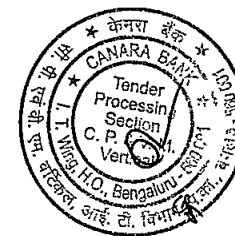
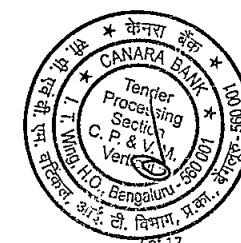


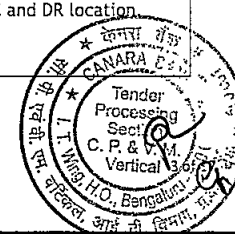
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
1	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.2. Delivery of Account Opening Kiosk with Debit Card Issuance facility should be within Five (5) weeks from the date of acceptance of the Purchase Order or Six (6) Weeks from the date of issue of Purchase Order, whichever is earlier	We request bank to consider this: Delivery of Account Opening Kiosk with Debit Card Issuance facility should be within Seven (7) weeks from the date of acceptance of the Purchase Order or Eight (8) Weeks from the date of issue of Purchase Order, whichever is earlier	Bidders to refer Corrigendum-2
2	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.3. The successful bidder should ensure installation, configuration and commissioning of the delivered Hardware, Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.	We request bank to consider this: AOK Hardware - We request bank to revise this timelines from 2 weeks - 3 weeks considering the scope of projects and post UAT sign off of AOK Software AOK Software - We request bank to revise this timelines from 15 weeks - 18 weeks considering the scope of projects and various integrations required. This timeline can be mitigated in bank provide all the required document like, CBS integration, process flow, PAN / AADHAR validation API for EKYC, Integration for debit card issuance etc	Bidder to comply with RFP/GeM bid terms and conditions
3	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.4. Delivery, Installation and Commissioning of Account Opening Kiosk with Debit Card Issuance facility should be within Seven (7) weeks from the date of acceptance of the Purchase Order or eight (8) Weeks from the date of issue of Purchase Order, whichever is earlier.	We request bank to consider this: 1.4. Delivery, Installation and Commissioning of Account Opening Kiosk with Debit Card Issuance facility should be within Nine (9) weeks from the date of acceptance of the Purchase Order or Ten (10) Weeks from the date of issue of Purchase Order, whichever is earlier.	Bidders to refer Corrigendum-2
4	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.5. The successful bidder should ensure Delivery, Implementation, Configuration, Integration, UAT & successful Go Live of Centralized Monitoring tool within Seven (7) weeks from the date of acceptance of the Purchase Order or eight (8) Weeks from the date of issue of Purchase Order, whichever is earlier.	We request bank to consider this timeline as 8-10 weeks as there are customization to be done in the standard product as per RFP.	Bidders to refer Corrigendum-2



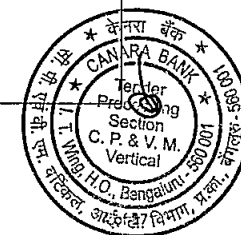
5	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Payment terms	2.1.Payment schedule: 6. Onsite Resources - Payment will be Quarterly basis in arrears after deducting applicable penalties and Liquidated damages(if any).	We request bank to consider this: Onsite Resources - Payment will be Monthly basis in arrears after deducting applicable penalties and Liquidated damages(if any). Since Vendor needs to pay salary on monthly basis	Bidders to refer Corrigendum-2
6	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.3. Penalties/Liquidated damages for not maintaining uptime:	3.3.1. If the selected bidder fails to maintain the guaranteed monthly uptime of 99.00% for the KIOSK as specified in Annexure-9 (Scope of Work) and Annexure-10 (Technical and Functional requirements) during the contract period, the penalty for monthly Uptime will be deducted as under	We request bank to consider this: 3.3.1. If the selected bidder fails to maintain the guaranteed monthly uptime of 98.00% for the KIOSK as specified in Annexure-9 (Scope of Work) and Annexure-10 (Technical and Functional requirements) during the contract period, the penalty for monthly Uptime will be deducted as under. 99.00% and above - No Penalty	Bidder to comply with RFP/GeM bid terms and conditions
7	20	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	5.2. Integration & Interfaces	5.2. The selected Bidder has to work with different teams of Bank & application OEMs to understand the policies requirement and configurations of respective applications for the offered hardware/software/services.	Request bank to share the clear requirements for integrating with multiple system. Bank to facilitate communication within bank's team for same.	account opening application should work from Kiosk.
8	20	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Security	6.1. The selected Bidder has to use standard procedures like hardening, dedicated configuration in order to comply security standards including cyber security.	Bank to share the list of hardening Policies of the Bank so that the same can be implemented. The best practice is to have the Kiosk on to the Active Directory of the Bank and let the policies defined in the AD get automatically applied on the OS while its log on to the network.	The policies shall be shared with the successful bidder
9	20	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Security	6.5. The selected Bidder has to follow the industry best practices in configuration of Operating System and other Software.	Bank to share if any specific requirements to be followed.	Bidder to comply with RFP/GeM bid terms and conditions. If any specific requirement is there same will be shared by bank
10	20	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Security	6.7.The selected Bidder should take adequate security measures to ensure confidentiality, integrity and availability of the information.	Bank to share if any specific requirements to be followed.	Bidder to comply with RFP/GeM bid terms and conditions. If any specific requirement is there same will be shared by bank
11	20	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7. Acceptance	7.1.3.The Account Opening Kiosk with Debit Card Issuance facility shall be accepted within 7 days of successful working from the date of installation, commissioning and on successful completion of Acceptance Test Procedures (ATP).	Request bank to conduct First ATP in 10-12 weeks , considering the scope of the project and Post UAT sign off.	Bidder to comply with RFP/GeM bid terms and conditions



