

**REQUEST FOR PROPOSAL (RFP) FOR NOTE SORTING & OTHER RELATED MACHINES ON HIRE BASIS**

**Ref: SBI/R&DB/ABD/2 dated 02.03.2020**

**PRE-BID QUERIES RECEIVED FROM INTENDING BIDDERS AND THEIR RESPONSES**

<b>S. No.</b>	<b>Terms of Tender Document</b>	<b>Queries</b>	<b>Response/Remarks</b>
<b>1</b>	<b>Page-1, Description:</b> Request for Proposal (RFP) for Processing, Sorting, Packeting, Bundling and Shrink Wrapping of Currency Notes on brand new current model of Note Sorting and other related Machines on Hire Basis at Currency Chest Branches	<p>We request Bank to please confirm whether Bank is looking for Fully Automated Machine including Note Sorting &amp; Verification, Banding, Strapping &amp; Shrink Wrapping (or)</p> <p>Bank is looking for Automation upto Banding of packets (i.e. 100 pieces notes) &amp; Strapping &amp; Shrink Wrapping can be done manually</p>	<p>Bank is not looking for Fully Automated Machine.</p> <p>Output upto banding of ATM-FIT / FIT note packets (consisting 100 pieces of currency notes) be automated. Bundling and shrink wrapping of a note bundle (consisting 1000 pieces of currency notes), to be done manually using Strapping &amp; Shrink Wrapping machines.</p>
<b>2</b>	<b>Page-3, Para-1:</b> Proposal, consisting of Technical Proposal (TP) and Commercial Indicative Price Proposal (CIPP) in two separate sealed covers further packed in one sealed cover, are invited up to 16:00 hours on 30.03.2020 (last date of submission), for processing, sorting, packeting, bundling and shrink wrapping of Currency Notes by supply, installation, commissioning, maintenance and operations of brand new current model of Note Sorting and other related Machines (NSMs) at Currency Chests (CCs) with a capacity to process minimum 3 lakh Currency Notes per day on single shift basis.	<p>Is it acceptable for SBI to intervene the manual operation by operator? It seems that it is not required for fully automated system.</p> <p>As this is huge tender so we would like to request bank to give at least 3 weeks for bid submission after the Clarifications are Published.</p>	<p>Already replied above.</p> <p>No change is considered.</p>

3	<b>Page-5, Schedule of Events:</b> Last Date of Submission Of proposal	In view of current situation pertaining to Corona virus and travel advisories, our Japanese colleagues are unable to visit India. So requesting SBI to consider extending last date of submission by 4 weeks.	No change is considered.
4	<b>Page-7, Para-02.01:</b> Bidder should be suppliers / manufacturers of Note Sorting Machine and should have supplied/ installed Note Sorting Machines in any part of the world. Such machines should be working as on the date of submitting the proposal. The Bidder shall be responsible for maintaining the machine in working condition on 24x7 basis. The service calls should be attended to within a period of 24 hours, failing which an appropriate penalty will be deducted from monthly payments to the Service Provider (SP).	<p>The bidder shall be responsible for maintaining the machines in working condition for 24 x 7 basis. Is the actual operation hours 24 x 7?</p> <p>Bidder should be suppliers / manufacturers <b>/AUTHORISED DISTRIBUTORS</b> / SP of NSM and should have supplied/ installed Note Sorting Machines in any part of the world. Such machines should be working as on the date of submitting the proposal.</p> <p>Is NSM supplier is allowed to Partner with Multiple SP?</p> <p>We request bank to consider, service calls should be attended within a period of 24 working hours.</p> <p>We request the bank to reconsider the penalty on attending the calls on 24x7 basis as there is already a penalty on short processing.</p> <p>Since the emphasis is on processing with 6+1 machines by bidders who are in the currency processing business, we request that this clause to be amended to read as bidder should have experience in processing of notes with NSM and has the capacity to arrange with the OEM to supply the required NSMs.</p>	<p>Actual operations of the machine will depend upon the inflow of cash at the particular currency chest.</p> <p>"Suppliers" include Authorised Distributors.</p> <p>OEM is free to enter into arrangement with multiple partners, subject to their signing MANUFACTURERS' / PRODUCERS' AUTHORIZATION FORM as per Annexure-VI of the RFP.</p> <p>No change is considered.</p> <p>No change is considered.</p> <p>No change is considered.</p>

<p><b>5</b></p>	<p><b>Page-7, Para-02.02:</b></p> <p>Bidder should submit the site preparation plan, including civil construction and electrical plan, as per machine requirement with 2 options. Processing charges will be based on per bundle basis (consisting of 1000 pieces of currency notes) for the Currency Notes processed, sorted, banded, bundled and shrink wrapped, as per RBI guidelines.</p>	<p>In Clause 02.02. Page No. 7, there are two options whereas in the Annexure-XI Page No. 69, The rate quoted to be in 3 options. Please clarify.</p> <p>Please clarify what are the 2 options required by the bank.</p>	<p>Clause-02.02 at Page No.-7 refers to site preparation plan, whereas Annexure-XI on Page No.-69 is for financial bid.</p> <p>Clause itself is clear.</p>
<p><b>6</b></p>	<p><b>Page-7, Para-02.03 &amp; 02.04:</b></p> <p>Bidder should be willing to supply/install Air purifier at their cost for ensuring good quality air to the operating staff.</p> <p>Bidder should be willing to supply/install UPS with the NSMs for their smooth operations at their cost and the Bank will be providing only Power from public supply or from Generators in case of power failure.</p>	<p>We request bank to consider supply of regulated power and also air purifier.</p>	<p>No change is considered.</p>
<p><b>7</b></p>	<p><b>Page-8, Para-02.07:</b></p> <p>The Bank reserves the right to place additional order for installation, operations and maintenance of NSMs on hire basis upto maximum 25% of the quantity of machines mentioned above before the expiry of one year from the finalising Service Provider at the same terms and conditions.</p>	<p>It is not written about decrease the requirement maximum by 25%. Is there a possibility for decreasing the requirement maximum by 25%?</p>	<p>Bank reserves the right to increase or decrease the requirement maximum by 25%, as mentioned in Part-III, Page No.-7 of the RFP.</p>

