOOL FOR REAL TIME, WEB BASED MONITORING OF ALL TERMINALS VIZ. ATM & BNA (RFP REF NO: HO/OPERATIONS-ADC/RFP/MT/2022-23/01 Dated 09.12.2022)

S.N	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Publish Amendment
1	6	General Tender Details	Timeline for submission of technical supporting document	We request the Bank to give us a minimum of 4 weeks from the date the bank relases the response to the Pre-bid queries.	Kindly refer corrigendum
2	8	GENERAL TENDER DETAILS Section- NOTE	3. Bidders are required to strictly submit their bids in electronic form using the e-procurement system at <a href="https://etender.pnbnet.in">https://etender.pnbnet.in</a> by using their digital certificates of class II and above (both encryption and signing). Bidders are advised to keep digital certificates (or tokens) ready at time of submission of bid. Use of Digital Certificate is mandatory for participation in e-tendering process. Bidders should ensure that Digital token has not expired or corrupted at the time of e-tendering process.	Tender for "Monitoring Tool for Real Time, Web Based Monitoring of all terminals viz. ATM and BNA" having "RFP Ref No: HO/OPERATIONS-ADC/RFP/MT/2022-23/01" is not visible on e-Tender Portal. If our understanding is correct then Need to know by when it will be visible.	As per RFP
3	9	1. Introduction	Currently Bank has deployed 10,300+ ATMs and 2,600+ BNAs	Requesting the Bank to share the current list of vendors/models/ATM application name of ATMs and list of vendor/models of BNAs? Are they CEN XFS 3.0 or higher (which CEN XFS version) compliant?	Requested details shall be shared with the successful Bidder only.
4	17	24. EVALUATION AND AWARD CRITERIA	Award Criteria:  It will be mandatory for all the bidders to quote rates of all optional components that are required as per RFP. The rates of optional items will be negotiated with the successful bidder only, if required by Bank.	Bank is requested to share the list of activities/services/items in the RFP which are considered as optional items so that same can be quoted separately.  For submission of Optional items, Is Bidder allowed to submit the quotes in bidder's format?	As per RFP  <b>Clarification:</b> There is no optional item asked in the RFP.
5	19	Point 28. CONFIDENTIALITY		our understanding it can be discussed with successful bidder.	As per RFP
6	22	Point 32 - Governing Law and dispute	For the purpose of appointing the sole Arbitrator referred to above, the Bank will send within thirty (30) days of receipt of	Bank should allow bidder to propose sole Arbitrator's name who shall be presently	As per RFP

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			the notice, to the bidder a panel of three names of persons who shall be presently unconnected with the organization for which the work is executed.	unconnected with the organization for which the work is executed.	
7	22	Point 32 - Governing Law and dispute	The bidder shall continue to work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained. However, during such a contingency, the Bank shall be entitled to make alternative arrangements to tackle the situation in any manner it deems fit, at the cost of the bidder which may also be adjusted by the Bank from the Performance Bank Guarantee, being treated as default so that the business of the Bank is not disrupted.	Under this clause, either Bidder is directed by the Bank not to work or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire. In both the situation, bidder is willing to continue to work as per contract so any alternative arrangement made by Bank should not be at the cost of Bidder. Bank is request to delete/amend the clause accordingly.	As per RFP
8	22	Point 32. GOVERNING LAW AND DISPUTES		our understanding it can be discussed with successful bidder.	As per RFP
9	23	Point 37-Patent rights sub part A	The bidder shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of intellectual Property Rights, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad	The Clause of patent should be modified suitably as it can not be applicable throughout the territory of India or Abroad.	As per RFP

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10	24	Point 38 - indemnity		our understanding it can be discussed with successful bidder.	As per RFP
11	25	Point 41- Inspection & Audit		our understanding it can be discussed with successful bidder.	As per RFP
12	27	3. PERFORMANCE BANK GUARANTEE	The successful bidder(s) shall has(ve) to submit Performance Bank Guarantee to Head Office amounting to 3% of the contract value within 30 days of issuance of empanelment letter/Letter of Intent & initially must be valid for a period of 15 months (1-year validity with 3-month claim period). Bidder needs to provide new Bank Guarantee one month prior to expiry of existing Bank Guarantee. Bidder will continue provide new/renewed guarantee for the contract period.	Our understanding of this point is - Initial Performance Bank Guarantee of 3% of the contract value. Whereas subsequent Performance Bank Guarantee will only consider services (1 year of ATS & OTS) to be rendered in the respective duration as contract value and 3% of that value will be submitted as Performance Bank Guarantee amount for subsequent years.	As per RFP  <b>Clarification:</b> Understanding is correct
13	27	Point 3- PERFORMANCE BANK GUARANTEE		our understanding it can be discussed with successful bidder.	As per RFP
14	29	7. PAYMENT TERMS	Service Provider shall be paid fees and charges in the manner detailed in hereunder:  1. Payment of Monitoring tool as per commercials approved, shall be released by the Head Office. One-time implementation cost payment shall be released in following manner:	RFP document has Payment Terms of Implementation cost whereas there is no mention of payment terms for License fee. License fee should be paid in upon submission of delivery sign off of the executable code at site for implementation.	Kindly refer corrigendum
15	29	IMPLEMENTATIO N, Pt. 6	Bidder should complete the Integration, testing and make the solution live in 60 days as per requirement of Bank specified in RFP from the date of FSD go ahead given by Bank. Bank shall ask bidder to	Bank wants to procure enterprise level solution for real-time monitoring of Switch, terminals, transactions and cash through this RFP. Implementation of such solution require months. Stakeholders from different teams [and vendors like Switch OEM, MSP]	As per RFP