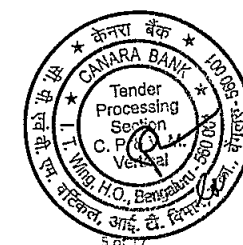
12	21	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8. Warranty	8.1.The entire equipment's / hardware (including OS) & software deployed for this project shall be under Comprehensive Onsite Warranty covering all parts, updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of Three (3) years from the Date of Installation/commissioning.	We request bank to consider this: Instead of 3 Year, warranty period should be 1 Year	Bidder to comply with RFP/GeM bid terms and conditions
13	22	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	9. Annual Maintenance Contract (AMC) after Three Years of Warranty Period	9.4.Support for maintenance of Account Opening Kiosk with Debit Card Issuance facility (including OS and software license) and Other Items supplied should be available for a minimum period of 3 years, covering all parts, maintenance and support, after expiry of warranty period. The bidder/vendor has to replace all the defective spares during Warranty and AMC Period. All parts should be covered except consumables. i.e., The offer for Account Opening Kiosk with Debit Card Issuance facility must include comprehensive onsite free warranty and AMC period for a total duration of Six (6) years from the date of installation and acceptance of system by the bank.	We request bank to consider this: We recomend to have non comprehensive AMC of 3 Yr.Damage due to external circumstances such as water, fire, riots, accident, or environmental conditions including but not limited to the improper power supply not cover under AMC/Warranty Also consumables, like rubber & plastic parts, ink cartridge, ribbon, paper roll, printer head, MICR reader, CIS (scanner lens), Touch screen, power adaptor, enclosure. batteries, broken parts, missing parts, and subject to wear and tear are not covered under Warranty as well as under AMC contract.	Application should allow Maker and Checker in the Account opening transaction flow for validating the details entered by the maker.
14	23	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	10.Uptime	10.1.The selected bidder shall guarantee a 24*7*365 availability with monthly uptime of 99% for the kiosks as specified in Annexure-9 (Scope of Work) and Annexure-10 (Technical requirements), during contract period and also during AMC/ ATS, if contracted, which shall be calculated on monthly basis.	We request bank to consider this: Availability should not be calculated on the 24*7*365, This should be calculated depending upon actual as per the working hours excluding public holidays.	Bidder to comply with RFP/GeM bid terms and conditions
15	23	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	10.Uptime	10.1.The selected bidder shall guarantee a 24*7*365 availability with monthly uptime of 99% for the kiosks as specified in Annexure-9 (Scope of Work) and Annexure-10 (Technical requirements), during contract period and also during AMC/ ATS, if contracted, which shall be calculated on monthly basis.	We request bank to consider this: The selected bidder shall guarantee a 24*7*365 availability with monthly uptime of 98% for the kiosks as specified in Annexure-9 (Scope of Work) and Annexure-10 (Technical requirements), during contract period and also during AMC/ ATS, if contracted, which shall be calculated on monthly basis.	Bidder to comply with RFP/GeM bid terms and conditions
16	23	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	10.Uptime	10.3. The Downtime calculated shall not include any failure due to bank/ Non-availability of Network and down time during the time of preventive maintenance activity and Force Majeure.	Request bank to consider the downtime due to bank's unavailable infrastructure , Network , branch renovation, power issues not under Bidder's ownership and bank to provide required support for availability of infrastructure on timely basis.	Bidder to comply with RFP/GeM bid terms and conditions
17	23	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	10.Uptime	10.3. The selected bidder should consider high-availability (active-passive) at DC & DR with RTO of 120 minutes.	Request bank to clarify , whether bidder to provide required infrastructure for server? Or bank will provide the same based on recommended sizing suggested by bidder.	Bidder to provide server at DC and DR location.



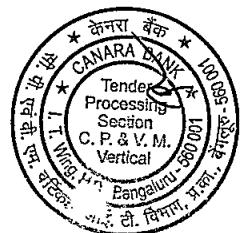
18	24	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	11. Site and infrastructure (can be added in SOW)	The bidder shall visit the site before installation and indicate the site preparation requirements for installation in terms of the size and weight of the System/subsystem (space required), power requirement (stabilizer, UPS, isolation transformer), cabling etc. for Account Opening Kiosk with Debit Card Issuance facility.	We request bank to consider this: Bidder will share prerequisites with branches via email, coordinate via telephone to make site ready. As per email confirmation by branch bidder will arrange Engineer visit for installation.	The bidder shall coordinate with Bank branches via email and telephone to make the site ready. As per the email confirmation by branch bidder will arrange engineer visit for installation.
19	26	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	15. Scope involved during Contract period	15.9. Any server for middleware, database, OS and database licenses to be provided by the successful bidder without any additional cost to the Bank.	Request bank to clarify, if bidder purchased the required licences, If database licence is procured by vendor. Vendor will the host the licences until the service contract. Request bank to clarify, whether bidder to provide required infrastructure for server? Or bank will provide the same based on recommended sizing suggested by bidder.	Bidder to provide server at DC and DR location.
20	27	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	17. Local Support	17.3. The Bidder will be responsible for attending complaints during all hours on 24*7*365 basis during contract period.	We request bank to consider this: Field support for 24*7*365 is not applicable. It should be as per bank's working days & hour.	Bidder to comply with RFP/GeM bid terms and conditions
21	28	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	22. Subcontracting	22.4. Even if the selected bidder gets into subcontracting, accountability and responsibility of the resource provided shall lie with selected bidder only. Bank shall hold correspondence only with the selected bidder.	We request bank to allow us provide field support via our ACP.	Bidder to comply with RFP/GeM bid terms and conditions
22	46	SECTION G - GENERAL CONDITIONS	10. Insurance	The Hardware to be supplied will be insured by the Bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Product. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Product	We request bank to consider this: The transit insurance are always upto the delivery time at the Bank's Premises. But there used to be a time frame till we can claim the damages if any post delivery. Bank to ensure the site readiness for installation immediately after delivery so that the coverage. Otherwise, an additional insurance coverage to be taken which will be an add on cost	Bidder to comply with RFP/GeM bid terms and conditions
23	62	Annexure-2 Pre-Qualification Criteria	Pre-Qualification Criteria	6. The Bidder should have successfully supplied at least 10 nos. of offered Model or Immediate Previous Model or equivalent model of offered model in line with Bank's requirement during the last 5 years from the date of RFP in any organization in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Banks.	We request bank to consider this: 6. The Bidder should have successfully supplied at least 10 nos. of offered Model or Immediate Previous Model or equivalent model of offered model in line with Bank's requirement or Multi Function Kiosk or Multi Function Kiosk with Account Opening Kiosk Feature, during the last 5 years from the date of RFP in any organization in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Banks.	Bidder to comply with RFP/GeM bid terms and conditions



