

Responses to the Pre-bid Queries\_ RFP for Supply, installation, commissioning and maintenance/technical support of Micro-ATM Devices

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S. No.	Page Number	Description of tender	Clarification sought	Response to the Pre-Bid Queries
1	7	EMD / Bid Security Amount -Rs. 15,00,000/- (Rs. Fifteen lacs) only in the form of demand draft favouring M.P. Rajya Sahakari Bank Mydt., Head Office, payable at Bhopal to be submitted at below given address on or before the last date of the submission of bid.	We are registered with MSME and have MSME certificate which enables us to be exempted from the EMD payment in Government Tenders. We would like to know for this tender, are we exempted from the EMD payment?	No Change. As per RFP
2	9	The Biometric components of the proposed Micro ATM must be compliant to the UIDAI standards and certified by STQC.	UIDAI has defined micro TAM standard 1.5.1 for micro ATM devices. STQC or UIDAI does not certify Micro ATM or its application. STQC only certify the biometric scanner in Micro ATM. Kindly consider the same.	<b>Accepted.</b> The Biometric components of the proposed Micro ATM must be compliant to the UIDAI standards and Biometric Scanner should be certified by STQC.
3	11	Bidder has to provide a front-end client application for the device & same is to be integrated with banks preselected FI gateway. The Bidder should coordinate to build a workable interface compatible to current FI Gateway.	Does bidder needs to provide front end client application that will integrate directly with bank's FI gateway? Or does bidder needs to provide front end client application and FI server (our device shall integrate with FI server) that will integrate with bank's FI gateway?	Bidder needs to provide front end client application that will integrate directly with bank's FI gateway.
4	11	Bidder has to provide a front-end client application for the device & same is to be integrated with banks preselected FI gateway. The Bidder should coordinate to build a workable interface compatible to current FI Gateway.	All the Micro ATM devices will be directly connected to FI Gateway and the device management and BC/user/agent mgmt. will be done at Bank's FI gateway. Bidder shall only provide terminal application for same. Kindly confirm	As per Sr. No. 3
5	11	Bidder has to integrate / support for integration of the FI Gateway or any other necessary application software solution with Bank Core Banking System (CBS), Biometric application system, ATM Switch as well as with Gateway systems of NPCI/UIDAI/any other Govt. organization as required by Bank.	As per our understanding bidder application only integrate with bank's FI gateway and bank's FI gateway will integrate with other systems such as with Bank Core Banking System (CBS), ATM Switch, NPCI/UIDAI/any other Govt. organization as required by Bank. Kindly confirm.	As per Sr. No. 3

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6	12	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.	The bidder/OEM cannot identify all the future regulatory requirements and business requirements of the Bank.  The device supply shall be as per the current requirement of RFP, Micro ATM standard 1.5.1. Any future requirement shall be taken on case to case basis and may be chargeable. Otherwise there is unlimited liability imposed on the bidder/OEM. Kindly consider the same.	No Change, As per RFP
7	12	The Micro-ATM should be compatible with PA-DSS certified software. The Bidder should quote the commercials including development costs and certification costs.	PA-DSS certification is the responsibility of Bank. Bidder can take care of any changes/development cost required for PA-DSS certification but cost for PA-DSS certification should be borne by Bank. Kindly consider the same	No Change, As per RFP
8	13	The basic hardware used in the Micro-ATM be standardized to ensure capability of capturing biometrics, card details and finger prints of customers / card holders and transmitting the same for deduplication check / storing on the Bank's central FI-Gateway using secured network connectivity already available in the branches according to Bank's specification conforming to the standards & specifications of IDRBT / IBA / UIDAI / RBI.	As per new UIDAI guideline, user biometrics cannot be stored. Does bank still have any Biometric application system?	As per UIDAI guidelines
9	14	Front end Client Application on Micro ATM device – Customer Registration o Enrolment with FP Capturing of Customers	As per new UIDAI guideline, user biometrics cannot be stored and hence FP cannot be stored at the time of enrolment. Kindly relook at the requirement.	As per UIDAI guidelines
10	14	Front end Client Application on Micro ATM device – Customer Registration o Enrolment through Aadhaar based eKYC	As per our understanding, Bank will provide the eKYC system (KYC user agency-KUA solution) for bidder to integrate. Kindly confirm.	Yes