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			implement the solution in phase manner or in a single plan of rollout.	<p>in the Bank are involved in integration, training and testing. Establishing entire platform in UAT environment and delivering the vast scope [asserted in the RFP] in 60 days is not factorable. Bank is requested to consider delivery timelines of at least 5 calendar months.</p> <p>Entire process has dependency of multiple teams with in Bank, Switch OEM, Network, IT Security and various other stakeholders. Considering the same activities like UAT, setting up of DR &amp; Production Environment is expected to be done post completion of above a has dependency</p>	
16	31	9. UPGRADES AND UPDATES	Bidder shall be responsible to inform Bank, within 7 days of release of any new firmware/code/update/upgrade by the OEM and implement the same within 15 days from the date of such release without any cost to the Bank, during the contract period for the items provided by the bidder.	Any software new firmware/code/update/upgrade released by OEM are subject Technical and commercial approval from Bank and at times may require revision of Hardware & software provided by the Bank. Any new change should be approves both the Technically and commercially on mutually agreeable terms. Bank is requested to amend the clause accordingly	As per RFP
17	31	ONSITE TECHNICAL SUPPORT (OTS), Pt. 10	Successful Bidder will provide L1, L2 and Database Administrator resource who would stationed at Bank's location in Delhi/Gurugram. Bidder shall provide these resources within the one month from the date of Letter of Intent or PO raised by the Bank. Bank may also avail more than one resource from the bidder as per contracted rate. Successful bidder will share an escalation matrix containing	L1, L2 and Database Administrator resource would be required after solution go-live. Bank is requested to consider the same and modify the requirement accordingly.	Kindly refer corrigendum

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			all contact details of the hierarchy involved in development and customization of monitoring tool, so that in the event of any downtime, the complaint for the same can be resolved by the OTS resource team. Bank shall ask bidder to change the Onsite Technical Support, if same is not found competent for providing the support as asked by Bank in the RFP.		
18	32	ONSITE TECHNICAL SUPPORT (OTS), Pt. 10	In case of leave of resource, Bidder shall ensure the alternate suitable arrangement for the same. Timings of L1, L2 and Database Administrator resource will be 9:30 AM to 6:30 PM for Bank's working days. Bidder shall arrange support on non-working days as per Bank's instruction.	Onsite Support on Non-Working days is an Ad-hoc requirement as per Bank's Instruction. Honoring such request is difficult unless arrangements are done before hand. Bank is requested to share expected instances in a month so that Bidder can make arrangements to fulfil this requirement and provide the quote. Bank is requested provision additional head in commercial format to provide quote for Onsite Resource on Non-working days.	Kindly refer corrigendum
19	32	10. ONSITE TECHNICAL SUPPORT (OTS)	Successful Bidder will provide the required software and implement the complete solution at Bank's premises and also provide Onsite Technical Support resource as per requirement of the Bank who would operate from Bank's location in Delhi/Gurugram to provide technical support for software and hardware (server provided by Bank) for the offered solution as per requirement of the bank.	Role of OTS should be limited to Technical support of the Bidder's offered solution as per RFP Scope. Bank is requested to amend the clause accordingly	Kindly refer corrigendum
20	32	10. ONSITE TECHNICAL SUPPORT (OTS)	Successful Bidder will provide the required software and implement the complete solution at Bank's premises and also provide Onsite Technical Support	Role of OTS should be limited to Technical support of the Bidder's offered solution as per RFP Scope. Bank is requested to amend the clause accordingly	Kindly refer corrigendum

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			resource as per requirement of the Bank who would operate from Bank's location in Delhi/Gurugram to provide technical support for software and hardware (server provided by Bank) for the offered solution as per requirement of the bank.		
21	34	Point 12 (Liquidated Damages)		our understanding it can be discussed with successful bidder.	As per RFP
22	34	Regulatory Compliance, Pt. 8	Bidder shall be held liable for any non-compliance or delay in compliance to Regulatory/Statutory guidelines. Any new advisory/guidelines issued by regulatory authorities like RBI, MoF, DFS, Gol , MHA, IBA etc. need to be implemented by the bidder without any cost to Bank. In case, any additional software or license cost is involved, Bank may consider the same. Bank will not pay any testing, UAT and roll out cost. If any penalty imposed by the Regulator on Bank due to any non-compliance (after conformity of compliance of bidder) will be the responsibility and liability of the bidder and the bank shall be compensated for the same.	On page 73, Bank is requesting bidders to submit "One-time" cost proposals for purchasing and implementing real-time monitoring solution license. The cited clause/requirement shall entail recurring configuration or code development efforts [Change Request/Professional Services] for which Bank has not provided provision to quote. Post implementation of the solution as per the scope, Bank shall be owning the solution and as per the annual maintenance contract, the vendor shall be responsible for providing break-fix [issue resolution, upgrades] technical support only. As per the industry standard, change requests [Professional Services] do not fall under the purview of annual maintenance contract, hence if Bank [being owner of the solution] wants to involve vendor in meeting these requirements then professional efforts will be charged as per the per man day rate quote submitted as per ANNEXURE-XI PERFORMA FOR INDICATIVE COMMERCIAL OFFER. Bank is requested to remove the Term "without any cost to Bank".	As per RFP