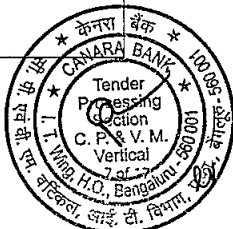
24	73	Annexure-9 Scope of Work	3. During the period of Annual Maintenance Contract, the Vendor shall perform the following:	3.12. Antivirus must be installed and updated time to time.	Generally the antivirus deployment is under bank domain policy by Bank's IT team. need clarity if there is any diversion.	Antivirus updation will be done by Bank
25	73	Annexure-9 Scope of Work	3. During the period of Annual Maintenance Contract, the Vendor shall perform the following:	3.12. Antivirus must be installed and updated time to time.	AV software can be loaded during the Kiosk instalation. But the updates of AV used to be released by the AV OEMs once in two days which will be a difficult task to undertake as part of the project. Canara Bank is having its own DMS system from where the Kiosks AV programs can get updated automatically. Request the Bank to modify this clause accordingly	Antivirus updation will be done by Bank
26	74	Annexure-9 Scope of Work	3. During the period of Annual Maintenance Contract, the Vendor shall perform the following:	3.14. The machine has to resume the service from the last state during the account opening procedure.	Need clarity on this point.	The machine should support resuming the service from the last state / flow/ option if the same is disrupted due to network issue, power off etc.
27	76	Annexure-10 Technical & Functional Specifications	2. CPU	2.2. Minimum 4 GB DDR3 RAM, Windows professional OS (64bit)/Linux, serial port VGA, LAN port.	Reuest bank to go with 8GB RAM, considering the workload on the machine.	Bidder to comply with RFP/GeM bid terms and conditions
28	76	Annexure-10 Technical & Functional Specifications	2. CPU	500 GB x 2(SATA HD configured in RAID1 or higher), 10/100 mbps. Ethernet card and audio port. In-built SMPS to work on 230V 50MHz power supply or external adaptor ROHS certified. 1 Pv6 compliant hardware, should support TCP/IP or any other protocol introduced in future.	Request Bank to use SSD instead of HDD (No support available for HDD).	Bidder to comply with RFP/GeM bid terms and conditions
29	77	Annexure-10 Technical & Functional Specifications	4. Touch Screen	4.1. Size : 17"wide with PCT Touch screen having USB controller	Need clarity on USB controller for Touch Screen. Request bank to confirm if integrated Touch Screen can be provided.	Size : 17"wide with PCT Touch screen having USB controller / Integrated Touch Screen can be provided
30	78	Annexure-10 Technical & Functional Specifications	10. Voice Enabling	10.1. Voice enabled kiosk should support Engli+E28sh, Hindi, any regional language as decided by bank	Bank to provide List of regional language to be supported. As well Scripts and recorded Voice for regional language Support	Voice enabled kiosk should support English, Hindi, Kannada any regional language as decided by bank
31	78	Annexure-10 Technical & Functional Specifications	13. Application software	13.1. Kiosk should be compatible with the Bank's existing backend systems/servers/other technology platforms and processes.	Bank to share required specification.	Asked details will be shared with selected bidder



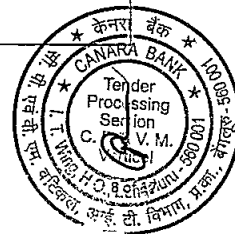
32	78	Annexure-10 Technical & Functional Specifications	13. Application software	13.1. Kiosk should be compatible with the Bank's existing backend systems/servers/other technology platforms and processes.	A third party vendor has already developed the application software for AOK for Canara Bank and same has been made live at the present installations at Canara Bank. We request the Bank to clarify that the same software will be used for fulfilling the scope of this RFP or the L1 vendor will have to develop their own kiosk application for Account Opening Kiosk ?.	Same software will be used for this RFP. Additional specifications as defined in the RFP which are not part of the earlier software to be developed by the successful bidder.
33	78	Annexure-10 Technical & Functional Specifications	13. Application software	13.4. Component level health monitoring like Printer Consumables in the kiosk	Need more clarity on what details bank is expecting in consumables monitoring.	Printer, Card Printer, Intending Device
34	78	Annexure-10 Technical & Functional Specifications	13. Application software	13.10. Should be able to print Photo, Name along with the Debit card being issued.	Bank to provide the dimensions and position of the photo and name to be printed.	Details shall be shared to the successful bidder
35	78	Annexure-10 Technical & Functional Specifications	14. Application software	14.2. Ability to print Account opening form with customer details, account number and reference number	Bank to share the format for printing.	Details shall be shared to the successful bidder
36	79	Annexure-10 Technical & Functional Specifications	14. Application software	14.5. Ability to activate Internet Banking and Mobile Banking	Bank to share required process flow.	Details shall be shared to the successful bidder
37	79	Annexure-10 Technical & Functional Specifications	14. Application software	14.6. Ability to support Video KYC	Request bank to clarify , whether bank has any software for VKYC or bidder has to provide the same.	Bidder has to provide the necessary software.
38	79	Annexure-10 Technical & Functional Specifications	14. Application software	14.9. Ability to support Maker and checker	Need clarity on this point . use case will help to understand this point from functional flow expected by bank.	Application should allow Maker and Checker in the Account opening transaction flow for validating the details entered by the maker.
39	79	Annexure-10 Technical & Functional Specifications	15. Debit card printer	15.1. Indenting/ Embossing of Name, Card Number, Valid from and to and CVV at back	Need clarity on this point. The card provided by bank will be pre-printed with cardnumber , valid from and to and CVV. And application only need to print name and photo(if required). We request bank to go with thermal printing.	Application only need to print name and photo



