

Pre-Bid Query for RFP ATM & Cash Recycler VP/TO/IT/63/RFP/03					
Sr No	RFP Page No	Clause No	Original RFP Clause	Bidder's Query	Bank Response
1	13	B2.1 Point 6	Application Money of MUR.5,000	Request you to remove application money	Accepted.
2	32	Section E Point 1 & 38	Scope of Work refers to Surveillance Systems	Section E: Scope of Work refers to Surveillance Systems – Surveillance Systems and CCTV Solution should normally be provided by Security Companies like Brinks or Caudan Security. This is the case for the ATMs that are currently in production. We request that the surveillance system does not form part of the mandatory features.	We understand that Service provider cannot provide Surveillance Systems and CCTV Solution. Therefore, Bank will engage service provider for Surveillance Systems and CCTV Solution. Hence, we are removing Surveillance Systems and CCTV monitoring scope from RFP
3	30	Section E Point 8	Cash Recycler should have Note number tagging and traceability to account with appropriate MIS report as per Bank's requirement.	Note Number Tagging and traceability must not be a mandatory feature as the Mauritian notes are not ECB 6 compliant.	Ok, We are marking as optional. Proposed Machine model should be capable to support this features in future
4	34	Terms of Execution of work Point 3	Bank will engage the services of a Managed Service Provider (MSP) for providing following services.	Cash Replenishment and reconciliation must be handled by the CIT Company (Brinks or Caudan Security) and is not provided by ATM Supplier.	As mentioned in clause bank will engage Managed Service Provider separately .Bidder have to provided required support for Managed Services without any additional cost to bank. Hence, we are removing Managed Services for Cash Replenishment and reconciliation scope from RFP
5	68	Technical Bid Template Point 3.2	Currency Chest S&G / MAS Hamilton (KABAMAS-CENCON) dual electronic combination lock of 6+6 digits with capability for one time combination (OTC) with audit trail without any hardware change	Kaba Locks being a third-party product must not be mandatory. Compliance is desirable if you wish to implement same in the future.	We consider to mark as optional. Further, Service provider have to implement the same as and when required by bank without any additional cost to bank Proposed Machine model should be capable to support this features in future
6	69	Technical Bid Template Point 4	Card Reader/ Biometric/BAR code/QR code	Biometric, Voice authentication, Barcode and QR Code authentication must not be mandatory. Compliance should suffice in case you wish to implement those features in the future.	As per Mauritius center, we understand that the authentication with Biometric, Voice authentication, Barcode and QR Code authentication not available current hence we consider to make it optional. Further, if such authentication mode enabled in future service provider have to support without any additional support cost to branch. Proposed Machine model should be capable to support this features in future
7	69	Technical Bid Template Point 3.2	Machine should be IBNS compliant.	IBNS (Intelligent Banknote Neutralization System) – Central Bank approval will be required for ink staining solution.	As mentioned in Scope of Work 18. If Bank desires to implement IBNS (Intelligent Banknote Neutralization System) in future, Bidder has to provide the same without any extra support cost to Bank. Proposed Machine should be capable to support these features in future.
8	78	Technical Bid Template Point 13.12	Cash Recycler capable of One to One Marketing. Client when Loaded on Cash Recycler should be able to interact with different CRM sources using open standard messaging standards	One-to-One Marketing Solution– Compliance should suffice.	Bidder have to mark Bidder response / offering / specification. Bidder has to provide support for integration the same without any extra support cost to Bank. Proposed Machine model should be capable to support these features in future.
9	30	Section E: Scope of Work	Voice guidance support with internal speakers & headphone Jack 3.5 mm Mandatory for all the Cash Recyclers. It is the standard Text to speech files developed by the vendor. Bank shall provide flow. However, TTS has to be provided as per regulator guidelines by the bidder at no additional cost to Bank.	Full Voice Guidance Solution for the Visually Impaired – Compliance should suffice.	As per bank/regulator requirement in future, Bidder have to provide without any additional support cost to bank. Proposed Machine model should be capable to support these features in future.

10		Section E: Scope of Work	Other Points	<p>The following solutions are available at our end but will most probably be implemented at a later stage by the Bank. For the time being, compliance should suffice and these must according to us not be considered as mandatory features present as from Day 1. They will add additional cost to the complete solution.</p> <ul style="list-style-type: none"> -Remote Key Loading – Compliance should suffice. -Hard Disk Encryption– Compliance should suffice. -Application Whitelisting Solution. -Camera control Solution. -Dynamic Password Solution – Compliance should suffice. 	<p>As per bank/regulator requirement in future, Bidder have to provide services and features without any additional support cost to bank.</p> <p>Proposed Machine model should be capable to support these features in future.</p>
11	99	Technical Evaluation Metrics Cash Recycler/ATM	Support Structure (Min 50 support centres, 20 spares hubs, 200 engineers)	Support Structure (Min 50 support centres, 20 spares hubs, 200 engineers) to be removed.	<p>We have mentioned in Technical Bid Template 13.18 page 78 as Support centers</p> <p>Min 1 support centers 1 spares hubs</p> <p>5 engineers. We will update Technical Evaluation Metrics accordingly</p>
12	-	Technical Evaluation Metrics Cash Recycler/ATM	Pre-Bid Meeting	Based on Model/Machines available on Mauritius, Bank to share Mandatory Technical specific list for ATM/Cash Recyclers for Technical Evaluation Metrics	We have attached list of Mandatory Technical Specification as on availability of Model of ATM/Cash Recyclers in Mauritius. Technical Evaluation will be done accordingly.