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11	17	Call must be attended within 24 hours and closed within 48 hours from the time of logging of the complaints.	If there is any issue with the device, these devices cannot be repaired on field and have to be mandatory brought to service centre. Request Bank to include in RFP that the Bidder has to maintain a buffer stock of 5% of the total purchased Micro ATM machine free of cost at bank's head office / Regional Office so that replacement of the defective Micro ATM machines can be done immediately to meet the emergent requirements in the field and to continue the bank's business.	To meet the SLAs (Service window)- bidder may make provision for spares as per their convenience. Bank's concern is only to meet the SLAs
12	28	The Micro-ATM offered by the vendor should be the integrated/ compatible with preselected Financial Inclusion (FI) Gateway	Who is preselected Financial Inclusion (FI) Gateway of Bank?	Tata Consultancy Services, Mumbai
13	30	Card Readers: - Smart contactless cards: ISO 14443, built-in NFC 13.56 MHz, supporting type A/B.	Kindly confirm the usage of Smart contactless cards reader.	<b>This clause stands deleted</b>
14	31	Battery and Power Backup: Li-polymer / Li-ion 10Wh. The power supply should be of Indian standards. Battery charger needs to be provided preferably in the docking station of the device. It should be ensured that the device runs on active mode for 8 hrs.	The devices shall be used in remote areas outside the branch and thus need better power backup. We suggest having dual lithium battery with minimum 2500 mA.H.	No Change. As per RFP
15	33	<u>13. Ability to Fetch and Display Customer Signatures</u> The customer signature should be displayed on the terminal screen from existing Core System, if Bank CBS provides an interface, thereby making Cash Withdrawal possible at all the branches of Banks.. 15. Authority Levels of the Employees Authorizers (Bank Employee) should able to View Multiple Customer Signatures on the terminal and the terminal should displays specific transaction menus on its screen as per Authority Levels of the Employees.	As per our understanding bidder application only integrate with bank's FI gateway and bank's FI gateway will integrate with Bank Core Banking System (CBS). Kindly Confirm.	Yes

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16	34	17- Multiple Connectivity The Terminal should support multiple connectivity options like GPRS, Ethernet, Wi-Fi, etc. The wireless connectivity should facilitate Doorstep Banking for Senior Citizens / Premium Customers in Class A branches, as well as in remote areas outside the branch.	As per our understanding, the devices shall be used in field and does not require Ethernet connectivity. Kindly make Ethernet connectivity as optional.	<b>Accepted.</b> 17- Multiple Connectivity The Terminal should support multiple connectivity options like GPRS, <b>Ethernet (Optional)</b> , Wi-Fi, etc. The wireless connectivity should facilitate Doorstep Banking for Senior Citizens / Premium Customers in Class A branches, as well as in remote areas outside the branch. Please see corrigendum
17	34	18- Functionality available on Micro-ATMs The bidder should provide the following functions through Micro-ATMs: • KCC (Kisan Credit Card) kind purchase	Does bank FI gateway is equip for Kisan Credit Card? What function needs to be included in Micro ATM terminal application?	Yes, FI Gateway is equipped with Kisan Credit Card. KCC card is issued to the farmer against his agri-loan account in which he is entitle for cash and kind limit, through kind limit, farmer will purchase agri inputs from society through Micro-ATM.
18	35	20- Functional Coverage of Employee Card	What is the concept of employee cards. Will these be magnetic swipe cards or smart(chip) cards? How Employee card will be used? Kindly provide details for it.	Concept & Functions of Employee card are as mentioned in the RFP. It is a smart (chip) Card
19	35	21- Scope of Usage of by Banks - Lobby Management to Manage Customers Efficiently.	Kindly provide more detail about lobby management functionality. Also we understand that for lobby management same micro atm terminal application will be used by BCA (Bank correspondent agent). Kindly confirm	<b>This clause stands deleted</b>
20	36	24. MIS Report Creation	We understand that the reports will be fetched from FI gateway & no records will be maintained at Micro ATM device. Kindly confirm.	Yes