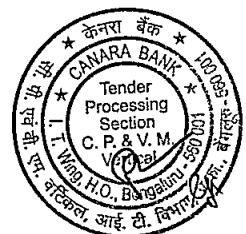
40	79	Annexure-10 Technical & Functional Specifications	15. Debit card printer	15.1.Indenting/ Embossing of Name, Card Number, Valid from and to and CVV at back	Embossing on cards is not mandatory now a days . Most of the new cards being circulated by banks are non embossed cards. Suggest bank to remove Indenting or embossing for printing Name, Card Number, CVV and valid from and to on the card and change the specs to "Thermal printing of Photo and Name on the Pre personalised cards having card no., cvv and expiry date. Presently installed Kiosks are printing only the name and colour photo of the customer on the front side of the card and the remaining informations required on the cards are pre printed before loading the card on the Kiosk.	We require Indenting/ Embossing of Name only. Card Number, Valid from and to, CVV at the back will be pre printed.
41	79	Annexure-10 Technical & Functional Specifications	15. Debit card printer	15.3. Minimum 3 hoppers to load 3 variants of cards with a capacity to hold 100 cards each, Retract Bin- 50 card capacity, Reject Bin - 50 card capacity, Exception card slot	Requesting bank to consider either reject bin or retract bin. Also reduce capacity of reject & retract bin to 25.	Bidders to comply with RFP/GeM bid terms and conditions
42	79	Annexure-10 Technical & Functional Specifications	16. EMV compliant card reader	16. EMV compliant card reader	Need to understand the use case for EMV card reader requested by bank. Request bank to kindly confirm the purpose of providing Card reader on the machine. Will this be used to generate new PIN by customer ?	EMV complaint card reader is required to generate new pin for the issued debit card.
43	79	Annexure-10 Technical & Functional Specifications	16. EMV compliant card reader	16.3. Must have built in anti-skimming functionality. i.e. card reader installed and integrated. The card reader shall be Triple DES meeting VISA/Master/NPCI security standard	Request bank to kindly confirm what type of cards will be placed inside the machine ? Suggest bank to provide Pre personalised card with Track and EMV ready to be preloaded at Kiosk. The kiosk will dispense the preloaded cards with customer Name and Photo Printed on it. The presently installed systems of Canara Bank uses pre printed cards and the Kiosk prints ONLY the customer's name and photo on the card.	Bidders to comply with RFP/GeM bid terms and conditions Servers to be provided by the successful bidder.
44	79	Annexure-10 Technical & Functional Specifications	17. Pin Pad	Stainless steel keys in a polymer keyboard frame	Need clarification whether bank requires Pinpad as well as metallic keypad both. Or one of them. Also bank to provide required clarity on use case for PINPAD in kiosk.	Customer will be able to create ATM pin using while printing the card.
45	62	Annexure-2 Pre Qualification Criteria	Pre Qualification criteria Point No.2	The Bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	We request you to please clarify whether all the products which are required in Bid to be Make in India or over all (BOM -Bill of Materials) to be MII clause of more than 20%	Bidders should provide the MII percentage against the total value quoted by the bidder for the project.
46	62	Annexure-2 Pre Qualification Criteria	Pre Qualification criteria Point No.6	The Bidder should have successfully supplied at least 10 nos. of offered Model or Immediate Previous Model or equivalent model of offered model in line with Bank's requirement during the last 5 years from the date of RFP in any organization in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Banks.	We request you to consider and change the clause as Bidder or OEM should have successfully supplied at 10 Nos. of the offered Model and satisfactory letter for the same to be submitted	Bidders to comply with RFP/GeM bid terms and conditions



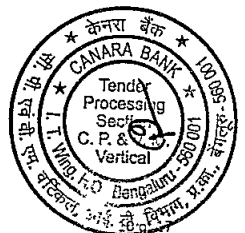
47	72	Annexure-9 Scope of Work	Scope of work		Scope of work provided in Annexure-9 is only during the AMC Period. Not clarity during warranty Period.	Scope of work will be the same as under AMC
48	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Penalties & Liquidated damages	3.1.1. Non-compliance of the delivery clauses (1.2) will result in the Bank imposing penalty 0.50% on delay in installation per Kiosk, per week or part thereof, on the invoice value branch / location wise. 3.1.2. Non-compliance of the installation clauses (1.3) will result in the Bank imposing penalty 0.50% on delay in delivery per Kiosk, per week or part thereof, on the invoice value branch / location wise. 3.1.3. However, the total Penalty/LD to be recovered under above clauses 3.1.1 & 3.1.2 shall be restricted to 10% of the total value of the order	Request bank to reduce the penalty to 0.25% as it is too high for both clause 1.2 & 1.3 Also request bank to reduce the restriction on total penalty to 5% as it is too high.	Bidders to comply with RFP/GeM bid terms and conditions
49	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.1. Penalties/Liquidated damages for delay in Centralized Monitoring tool in all Locations is as under:	3.2.1. Non-compliance of the Delivery, Implementation, Configuration, Integration, UAT & successful Go Live of Centralized Monitoring tool clauses (1.5) will result in the Bank imposing penalty 0.50% on, on the cost mentioned in Table-D of Annexure-15. 3.2.2. However, the total Penalty/LD to be recovered under above clauses 3.2.1. shall be restricted to 10% of the total value of the order	Request bank to reduce the penalty to 0.25% as it is too high for both clause 1.5 Also request bank to reduce the restriction on total penalty to 5% as it is too high. Also request bank to add omission clause for the delays for bank's attributed reasons.	Bidders to comply with RFP/GeM bid terms and conditions
50	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.3 Penalties/Liquidated damages for not maintaining uptime:	3.3 Penalties/Liquidated damages for not maintaining uptime: 99.00% and above - No penalty Above 98.00% and below 99.00% - 0.10% on purchase order value for every hour or part thereof. Above 97.00% and upto 98.00% - 0.20% on purchase order value for every hour or part thereof. Above 96.00% and upto 97.00% - 0.30% on purchase order value for every hour or part thereof. Above 95.00% and upto 96.00% - 0.40% on purchase order value for every hour or part thereof. Less than 95.00% - 0.50% on purchase order value for every hour or part thereof.	Request bank not to consider penalty for every hour and instead need to be calculated on weekly basis. Also request bank to reduce the penalty to 0.10% between 98% to 95% uptime and 0.25% for below 95% as penalty amount is huge. Also request bank to add omission clause for the delays for bank's attributed reasons.	Bidders to comply with RFP/GeM bid terms and conditions
51	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.3 Penalties/Liquidated damages for not maintaining uptime:	3.3.2. The maximum penalty levied shall not be more than 10% of purchase order value during the contract period	Request bank to reduce the restriction on total penalty to 5% as it is too high.	Bidders to comply with RFP/GeM bid terms and conditions