<p><b>8</b></p>	<p><b>Page-8, Para-02.10:</b></p> <p>Notes will be processed, sorted, &amp; banded (For Fit and ATM-Fit category) using Note Sorting &amp; Banding Machine to be supplied on hire basis. Further, bundling &amp; shrink wrapping will have to be done as per RBI specifications using bundling and shrink wrapping machines to be provided by SP on hire basis.</p>	<p>We assume that UNFIT Notes are to be banded, bundled and shrink wrapped manually into one packet of 1000 pieces. Please confirm.</p> <p>We assume that UNFIT Notes are to be sorted and banded manually and further made into bundles of 1000 notes. Please confirm</p> <p>Is it acceptable for SBI to intervene the manual operation by operator? It seems that it is not required for fully automated system.</p> <p>Do Bank wants out put in ATM-FIT only or Three way out put ATM-FIT –SOIL(Unfit)</p> <p>Is System should have automatic three output for each category or manual separation of packet category wise is allowed from mixed output(Atm/Fit/unfit)?</p> <p>We request you to consider either 4+1 or 6+1 without banding as machine banding will steeply increase the cost of NSM without any significant advantage.</p>	<p>Banding, bundling and shrink wrapping of UNFIT notes to be done as per RBI requirements. UNFIT Notes are to be banded, bundled and shrunk wrapped manually into one packet of 1000 piece, using various machines.</p> <p>Already clarified at S. No. 1</p> <p>Machine should be capable to generate 3+1 outputs i.e. ATM-FIT, FIT, Non-issuable and Reject/Suspect Notes.</p> <p>No change is considered.</p>
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<p><b>9</b></p>	<p><b>Page-8, Para-02.11:</b></p> <p>Currency notes processed, sorted, banded and bundled on Note Sorting, Banding &amp; Bundling Machines will be shrink wrapped in the form of bundles consisting of 10 packets of 100 pieces each (in case of non-issuable notes bundle will consist of one packet of 1000 pieces as per RBI guidelines) of currency notes denomination wise. Any deficiency observed in these shrunk wrapped bundles at RBI or at our branches has to be compensated by the SP i.e. any penalty imposed would be borne by the SP in addition to the shortage, if any. Bank reserves the rights for changing anytime prescription of shrink wrapping to any other method prescribed by RBI, which will be binding on the Bidder.</p>	<p>If RBI prescribe any other method of wrapping which involves high cost machines and materials bank should consider payment of additional amount as the existing wrapping machine will become obsolete and bidder has to bring in new machines and materials.</p> <p>Bundling of non-issuable into one packet of 1000 pieces as per RBI guidelines prior to remittance is a requirement specific to India and machines which are developed as per global requirements have limitation in fulfilment of the desired requirement. We request bank to and accept and approve manual banding, bundling, Shrink Wrapping and labelling of UNFIT notes. In view of the service provider being responsible for any shortages, counterfeit notes/ deficiencies detected at RBI bank at all times is fully protected against such penalties in case imposed by RBI.Please consider and confirm.</p>	<p>For any change in use of material emanating from regulatory change later on, price for shrink wrapping will be renegotiated.</p> <p>Banding, bundling and shrink wrapping of UNFIT notes to be done as per RBI requirements.</p>
<p><b>10</b></p>	<p><b>Page-8, Para-02.12:</b></p> <p>The Bidder will be required to process the entire cash received at the Branch on NSM. The Bank will assure payment for a minimum of 100 bundles per day for notes processed on NSM.</p>	<p>The Bank has stated that the minimum guarantee quantity is 100 bundles per day. This is too low given the investment being made by the bidders and hence should be increased 200 bundles per day.</p> <p>Bank should consider the MAQ of 200 Bundles as Capacity of system requested by Bank is 300 Bundle per day due to which Technology cost has great impact on per bundle cost.</p>	<p>No change is considered.</p> <p>No change is considered.</p>