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23	36	19. INDEMNITY		our understanding it can be discussed with successful bidder.	As per RFP
24	36	16. INFORMATION SECURITY	Successful Bidder upon selection will comply with all the present and future provisions of the Information Security Policy of the Bank / Guidelines of RBI, Respective Govt. Agencies and the Bank and provide such regulatory requirements or compliance to Bank during the contract period. The Solution may be audited by RBI/any other Regulatory Authority and any observation pointed out by these bodies have to be complied by the successful bidder within the timelines stipulated by the regulatory agencies, without any additional cost to the Bank. The offered solution shall be subjected to Bank's audit through off-site and on-site scrutiny at any time during the contract period. The auditors may be internal/ external. The successful bidder should provide solution and implementation for all the audit points raised by Bank's internal/external team during the contract period, within the stipulated timelines, without any extra cost. Software solution provided by the bidder must be bug free and confirmation for the same have to be submitted from the respective OEM. Details of Bank's latest IT Security Policy shall be shared with the successful bidder for the implementation and compliance of the policy and guidelines.	On page 73, Bank is requesting bidders to submit "One-time" cost proposals for purchasing and implementing real-time monitoring solution license. The cited clause/requirement shall entail recurring configuration or code development efforts [Change Request/Professional Services] for which Bank has not provided provision to quote. Post implementation of the solution as per the scope, Bank shall be owning the solution and as per the annual maintenance contract, the vendor shall be responsible for providing break-fix [issue resolution, upgrades] technical support only. As per the industry standard, any change pertaining to change in Bank/Regulatory Policy will be considered as change requests [Professional Services] do not fall under the purview of annual maintenance contract. Any new change should be approves both the Technically and commercially on mutually agreeable terms. Bank is requested to amend the clause accordingly	As per RFP

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TERMINALS VIZ. ATM & BNA (RFP REF NO: HO/OPERATIONS-ADC/RFP/MT/2022-23/01 Dated 09.12.2022)

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25	42	25. GOVERNING LAWS AND DISPUTES		our understanding it can be discussed with successful bidder.	As per RFP
26	47	33. CONFIDENTIALITY		our understanding it can be discussed with successful bidder.	As per RFP
27	51	35. INSPECTION AND AUDIT		our understanding it can be discussed with successful bidder.	As per RFP
28	53	Turn Around Time, Pt. 39	<b>Activity:</b> Complete integration of software and Hardware (Bank provided Server etc.), integrate with the switch and provide the web based solution  <b>TAT:</b> Bidder shall submit finalize FSD Document with detailed activity schedule chart with timelines. FSD should be prepared and concluded within 21 days (including the time required by Bank team for Sign-off) from the date of issuance of Letter of Intent (LoI). Bidder should complete the Integration, testing and make the solution live in 60 days as per requirement of Bank specified in RFP from the date of FSD go ahead given by Bank.	RFP issued by Bank has high level requirements that needs to be transformed into clear deliverables. This will require a detailed workshop with different stakeholders/teams in the Bank. Since Bank has mentioned penalty clauses around the delivery, it's scope needs to be clear and signed between Bank and the vendor. Bank is requested modify the associated TAT to: a. activity to start within 10 days of signing the FSD document that will be used for project governance purposes b. activity to finish within 5 calendar months of signing FSD document  Please note this activity also has a dependency on hardware that Bank has to arrange, hence it cannot start until both FSD is sign-off and hardware is arranged.  Bank is requested to amend the clause accordingly	As per RFP
29	53	Turn aroundnd time	Complete integration of software and Hardware (Bank provided Server etc.), integrate with the switch and provide the web based solution	Kindly confirm whether bank will provide OS & DB along with server?	As per RFP <b>Clarification:</b> Bank will provide hardware, OS, DB etc.



