

Replies to the pre bid queries to GeM Bid ref: GEM/2023/B/3470780 dated 22/05/2023 for Supply, Installation and Maintenance of 3000 Nos. of Self Service Passbook Kiosks and 3000 Nos. of Barcode printer in Canara Bank for 5 years (comprehensive onsite warranty of Three (3) years and Two (2) years AMC)

Sl. No.	Page No	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder/Consultant's Query	Bank's Response
1	4	RFP ref. no. GEM/2023/B/3470780 dated 22/05/2023. ATC: 11. <u>Delivery, installation and maintenance;</u>	11.2	Delivery of all Self Service Passbook Kiosks and BAR Code Printers should be within Six (06) weeks from the date of acceptance of the Purchase Order. Please note that no extra charges will be paid for those locations where road permit is required. The successful bidder has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the successful bidder to submit any form required for release of shipment from the check post.	We request you to consider 12 weeks as the quantity is high	Bidder to comply with the GeM Bid and RFP terms.
2	5	RFP ref. no. GEM/2023/B/3470780 dated 22/05/2023. ATC: 11. <u>Delivery, installation and maintenance;</u>	11.3	The successful bidder should ensure installation of the delivered Self Service Passbook Kiosks and BAR Code printers and complete all the works specified in the Scope of Work at the bank branch/office within Four (4) weeks from the date of delivery of all the materials for each ordered locations.	We request you to consider 6 weeks as the quantity is high	Bidder to comply with the GeM and RFP terms
3	48	RFP ref. no. GEM/2023/B/3470780 dated 22/05/2023. ATC: Annexure-5	Point no.3	The Bidder should have national presence with minimum experience of 3 years (I.e. FY 2020-21, FY 2021-22, FY 2022-23) in the activity of supply installation and maintenance of ATM/CD/Cash Accepting Machine/Passbook Printing Kiosk/Cheque/Deposit Kiosks.	Request for exemption of experience for MSMEs	GeM Terms and Conditions in respect of Micro & Small Enterprises(MSEs) shall also be applicable for this Bid.



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4	48	RFP ref. no. GEM/2023/B/3470780 dated 22/05/2023. ATC: Annexure-5	Point no.4	The turnover of the Bidder should be a minimum of Rs.50 Crores per year during last three financial years. (i.e. FY 2019-2020, FY 2020-2021, FY 2021-2022) The turnover for MSE bidders shall be as per Government of India guidelines issued by Ministry of Micro, Small & Medium Enterprises.	Request for exemption of experience for MSMEs	GeM Terms and Conditions in respect of Micro & Small Enterprises(MSEs) shall also be applicable for this Bid.
5	50	RFP ref. no. GEM/2023/B/3470780 dated 22/05/2023. ATC: Annexure-5	Point no.11	The bidder should have supplied at least 1000 Nos. of Self Service Passbook Printing Kiosks during the last three years. (i.e. from 01/05/2020 to 31/04/2023) to Banks.	Request the waiver for experience for MSME	Bidder to comply with the GeM and RFP terms
6	50	RFP ref. no. GEM/2023/B/3470780 dated 22/05/2023. ATC: Annexure-5	Point no.12	The bidder should have supplied at least 1000 Nos. of Self Service Barcode Printers during the last three FY years. (i.e. from 2020-21 to 2022-23) to Banks.	Request the waiver for experience for MSME	Bidder to comply with the GeM and RFP terms
7	50	RFP ref. no. GEM/2023/B/3470780 dated 22/05/2023. ATC: Annexure-5	Point no.13	Offered make of Self Service Passbook printing Kiosks and Barcode Printers should have minimum Installation base of 500 nos. in Public sector Banks in India as on 31/03/2023.	Request the waiver for experience for MSME	Bidder to comply with the GeM and RFP terms
8	11	24	24.3.1.1	Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be a Business day.	Request to consider Bank's Working Hours	Bidder to comply with the GeM and RFP terms