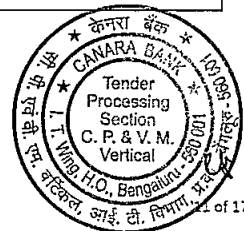
52	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.4 Penalties/Liquidated damages for not maintaining uptime:	3.4. Penalties/liquidated damages for Onsite resources: In case the resource goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the kiosk does not hamper. In case replacements are not arranged, Bank shall pay only the proportionate amount of resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% of the quarterly Resident resource charges payable to the selected bidder for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% of the total quarterly charges payable for Resident Resources.	Request bank to reduce the penalty to 0.25% and maximum limit to 0.5% as penalty amount is huge. Also request bank to add omission clause for the delays for bank's attributed reasons.	Bidders to comply with RFP/GeM bid terms and conditions
53	23	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	9. Annual Maintenance Contract (AMC) after Three Years of Warranty Period	9.8.Downtime report should be collected from the respective locations duly certified by Bank's officials. In case of any disputes in downtime, it should be resolved amicably/mutually agreed upon. However, the bidder shall submit the necessary proof that the failures are not on account of hardware/software of the Account Opening Kiosk with Debit Card Issuance facility.	Normally downtime report will be monitored and taken through RMMS which is deployed at HO and submit to Bank's HO, as this can't be monitored at branch level. Request Bank to remove this clause and add to provide reports through remote monitoring system, which shows the reasons for failure attributed to both Bank and Vendor.	Bidder to refer Corrigendum-2
54	23	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	10.Uptime	10.1.The selected bidder shall guarantee a 24*7*365 availability with monthly uptime of 99% for the kiosks as specified in Annexure-9 (Scope of Work) and Annexure-10 (Technical requirements), during contract period and also during AMC/ ATS, if contracted, which shall be calculated on monthly basis.	Request bank to change it to banking hours as it is practically not possible to maintain 24*7*365 days, because of the restrictions by local authorities, like police, in most of the places for attending the calls between 8 pm to 7 am. Also as these kiosks are majorly situated at branches we can work till the closure of the branch.	Bidder to comply with RFP/GeM bid terms and conditions



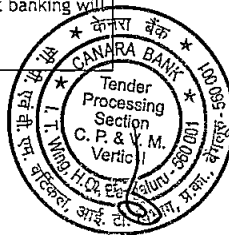
55	24	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	13.Training	<p>13.1.The selected bidder shall provide training by OEM to the identified Bank personnel / team on solution or features / service architecture, and functionality during and after implementation. The solution/product working should be demonstrated to the identified Bank personnel / team of the Bank after completion of the implementation and the review and feedback should be implemented.</p> <p>13.2.OEM Training to the Bank's team on administering, monitoring, supervising, report generation and usage of product.</p> <p>13.3.The details of the training are to be provided by the selected bidder and shall be subject to evaluation by the Bank to ensure that all the components of the system are covered in the training by the selected bidder.</p> <p>13.4.The selected bidder shall provide training to the participants without any cost to the Bank/ participants.</p>	Normally training on operating the kiosks, do's & don'ts, changing of consumable, call logging process, escalation matrix, etc., will be provided to the branch personnel directed by the bank during the time of installation itself, Request bank to specify what sort of training to be conducted after the implementation viz., whether bank will arrange zone wise training or at HO level.	Training at the time of installation.
56	25	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	14.Onsite Resources	14.5.5.Passport - Duly attested photocopy by candidate and selected bidder HR	Request bank to clarify if the passport is not available any other ID proof can be given	Bidders to comply with RFP/GeM bid terms and conditions
57	26	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	15. Scope involved during Contract period	15.9.Any server for middleware, database, OS and database licenses to be provided by the successful bidder without any additional cost to the Bank.	Servers are to be placed in bank's UAT, DC and DR. Request bank to change it to "Bidder shall provide the required configuration of servers and bank shall provide the same at bank's DC and DR site"	EMV complaint card reader is required to generate new pin for the issued debit card.
58	27	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	16. Scope involved during Contract period including Warranty and AMC/ATS:	16.11. Any server for middleware, database, OS and database licenses to be provided by the successful bidder without any additional cost to the Bank.	Servers are to be placed in bank's UAT, DC and DR. Request bank to change it to "Bidder shall provide the required configuration of servers and bank shall provide the same at bank's DC and DR site"	Bidder to comply with RFP/GeM bid terms and conditions Servers to be provided by the successful bidder.
59	27	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	17.Local support	17.3.The Bidder will be responsible for attending complaints during all hours on 24*7*365 basis during contract period.	Request bank to change it to banking hours as it is practically not possible because of the restrictions by local authorities, like police, in most of the places for attending the calls between 8 pm to 7 am. Also as these kiosks are majorly situated at branches we can work till the closure of the branch.	The Bidder will be responsible for attending complaints during 8AM to 8PM on all days during contract period.



