

Prebid Response - RFP Ref No.: IT/Tender/2026-27/004 Date: 10/09/2026, all are advised to note the following:

Sr. No	Section No.	Page No.	Point No.	Original Clause	Query	KDCC Bank Response
1	2	4	ii, iii & iv	II. The bidder should supply, install and commission the necessary hardware and software at 50 Identified branches of KDCC bank. III. The Bidder has to provide a front-end client application for the device & same is to be integrated/interface with bank's OMNI Enterprise Core Banking Application. IV. The Bidder has to upgrade/patch/install/re-install application as required by Bank on KIOSK to perform passbook printing. Bidder has to install/re-install certificated/security key on Self Service Passbook Printing Kiosk.	1. Middleware: Is the Bank proposing to have a middleware layer between the Kiosk application/software and the Bank's CBS/OMNI Enterprise Core Banking Application? • If yes, kindly confirm whether the required middleware infrastructure/server will be provided by the Bank, or whether the Bidder is expected to provide the same. • Alternatively, kindly confirm whether the Kiosk application is expected to interface directly with the Bank's CBS/OMNI application through APIs. 2. CBS & APIs: • Kindly provide the name/version of the CBS/OMNI Enterprise Core Banking Application currently being used by the Bank and confirm the availability of the relevant APIs/interface specifications/documentation required for integration with the kiosk application.	• Bank will provide required middleware infrastructure/server. • Understanding is correct • Currently bank is using Omni Enterprise 3.0 version Core Banking Application.
2	2	4	V	The bidder is responsible to provide interface if any without any additional cost to the bank.	Kindly clarify that for how many years (one year, warranty period or for whole 5 years) the interface to be provided?	For whole 5 years

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3	2	4	V	The bidder is responsible to provide interface if any without any additional cost to the bank.	We understand this interface will be limited to the Scope of Work as defined in the RFP, which is related to Self Service Passbook Kiosk only? Kindly clarify.	Understanding is correct
4	2	4	VI	The bidder should Provide a system that is fully compatible and capable of integration with the bank's existing barcode(s) available with the bank.	Please provide the exact format of the existing barcodes (e.g., Code 128, QR Code) currently printed on user passbooks. Please clarify if the barcode contains the account number directly or an encrypted string requiring specific decryption logic from the bank to be embedded into the client application.	Code 128 is the format of the existing barcodes. The barcode id is mapped with account number.
5	2	4	VII	The bidder should provide multi-language SSPBP Kiosk equipped with multimedia audio system capable of providing step by step procedures and support of selectable user interface in Marathi, Hindi and English Language.	Please note audio files and transcripts of regional languages to be provided by bank.	RFP requirement stands
6	2	4	VIII	The bidder shall be responsible for the end-to-end supply, installation, and commissioning, including proper tagging, casing and capping, and structured cabling of SSPBP, ensuring compliance with installation standards at the time of deployment.	Since the Network Point for SSPBP kiosk is under bidders scope, Please confirm who will need to provide a UPS power point near SSPBP kiosk, Bidder or Bank	Bank will provide a UPS power point near SSPBP kiosk

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7	2	4	VIII	The bidder shall be responsible for the end-to-end supply, installation, and commissioning, including proper tagging, casing and capping, and structured cabling of SSPBP, ensuring compliance with installation standards at the time of deployment.	As we understand that this will involve completed installation, does this mean that site readiness is our responsibility? Please clarify, as this will be an additional cost. Alternatively, we can share the Site readiness requirements, and the bank can make the arrangements and provide us.	Understanding is correct
8	2	5	XIV	Bidder is responsible to deliver the Self-Service Passbook Printing Kiosk to the site location without any additional cost. The material should be covered under insurance till the completion of installation. Bank reserves the right to reject the equipment before the acceptance of any material or equipment if it is found having manufacturing defect or damage. Bank will be assisting to the bidder with letter/declarations to obtain the waybill or any other document from the state government or Central government for the delivery.	We request for the complete list of branches with location and contact numbers to include these into our costing.	The details will be shared with final selected bidder.
9	2	5	XV	Back-to-Back OEM support should be available for the maintenance, support, replacement, upgradation, patches/fixes, vulnerability assessment based on periodic bulletins issued by the OEM during the warranty period.	1. Please confirm whether the bank will be performing vulnerability assessment of the application ? 2. Please clarify "patches/fixes" will be OS patches?	1. Understanding is correct 2. It is for KIOSK Application