<p><b>11</b></p>	<p><b>Page-8, Para-02.12:</b></p> <p>The Bidder will be required to process the entire cash received at the Branch on NSM. The Bank will assure payment for a minimum of 100 bundles per day for notes processed on NSM.</p>	<p>We request Bank to please confirm whether Bank will pay minimum 100 bundles per day for the notes processed on NSM. What if the CC didn't have enough cash or due to other reasons, CC couldn't give bundles for processing. Will Bank still pay 100 bundles per day charges to the Vendor.</p> <p>As per the RFP technical requirements, minimum 3 lakh currency notes shall be processed per day with 6+1 pocket Sorting Machines. Commercial for per bundle will be quoted based on minimum 3 lakh currency processing capacity. We request Bank to increase the minimum bundle payout from 100 bundles per day to 300 bundles per day.</p>	<p>Minimum guaranteed payment for 100 bundles per day will be subject to provisions as per para-02.20 &amp; 02.21 on Page No.-9 of the RFP.</p> <p>No change is considered.</p>
<p><b>12</b></p>	<p><b>Page-8, Para-02.13:</b></p> <p>The Bank reserves the right to accept bids for all or some/any of the locations, in its sole discretion, depending on business considerations. Bank's decision in this regard will be final. In the event of L2 &amp; L3 bidder matching the price quoted by L1 bidder, the number of CCs will be distributed in the ratio of 60:25:15 among L1, L2 and L3 bidders. In the event of L2 or L3 bidder matching the price quoted by L1 bidder, the number of CCs will be distributed in the ratio of 70:30 between L1 and L2 or L3 bidders.</p>	<p>How many machines will be ordered for the first time for each L1, L2 or L3 cases?</p>	<p>Provisions in RFP are self-explicit.</p>

<b>13</b>	<b>Page-8, Para-02.15:</b>  The choice of distribution of CCs to a bidder will be at the sole discretion of the Bank.	We request Bank to have the CC location distribution i.e. Urban, Semi-urban & Rural split on the basis of the CC distribution split ratio i.e. L1:L2:L3 - 60:25:15 (OR) L1:L2 - 70:30 between the successful bidders	No change is considered.
<b>14</b>	<b>Page-8, Para-02.16:</b>  The successful bidder(s) should convey their acceptance within 7 days of intimation from the Bank to this effect and enter into an agreement with the Bank on terms and conditions indicated therein, at the earliest but before starting the operations at any of the identified centre. A copy of the Service Level Agreement (SLA) to be entered into by the successful bidders is given as <b>Annexure-II</b> .	We request the bank to advise their LHO's to sign a single contract for all the currency chest falling under their region with an Annexure of all the currency Chest.	No change is considered.
<b>15</b>	<b>Page-9, Para-02.18:</b>  The successful bidder shall commence its services at the identified Currency Chest (CC) within 4 months from the date of receipt of Letter of Intent (LOI) at 50% of CCs and at remaining 50% of CCs within 6 months of receipt of LOI, subject to communication of readiness by the concerned CC.	Looking at the volume, this is too tight. We request bank to consider following: <ul style="list-style-type: none"> <li>• The successful bidder shall commence its services at the identified Currency Chest (CC) within 4 months from the date of receipt of Letter of Intent (LOI) at 50% of CCs and at remaining 50% of CCs within 8 months of receipt of LOI, subject to communication of readiness by the concerned CC.</li> <li>• If the outcome of the bid is less than 3 suppliers then Bank should consider a longer delivery time. i.e up to 9 months.</li> </ul>	No change is considered.

<p><b>16</b></p>	<p><b>Page-9, Para-02.18:</b></p> <p>The successful bidder shall commence its services at the identified Currency Chest (CC) within 4 months from the date of receipt of Letter of Intent (LOI) at 50% of CCs and at remaining 50% of CCs within 6 months of receipt of LOI, subject to communication of readiness by the concerned CC. Any delay in commencement of the services will attract penalty at the rate of ₹50,000/- per week or part thereof. If delay is beyond 8 weeks, the offer/agreement with the Service Provider will be deemed to have terminated the arrangement and the EMD/ performance guarantee submitted will be forfeited/ invoked. In case, delay in commencement of the services is due to non-communication of readiness by the concerned CC (within 4/6 months), the period of delay will be counted 15 days after the date of such communication from CC.</p>	<p>We request Bank to kindly amend, Bidder shall commence its services at the identified centres within 4 months from the date of receipt of Letter of Intent (LOI) at 50% of CCs and at remaining 50% of CCs within 8 months of receipt of LOI, if readiness to start installation is communicated by the concerned CC.</p> <p>We request Bank to consider, penalty at the rate of Rs. 25,000/- per week. Also, if site is not ready that delay should not attract any penalty to the bidder.</p> <p>We request Bank to extend the period of commencement for 50% CCs within 6 months &amp; remaining 50% CCs within 9 months from the date of LOI received.</p> <p>We request Bank to reduce the penalty from Rs.50,000/- per week to Rs.5,000/- if the CCs are not commenced as per the RFP terms.</p> <p>You would appreciate that it's a big requirement &amp; considering the global situation, we request the bank to modify the condition as "Commencement of services at 50% CC within 8 months and remaining 50% sites within 12 months from the date of LOI". We also request the bank to reconsider the penalty &amp; limit it to Rs. 10,000/- per week.</p> <p>We request that the timeline may be extended by another 2 months each i.e. 6 &amp; 8 months. Penalty is too high. Request Rs. 25000/- per month.</p>	<p>No change is considered.</p> <p>No change is considered.</p> <p>No change is considered.</p> <p>No change is considered.</p> <p>No change is considered.</p> <p>No change is considered.</p>
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<b>17</b>	<b>Page-9, Para-02.19:</b>  Bank reserves its right to recover the damages through any mode – by recovering from the amounts payable for the services rendered or from any other assets of the Service Provider available with the Bank.	Bank should not consider to levy any damages by setting of from any other income.	No change is considered.
<b>18</b>	<b>Page-9, Para-02.20:</b>  Damages for non-fulfillment of terms of contract will be calculated for the shortfall in processing minimum bundles stipulated for a day, to be decided at the end of the month. In case, cash provided by currency chest is less than the minimum bundles stipulated for the day, no damages will be recoverable. <b>Damages for shortfall will be calculated at 125% of the contracted rate per bundle.</b> Such recovery will be upto a maximum of 5% of the contracted value (i.e. for 3 years) beyond which the contract is liable to be terminated at the sole discretion of the Bank; the Bank shall also seek further damages from the service provider for disruption in the service.	We request bank to calculate damages for shortfall to be calculated at 100% of the contracted rate per bundle and such recovery will be upto a maximum of 5% of the monthly billing.	No change is considered.
<b>19</b>	<b>Page-9, Para-02.23:</b>  The SP will provide KYC documents and Police Verification report of all the staff atleast 15 days in advance of the commencement of trial operations and such documents should be to the satisfaction of the Bank's officials and their decision in this regard will be final and binding on the Service Provider.	What is the definition of trial operations? When will trial operations be started?	Trial operations at each chest will be made for 7 days after installation of the machine. Trial run will be for sorting out any technical issues observed.