60	46	Sec G General Conditions	1.General Order Terms - 10.Insurance	The Hardware to be supplied will be insured by the Bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Product. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Product	Request Bank to clarify after the delivery or installation if the kiosk need to be shifted to some other location then, will the Insurance coverage will be done by Bank	Insurance coverage will be taken by Bank for relocation of an installed machine.
61	72	Annexure-9 Scope of Work	Scope of Work	3.3.The system spare parts/services as and when required, and complete maintenance of the kiosk shall be supported by the Vendor during AMC. The Vendor shall replace all the defective spares during the AMC Period. All parts should be covered except consumables.	Request bank to add - if the any parts or software or operating system has become defective due to the reasons attributed to bank reasons then such part, software or operating system will be replaced on chargeable basis as per the mutually agreed rates.	Bidder to refer Corrigendum-2
62	72	Annexure-9 Scope of Work	Generic	2.The scope of AMC shall include:	Scope of work section covers only AMC part, Scope of work during the warranty period is not covered. Pls add the same.	Scope of work will be the same as under AMC
63	72	Annexure-9 Scope of Work	Generic	Scope of Work	Request bank to add process of account opening and process of card issuance.	Asked details will be shared with selected bidder.
64	72	Annexure-9 Scope of Work	Generic	Scope of Work	Request bank to add integrations required for various banking nodes and its process	Asked details will be shared with selected bidder.
65	73	Annexure-9 Scope of Work	Scope of Work	3.7.Preventive maintenance shall be compulsory during AMC period. Preventive maintenance activity should be completed every quarter and report should be submitted by the Vendor. Preventive maintenance activity should take care of physical verification, device configuration verification, device health checkup, cleaning of devices, fine-tuning the configuration, security checkup, verification of bugs/patches, earthing etc. The preventive maintenance report format shall be prepared by Vendor, the Vendor shall strictly follow the format of the Bank and submit the same for each location while claiming AMC payment.	Request Bank to accept the scan copy (print out of the same duly signed by the vendor as true copy) of the preventive maintenance reports or confirmation mail from the concerned branch on PM done for making the payment, as getting original hard copies from the different part of the India is time taking excersise as well as there are chances of missing of documents during the transit. Hard copies will be submitted once it is recieved at our end.	Bidder to refer Corrigendum-2
66	73	Annexure-9 Scope of Work	Scope of Work	3.12.Antivirus must be installed and updated time to time.	Request bank to confirm whether Antivirus software will be provided by the bank itself	Bank will provide Antivirus
67	74	Annexure-9 Scope of Work	3.15	3.15.Online verification of the Aadhar, PAN, Driving license, Passport and Voter ID to be enabled while opening an account via Account opening kiosk cum debit card printing kiosk.	Bank to provide required API's for online verification. We belivee Voter ID, Driving licence cannot be verified online. Pls amend the clause	Bank will provide required API.



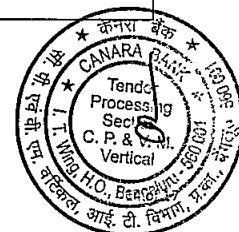
68	76	Annexure-10 /1.2	Cabinet	Height: 4.6-5.6ft Width: Max 3 ft Depth: Max3.4ft	These are complex kiosks and dimensions depend on width and height of individual peripherals. Request bank to change it to Height: Max 6ft Width: Max 5ft Depth: Max 5ft	Bidders to comply with RFP/GeM bid terms and conditions
69	76	Annexure-10 /1.7	Cabinet	Provision to bolt the kiosk to floor	Since kiosk is heavy in weight, it is suggested to have Foot with Wheel for smooth movement as and when required.	Bidders to comply with RFP/GeM bid terms and conditions
70	78	Annexure-10/ Technical & Functional Specifications/13/13.1	Application software	Kiosk should be compatible with the Bank's existing backend systems/servers/other technology platforms and processes.	1.Please specify Bank's existing Account opening solution needs to be integrated in proposed kiosk system . 2. Who will be responsible for Web services for handling of hardware required for account opening. 3. Please specify workflow requirement	Bank account opening processes need to integrate with Kiosk.Selected bidder will be responsible for hardware required for account opening.
71	78	Annexure-10/ Technical & Functional Specifications/13/13.6	Application software	Facility to validate KYC Kiosk for PAN / Aadhaar. Bank will facilitate integration with UIDAI and NSDL	1.Our assumption is bank's KYC validation application to be integrated in proposed kiosk system. 2. Please specify integration format will be ISO or API based. 3.Please specify workflow requirement. 4. Please specify backend systems will be ISO/API based	Asked details will be shared with selected bidder.
72	79	Annexure-10/ Technical & Functional Specifications/14/14.3	Application software	Capability of mapping the cards with respective account number fetched from CBS after opening accounts	Please clarify requirement	Selected bidder should have capability to call card linking API.
73	79	Annexure-10/ Technical & Functional Specifications/14/14.5	Application software	Ability to activate Internet Banking and Mobile Banking	1.Our assumption is bank's Internet and Mobile banking application to be integrated in proposed kiosk system. 2. Please specify integration format will be ISO or API based.Please specify workflow	Bidders to comply with RFP/GeM bid terms and conditions. Mobile banking and internet banking will be self registered by the customer.
74	79	Annexure-10/ Technical & Functional Specifications/14/14.6	Application software	Ability to support Video KYC	1 Our assumption is bank's video KYC application to be integrated in proposed kiosk system. 2.Please specify integration format will be ISO or API based.Please specify workflow	Application should allow Maker and Checker in the Account opening transaction flow for validating the details entered by the maker.
75	79	Annexure-10/ Technical & Functional Specifications/14/14.7	Application software	Ability to support both Online Instant account opening through Biometric Aadhaar Authentication and Offline Account opening by supporting KYC documents scan and upload to be authenticated by Checker	Please specify workflow and integration details to support both online and offline account opening	Required details will be shared with selected bidder.
76	79	Annexure-10/ Technical & Functional Specifications/14/14.9	Application software	Ability to support Maker and checker	Please clarify requirement	Bidders to comply with RFP/GeM bid terms and conditions. Mobile banking and internet banking will be self registered by the customer