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10	4	6	4.1	i. Bidders are required to submit the Eligibility cum Technical Bid and Commercial bid in physical form and soft (CD or pen drive) form as per the submission timeline. The Language of Bid should be in English.	Our suggestion is that we share this by email with a password protected attachment. as the CD's and pen drive have high probability of going corrupt.	RFP requirement stands
11	4	6	4.2	RPF clause - "The Bidder shall prepare two copies of the Technical bid clearly marking each" Original Eligibility cum Technical Bid for Supply, Installation & Maintenance of Self-Service Passbook Printing Kiosk (SSPBP)" and "Eligibility cum Technical Bid for Supply, Installation & Maintenance of Self-Service Passbook Printing Kiosk (SSPBP)". In the event of any discrepancy between them, the original shall govern. Original copy of bid security should be submitted with the Original Bid."	As per the mentioned clause, the bidder is required to prepare two copies of the Technical Bid. Kindly confirm whether both copies of the Technical Bid are required to be submitted along with the tender, or whether only the Original Technical Bid needs to be submitted.	Understanding is correct, bidder is required to submit both copies of the technical bid. For more details please refer to RFP's section 4. Instructions to the Bidders
12	5	9	6	The bidder should have prior experience of Supply, Installation, Implementation, Configuration, Commissioning of Self-Service Passbook Printer in at least 5(Five) Banks in last 3 years out of which 1 (one) should be District Central Cooperative bank.	Request Bank to please consider Cooperative banks instead of 1 DCC bank.	Please refer corrigendum
13	5	9	6	The bidder should have prior experience of Supply, Installation, Implementation, Configuration, Commissioning of Self-Service Passbook Printer in at least 5(Five)	Bidder/OEM should have supplied Passbook Kiosk in 5 Banks in India instead of one DCC Bank.	Please refer corrigendum

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				Banks in last 3 years out of which 1 (one) should be District Central Cooperative bank.		
14	5	9	6	The bidder should have prior experience of Supply, Installation, Implementation, Configuration, Commissioning of Self-Service Passbook Printer in at least 5(Five) Banks in last 3 years out of which 1 (one) should be District Central Cooperative bank	We understand that relevant experience is essential for assessing the bidder's capability and past performance. However, we request the Bank not to restrict the experience requirement specifically to District Central Cooperative Banks (DCCBs). We kindly request that experience in similar projects/services executed for other Scheduled/Commercial/Cooperative Banks, Government Organizations, PSUs, or other reputed financial institutions may also be considered, subject to meeting the required scope and value of work. This amendment would provide wider participation while ensuring that only technically and financially capable bidders meeting the Bank's requirements are considered.	Please refer corrigendum
15	5	9	6	The bidder should have prior experience of Supply, Installation, Implementation, Configuration, Commissioning of Self-Service Passbook Printer in at least 5(Five) Banks in last 3 years out of which 1 (one) should be District Central Cooperative bank	Kindly confirm whether experience of deploying Passbook Printing functionality as part of a Multi-Function Kiosk (MFK), wherein the MFK includes an integrated Passbook Printing module along with other banking functions, will be considered eligible for meeting this criterion.	Understanding is correct