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30	55	Eligibility Criteria- Point 1	Bidder/OEM should have implemented switch based monitoring tool (which is being offered in RFP) in at least one Scheduled Commercial Bank in india	In India, most of the Banks have outsourced the Monitoring solution and the solution is implemented in the Vendors Data centre and provided as a service. We request the Bank to modify this clause as," Bidder should be providing Monitoring services in atleast One Commercial Bank in India".	As per RFP
31	55	ANNEXURE-III Eligibilty Criteria Clause No.2	Bidder/OEM shall have experience of minimum three years as on last date of bid submission of RFP for providing Services related to ATM Monitoring Applications.	Kindly give a preference to Make In India products and MSME company to provide a concession in Experience Criteria or consider the experience of last 2 years.	As per RFP
32	58	Eligibility Criteria- Point17	Bidder tool should be able to monitor the ATM/CD/BNA/Recycler/Switch monitoring/Transaction Monitoring/SLA monitoring single handedly	When it is said "tool should be able to monitor... Switch monitoring and Transaction monitoring", what this means? Monitor the monitoring tool? BNA devices are branch Cash deposit/recyclers? If so, are these devices running under a Windows environment and are XFS based?	Clause is self-explanatory
33	66	Technical Specifcations - B1	Solution should have unlimited number of interface capability and support unlimited number of ATMs/POS(Merchants)	What "interface capability" means?	As per RFP <b>Clarification:</b> ATM Switch is having multiple interfaces, ATMs/POS (merchants) etc., Monitoring solution should be able to monitor the interfaces based on response codes.
34	66	Technical Specifications -B2	Solution should not have restriction for Maximum transactions managing capability for 1. Per day 2. Per Second	What is the current maximum maximum transactions per month? What is the current max transactions per second?	Shall be shared with successful bidder.
35	66	ANNEXURE-X TECHNICAL SPECIFICATION Point A (1)	Solution should not have dependency on any specific Operating Systems	Enterprise applications are developed on certain platforms that includes OS and database keeping in view of protecting client investments and stability. Hence Bank is	It is clarified that in case End of life is declared by OEM of Operating System or Data Base software then Bank shall provide new Operating System License and/or Data Base

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				requested to either make this requirement optional or exclude it from evaluation criteria.	software in consultation with OEM/Bidder. OEM/Bidder need to integrate and implement the monitoring tool completely as per scope of work without any cost to Bank.  Further it is also clarified that OEM/Bidder monitoring tool solution should not have any dependency on any specific OS and/or Data Base software of ATM switch.  Bidders are advised to refer the technical specification sheet point A1 and A2 accordingly.
36	67	D8	Solution should support the functionality for Cash Level Monitoring through which Cash forecasting, Cash Out reporting of terminal should be available	What are the functionalities expected for "Cash Forecasting"? Just an alert to indicate that the Cash Dispenser is running out of cash based on specific thresholds?	As per RFP
37	68	D12	Solution should be capable of monitoring ATM Switch server without any restriction on number of (IBS/MBS/IVR) interfaces/interchanges/ATM nodes/transactions & ATMs	The no restriction capabilities is pointing to transaction monitoring?	As per RFP
38	68	D14	Solution should have ability of remote administration. Solution should have ability to schedule the command execution across terminals, if integrated with ATM Switch	Can the list of expected commands be provided?	Clarification: Download command
39	68	D15	Solution should monitor and report critical events at ATM Switch end. The solution should have capability of generating auto incident Tickets and should identify server	How the switch is storing information about indidents? (Log file, others....) Would it be possible to install SW in the Switch for monitoring it? In case this is not possible,	Please be guided as per RFP

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TERMINALS VIZ. ATM & BNA (RFP REF NO: HO/OPERATIONS-ADC/RFP/MT/2022-23/01 Dated 09.12.2022)

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			downtime along with its detailed causes e.g. network, CBS, hardware etc. It should be response code based auto escalation facility to various parties via SMS and Email.	what would be the options to capture information from the switch? In case it is possible, what kind of OS the Switch is running?	
40	68	Scalability of solution Point No 13	Solution should monitor Switch, Switch feeds, HW/SW related alerts, health status of ATM/BNA terminals, network incidents and alerts, decline transaction alert and send alert to switch teams, Network team, Network vendor, Managed service provider and Bank immediately.	<p>As per our understanding switch monitoring shall entail the following</p> <ol style="list-style-type: none"> <li>1. Configure parsing of output files emitted by FIS,</li> <li>2. Defunct process list</li> <li>3. CPU Performance</li> <li>4. Memory Performance</li> <li>5. Disk Utilization</li> <li>6. List running binaries and their PID</li> <li>7. Usage statistics about mailboxes, ports memory buffers, system queues, events, and dropped messages [free, used, and connected].</li> <li>8. Monitor SAF Files Status</li> <li>9. Monitor Interchange/Networks Ports - Connection with Member Banks</li> <li>10. Monitor the logical Bin is Up or Down</li> <li>11. Queue drop count</li> </ol> <p>Bank is requested to confirm our understanding is in line with Bank's requirement.</p>	Clause is self-explanatory
41	68	Scalability of solution Point No 15	Solution should monitor and report critical events at ATM Switch end. The solution should have capability of generating auto incident Tickets and should identify server downtime along with its detailed causes e.g. network, CBS, hardware etc. It should be response code based auto	Need to understand more about the Bank's expectation with CBS in this point. How ATM Monitoring is connected with CBS. Kindly share detail	<p>As per RFP.</p> <p><b>Clarification:</b> there is no direct integration with CBS.</p>