20	<p><b>Page-10, Para-02.26:</b></p> <p>The period of initial arrangement will be 3 years, which may be extended on satisfactory operations for a further period of 2 years on same terms and conditions.</p>	<p>We request Bank to please consider the price escalation as and when the changes in the minimum wages act. Seeing the last one year's trend, price escalation of Rs.2,000/- got increased in one shot and there is a history of minimum twice a year minimum wages gets increased in a year.</p> <p>We request bank to consider increasing the rate after 3 years; max upto 25% ,as cost of labour and materials increases continuously and we have to adhere to government labour laws also.</p>	<p>No change is considered.</p> <p>No change is considered.</p>
21	<p><b>Page-10, Para-03.01 (ii):</b></p> <p>The Bidder must have been in cash processing services for atleast 3 years as on 1st April 2019.</p>	<p>It may please be clarified that Cash Processing Services includes Sale, Service or Operating machines engaged in Cash Processing.</p> <p>We request Bank to please amend the clause as "The Bidder must have been in cash processing services including sale, service or operating machine engaged in Cash processing."</p>	<p>Bidders are advised to refer para-03.04 on Page No.-11 on the RFP.</p>
22	<p><b>Page-11, Para-03.04:</b></p> <p>The Bidder should indicate the name(s) of commercial banks to whom Note Processing Machine / solutions / services are currently being provided along with their full addresses and details of contact persons, list of which should be enclosed with the Technical Bid. Certificates of good performance from these banks should be enclosed to the Technical bid.</p>	<p>In case the bidder is only a service provider we request bank to also consider the Certificates of good performance from banks in India to whom the proposed Note Processing Machines have been supplied by the manufacturer. Please consider and confirm.</p>	<p>Clause is self-explicit.</p>

<b>23</b>	<b>Page-11, Para-03.04:</b>  The Bidder should indicate the name(s) of commercial banks to whom Note Processing Machine / solutions / services are currently being provided along with their full addresses and details of contact persons, list of which should be enclosed with the Technical Bid. Certificates of good performance from these banks should be enclosed to the Technical bid.	We trust that in the event that a manufacturer is participating through a service provider bank would also consider the Certificates of good performance from banks in India to whom the proposed Note Processing Machines have been supplied by the manufacturer. Please consider and confirm.	The experience of partnering manufactures will be considered.
<b>24</b>	<b>Page-11, Para-03.05:</b>  The bidder shall keep the Bank indemnified from all the risks arising out of infidelity of their employees. Self attested proof should be enclosed to the Technical bid for Fidelity insurance cover, for the existing contracts.	Bidder should be made liable to indemnify the Bank for only actual proven loss and for acts directly attributable to the Bidder.	No change is considered.
<b>25</b>	<b>Page-13, Para-11:</b>  Successful bidders shall submit a performance Bank Guarantee issued by any First Class Bank in India (Annexure-VII) for ₹25 lakh (Rupees Twenty Five Lakh Only) for each CC. The proforma of the Bank Guarantee will be as per Annexure-IX. The guarantee shall be for a period of three years from the date of signing the agreement by the successful bidder, which may be extended for a further period of two years on extension of contract. The bidder is responsible for and obliged to conduct all contracted activities in accordance with the contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.	<p>We request you to kindly make it Rs. 10.00 lacs per CC BG as Performance Bank Guarantee against security deposit &amp; the remaining Rs.15.00 lacs per C.C. can be pledged through insurance covering against loss &amp; damage during the contract period as defined as per the terms of RFP. Please look into matter.</p> <p>Current requirement of INR 25 Lakh per CC is very high. Requesting you to please reconsider this amount.</p> <p>Rs. 25 lakh for each location CC is too high considering the number of CC. Would request bank to consider PBG of 5% of TCO.</p>	<p>No change is considered.</p> <p>No change is considered.</p> <p>No change is considered.</p>