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					- Alternatively, kindly clarify whether only experience of deploying standalone/dedicated Self-Service Passbook Printing Kiosks will be considered. OEM/Manufacturer Experience As the OEM and manufacturer of the kiosk hardware, we have supplied Self-Service Passbook Printing Kiosks / Multi-Function Kiosks (MFKs) with integrated passbook printing functionality to various banks through our authorized System Integrators/Channel Partners. - Kindly confirm whether such OEM-supplied deployments, wherein the kiosk hardware is manufactured and supplied by the OEM to the end Bank through a System Integrator/Channel Partner, will be considered as qualifying experience under Eligibility Criteria Point #6. - We can provide appropriate supporting documentation /certificates from the concerned Channel Partner/System Integrator confirming such deployments, wherever required.	Understanding is correct. However, if the OEM is direct bidder, then same OEM should not provide MAF to any other prospective bidder. Otherwise both the bid will be rejected.
16	5	9	7	The Bidder /OEM should have service center at Maharashtra, especially in Pune, Kolhapur.	Kindly confirm whether this requirement can be fulfilled through an authorized service/support partner having a presence in Pune and Kolhapur, duly supported by a Manufacturer's	Please refer corrigendum

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					Authorization Form (MAF) or equivalent service authorization from the OEM. Alternatively, kindly clarify whether the service centre is required to be maintained directly by the Bidder/OEM under its own name.	
17	7	10	7	Charges will be levied on late delivery of hardware items mentioned in the scope of work as Rs.500/- per device per week after delivery timeframe.	This clause needs to be discussed in detailed at contracting stage and following needs to consider: i) Penalty to apply only for delays solely attributable to the Vendor. ii) Delivery timeline to commence from receipt of complete PO, specifications, approvals and other required inputs from the Client. iii) No penalty for delays attributable to Client dependencies, site readiness, approvals or change requests. iv) No penalty for Force Majeure events or circumstances beyond Vendor's reasonable control. v) Delivery timeline to be extended proportionately for any Client-driven change in scope/specifications. vi) Penalty to be calculated only on the value of the delayed hardware/devices	RFP requirement stands

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					vii) There shall be mutually agreed cap on the penalties	
18	10	11	10	Service Level Response and Resolution timings on Hardware	Request to consider spares requirement calls maximum for 4 days and non-spare calls for 2 days. Suggest to reduce the penalty for spare calls delay to Rs.200/ day in place of Rs.1000/	RFP requirement stands
19	12	11	i	Hardware cost: a. 50% after successful delivery of SSPBP Kiosk and sign off from the Bank. b. 40% after successful installation and go-live of SSPBP Kiosk and sign off from the Bank. c. 10 % after 3weeks from successful Go-live.	We request the Authority to revise the Hardware Cost payment milestones as follows: a. 70% after successful delivery of SSPBP Kiosk and sign off from the Bank. b. 20% after successful installation and go-live of SSPBP Kiosk and sign off from the Bank. c. 10 % after 3 weeks from successful Go-live.	RFP requirement stands
20	12	11	lii	AMC for SSPBP Kiosk: a. Yearly AMC, value will be paid Half Yearly in arrears, and SLA will be imposed on the next invoice and service credit for last AMC invoice.	We request the Authority to revise the AMC payment terms to quarterly in advance instead of half-yearly in arrears, considering the recurring service and maintenance costs involved.	RFP requirement stands
21	14	15	-	Annexure - 2 Commercial Bill of Material The Commercial Bill of Material has been attached in a separate file named "Annexure 2- Commercial Bill of Material.	As per the RFP, Annexure – 2: Commercial Bill of Material is mentioned as a separately attached document. But we have not received Annexure – 2. Kindly share Annexure – 2 for our reference and further submission.	Please refer additional details under tender section at bank's website https://kolhapurdccb.bank.in