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			escalation facility to various parties via SMS and Email.		
42	68	Pt. 17 Under Section D - Scalability of solution	Solution should allow Historical Trend Analysis and help in Capacity Planning. Should have Monitoring Schedule feature to allow user to create or modify a threshold to schedule monitoring and automation of system resources based on business calendar.	Bank is requested describe this requirement in detail.	Clause is self-explanatory
43	69	Annexure 10 , Clause no 6	<p>Solution should have functionality of monitoring, graphical representation &amp; generating reports of following parameters:</p> <p>a) ATM transaction.</p> <p>b) POS transactions.</p> <p>c) E-Comm transactions.</p> <p>d) Response code wise ATM/POS/E-Comm transactions.</p> <p>e) Interchange wise Approve/ decline transactions Successful/ Decline transaction on Node/ Stations configured at switch level.</p> <p>f) Onus/ Acquirer wise successful decline status.</p> <p>g) Successful/Decline transaction on various interfaces integrated (response code based) with ATM Switch etc.</p> <p>h) Hardware suspected.</p> <p>i) ATMEOD on T+2 basis</p> <p>j) Vendor Managed –Admin</p> <p>k) Branch Managed-Admin</p> <p>Content management</p>	<p>Please clarify the point on Content Management.</p> <p>ATM /EOD on T+2 basis</p> <p>Vendor Managed-Admin</p> <p>Branch Managed-Admin</p>	<p>Kindly refer corrigendum</p> <p><b>Clarification:</b> Reports to be provided based on transactions details</p>
44	70	J2	Solution should be capable to providing following reports between any date range and any specific point of time:	<p>What kind of threshold is requested in this report?</p> <p>What cardholder availability means?</p>	Please be guided by RFP

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			I. Threshold history report II. Daily, Weekly & Monthly cardholder availability report [...]	Can some samples of each report be provided?	
45	70	Pt. 6 Under Section I - Dashboard or Web view	<p>Solution should have functionality of monitoring, graphical representation &amp; generating reports of following parameters:</p> <p>a) ATM transaction. b) POS transactions. c) E-Comm transactions. d) Response code wise ATM/POS/E-Comm transactions. e) Interchange wise Approve/ decline transactions Successful/ Decline transaction on Node/ Stations configured at switch level. f) Onus/ Acquirer wise successful decline status. g) Successful/Decline transaction on various interfaces integrated (response code based) with ATM Switch etc.</p> <p>h) Hardware suspected. i) ATMEOD on T+2 basis j) Vendor Managed –Admin k) Branch Managed-Admin l) Content management</p>	<p>1. Bank wants to see statistics for parameters <b>a) till g)</b>. Bank to provide confirmation on it.</p> <p>2. Bank is requested to describe <b>h) till l)</b> in detail.</p>	<p>Kindly refer corrigendum</p> <p><b>Clarification:</b> Reports to be provided based on transactions details</p>
46	70	Pt. 2 Under Section J - MIS Reports	l) Threshold history report	Bank is requested to provide more description around this report.	As per RFP
47	71	N	<p>Bidder should be capable to provide the Mobile application which should complied following parameters:</p> <p>I. Complete Scope of work of RFP</p>	Windows phones should be supported even though it is discontinued?	Referred clause is different in Bank's RFP.

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			<p>II. Replica of Web portal with real time data synchronization via single data source for web portal and mobile application</p> <p>III. No restriction on the number of user</p> <p>IV. Mobile Application should Support both Windows/ android platform</p>		
48	71	<p>ANNEXURE-X TECHNICAL SPECIFICATION</p> <p>Point N</p>	<p>Bidder should be capable to provide the Mobile application which should complied following parameters:</p> <p>I. Complete Scope of work of RFP</p> <p>II. Replica of Web portal with real time data synchronization via single data source for web portal and mobile application</p> <p>III. No restriction on the number of user</p> <p>IV. Mobile Application should support iOS and Android platform</p>	<p>Considering the form factor of a PC/Laptop Screen and Mobile device as well as capability of each respective device. Web Portal and Mobile Application User interface should not be replica of each other as it will impact the user experience. Mobile device are majorly meant to view the information and perform specific activities. Each User Interface has their own capability as per the usage &amp; advantage offered by each device type.</p> <p>Considering the same Bank is requested to revisit this requirement and modify the point as below:</p> <p>Mobile application should support core functionality intended for business and operations field users.</p>	Kindly refer corrigendum
49	73	<p>ANNEXURE-XI PERFORMA FOR INDICATIVE COMMERCIAL OFFER</p>	<p>a All-inclusive one-time cost of software license/s, for providing solution for "Monitoring tool for real time web based monitoring of all the terminals viz. ATM, BNA &amp; POS Terminals etc." as per the technical requirements as per terms of the RFP for Bank's Data Centre Delhi, Disaster Recovery Centre Mumbai and UAT setup.</p>	<p>In the shared Indicative commercial offer table there is no place to include implementation cost of the platform. Kindly amend the table to include Implementation cost.</p>	Kindly refer corrigendum

REPLY OF PREBID QUEIRES OF RFP FOR MONITORING TOOL FOR REAL TIME, WEB BASED MONITORING OF ALL  
TERMINALS VIZ. ATM & BNA (RFP REF NO: HO/OPERATIONS-ADC/RFP/MT/2022-23/01 Dated 09.12.2022)