26	<p><b>Page-13, Para-11:</b></p> <p>Successful bidders shall submit a performance Bank Guarantee issued by any First Class Bank in India (Annexure-VII) for ₹25 lakh (Rupees Twenty Five Lakh Only) for each CC.</p>	<p>Considering the huge capital investment of the vendors, we request the bank to allow us to submit a BG of ₹10 lakh for each CC.</p> <p>25 lacs will amount to significantly huge, request to reduce the amount to 5 lacs.</p>	<p>No change is considered.</p> <p>No change is considered.</p>
27	<p><b>Page-14, Para-16.01.01:</b></p> <p>The Note Sorting and other related Machines (NSMs), should have processing capacity of minimum 3 lakh Currency Notes per day on single shift basis.</p>	<p>We understand bank wants the machines to process 3 Lakhs currency notes per day in single shift i.e 6 hours m/c running time under 3 way sorting. This is difficult to measure so would be good to have M/c Speed mentioned in notes/Hour which can be easily measured.</p> <p>What is the expected speed of the sorter to achieve 3 Lacs notes/shift.</p> <p>Since no processing speed is mentioned how Bank will certify the capacity of system?</p> <p>Is Multiple station processing system allowed?</p>	<p>The machine should have capability to process 3 lakh Currency Notes in a single shift of 8 hours.</p> <p>The machine should have capability to process 3 lakh Currency Notes in a single shift of 8 hours.</p> <p>No.</p>
28	<p><b>Page-15, Para-16.01.05:</b></p> <p>Stacking compartments: There shall be separate sets of compartments for ATM Fit/ issuable / non-issuable (i.e. soiled) and reject / suspect notes. After the notes are processed, sorted notes should go to the respective compartments, strapped in packet of 100 pieces. Band on each packet must have machine processing ID &amp; indication of quality of notes. In case of non-issuable notes one packet of 1000 pieces is to be prepared as per</p>	<p>It is written that "Band on each packet must have machine processing ID &amp; indication of quality of notes.". Does machine processing ID mean that automatic processing ID without manual operation by operator ?</p>	<p>The process upto banding of FIT &amp; ATM-FIT should be automated and the band on each packet should bear machine processing ID &amp; indication of quality of notes.</p>

	<p>RBI guidelines. Ten (10) such packets (in case of non-issuable notes one such packet of 1000 pieces), will be bundled and strapped. Every such bundle will be shrink wrapped in plastic paper and labeled with information containing denomination, number of pieces, date of processing with machine ID and operator ID. For any shortages, counterfeit notes/ deficiencies detected at RBI in unfit/soiled notes sent to RBI, the SP will be fully responsible. If RBI imposes penalty for such shortages/ deficiencies, the SP will be responsible, and compensate the Bank for such penalty in addition to shortage.</p>	<p>As you are asking non issuable to be strapped in 1000 notes as per the RBI guidelines, we suggest that the pockets for non-issuable notes can be normal stacking pocket ( without paper banding) and 1000 of those notes can be bundled in offline bundling machine as</p> <p>a) No machine can bundle 1000 notes online</p> <p>b) Looking at above and general industry standard, we don't see any use of first strapping 100 non issuable notes and then break those straps to bundle 1000 notes offline, this is wastage of paper and money and manpower. So our suggestion is to keep the 2 pockets for the Non issuable as normal and 2 Packets each for ATM and FIT to be with paper banding.</p> <p>Is NSM Output of ATM FIT/ISSUABLE/Non issuable packets of 100 pieces should be stacked separately (3 way delivery) OR Mixed output all type of packets is allowed?</p> <p>Is soil pack of 100 notes also should have paper band with machine ID and process details printed?</p>	<p>Banding, bundling and shrink wrapping of UNFIT notes to be done as per RBI requirements. UNFIT Notes are to be banded, bundled and shrink wrapped manually into one packet of 1000 pieces by using various machines.</p> <p>Separate pockets/stackers for ATM-FIT / ISSUABLE/ Non-issuable / Rejects are desirable.</p> <p>Banding, bundling and shrink wrapping of UNFIT notes to be done as per RBI requirements. UNFIT Notes are to be banded, bundled and shrink wrapped manually into one packet of 1000 pieces by using various machines.</p>
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<b>29</b>	<b>Page-16, Para-16.02 A: S. No. 4:</b>  Year of commencement of (i) Supply of NSM	In case the bidder is only a service provider the experience of the partnering manufacturer whose Note Processing Machines are intended to be supplied under the RFP would be considered. Further please confirm if the experience of the manufacturer is further sought for India operations and for the model offered under the RFP.	The experience of partnering manufactures will be considered.
<b>30</b>	<b>Page-16, Para-16.02 A: S. No. 6:</b>  No. of NSM supplied	In case the bidder is only a service provider the experience of the partnering manufacturer whose Note Processing Machines are intended to be supplied under the RFP would be considered. Further confirm if the Number of NSM supplied are to be for the model offered in India and globally.	The experience of partnering manufactures will be considered.  NSMs supplied means NSMs capable to segregate ATM-FIT, FIT, Non-issuable and Reject/Suspect Notes.
<b>31</b>	<b>Page-16, Para-16.02 C: S. No. 3(ii):</b>  Experience of Manufacturing Company / Firm in High Speed Note Verification and Processing Machine i.e. since when Manufacturing (please specify the Month/Year)	We request bank to kindly confirm if the verification is with regards to the Note Processing Machine offered under this RFP.	No, for the purpose of Para -16.02 C S. No. 3(ii)
<b>32</b>	<b>Page-17, Para-16.03, S. No.-6:</b>  <b>Currency note Delivery:</b> Standard Delivery Mode: To be configured as per requirement of the Bank.	We request Bank to clarify the standard delivery mode.	Standard delivery mode refers to 3 quality outputs and reject output complying with RBI guidelines.