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22	14	-	-	Annexure - 2 Commercial Bill of Material A. Commercial for Self-Service Passbook Printing Kiosk (SSPBP) : Antivirus should have 5 years comprehensive license.	Please clarify whether the bank is going to provide antivirus and how will the antivirus patches be updated?	Clause stands deleted. Please refer corrigendum
23	20	21	ANNEXURE - 8	Self Service Passbook Printer Kiosk : Passbook Printer with inbuilt Barcode scanning feature with CIS scanners	1. Page Turning: Please clarify whether automatic page turning is mandatory, or manual page turning is acceptable. 2. Barcode Scanner: Please clarify whether the barcode/CIS scanner must be integrated within the passbook printer, or whether an external scanner is acceptable. 3. CIS Scanner: Please clarify whether the CIS scanner is required only for barcode scanning, or for any additional scanning functionality. 4. Central Server: Please confirm whether the Bank will provide the Central Application and Database Server infrastructure, including the required OS and software prerequisite licenses. 5. Existing Passbook Specifications: Please provide the existing passbook dimensions, paper specifications, page layout, and barcode specifications, if available, to ensure compatibility with the proposed passbook printer.	1. Bidder can provide any option 2. Bidder to provide the barcode/CIS scanner integrated within the which passbook printer. 3. CIS scanner is required only for barcode scanning. 4. Understanding is correct 5. The details will be shared with final selected bidder

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24	20	21	ANNEXURE - 8	Display (Touch screen):Minimum 17/18.5inch projected capacitive touchscreen (16:9 aspect ratio, 1024x768 resolution), Single and dual-sided display option, integrated stereo speakers	Kindly clarify whether a dual-sided display is required or mandatory. If yes, please confirm whether both sides are required to be PCAP touchscreen displays.	Dual-sided display is required
25	20	21	ANNEXURE - 8	Self Service Passbook Printer Kiosk : Passbook Printer with inbuilt Barcode scanning feature with CIS scanners	Self-Service Passbook Printer Kiosk The RFP specification mentions "Self-Service Passbook Printer Kiosk as Thermal Passbook Printer" • We would like to seek clarification on the same. Passbooks are generally printed on normal Maplitho paper, which is not suitable for thermal printing. Accordingly, a Dot Matrix Passbook Printer is required for printing on passbooks. • We therefore request you to kindly confirm whether the intended specification is for a Dot Matrix Passbook Printer and not a Thermal Passbook Printer.	Please refer corrigendum
26	20	21	ANNEXURE - 8	Storage: HDD - Minimum 1TB or higher	For Better performance kindly change the clause as SSD - Minimum 1TB or higher	Please refer corrigendum
27	20	21	ANNEXURE - 8	Processor: Intel Core i3 Processor or higher	Suggest to have Intel Core i5 to have uniformity in the product and commercials as i3 is expected to go obsolete	RFP requirement stands

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28	20	21	ANNEXURE - 8	Memory: Minimum 8 GB XDR RAM or higher	XDR Ram is obsolete. DDR4 RAM can accept.	Please refer corrigendum
29	20	21	ANNEXURE - 8	Connectivity: Eleven USB ports	Can you please explain, Why eleven USB ports are required, As 6-8 USB ports are sufficient to fulfill the requirement.	Please refer RFP
30	-	-	-	-	We request bank to add the ISO 9001:2015 & 27001:2022 for Quality Management System & Information Security Management System respectively. Also add CMMI Maturity Level 5 to understand the bidder Software Development maturity standard.	RFP requirement stands
31	-	-	-	-	Considering the proposed quantity of 50 kiosks and their deployment across multiple/direct branch locations, we strongly recommend that both Middleware and RTMS should be considered as part of the overall solution. A suitable middleware layer would help in maintaining a controlled and secure interface between the kiosks and the Bank's core banking environment, while an RTMS would enable centralized monitoring, remote diagnostics, alerts and efficient support of all deployed kiosks.	RFP requirement stands

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32					Payment We propose the start the delivery timeline for the date of acceptance of the POC Kiosk for CBS integration. Payment Terms 90% on Delivery of Kiosk at site after the POC is accepted. Balance 10% to be released within 15 days of installation. In case the installation is delayed due to bank reason then payment should be released within 30 days of delivery.	RFP requirement stands