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9	31	77	77.3	Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of two years from being eligible to submit Bids for contracts with Canara Bank as per Annexure-4.	Referring to Page No.6 Section 13 RFP Clause 13.1 After completion of warranty period of 3 years 10% of the total cost shall be paid only after Completion of warranty period of 3 years or on submission of a bank guarantee for equivalent amount by the vendor after releasing the Acceptance payment. - We would like to know further as found these two clauses are contradictory to each other	Bidder to comply with the GeM bid RFP terms and conditions (a) 10% of Amount shall be kept on hold on account for the entire warranty period and may be released on submission of Bank Guarantee for the equivalent value. (b) Performance BG for 10% of Contract Value shall be for the entire Contract period i.e warranty+AMC.)
10	30	77	77	Procurement through MSEs (Micro & Small Enterprises) will be done as per the Policy guidelines issued by the Ministry of Micro, Small & Medium Enterprises vide Gazette notification no. D.L.-33004/99 dated 23.03.2012 and as amended from time to time. Following are the conditions applicable as per the Government of India Guidelines	If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% (Selected by Buyer)of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for 25%(selected by Buyer) percentage of total QUANTITY. - We Request You To Consider This	Bidder to comply with the GeM and RFP terms
11	-	Bid Submission	Last Date & Time of Bid Submission	Last Date & Time of Bid Submission	Requesting Bank to extend the bid submission timeline by at least 15 working days post release of Corrigendum and Bank's Response to Prebid Queries.	Please Refer Corrigendum 1



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12	-	General	Warranty & AMC	Supply, Installation and Maintenance of 3000 Nos. of Self Service Passbook Kiosks and 3000 Nos. of Barcode printer in Canara Bank for 5 years (comprehensive onsite warranty of Three (3) years and Two (2) years AMC).	We hope that Bank realises that Warranty period of more than 1 year gets added to base Kiosk price and then AMC gets charged as % of such Kiosk price i.e. % of (Base Price with standard 1 year warranty + 2 years of Warranty). Requesting Bank to change the warranty to 1 year and AMC to 4 years for commercial advantage to Bank.	Bidder to comply with the GeM bid RFP terms and conditions
13	3	6	6.3	If any product of Principal/OEM/OSD is being quoted in this RFP, the Principal / OEM / OSD cannot bid for any other Principal's / OEM's / OSD's product. If participated, the bids of Principal / OEM / OSD and the authorized Bidder/s are liable for rejection.	The solution requires use of components (Passbook Printer & Barcode Reader) from only a couple of industry-standard OEM suppliers to all competing bidders. Hence, requesting Bank to waive off this clause since it restricts the Principals/OEMs to collaborate with multiple Bidders.	Bidder to comply with the GeM and RFP terms
14	4	8	Bid Validity Period	The Offer submitted and the prices quoted therein shall be valid for 180 days from the date of opening of Commercial Bid.	As per terms of the RFP process, date of opening of Commercial Bid is not definitive. Hence, requesting Bank to modify this as: The offer submitted and the prices quoted therein shall be valid for 180 days from the date of bid submission.	Bidder to comply with the GeM and RFP terms



and Two (2) years AMC)

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16	5	11	11.3	<p>The successful Bidder should ensure installation of the delivered Self Service Passbook Kiosks and BAR Code printers and complete all the works specified in the Scope of Work at Bank branch/office within Four (4) weeks from the date of delivery of all the materials for each ordered locations.</p>	<p>Requesting Bank to include provision of deemed installation & modify this clause as: The successful Bidder should ensure installation of the delivered Self Service Passbook Kiosks and BAR Code printers and complete all the works specified in the Scope of Work at Bank branch/office within Four (04) weeks from the date of delivery of all the materials for each ordered locations. However, in cases where installation gets delayed beyond one (01) week from delivery for reasons not attributable to the Bidder, the Bank shall treat this as a case of deemed installation, including releasing the Bidder's payment. Bidder shall ensure that the pending installation gets completed within a week from Bank's confirmation of readiness.</p>	<p>Bidder to comply with the GeM and RFP terms</p>
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17	5	11	11.4	Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered/not billed, the Bidder in such cases shall deliver, install at the modified locations at no extra cost to Bank. However, if the hardware items are already delivered/billed, and if the modifications in locations are made after delivery, the Bidder shall carry out installation at the modified locations and Bank in such cases shall bear the shifting charges/arrange shifting. The Warranty & AMC (if contracted) should be applicable to the altered locations also.	Requesting Bank to notify the Bidder on a prior basis about the change / modification in the location or items.	Bidder to comply with the GeM and RFP terms
18	5	12	12.1.- 12.6	Penalty/Liquidated damages	12.1.2 & 12.1.2: Requesting Bank to cap the % of penalty to 5% (instead of 10%) and also that Bank should give a reasonable time to the Bidder to rectify the non-compliance before levying such penalty/damages. 12.2: Requesting Bank to cap the penalty to 5% of the total 5 years cost of the Kiosk for the affected unit instead of total value of the contract.	Bidder to comply with the GeM and RFP terms