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21	36	Terminal Monitoring & Control The following information should be displayed in the ATM Monitoring window for each PoS Terminal - Terminal ID - Terminal Location - Terminal Branch - Current Hardware Status Reported - Current Status - Last Transaction as well as Last 5 Transaction Details - Terminal Connectivity Status	Kindly confirm whether these functionally will be provided by Bank FI gateway or bidder need to provide a server application that take care of Terminal Monitoring & Control	Bidder need to provide these functionalities.
22	7	Last date of Bid Submission 15/03/2018	Kindly provide an extension of at least 10 days post pre bid query response to provide an educated response.	<b>Accepted</b> Last date of Bid Submission 21/03/2018 upto 02:00 p.m. Please see corrigendum
23	9	The bidder should have supplied on Capex basis at least 2200 Micro-ATMs/POS in total to at least 3 Banks in India.	Request to change as below: The bidder should have supplied on Capex basis at least 1000 Micro-ATM/POS in total to any bank in India.  We have perpetual word order issued by the bank in year 2012 for supply, development of application, maintenance of PoS devices. We are maintaining around 1500+ devices till date for more than 7 years. Currently, our PoS devices are handling average volume of 300+ transactions per device per month. We are sure that there may be many such SI having perpetual experience and all the SI may get restricted to bid due to this criteria of last 3 years. In order to increase the participation of vendors resulting into competitive financial quote, we request for the proposed change.	<b>No Change. As per RFP</b>

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24	30	Display: Large display IPS / TFT capacitive touch screen of at least 5" for better user experience	<p><b>Request to change as below:</b>                      The Micro-ATM must be fully compliant with extant standards (1 . 5 . 1 ) with Android 5.1/Linux OS and Display 4.3 Inch IPS/TFT capacitive touch screen &amp; STQC and other certifications of UIDAI.                      There are many device manufacturer who manufacture the device as per Micro ATM Standard 1.5.1 with Android 5.1/Linux OS and display 4.3 inch IPS/TFT capacitive touch screen and STQC and other certifications of UIDAI. The current recommended specifications are contradictory (on page no. 28 &amp; 30) and restrict some manufacturer to supply PoS for this project. By allowing generic configurations we can get competitive price per device, ultimately, reducing the budget of the Project.</p>	<p><b>No Change. As per RFP</b></p>
25	31	32 bit Operating System Android 5.1 or better.		
26	28	The Micro-ATM must be fully compliant with extant standards (1 . 5 . 1 ) & STQC & other certifications of UIDAI		
27	30	Display: Large display IPS / TFT capacitive touch screen of at least 5" for better user experience.	Kindly amend the display screen size as per MicroATM 1.5.1 standards and not to restrict with 5" screen size for effective participation.	As per Sr. No. 24
28	30	Pin Pad: PCI PTS 4.0 certified which is tamper proof. This may be either provided separately or the display should have a secured soft pin pad.	Kindly amend the PIN Pad as per MicroATM 1.5.1 standards and not to restrict with PCI PTS 4.0 certification for effective participation	No Change. As per RFP
29	31	32 bit Operating System Android 5.1 or better	Kindly amend the OS as per MicroATM 1.5.1 standards and not to restrict with Android OS for effective participation	As per Sr. No. 25
30	33	20- Functional Coverage of Employee Card	Request to provide more clarity on each functionality sought by the Bank	As per Sr. No. 18
31	7	EMD / Bid Security Amount -Rs. 15,00,000/-	Please amend the condition to include exemption from payment of EMD for MSME Part 2 companies.	No Change. As per RFP
32	9	Annual Average Turnover at least Rs. 12 Crores in last 3 financial years	We request you to consider the annual turnover criteria from average of INR.12 crores to Average turnover of INR.8 crores in the last 3 financial years viz.2014-15,15-16 & 16-17 to enable larger participation.	No Change. As per RFP
33	9	The bidder should have supplied on Capex basis at least 2200 Micro-ATMs/POS in total to at least 3 Banks in India.	<p>Please amend the clause to read as:                      The bidder or OEM should have supplied on Capex basis at least 2200 Micro-ATMs/POS in total to at least 3 Banks globally as our OEM have supplied more than 2200 Micro ATMs/POS globally and have POS as proof to substantiate.</p>	As per Sr. No.23