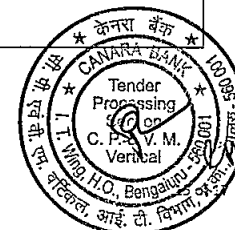
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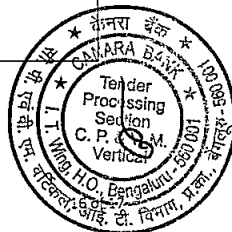
82	16 & 17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Payment terms	<p>Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, HSN Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.</p> <p>2.3.Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, HSN Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.</p> <p>2.4.The selected bidder has to submit installation report/Sign off report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.</p>	Request Bank to accept the scan copy (print out of the same duly signed by the vendor as true copy) or confirmation mail from the concerned branch for making the payments for delivery, installation and acceptance certificates as getting original hard copies from the different part of the India is time taking exercise as well as there are chances of missing of documents during the transit. The hard copies will be submitted once it is received at our end.	Bidders to comply with RFP/GeM bid terms and conditions
83	22 & 23	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	9. Annual Maintenance Contract (AMC) after Three Years of Warranty Period	<p>9.7.The bidder shall submit the preventive maintenance activity report, service call report, downtime report duly certified by bank's official along with payment claim letter. Bank will calculate the uptime and impose penalty as per uptime clause. However total penalty shall be restricted to 15% of quarterly AMC claiming value</p>	Request Bank to accept the scan copy (print out of the same duly signed by the vendor as true copy) of the PM /Service reports / Downtime reports (will be taken from centralised monitoring tool) or confirmation mail from the concerned branch on such activities done for making the payment, as getting original hard copies of service reports from different parts of the India is time taking exercise as well as there are chances of missing of documents during the transit. The service reports will be submit once it is received at our end Also request bank to consider the penalty as requested in the query for penalty clauses and also , request to restrict to 5% instead of 15%	Bidders to comply with RFP/GeM bid terms and conditions
84	2	1. Bid Schedule	7.Performance Bank Guarantee/Bid Security		Request the Bank to consider changing the clause as to reduce PBG to 3% as minimum, as per Government of India guidelines	Bidder to comply with RFP/GeM bid terms and conditions
85	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Payment terms 2.1 Payment Schedule Warranty - 10% of cost of per kiosk as per Table-A of Annexure-15	<p>After Completion of warranty period of 3 years and after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms.</p> <p>Or</p> <p>On submission of a bank guarantee for equivalent to 10% of the remaining payment.</p>	PBG is already provided before,hence there is no logic in withholding the 10% for further PBG. Please make the changes accordingly.	Bidders to comply with RFP/GeM bid terms and conditions



86	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Payment terms	2.1 Payment Schedule	In case, site is not ready , the 100% payment must be received on delivery.	Bidder to comply with RFP/GeM bid terms and conditions
87	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Payment terms 2.2	Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, HSN Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed	Transporters/couriers stopped providing original proof of delivery as per the government green policy rule from 01st Aug 2021. Only soft copy / e-POD will be made available which is accepted by all the corporates and banks etc. Therefore we will be providing soft copy/scan copy of POD's- request the Bank to consider this	Bidders to comply with RFP/GeM bid terms and conditions
88	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.Penalties & Liquidated damages	Interest on delayed payment	As per agreed payment term if payment is not received then interest @ 12% p.a should be charged for delayed period.	Bidder to comply with RFP/GeM bid terms and conditions
89	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.Penalties & Liquidated damages	GST- TDS	If GST- TDS deducted then credit of 2% amount should be received to the state from where billing done by Vendor & credit should be given by the Invoice To state of the customer. GST TDS credit should be received in next month of deduction. Invoice wise details to be shared by Bank to Vendor after filing of return.	Bidder to comply with RFP/GeM bid terms and conditions
90	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.Penalties & Liquidated damages	Site not ready	There must not be any liquidated charges in case the site is not ready due to customer dependency.	Bidder to comply with RFP/GeM bid terms and conditions
91	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.3.Penalties/Liquidated damages for not maintaining uptime:	3.3.1.If the selected bidder fails to maintain the guaranteed monthly uptime of 99.00% for the KIOSK as specified in Annexure-9 (Scope of Work) and Annexure-10 (Technical and Functional requirements) during the contract period, the penalty for monthly Uptime will be deducted as under:	1) Uptime Calculations to be done on quarterly Basis 2) Bank to Provide site & machine access on 24*7*365 3) Uptime for Metro & State Capital Centers - 97%, Uptime for Urban Centers (Other than Metro & State Capital Centers) - 95%	Bidders to comply with RFP/GeM bid terms and conditions
92	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.3.Penalties/Liquidated damages for not maintaining uptime:	3.3.2.The maximum penalty levied shall not be more than 10% of purchase order value during the contract period	Maximum Penalty to be capped @1 % of the quarterly payable charges	Bidders to comply with RFP/GeM bid terms and conditions
93	20	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6.Security	6.4.The selected Bidder has to do necessary changes in the configuration directed by security team of the Bank after security audits like VAPT, Code Audit etc., without disturbing the production and existing backed up copies and at no additional cost to the Bank.	After Initial deployment any changes which requires effort should be chargeable at mutually agreed rates. Sales Team to Review	Bidder to comply with RFP/GeM bid terms and conditions