<p><b>33</b></p>	<p><b>Page-17, Para-16.03, S. No.-7:</b></p> <p>Minimum 6+1 pockets (Minimum 6 pockets for ATM-Fit, Fit and Unfit Notes and minimum one pocket for reject notes) Machine should have capability for mechanised paper banding of packets.</p>	<p>As Strapping and Shrink Wrapping is being done on separate machines, Banding of packets too should be permitted on a separate machine so long as the desired through put is maintained.</p> <p>The bank requires output pockets: minimum 6+1 pockets. Please clarify that the following configuration is acceptable to the bank:</p> <ul style="list-style-type: none"> <li>• Receiving pockets : 04</li> <li>• Banding pockets : 02</li> <li>• Reject pocket : 01</li> </ul> <p>Please elaborate -Mechanised paper banding</p> <p>Please clarify that only packeting (packet of 100 pieces each) in each of 6 pockets is required to be done by machine. Bundling (of 10 packets) &amp; shrink wrapping to be done using bundling and shrink wrapping machines, which may be independent of Note Sorting machine and require manual intervention.</p> <p>Kindly clarify bank is asking bidder to supply minimum 6+1 i.e 2 Pockets each for ATM, FIT and Unfit and each of these pockets need to have mechanized paper strapping. i.e. 6 Strapping pockets.</p>	<p>No change is considered.</p> <p>Machine should be capable to generate 3 quality outputs i.e. ATM-FIT, FIT, Non-issuable and Reject/Suspect Notes complying with RBI guidelines.</p> <p>Output of AMF-FIT &amp; FIT notes should be with automated paper banding of packets by the processing machine.</p> <p>Bundling and Shrink Wrapping of notes are to be done by using bundling and shrink wrapping machines.</p> <p>Machine should be capable to generate 3 quality outputs i.e. ATM-FIT, FIT, Non-issuable and Reject/Suspect Notes complying with RBI guidelines.</p>
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<b>34</b>	<b>Page-17, Para-16.03, S. No.-7:</b>  Minimum 6+1 pockets (Minimum 6 pockets for ATM-Fit, Fit and Unfit Notes and minimum one pocket for reject notes) Machine should have capability for mechanised paper banding of packets.	We request Bank to clarify below points:  i) Packet ID/Endorsement required to be printed on Pack of 100 Notes? (Is it Mandatory to provide details of note quality details on the Paper Band (ATM /FIT/UNFIT & Bank/Process details).  ii) NSM Processing should be in Fully automatic mode or Bidder is allowed to process Bundle manually for soil/Unfit quality?  As per Part III, Point 2.10 we assume that the capability for mechanised paper banding of packets is required for ATM-FIT and FIT category notes. Please confirm.	Indication of quality of notes [FIT/ATM-FIT] be marked on paper band. Each Bundle must have a slip affixed below bander depicting details of quality, quantity & date of processing.  No manual sorting of notes is permitted.  Mechanised paper banding is required for ATM-FIT and FIT category notes.
<b>35</b>	<b>Page-17, Para-16.03, S. No.-8:</b>  <b>Performance Data / Processing Speed</b> Output of 3 lakh Currency Notes per day on single shift basis.	We request Bank to clarify how Bank will clarify the System speed.	The machine should have capability to process 3 lakh Currency Notes in a single shift of 8 hours.
<b>36</b>	<b>Page-20, Para-16.03, S. No.-C:</b>  <ul style="list-style-type: none"> <li>Bundling machine for preparing bundles by tying/strapping both horizontally and vertically in a criss-cross manner.</li> <li>Shrink wrapping machine</li> </ul>	We request bank to advise the specifications of bundling and shrink wrapping materials as it would have effect on the cost of processing bundles.	Consumables will be at bidder's cost. Usual Note Strapping & Shrink Wrapping materials be used. However, plastic sheets to be used for shrink wrapping should not be less than fifty microns in thickness or as directed by RBI from time to time.