S.N	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Publish Amendment
			<p>b Yearly ATS cost (excluding first year from the date of Production/Go Live Sign off i.e. warranty period) of the software solution (Bank shall ask bidder to generate the yearly/half-yearly invoice for ATS cost).</p> <p>c One-month cost of Onsite FM Support consisting of (L1) resource as per scope of resource mentioned in RFP</p> <p>d One month cost of Technical Support consisting of (L2) resource as per scope of resource mentioned in RFP</p> <p>e One month Cost of Technical Support - Data Base Administrator</p> <p>f TCO of 5 years i.e. <math>a+(b \times 4)+(c \times 60)+(d \times 60)+(e \times 60)</math></p>		
50	84	Bill of Material (BOM) of Offered Services	Exact count of ATM's including BNA	Kindly confirm the exact count of ATM including BNA considering HO, Circle office and Zonal office, Also confirm whether all above location consideration for monitoring	As per RFP
51	93	Pt. 13 Under ANNEXURE-XXI - Scope of Work	Bidder shall store the data of terminal for at least 120 days and store the old date in Hard drives (should be provided to Bank). In case of old date requirement, Bank may ask Bidder onsite support for fetching the date and provide the same to Bank as per requirement.	Since the hardware for implementation will be provisioned by the Bank, hard disk will also be part of it. Bank is requested to confirm on this.	As per RFP  <b>Clarification:</b> DAT drives shall be provided by Bank. However, onsite support to undertake activity for taking backup and restoration of back drives.
52	93	Pt. 13 Under	Bidder shall store the data of terminal for at least 120 days and store the old date in Hard drives (should be provided to Bank).	All required Hardware & Software to deploy & run the platform should be provided by the Bank including requirements like Hard drives	As per RFP

**REPLY OF PREBID QUEIRES OF RFP FOR MONITORING TOOL FOR REAL TIME, WEB BASED MONITORING OF ALL TERMINALS VIZ. ATM & BNA (RFP REF NO: HO/OPERATIONS-ADC/RFP/MT/2022-23/01 Dated 09.12.2022)**

S.N	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Publish Amendment
		ANNEXURE-XXI - Scope of Work	In case of old date requirement, Bank may ask Bidder onsite support for fetching the date and provide the same to Bank as per requirement.	for data storage. Bank to amend the clause accordingly	
53	93	Detailed Scope of Work	19. Bidder shall provide the CHAT BOX facility, so bank staff can raise queries with stakeholders (to whom access of portal provided) and get the reply over the CHATBOX. Bidder shall provide the history of Chat Box to Bank ready available for downloaded in PDF format.	Bank is requested to rephrase the requirement as under:  Bidder shall provide the CHAT BOX facility or an alternate functionality, so bank staff can raise queries with stakeholders (to whom access of portal provided) and get the reply. Bidder shall provide the history of raised queries to Bank ready available for downloaded in PDF format/excel.	As per RFP
54	94	Detailed scope of work	If Bank avails the multi-vendor solution during the contract period, then bidder solution should integrate with the multi-vendor solution.	Kindly clarify the term Multi- Vendor Solution. Is there any third party tool integration required?	As per RFP
55	96	Detailed Scope of Work	56. Bidder shall provide all support for developing and customizing the Monitoring Tool during the contract period without any cost during contract period including extension period specified in RFP and in case Bank changes the ATM Switch vendor.	The cited clause/requirement shall entail recurring configuration or code development efforts [Change Request/Professional Services] for which Bank has not provided provision to quote. Post implementation of the solution as per the scope, Bank shall be owning the solution and as per the annual maintenance contract, the vendor shall be responsible for providing break-fix [issue resolution, upgrades] technical support only. As per the industry standard, change requests [Professional Services] do not fall under the purview of annual maintenance contract, hence if Bank [being owner of the solution] wants to involve vendor in meeting these requirements then professional efforts	As per RFP



**REPLY OF PREBID QUEIRES OF RFP FOR MONITORING TOOL FOR REAL TIME, WEB BASED MONITORING OF ALL TERMINALS VIZ. ATM & BNA (RFP REF NO: HO/OPERATIONS-ADC/RFP/MT/2022-23/01 Dated 09.12.2022)**

S.N	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Publish Amendment
				will be charged as per the per man day rate quote submitted as per ANNEXURE-XI PERFORMA FOR INDICATIVE COMMERCIAL OFFER. Bank is requested to remove the Term "without any cost to Bank".	
56	96	ANNEXURE-XXI Scope of Work No 15	Solution should provide functionality to Bank & Managed service providers for uploading the data about terminal wise Cash Indent generated, Cash Issued and Cash loaded. On the basis of data uploaded/inserted by the Bank/MSPs, solution should generate the report as per Bank's requirement. If required Bank may also integrate such report with CBS also.	Need more understanding on Integration with CBS. Kindly explain scope with some examples.	As per RFP
57	101	ANNEXURE- XXIII PENALTY CLAUSE	<b>PENALTIES FOR DELAY/DEFECT IN SERVICES</b> Penalty for delay in implementation: If bidder fails to implement the tool as per Bank requirement within 60 days from the date of Bank's go ahead on FSD document, penalty of 1% of project cost (TCO) will be charged per week, maximum upto 10% of the project cost. Beyond that Bank may invoke the Bank Guarantee/ Blacklist the Bidder or both. In case bidder does not complete the integration within timelines, then Bank shall terminate the contract and invoke the Bank Guarantee or blacklist the bidder for a period of five years for further participation in Banks RFP or both.	Penalty on delays in implementation should consider payments pertaining to the cited professional services only and not the Project cost. Project cost has various elements and services that will be delivered to Bank over the period of contract duration. Hence Bank is requested to amend the clause to Implementation services cost paid so far by the Bank during that stage of penalty.	As per RFP
58	102	Annexure XXIII - Penalty Clause		The said penalty clauses are not acceptable and the same needs to be discussed and	As per RFP