Canara Bank

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19	5	5	13	Payment Terms:	Requesting Bnak that in case of delay in payment made by Bank, Bidder should be entitled to charge interest @ 18% p.a from the date of outstanding till the amount actually released by Bank. Further, the Bidder shall also be entitled to suspend the services in case Bank fails to make payment on time and Bank agrees that such suspension shall not be termed as breach of the Agreement. Further, Bank should not be allowed to withheld the whole payment.	Bidder to comply with the GeM and RFP terms.
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20	6	Payment Terms:	13.1	Sl. No. Payment Stages Percentage of Payment Condition/Remarks 1. Delivery 60% On Delivery 2. Installation & Commissioning 30% On Installation and Commissioning 3. Warranty 10% After completion of warranty period of 3 years. 10% of the total cost shall be paid only after completion of warranty period of 3 years or on submission of a bank guarantee for equivalent amount by the vendor after releasing the Acceptance payment.	Requesting Bank to modify this clause as Sl. No. Payment Stages Percentage of Payment 1. Delivery 80% On Delivery 2. Installation & Commissioning 10% On Installation and Commissioning 3. Warranty 10% After completion of warranty period of 3 years. 10% of the total cost shall be paid only after completion of warranty period of 3 years or on submission of a Bank guarantee for equivalent amount by the vendor after releasing the acceptance payment.	Requesting Bank to process and release all payments towards us supply & installation of Kiosks as well as AMC's centrally from its Head Office only.	Bidder to comply with the GEM and RFP terms
21	8	Payment Terms:	13.9	The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty, TD5 if any, centrally by Head Office at Bengaluru/ any other office	Requesting Bank to process and release all payments towards us supply & installation of Kiosks as well as AMC's centrally from its Head Office only.	Bidder to comply with the GEM and RFP terms	
22	10		20	Bank will have the right to audit the Bidder's people, processes, technology etc., as part of vendor security risk assessment process.	Bank shall have right to audit, provided by Bidder to Bank under the terms of the RFP and also intimate the Bidder on prior basis of such audit.	Bidder to comply with the GEM and RFP terms	



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23	12	26	26	In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty and AMC period (if contracted) of the contract, the selected Bidder shall forthwith replace/make good such defective supplies at no extra cost to Bank without prejudice to other remedies as may be available to Bank as per RFP terms.	The defect liability shall apply to the Bidder only if the Bidder is solely liable for such defects. Any defects arising due to Bank shall be the responsibility of Bank. Requesting Bank to modify this clause accordingly.	Bidder to comply with the GeM and RFP terms
24	19	45	45	In the event of changes in plans of Bank, Bank reserves the right to alter the quantities / locations for implementing the services by adding / deleting /substituting the devices/locations, etc., from the one specified in the tender at the same rate arrived on the same terms and conditions of this RFP.	Requesting Bank to intimate the Bidder on prior basis of any such change in quantity/supply and also agree to the prevailing price of such product on the particular time.	Bidder to comply with the GeM and RFP terms
25	21	50	50.1 & 50. 2	50.1. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract including warranty period. 50.2. From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to Bank.	In the event, the price varies due to change in any law or order, Bank shall agree to such price change. Requesting Bank to modify this clause accordingly.	Bidder to comply with the GeM and RFP terms