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34	10	The Bidder should have a minimum 3 Years of Business Experience of supply, installation and maintenance of Micro-ATMs /POS/ATMs/FI Gateway/EFT Switching etc. in India.	Please relax this condition to minimum of 1 year as you will please appreciate that usage of Micro ATMs and PoS have developed pace only during the last 1 year	No Change. As per RFP
35	11	4) Bank has planned to procure approx. 5500+ devices with an option to freeze the price for next one year and extend the order for more/less number of devices depending on the final requirement and performance.	Please provide us minimum quantity that the bank may order to enable us plan and freeze commercials accordingly. Please note that the present clause is vague and non-committal towards the quantity to be procured by the bank	Bank may procure maximum 5500 Micro-ATM within 3 to 6 month from the date of contract signing. The order will be placed by respected DCCBs.
36		-	We also request you provide us the name of the switch vendor and FI gateway the bank is presently using.	Tata consultancy services / C-edge Technologies Ltd, Mumbai
37	31	Multimedia: Audio / Video.	Other than the voice confirmations on every transactions, what are the other expected multimedia:Audio/Video support in the proposed system	<b>Accepted:</b> Multimedia: Audio Please See Corrigendum
38	31	In addition to these requirements, any other accessory/hardware/software etc. needed for proper functioning of the system and for ensuring its compatibility with the existing setup shall be provided by the vendor without any extra cost.	Customization of software and integration of an hardware other those in the scope will have additional cost associated with it, kindly Clarify	Bidder has to provide all the deliverables for successful execution and running of the project. In case any other accessory/hardware/software etc. needed for proper functioning of the system and for ensuring its compatibility with the existing setup shall be provided by the vendor without any extra cost.
39	16	Payment terms	Request the bank to provide 100% amount in advance.	No Change. As per RFP
40	30	Memory: Minimum 8 GB Flash and 1 GB RAM, SD card holder to extend memory upto 32 GB.	Security concerns are often pointed as a case for not considering memory slots in Micro ATM devices, Kindly clarify	<b>Accepted:</b> Memory: Minimum 8 GB Flash and 1 GB RAM Please See Corrigendum
41	7	The successful bidder shall be required to submit performance guarantee equivalent to 10% of the order value for the satisfactory performance/completion of the complete order (Including warranty period plus six months), in the form of bank guarantee in favour of M.P. Rajya Sahakari Bank Mydt. payable at Bhopal	Request the bank to consider a lower amount on Performance Guarantee.	No Change. As per RFP