**REPLY OF PREBID QUEIRES OF RFP FOR MONITORING TOOL FOR REAL TIME, WEB BASED MONITORING OF ALL TERMINALS VIZ. ATM & BNA (RFP REF NO: HO/OPERATIONS-ADC/RFP/MT/2022-23/01 Dated 09.12.2022)**

S.N	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Publish Amendment
				mutually agreed by the successful bidder and Bank.	
59	102	Penalty for Downtime  And  Penalty for Uptime	Penalty for Downtime: For downtime of solution due to which Bank is not able to monitor the terminals, Bank shall deduct the penalty as under:  Penalty for Uptime: In case of Monitoring tool is not able to maintain the 99.95% uptime, Bank shall impose penalty as under	Downtime is inversely proportional to Uptime. If a system is down then it will directly impact the Uptime of the system. Bidder should not be penalized for one issue twice under different heads. Bank is requested to only consider Penalty on System Uptime as it covers entire scope of System Availability to users and contradictory to downtime penalty as explained above. Considering the same Downtime Penalties should be removed	Kindly refer the corrigendum
60	102	Pt a) Penalty for Uptime	Bank shall impose flat penalty of Rs. 50,000/- for every .50 downfalls in required uptime each day. Penalty for Downtime and Uptime will be applicable separately.	Since Penalties are calculated on month wise so the said clause should also changed to each month	Kindly refer the corrigendum
61	102	Penalty for Onsite Technical Support	Bidder shall arrange the alternate resource in case of absence of the Onsite Technical Support. In case of Onsite Technical Support is not present in Bank and there is no alternate resource then Bank shall deduct payment from monthly payments on pro rata basis.	Bank is requested to revisit this requirement and modify it. 1. Bank has to confirm the number of resources to be deputed onsite for technical support purpose. Provisioning resources more than the ask as alternate resource will have cost implications for which Bank has not provided option to quote in the Commercial Offer section [ANNEXURE-XI]. 2. Bidder's employee who will be deputed onsite shall have right to avail leaves as per India's Labor Law.	As per RFP
62	103	Uptime	Bidder shall maintain minimum uptime of 99.95% in each month. If solution remain down or providing the improper output (which are not as per the switch feeds) for more than 4 hours, then solution shall be	Out understanding is - Uptime is calculated based on the solution down due to issue qualified to Severity 1.	As per RFP

**REPLY OF PREBID QUEIRES OF RFP FOR MONITORING TOOL FOR REAL TIME, WEB BASED MONITORING OF ALL TERMINALS VIZ. ATM & BNA (RFP REF NO: HO/OPERATIONS-ADC/RFP/MT/2022-23/01 Dated 09.12.2022)**

S.N	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Publish Amendment
			deemed as down for a whole day. Uptime of tool shall be calculated as under: Maximum Uptime in a month: 100% Uptime per day: 3.33% If solution remains down for more than 4 hours, then downtime of a day shall be calculated as 3.33%. Once on board of the services and associated applications, the services should be available on all working days & holidays 24 hours and hence any technical problem should be resolved as per the response Time Matrix given below.		
63	103	Uptime	Bidder shall maintain minimum uptime of 99.95% in each month. If solution remain down or providing the improper output (which are not as per the switch feeds) for more than 4 hours, then solution shall be deemed as down for a whole day. Uptime of tool shall be calculated as under: Maximum Uptime in a month: 100% Uptime per day: 3.33% If solution remains down for more than 4 hours, then downtime of a day shall be calculated as 3.33%. Once on board of the services and associated applications, the services should be available on all working days & holidays 24 hours and hence any technical problem should be resolved as per the response Time Matrix given below.	Our understanding is - Uptime is calculated based on the solution down due to issue qualified to Severity 1.	As per RFP
64	103	Maximum Cap on penalty	Maximum penalty cap shall be 50% of the monthly payment. If calculated penalty	We hereby requested you kindly reduce penalty cap from 50% to 20%	As per RFP

**REPLY OF PREBID QUEIRES OF RFP FOR MONITORING TOOL FOR REAL TIME, WEB BASED MONITORING OF ALL TERMINALS VIZ. ATM & BNA (RFP REF NO: HO/OPERATIONS-ADC/RFP/MT/2022-23/01 Dated 09.12.2022)**