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26	22	51	51.7	In addition to the cancellation of purchase order, Bank reserves its right to invoke Bank Guarantee or foreclose the Security Deposit given by the Bidder towards non- performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.	Bank Guarantee can be given with rights of protest or demur. Further, Bank Guarantee can be invoked only upon a proven breach by the Bidder. Further, Bidder should be entitled for cure period of minimum 30 days. Bank shall notify the selected Bidder in writing before invoking Bank Guarantee. Requesting Bank to modify this clause accordingly.	Bidder to comply with the GeM and RFP terms
27	22	54	54.2	Bank will call for Audited Balance Sheet of the selected Bidder at any point of time during warranty period and the selected Bidder shall provide the same.	Not relevant to services covered under RFP. Requesting Bank to remove this clause.	Bidder to comply with the GeM and RFP terms



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28	24	58	Clause 58	<p>Negligence:</p> <p>In connection with the work or contravenes the provisions of General Terms, if the selected Bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by Bank, in such eventuality, Bank may after giving notice in writing to the selected Bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, Bank shall have the right to cancel the Contract holding the selected Bidder liable for the damages that Bank may sustain in this behalf. Thereafter, Bank may make good the failure at the risk and cost of the selected Bidder.</p>	<p>There shall be minimum 30 days written notice for remedy breach before termination.</p> <p>Requesting Bank to modify this clause accordingly.</p>	Bidder to comply with the GeM and RFP terms
29	25	64	64.1 & 64.2 and Annexure 9	Confidentiality and Non-Disclosure	<p>This clause should be made mutual in nature.</p> <p>Requesting Bank to modify this clause accordingly.</p>	Bidder to comply with the GeM and RFP terms



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30	25	65	65	Indemnity	The Bidder should only be liable for direct damages losses which are suffered by Bank and which are proven by the adjudicating authority and not otherwise. Further, indemnity provision shall survive till the termination or expiration of the Contract. Requesting Bank to modify this clause accordingly.	Bidder to comply with the GeM and RFP terms
31	26	66	66.2	For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the Bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the Bidder, resulting in such a situation.	The Force Majeure definition should also include, Pandemic and notifications issued by governmental or semi-governmental bodies from time to time. Requesting Bank to modify this clause accordingly.	Bidder to comply with the GeM and RFP terms
32	29	73	73	Right to audit	Requesting Bank to provide a reasonable notice of audit at least 60 days in advance. Requesting Bank that the Bidder should be responsible only to show the relevant data pertaining to the Agreement and not otherwise. Further, there should not be any conflict of interest with the Auditors.	Bidder to comply with the GeM and RFP terms
33	29		72	SOCIAL MEDIA POLICY	We need to study the policy before execution of contract. Requesting Bank to modify this clause accordingly.	Bidder to comply with the GeM and RFP terms



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34	30	74		Resolution of disputes	Currently, the venue of arbitration is Bangalore. Requesting to change venue of arbitration to Mumbai instead of Bangalore	Bidder to comply with the GeM and RFP terms
35	34	Annexure-1 Scope of Work	8	A solution should be provided to print the Barcode from the individual terminals at Branches	Requesting Bank to elaborate & explain the requirement for barcode generation. Although it is mentioned in the barcode printer specification that barcode printer should be connected with the Branch PCs. However kindly confirm if this should be network-based printer?	Barcode printer will be connected with the branch PC and Barcode label will be pasted on front side of Passbooks.