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42	36	Multilingual Support: The Solution should support Multi-Lingual screen support for the MICRO ATMs.	Request the bank to consider English as a benchmark option and to use the same as front end language.	<b>Accepted:</b> Bilingual Support (English/Hindi): The Solution should support Bi-Lingual screen support for the MICRO ATMs. Please See Corrigendum
43	17	i. Delivery Penalty: If the selected vendor fails to deliver & install the devices along with all necessary hardware/software/interface at all location within 60 days from the date of confirm order, then a sum equivalent to half percent (0.5%) of the total order value without tax shall be deducted from the payment for each calendar week of delay or part thereof.	Request the bank to reconsider the days for imposing the penalty.	No Change. As per RFP
44	7	EMD / Bid Security Amount -Rs. 15,00,000/-	Request you all us to submit a BG for Rs. 15,00,000/- valid for 180 Days instead of DD	No Change. As per RFP
45	9	The Biometric components of the proposed Micro ATM must be compliant to the UIDAI standards and certified by STQC.	Please make it mandatory that both OEM & Authorize Distributor have UIDAI/STQC "Registered Device Certification on their own company name for the proposed PoS terminal. This is because only such OEM & Authorized Distributor can support bank for all kind of future updates done by UIDAI/STQC for the project duration of next 5 Years.	No Change. As per RFP
46	12	The Micro-ATM must be fully compliant with extant standards (API & STQC) & other certifications of UIDAI and should be robust enough to conform & upgrade to the changes mandated by UIDAI from time to time. The Bidder may supply L0 or L1 certified devices. However, they will need to upgrade the certification if it is mandated by UIDAI during the pendency of the project. They may do so by supplying additional hardware for achieving the same as and when need arises with no extra payment liability on the Bank	Please make the certification from the UIDAI mandate on the company & Authorized Distributor name participating in this tender, for seamless after sell support and to avoid any kind of dependencies at a later stage on third parties which is involved with Management server support & maintenance.	No Change. As per RFP
47	13	Micro ATM machines should be with Biometric Scanner (STQC Certified) + Extractor (STQC Cited) + Magstripe reader + miniPrinter + PIN Pad). Pin Pad should be PCI PTS 4.0 certified which is tamper proof. This may be either provided separately or the display should have a secured soft pin pad.	Please make external pin pad as complied with Micro ATM 1.5.1. specification and not restrict to PCI PTS 4.0 Certification	No Change. As per RFP



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48	30	Display: Large display IPS / TFT capacitive touch screen of at least 5" for better user experience.	Please make the display size as complied with Micro ATM 1.5.1. specification and not restrict to 5" display.	As per Sr. No. 24
49	30	Processor: 4 core processor with separate secure processor and tamper detection in case of soft pin pad	Please make the processor as complied with Micro ATM 1.5.1. specification and not restrict to 4 Core as it is meant only for Android devices	No Change. As per RFP
50	30	Pin Pad: PCI PTS 4.0 certified which is tamper proof. This may be either provided separately or the display should have a secured soft pin pad.	Please make external pin pad as complied with Micro ATM 1.5.1. specification and not restrict to PCI PTS 4.0 Certification	No Change. As per RFP
51	31	32 bit Operating System Android 5.1 or better.	Please make OS as complied with Micro ATM 1.5.1. specification and not restrict to Android OS	As per Sr. No. 25
52	31	Certifications: CE mark compliance for EMI and EMC, PCI 4.0 certified device, EMV L1 and L2 certified, STQC certified finger-print reader.	Also incorporate and make mandate of IP51 certification for the POS Terminals hardware keeping in view of the usage environment and quality standards of Product. IP 51 compliance ensures device protection from Dust and water drop. Please incorporate it to ensure device runs in all environmental conditions.	No Change. As per RFP
53	31	Certifications: CE mark compliance for EMI and EMC, PCI 4.0 certified device, EMV L1 and L2 certified, STQC certified finger-print reader.	Also incorporate and make mandate of BIS-Bureau of India Standards Certification for the POS terminal hardware as BIS certification is Mandatory by Gol for all electronic equipments.	No Change. As per RFP
54	31	Certifications: CE mark compliance for EMI and EMC, PCI 4.0 certified device, EMV L1 and L2 certified, STQC certified finger-print reader.	Also incorporate and make mandate of NABL-National Accreditation Board for Testing and Calibration Laboratories Certification as bidder or OEM should have in-house NABL test lab for product quality testing during the manufacturing process as a part of quality management policy	No Change. As per RFP
55	31	Certifications: CE mark compliance for EMI and EMC, PCI 4.0 certified device, EMV L1 and L2 certified, STQC certified finger-print reader.	Also incorporate and make mandate of DSIR-Department of Scientific and Industrial Research Certification as the OEM firm should have DSIR recognized R&D to take care of scalability of the product to meet future requirement.	No Change. As per RFP
56	7	EMD / Bid Security Amount -Rs. 15,00,000/-	Request the Bank to kindly reconsider the amount. The EMD deposit of 15,00,000/- stays idle for entire period of the tender. Being a fintech-startup it will adversely affect the advancement of the organization,	No Change. As per RFP