37	<p><b>Page-21, Para-17, S. No.-3:</b></p> <p>Revenue earned from processing of currency notes for the last 3 years ending with 31.03.2019</p>	<p>Whereas in Page No. 10 clause No. 3.01 (iii), The bidder must have earned revenue of not less than 1 crore per annum for each of the last three accounting years.</p> <p>Please clarify whether the revenue from sale/service will be taken into account or CA Certificate for revenue only from processing to be enclosed.</p>	<p>Revenue earned of not less than 1 crore per annum for each of the last three accounting years is eligibility criteria to participate in Bidding process.</p> <p>Processing of currency notes includes sale, servicing or operating machines engaged in Cash Processing. The item be either reflected in Audited Financial Statements or CA Certificate be enclosed.</p>																		
38	<p><b>Page-23, Para-21.02, S. No.-1:</b></p> <p>Revenue of the bidder for the last 3 years:</p> <table><tr><th>Particulars</th><th>Marks</th><th>Max. Marks</th></tr><tr><td>i) Above ₹ 5 croe</td><td>25</td><td rowspan="3"></td></tr><tr><td>ii) Above ₹ 2 crore but &lt; ₹5 crore</td><td>20</td></tr><tr><td>iii) Above ₹ 1 crore but &lt; ₹2 crore</td><td>15</td></tr></table>	Particulars	Marks	Max. Marks	i) Above ₹ 5 croe	25		ii) Above ₹ 2 crore but < ₹5 crore	20	iii) Above ₹ 1 crore but < ₹2 crore	15	<p>Looking at the value of contract, Revenue of the Bidder for the last 2 year asked by Bank is very low, we request &amp; suggest Bank to kindly include below financial criteria for evaluation:</p> <table><tr><th>Revenue of the bidder for last 2 years</th><th>Marks</th></tr><tr><td>i) Above Rs. 50 Crore</td><td>25</td></tr><tr><td>ii) Above Rs. 20 Crore</td><td>20</td></tr><tr><td>iii) Above Rs. 10 Crore</td><td>15</td></tr></table>	Revenue of the bidder for last 2 years	Marks	i) Above Rs. 50 Crore	25	ii) Above Rs. 20 Crore	20	iii) Above Rs. 10 Crore	15	<p>No change is considered.</p>
Particulars	Marks	Max. Marks																			
i) Above ₹ 5 croe	25																				
ii) Above ₹ 2 crore but < ₹5 crore	20																				
iii) Above ₹ 1 crore but < ₹2 crore	15																				
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39	<p><b>Page-23, Para-21.02, S. No.-3:</b></p> <p>No. of Banks availing Cash processing services (including supply/maintenance of NSMs) from bidder (excluding Co-op and Rural Banks):</p>	<p>We request bank to amend as follows "No of banks availing cash processing services from the bidder. " as the bidder is buying the machines /leasing the machines and processing the currency at either at their vaults at the bank or at bank's premises.</p>	<p>The clause is self-explicit.</p>																		

40	<p><b>Page-23, Para-21.02, S. No.-4:</b></p> <p>No. of processing solutions (capable to segregate ATM-Fit, Fit, Unfit &amp; Reject Notes) supplied (with proof):</p> <table><tr><th>Particulars</th><th>Marks</th><th>Max. Marks</th></tr><tr><td>i) Less than 50 NSMs</td><td>10</td><td rowspan="4"></td></tr><tr><td>ii) Greater than &amp; equal to 50 NSMs and less than 100 NSMs</td><td>20</td></tr><tr><td>iii) Greater than &amp; equal to 100 NSMs and less than 200 NSMs</td><td>30</td></tr><tr><td>iv) Greater than &amp; equal to 200 NSMs</td><td>40</td></tr></table>	Particulars	Marks	Max. Marks	i) Less than 50 NSMs	10		ii) Greater than & equal to 50 NSMs and less than 100 NSMs	20	iii) Greater than & equal to 100 NSMs and less than 200 NSMs	30	iv) Greater than & equal to 200 NSMs	40	<p>We request bank to confirm if the processing solution in consideration is the model offered under this RFP.</p> <p>We request bank to confirm if the processing solution in consideration is the model offered under this RFP. Further in view that this technology of automated sorting and mechanised banding is relatively new for India hence we request that global supplies be considered for fulfilment of the clause OR supplies of Minimum 4+1 Pocket NSMs of the same OEM in India over the past 5 years ending 31.03.2019 be considered for evaluation of the clause. Kindly consider and confirm.</p> <p>Further in view that this technology of automated sorting and mechanised banding is relatively new for India hence we request that global supplies be considered for fulfilment of the clause Kindly consider and confirm.</p> <p>We request bank to consider the solutions put in our vaults for processing of notes for the banks as we are a currency processing and logistic company. We also process at the banks with bank's NSMs which may also be considered as satisfactory processing is what bank asks.</p>	<p>Any kind of Note Sorting Machine capable to segregate ATM-FIT, FIT, UNFIT &amp; Reject Notes as per RBI specifications, will be reckoned.</p> <p>No change is considered.</p> <p>Processing solutions supplied / services provided at Commercial / Central Banks in India will be considered.</p>
Particulars	Marks	Max. Marks													
i) Less than 50 NSMs	10														
ii) Greater than & equal to 50 NSMs and less than 100 NSMs	20														
iii) Greater than & equal to 100 NSMs and less than 200 NSMs	30														
iv) Greater than & equal to 200 NSMs	40														