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36	35	Annexure-1 Scope of Work	16	<p>The Bidder would be responsible for timely applying/loading of all the software patches release by OEMs / OS vendors/ RBI or Regulatory in all the respective Kiosks during the Warranty and AMC period. This job has to be done as a part of Warranty and AMC support services, without any extra cost to Bank. The bidder will undertake up gradation of the software patches on time to time basis as per the Bank's requirement as well as the regulatory compliance.</p>	<p>We hope that Bank realizes that Bidder needs to and can comply with RBI or any other regulatory requirements as known till date of bid submission. It won't be possible to commit adherence to unknown requirements which may come up in future - feasibility, timeline & costs. Requesting Bank to modify this clause as: The Bidder would be responsible for timely applying/loading of all the software patches release by OEMs / OS vendors/ RBI or Regulatory in all the respective Kiosks during the Warranty and AMC period in line with requirements / Scope outlined in this RFP, including such compliances as on date of bid submission. This job has to be done as a part of Warranty and AMC support services, without any extra cost to Bank. The bidder will undertake up gradation of the software patches on time to time basis as per the Bank's requirement as well as the regulatory compliance, if feasible and on terms & conditions as may be mutually agreed including timeliens and commercials, if any.</p>	Bidder to comply with the GeM and RFP terms
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37	40	Annexure-2 5. Passbook Printer	5	Standard Integrated Passbook Printers include brands like Olivetti / Epson etc. of latest version with capacity of at least 3 mm.	Requesting Bank to replace "with capacity of at least 3 mm" with "... at least 2.2 mm and above" (Industry-Standard passbooks of PSU Banks can easily be accommodated in All Passbook Printers and presently working satisfactorily.)	Bidder to comply with the GeM and RFP terms
38	42	Annexure-2 12. Application Software	12.2	Capable of remotely managing the kiosk transactions.	Would require more clarity on "remote management of kiosk transactions".	Remote Monitoring & Management System is application software developed by the vendor for capturing the No of Passbooks printed by kiosks branchwise and it acts as database for capturing the kiosk working status.



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39	42	Annexure-2 Application Software	16	Should have Line/Page Recognition Function, page and line sensing, Passbook Printer for passbook update	When CBS sends the transactions along with the line number to start printing, customer will have to open the passbook and insert the correct page from where the printing has to begin. The Kiosk Application will calculate the line numbers on the page to be printed and begin the printing from the line number which it has received from the CBS. Since it is semi-automatic passbook printing solution, it cannot detect the line numbers on its own. Kindly confirm on the process. For auto-sensing of pages, Kiosk would require a different type of printer (auto page turning/flipping) and passbooks would also require change/replacement.	Bidder to comply with the GeM and RFP terms
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40	49	Annexure-5 Pre-Qualification Criteria	16	Bidder should be ready to comply with future RBI or any other regulatory authority requirements without any additional cost to Bank for entire contract period	We hope that Bank realizes that Bidder needs to and can comply with RBI or any other regulatory requirements as known till date of bid submission. It won't be possible to commit adherence to unknown requirements which may come up in future - feasibility, timeline & costs. Requesting Bank to modify this clause as: Bidder should be ready to comply with future RBI or any other regulatory authority requirements - beyond those known as applicable on the date of bid submission - without any additional cost to Bank for entire contract period on mutually agreed cost.	Bidder to comply with the GeM and RFP terms
41	50	Annexure-6 Make in India Certificate		This certificate format reads like Self Certificate as stated in the Subject line as also the draft. However, it also states: (To be certified by statutory auditor or cost auditor of the company (in the case of companies) for a tender value above Rs.10 crores giving the percentage of local content.)	We believe that this is required to be only a Self Certificate as per given format on the Bidder's letterhead; and the same should also be supported by a suitable certificate by statutory auditor or cost auditor of the company on such auditor's own letterhead. Requesting Bank to clarify.	RFP Clause is self-explanatory. Bidder to comply with RFP terms



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42	53	Annexure-9 Non-Disclosure Agreement	<p>WHEREAS, the Bidder understands that in the course of submission of the offer for the subject GeM Bid and/or in the aftermath thereof, it may be necessary that the Bidder may perform certain jobs/duties on Banks properties and/or have access to certain plans, documents, approvals or information of Bank; NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following conditions, in order to induce Bank to grant the Bidder specific access to Bank's property/information. The Bidder will not publish or disclose to others, nor, use in any services that the Bidder performs for others, any confidential or proprietary information belonging to Bank, unless the Bidder has first obtained Bank's written authorization to do so.</p> <p>The Bidder shall not, without Banks written consent, disclose the contents of this tender or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of Bank in connection therewith, to any person(s) other than those employed/engaged by the Bidder for the purpose of submitting the offer to Bank and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.</p>	<p>The terms of confidentiality shall also apply to Bank to ensure that Bidder's data is not used for any other purpose by Bank other than for availing services covered under this RFP. Terms of confidentiality to be changed to be reciprocal. Requesting Bank to modify this clause accordingly.</p>	Bidder to comply with the GeM and RFP terms
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43					
54	Annexure-10 Bill of Material	Table-A			
<p>As Bank may be aware, the Kiosks need to be integrated with Bank's CBS via a middleware application, commonly referred to Remote Monitoring & Management Software (RMM5) solution. This solution resides on a typical Server to be deployed within Bank's DC-DR infrastructure. Entire RFP is silent about how Bank proposes to get this Server implementation done; nor it's listed in the Commercial Bid format. We believe that Bank would procure at its own effort and cost the Server Hardware, OS & Database in lien with the winning Bidders' recommendation, and shall contract all of that out with respective OEMs, while successful Bidder needs to install his RMM5 application on the Server and undertake its support and maintenance as Bank can leverage its enterprise agreements for purchase of such Server and OS + Database. Requesting Bank to clarify if our understanding is correct. Also, should the Bank want the Server Hardware with its OS & Database also to be supplied by the Bidder, requesting Bank to add the following 2 line items in the commercial bid for better clarity:</p> <p>a) Cost of Middleware with OS & Database</p>					
<p>Bidder to refer Annexure-1 (Sl. No 3&4)</p>					