S.N	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Publish Amendment
			remains equal to and more than 50% for a period three consecutive months, than Bank shall terminate the contract, without any notice.		
65	104	Penalty Clause	Monthly applicable amount shall be fixed on the basis of annual ATS & OTC payment derived through RFP. (i.e. monthly applicable amount = Annual ATS & OTS amount/12)	<p>The Penalty calculation should be applicable only for ATS payment. As per role defined in the RFP under each role maintaining solution uptime is for all working days &amp; holidays 24 hours. Whereas as per RFP Onsite Technical Support is only available from Banks' business hours from 9:30 AM to 6:30 PM for Bank's working days.</p> <p>Considering the same either Penalty should be charged on ATS only. Otherwise penalties/service Uptime/Downtime should be considered during Bank's business hours from 9:30 AM to 6:30 PM for Bank's working days (excluding leaves taken by the resource as per India's Labor Law) instead of all working days &amp; holidays 24 hours.</p> <p>As per RFP scope, OTS/OTC service is a separate delivery item with different roles &amp; responsibility and have respective penalties. Considering the same OTS/OTC should be kept out of Penalty calculations.</p>	As per RFP
66	66 & 91	ANNEXURE-X: TECHNICAL SPECIFICATION  ANNEXURE - XXI: Scope of Work		<p>There is a difference of requirement observed in the respective Sections. Bank is requested to review both the section.</p> <p>Our understanding is "Scope of Work" section covers entire scope so this section should be considered as requirement of the Bank</p>	As per RFP

**REPLY OF PREBID QUEIRES OF RFP FOR MONITORING TOOL FOR REAL TIME, WEB BASED MONITORING OF ALL TERMINALS VIZ. ATM & BNA (RFP REF NO: HO/OPERATIONS-ADC/RFP/MT/2022-23/01 Dated 09.12.2022)**

S.N	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Publish Amendment
67	71 & 98	M, Pt V	Zone/Circle wise view of total card base in last month (Bank shall provide the data), total acquire transactions, Onus transactions and comparison with the last month data and year to year to year basis.	Generating statistics on card base would require a system powered by big data concepts whereas Bank has released this RFP for procuring & implementing a real-time monitoring solution. Bank is request to reconsider the requirement by using "Terminals per zone/circle" as an entity instead of "card base". Card base per zone will have millions of cards.	Kindly refer the corrigendum
68	8 & 14	GENERAL TENDER DETAILS Point 13 and 13. SUBMISSION OF BID	<p><u>GENERAL TENDER DETAILS Point 13 on Page 8</u></p> <p>All the supporting documents of technical bid should be given in physical form and online.</p> <p>13. SUBMISSION OF BID on Page 14</p> <p>All the Annexure and bid documents are to be uploaded in PDF format during the online bid submission and the same along with technical supporting documents should be submitted manually before the final date &amp; time of bid submission at the following address. The Deputy General Manager Punjab National Bank, Operations Division-ADC &amp; Recon, 5th Floor, Annex Building Plot No-5, Institutional Area, Sector-32, Gurugram 122 001</p>	<p>Contradiction in submission of Technical Bid submission</p> <p>As on Page No.8 under section GENERAL TENDER DETAILS Point 13 it is mentioned that all supporting document of Technical Bid is to be submitted in both Physical form and online</p> <p>Whereas on Page 14 under section 13. SUBMISSION OF BID All the Annexure and bid documents are to be uploaded in PDF format during the online bid submission. Whereas in Physical form Technical supporting document along with All the Annexure and bid documents are to be submitted.</p> <p>Need clarification, whether there is difference in submission of Technical bid via online and physical form. If yes, kindly state the items to be submitted Online and items to be submitted Physical form of Technical Bid</p>	Kindly refer corrigendum
69	92 & 32	Pt. Under 12	Pt. 12 Under ANNEXURE-XXI - Scope of Work	In Pt. 12 Under ANNEXURE-XXI - Scope of Work	Kindly refer the corrigendum.

**REPLY OF PREBID QUEIRES OF RFP FOR MONITORING TOOL FOR REAL TIME, WEB BASED MONITORING OF ALL TERMINALS VIZ. ATM & BNA (RFP REF NO: HO/OPERATIONS-ADC/RFP/MT/2022-23/01 Dated 09.12.2022)**

S.N	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Publish Amendment
		ANNEXURE-XXI - Scope of Work And 10. ONSITE TECHNICAL SUPPORT (OTS)	Bidder shall provide the One onsite resource (DBA- Data Base Administrator) at Head office for 365 days support. And  10. ONSITE TECHNICAL SUPPORT (OTS) Timings of L1, L2 and Database Administrator resource will be 9:30 AM to 6:30 PM for Bank's working days.	Bank has asked for One Onsite resource (DBA - Data Base Administrator)  Whereas _____ in  Section - 10 ONSITE TECHNICAL SUPPORT (OTS) Timings of L1, L2 and Database Administrator resource will be 9:30 AM to 6:30 PM for Bank's working days.  Need confirmation on which clause is applicable.  In case of 365 days support required-  1. 365 days support can be delivered with a team of resources. Bank is requested to apprise the number of resources needed for OTS operations [both L1, L2 and DBA]. 2. Deploying a team of DBA onsite has cost implications, hence Bank is requested to revisit the skill-set requirement and modify it.	
70			Hardware & 3rd party Software	We presume that the bidders have to provide the sizing for the hardware and 3rd party software and the bank will procure the same.	As per RFP
71		General	Submission of the audited Balance Sheet, other financial statements and CA Certificate for the last three financial years stating the net worth and operating profit.	Bank is requested to allow us to submit the company financial statement through email and in physical format to authorized personnel.	As per RFP