<b>41</b>	<b>Page-27, Para-28.01:</b> Certified copy of the Board resolution authorizing the signatories to submit this RFP.	We request bank to accept power of attorney for the signatories to sign the RFP.	Board resolution must clearly state authorization to sign documents related to the RFP, including delegating powers to sign by means of POA.
<b>42</b>	<b>Page-33, Para-B:</b> The Service Provider is engaged in the business of Cash processing and is also supplier/manufacturer of Note Sorting & other related Machines (NSMs) and has represented to the Bank that it has the necessary manpower, knowledge and expertise in providing such services.	We request bank the amend the clause to the following" The service provider is engaged in the cash processing business and provide cash processing services to the bank either at their premises or at the premises of the bank with the bank's machines or their own machines. The tender is mainly for cash processing with a established and proper machines. So we request Bank to evaluate the SP whether he is capable and experienced rather than giving weightage to the machines.	The clause be read as:  "The Service Provider is engaged in the business of Cash processing and has represented to the Bank that it has the necessary manpower, knowledge and expertise in providing such services."
<b>43</b>	<b>Page-33, Para-3.3:</b> The parties to this Agreement shall have a right to terminate this Agreement at any time without assigning any reasons thereto, by giving not less than 60 days prior written notice of the intention to do so, to the other party.	As the investment is going to be huge, any such termination without a cause may leave the bidder with huge burden. So, we request that no such termination without proper cause to be effected. Secondly, if the bank insist, need to discuss on assets deployed and its treatment-whether bank will buy out the same	No change is considered.
<b>44</b>	<b>Page-37, Para-12.2:</b> The Service Provider shall also take, at its own costs, insurance policies for adequate amount against fidelity, dishonesty, theft, extortion, robbery, forgery, altered documents, fraud, fidelity / dishonest acts on the part of Service Provider's employees or agents/subcontractors or representatives or employees of such agents/subcontractors with Bank as Loss Payee/beneficiary.	Request the bank to specify the quantum of insurance.	Insurance cover should be adequate to keep the Bank indemnified at all the locations where services under RFP will be provided.

<p><b>45</b></p>	<p><b>Page-37 &amp; 38, Para-13.1:</b></p> <p>The Service Provider shall fully indemnify and hold harmless the Bank against any shortages / penalty imposed by RBI for deficiencies in remittance of shrink wrapped bundles processed by the SP, liability, losses, claims, costs including attorney's cost, expenses accruing, incurred or suffered by the Bank directly or indirectly arising on account:</p> <p>a) of any act, commission or omission, negligence, fraud, forgery, dishonesty, misconduct or violation of any of the terms and conditions of this agreement by the Service Provider/its employees/agents/subcontractors;</p> <p>b) of any robbery, theft, extortion, misappropriation, accident when any assets or properties or documents or instruments are deemed to be in the custody of the Service Provider.</p>	<p>We request the bank to remove this clause as the bidder does not have any custody/deemed custody of any assets or properties or documents or instruments outside the chest premises. The chest premise is under complete control and security of the bank thereby the above clause should not apply and hence should be deleted.</p>	<p>No change is considered.</p>
<p><b>46</b></p>	<p><b>Page-39, Para-15.6:</b></p> <p>The Bank may by giving Fifteen (15 ) days' notice in writing to Service Provider, terminate this Agreement under any one or more of the following circumstances:</p> <p>Notwithstanding anything contained herein, the Bank may terminate the agreement forthwith without assigning any reason.</p>	<p>Bank is requested to remove this clause as we may suffer huge losses if this clause is put into operation once the machines and men are put in place</p>	<p>No change is considered.</p>

<p><b>47</b></p>	<p><b>Page-48, Para-xvii):</b></p> <p>The scope of contract shall include supply on hire basis, of Machines securely packed in good condition, transporting, handling, installation, commissioning, maintenance and operation thereof at _____(name of currency chest) and personnel for processing of currency notes. SP may visit the Currency Chest and ensure that adequate space <b>(not more than 100 sq feet)</b> is available to accommodate the machine and also submit the Civil / electrical construction plan to the bank well in advance.</p>	<p>We request Bank to consider adequate space (150 sq feet) should be available for processing the cash at processing Center.</p> <p>We understand that an additional space (apart from 100 Sq. feet) would be provided for other related machines.</p>	<p>No change is considered.</p> <p>No additional space will be provided for accommodating other related machines.</p>
<p><b>48</b></p>	<p><b>Page-69, Annexure-XI:</b></p>	<p>In Sr. No.1, Bank asked Rate per bundle of 1000 pieces of notes excluding Shrink Wrapping,</p> <p>In Sr. No.3, Bank asked Rate per Bundle for Shrink Wrapping for 100 Bundles.</p> <p>Kindly confirm for 100 bundles bank do not required Shrink Wrapping?</p> <p>Would request bank to confirm whether bank want to do Shrink wrapping or Nylon Strip on the 100 bundles?</p> <p>This functionality required in one single machine, or bidder should provide additional machines for Shrink Wrapping or Nylon Strap (Manual Mode)?</p>	<p>The format is self-explicit.</p> <p>No packaging of 100 bundles is envisaged under RFP.</p> <p>Bundling and Shrink Wrapping of notes are to be done by using bundling and shrink wrapping machines.</p>

49		<p><b><u>General Queries:</u></b></p> <p><b>Multiple OEMs and multiple banks:</b> Bank should permit the vendor to choose any machine which bank has verified and approved. If there is a delay in production and supply from one supplier, the vendor can take machine from another vendor to execute the contract . Bank should permit multiple MAFs. Bank is requested to consider this suggestion.</p> <p>Is there any mandatory condition for numbering of Manpower?</p> <p>Whether stationary will be provided by the Bank or by vendor?</p> <p>Is there any mandatory condition for providing processing/counting machine to be deployed in the chest?</p>	<p>Not considered. Make &amp; manufacturer of machine should be advised as per terms of RFP. MANUFACTURERS' / PRODUCERS' AUTHORIZATION FORM as per Annexure-VI is one of the requirements of the RFP.</p> <p>Adequate manpower be provided.</p> <p>Consumables will be provided by the Service Provider.</p> <p>Bid be made as per RFP and clarifications given above.</p>
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