Replies to the pre bid queries to GeM Bid ref: GEM/2023/B/3470780 dated 22/05/2023 for Supply, Installation and Maintenance of 3000 Nos. of Self Service Passbook Kiosks and 3000 Nos. of Barcode printer in Canara Bank for 5 years (comprehensive onsite warranty of Three (3) years and Two (2) years AMC)

					<p>deployed at Bank's DC & DR with 1 year warranty; b) AMC for the Server Hardware and Middleware Application. Please note that in such scenario, Bidder may not be able to extend support for OS & Database on par with respective OEMs under enterprise agreements.</p>	
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44	59	Annexure-13		Bank Guarantee Format for Earnest Money Deposit	Bank Guarantee can be given with rights of protest or demur. Further, the guarantee can be invoked only upon a proven breach by the Bidder. Further, Bidder should be entitled for cure period of minimum 30 days.	Bidder to comply with the GeM and RFP terms
45	62	Annexure-14 Draft Contract Agreement	7	Subcontracting: The Selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected Bidder under the contract without the prior written consent of Bank.	The Successful Bidder shall be permitted to sub-contract any of its obligations under this RFP to its affiliates, subsidiaries and preferred vendors without consent from Bank. Requesting Bank to modify this clause accordingly.	Bidder to comply with the GeM and RFP terms



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46	63	Annexure-14 Draft Contract Agreement	8	Order Cancellation/Termination of Contract:	<p>i. Requesting Bank that in case of early termination, Bidder can only assist Bank for another vendor. However, Bidder should not be held liable for any expenditure incurred by Bank pertaining to the same.</p> <p>ii. Further, even the Bidder should be entitled to terminate the Agreement in case Bank defaults on payment terms as agreed.</p> <p>iii. In the event the order is cancelled by any reason, the Bidder shall be entitled to charge Bank, the unrecoverable invested costs incurred by Bidder.</p>	Bidder to comply with the GeM and RFP terms
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Replies to the pre bid queries to GeM Bid ref: GEM/2023/B/3470780 dated 22/05/2023 for Supply, Installation and Maintenance of 3000 Nos. of Self Service Passbook Kiosks and 3000 Nos. of Barcode printer in Canara Bank for 5 years (comprehensive onsite warranty of Three (3) years and Two (2) years AMC)

47	64	Annexure-14 Draft Contract Agreement	11	Limitation on Liability	We need limit on liability of Bidder and suggest that same be limited to 6 months billing. Further, The Bidder will not be responsible for any of data loss attributed to any reasons of force majeure or for other reasons beyond the control of the Bidder (e.g. Natural calamity, electricity failure, data migration, system failure, virus etc.). The Bidder will not be responsible for any malfunctioning of the system due to virus attacks, tampering with the existing software system/data base, hardware/operating system, Database related problems.	Bidder to comply with the GeM and RFP terms
48	64	Annexure-14 Draft Contract Agreement	11	Indemnity	The Bidder should only be liable for direct damages losses which are suffered by Bank and which are proven by the adjudicating authority and not otherwise. Further, indemnity provision shall survive till the termination or expiration of the Contract.	Bidder to comply with the GeM and RFP terms