94	22	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	9. Annual Maintenance Contract (AMC) after Three Years of Warranty Period	9.7. The bidder shall submit the preventive maintenance activity report, service call report, downtime report duly certified by bank's official along with payment claim letter. Bank will calculate the uptime and impose penalty as per uptime clause. However total penalty shall be restricted to 15% of quarterly AMC claiming value	Maximum Penalty to be capped @1 % of the quarterly payable charges	Bidder to comply with RFP/GeM bid terms and conditions
95	23	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	10. Uptime	10.1. The selected bidder shall guarantee a 24*7*365 availability with monthly uptime of 99% for the kiosks as specified in Annexure-9 (Scope of Work) and Annexure-10 (Technical requirements), during contract period and also during AMC/ ATS, if contracted, which shall be calculated on monthly basis	Bank to Provide site & machine access on 24*7*365	Bidder to comply with RFP/GeM bid terms and conditions
96	23	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	10. Uptime	10.5. Provide a robust, fault tolerant infrastructure with enterprise grade SLAs with an assured uptime of 99.00%.	1) Uptime Calculations to be done on quarterly Basis 2) Bank to Provide site & machine access on 24*7*365 3) Uptime for Metro & State Capital Centers - 97%, Uptime for Urban Centers (Other than Metro & State Capital Centers) - 95%	Bidder to comply with RFP/GeM bid terms and conditions
97	25	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	14. Onsite Resources	14.5.5. Passport - Duly attested photocopy by candidate and selected bidder HR. 14.5.6. Background Police Verification report - Duly attested photocopy by candidate and selected bidder HR.	14.5.5 Request the Bank to consider KYC document like Aadhar, attested by selected bidder HR, as identity proof	Bidders to comply with RFP/GeM bid terms and conditions
98	27	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	17. Local support	17.3. The Bidder will be responsible for attending complaints during all hours on 24*7*365 basis during contract period	Bank to Provide site & machine access on 24*7*365	Bidders to comply with RFP/GeM bid terms and conditions
99	72	Annexure-9 Scope of Work	Annexure-9 Scope of Work	3.1. If any software and Hardware updates provided by the OEM as free of cost, it should be provided and installed & configured by the Vendor during the AMC support.	Field visit for Installation & configuration will be chargeable	Bidder to comply with RFP/GeM bid terms and conditions. Only relocated machines installation will be under chargeable basis.
100	72	Annexure-9 Scope of Work	Annexure-9 Scope of Work	3.4. The Vendor would be responsible for timely applying/loading of all the software patches into all the individual kiosks during the AMC period, without any extra cost.	Field visit for patch update will be chargeable	Patch updation to be done through remote, if remote is failing then only engineer to be aligned which may be permitted under chargeable basis.
101	73	Annexure-9 Scope of Work	Annexure-9 Scope of Work	3.12 Antivirus must be installed and updated time to time.	As per our understanding antivirus will be provided by bank. Kindly confirm.	Antivirus will be provided by Bank.
102	76	Annexure-10 Technical & Functional Specifications	1.2 Cabinet	Height: 4.6-5.6ft Width: Max 3 ft Depth: Max3.4ft	We request bank to consider dimensions as per bidders design and device arrangement.	Bidder to comply with RFP/GeM bid terms and conditions



103	76	Annexure-10 Technical & Functional Specifications	2.2 CPU	Minimum 4 GB DDR3 RAM, Windows professional OS (64bit)/Linux, serial port VGA, LAN port.	Request bank to remove serial port requirement from CPU, as serial ports are obsolete from motherboard. Also serial ports are not required for kiosk functionality.	Bidder to refer Corrigendum-2
104	76	Annexure-10 Technical & Functional Specifications	2.3 CPU	500 GB x 2(SATA HD configured in RAID1 or higher), 10/100 mbps	We request bank to remove RAID1 requirement from specification. As this required can be achieve by using application software. It is bidder responsibility to protect data.	Bidder to comply with RFP/GeM bid terms and conditions
105	77	Annexure-10 Technical & Functional Specifications	6.1 Document Scanner	5 Mega pixel HD CMOS active pixels digital Image sensor	We request bank to consider CIS based scanner also.	Bidder to comply with RFP/GeM bid terms and conditions
106	78	Annexure-10 Technical & Functional Specifications	12.1 Keyboard	Vandal proof keyboard & Track ball	We request bank to consider keyboard with trackpad as well , as this keyboard is more reliable.	Bidder to refer Corrigendum-2
107	78	Annexure-10 Technical & Functional Specifications	13.6 Application software	Facility to validate KYC Kiosk for PAN / Aadhaar. Bank will facilitate integration with UIDAI and NSDL	Required API /URL and its related details will be provided by bank. Kindly confirm.	Details shall be shared to the successful bidder
108	78	Annexure-10 Technical & Functional Specifications	13.9 Application software	Remote monitoring management system should be supported for Central Comprehensive Health Monitoring of kiosk, Patch Management etc.	Kindly confirm required Server hardware, OS , Database will be provided by bank or Bidder.	Bidder has to provide equired Server hardware, OS , Database
109	79	Annexure-10 Technical & Functional Specifications	14.6 Application software	Ability to support Video KYC	Video KYC client /API will be provided by bank. Kindly confirm.	Bank will provide Video KYC related API to selected bidder.
110	79	Annexure-10 Technical & Functional Specifications	18.Pinhole camera DVR	Pinhole camera DVR	We request bank to consider USB based camera. Which is more suitable and used in other AOK projects. This will not affect the Kiosk functionality.	Bidder to refer Corrigendum-2

Date:
Place:

Deputy General Manager