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57	16	Payment terms	The machines supplied are being imported and has to be procured from the OEM with a 100% advance or Letter of credit for the 100% amount. Hence, we request Bank to consider for minimum advance payment of 100% along with purchase order.  In case bank is not providing advance, then we request Bank to issue a Letter of credit (LC) equal to 100% Purchase order amount to meet payment terms with OEM	No Change. As per RFP
58	14	Micro-ATM device & its applications should support customer's authentication at the beginning & end of any transaction initiated by him with proper voice guidance at each activity step.	Voice guidance support require other additional technology in the application as well as additional hardware such as Mic for voice input and artificial intelligence application which will incur additional cost and requires Customizations at the FI server end so request the Bank to amend the clause	No Change. As per RFP
59	7	The successful bidder shall be required to submit performance guarantee equivalent to 10% of the order value for the satisfactory performance/completion of the complete order (Including warranty period plus six months), in the form of bank guarantee in favour of M.P. Rajya Sahakari Bank Mydt. payable at Bhopal	Performance guarantee equivalent to 10% of the order value is fairly huge, request the Bank to reconsider the clause as 2% of the order value.	No Change. As per RFP
60	17	i. Delivery Penalty: If the selected vendor fails to deliver & install the devices along with all necessary hardware/software/interface at all location within 60 days from the date of confirm order, then a sum equivalent to half percent (0.5%) of the total order value without tax shall be deducted from the payment for each calendar week of delay or part thereof.	Exempting the normal case request the Bank to abate penalty at some unavoidable and genuine cases where the effort was made by the bidder and the delivery did not happen, also request the Bank to reconsider a lesser penalty percentage.	No Change. As per RFP
61	17	Rs. 1000/- per day for each equipment not in working condition from the date of lodging the complaint	The penalty for resolution after 2 day (48 hrs) is fairly high request the bank to reconsider the clause and consider the resolutions within 6 days without any penalty and after that a lesser amount compared to the two day penalty mentioned.	No Change. As per RFP

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62	13	The basic hardware used in the Micro-ATM be standardized to ensure capability of capturing biometrics, card details and finger prints of customers / card holders and transmitting the same for deduplication check / storing on the Bank's central FI-Gateway using secured network connectivity already available in the branches according to Bank's specification conforming to the standards & specifications of IDRBT / IBA / UIDAI / RBI.	The UIDAI norms insists on not saving user biometrics Therefore transmitting the same for deduplication check / storing on the Bank's central FI-Gateway should not be permitted,request the bank to clarify.	As per UIDAI guidelines
63	30	Memory: Minimum 8 GB Flash and 1 GB RAM, SD card holder to extend memory upto 32 GB.	As per the transaction security norms of PCI-PTS extended memory slots on payment devices should be avoided. Additional memory slots pose security threat to complete system.	As per Sr. No. 40
64	33	The customer signature should be displayed on the terminal screen from existing Core System, if Bank CBS provides an interface, thereby making Cash Withdrawal possible at all the branches of Banks.	Request the bank to confirm the size and all necessary details regarding format for fetching the same	The same detail will be shared with successful bidder.
65	9	The bidder should have supplied on Capex basis at least 2200 Micro-ATMs/POS in total to at least 3 Banks in India.	Request you to kindly reduce the experience of supplying of Micro-ATM up to 2000.	As per Sr.No.23
66	9	The bidder should have supplied on Capex basis at least 2200 Micro-ATMs/POS in total to at least 3 Banks in India.	Request you to omit the CAPEX model from the Eligibility Criteria	No Change. As per RFP
67	5	Last date of Bid Submission 15/03/2018	Request you to extend the submission date by at least 7 days after publishing the pre-bid queries answer.	As per Sr. no.22
68	29	Device should be a single integrated system for BCs, handy and easy to move.	Request you to consider Biometric device as a peripheral along with the Micro-ATM	No Change. As per RFP