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49	65	Annexure-14 Draft Contract Agreement	12	Confidentiality and Non-Disclosure	Requesting Bank that draft of Non Disclosure Agreement to be decided mutually before execution of SLA. Also Bidder should be responsible for actual breach and not threatened breach. The Bidder shall use the Confidential Information and keep it confidential except to the extent that any Confidential Information :- (i) is now or subsequently becomes publicly available through no act, fault, breach or omission on the part of the Bidder; or (ii) disclosure by Bidder which is required by law or by order of any court or government or regulatory agency in India. However in such an event, the Bidder shall intimate the Disclosing party about the disclosure. The Bidder shall ensure, that any such disclosure will be limited to the extent of Confidential Information required to satisfy that disclosure obligation.	Bidder to comply with the GeM and RFP terms
50	65	Annexure-14 Draft Contract Agreement	13	Force Majeure	The Force Majeure definition should also include, Pandemic and notifications issued by governmental or semi-governmental bodies from time to time.	Bidder to comply with the GeM and RFP terms



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51	66	Annexure-14 Draft Contract Agreement	15	Right to Audit	i. Requesting Bank to provide a reasonable notice of audit at least 60 days in advance. ii. Requesting Bank that the Bidder should be responsible only to show the relevant data pertaining to the Agreement and not otherwise. Further, there should not be any conflict of interest with the Auditors.	Bidder to comply with the GeM and RFP terms
52	67	Annexure-14 Draft Contract Agreement	16	Legal Disputes and Jurisdiction of the Court. All disputes and controversies between Bank and Selected Bidder shall be subject to the exclusive jurisdiction of the courts in Bengaluru and the parties agree to submit themselves to the jurisdiction of such court as this GeM bid/Contract agreement shall be governed by the laws of India.	Requesting Bank to have exclusive jurisdiction of the courts in Mumbai instead of Bengaluru.	Bidder to comply with the GeM and RFP terms



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53	67	Annexure-14 Draft Contract Agreement	16	<p>Dispute resolution mechanism</p> <p>All disputes and differences of any kind whatsoever, arising out of or in connection with this Contract or in the discharge of any obligation arising under this Contract (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there-in the specific disputes. In the event of parties failing to consent upon a single arbitrator than BOTH PARTIES shall approach Court of Law for the appointment of sole arbitrator as provided under the Arbitration and Conciliation Act 1996. Place of Arbitration shall be Bengaluru, INDIA which will be governed by Indian Arbitration and Conciliation Act 1996. Proceedings of Arbitration shall be conducted in English language only.</p>	Requesting Bank to change venue of arbitration to Mumbai instead of Bengaluru.	Bidder to comply with the GeM and RFP terms
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54	69	Annexure 15 - Format of PBG.		<p>You will have the fullest liberty without affecting Performance Guarantee from time to time to vary any of the terms and conditions of the contract or extend the time of performance of the contract or to postpone any time or from time to time any of your rights or powers against the CONTRACTOR and either to enforce or forbear to enforce any of the terms and conditions of the contract and we shall not be released from our liability under Performance Guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the CONTRACTOR or any other forbearance, act, or omission on your part or any indulgence by you to the CONTRACTOR or by any variation or modification of the contract or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs..... (Rupees) as aforesaid or extend the period of the guarantee beyond the said day of _____ unless expressly agreed to by us in writing.</p>	<p>The limit of liability is not ascertained. Requesting Bank to specify the amount or what would it be.</p>	<p>Bidder to comply with the GeM and RFP terms This is the DRAFT format of PBG and the actual amount shall be updated by the Selected bidder on conclusion of RFP process.</p>
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55				General Query	Requesting Bank to confirm what is the transactions per day that Bank is expecting on per Kiosk?	Transaction per day varies from branch to branch, depending on the No. of Customers will be using the kiosk. It may range from Minimum 1 hit to 200+ Hits
56	4	11-Delivery, installation and maintenance:	11.2	Delivery of all Self Service Passbook Kiosks and BAR Code Printers should be within Six (06) weeks from the date of acceptance of the Purchase Order.	Request for 8 weeks from UAT and relaxation for NE location 2 weeks additional. Total 10 Weeks.	Bidder to comply with the GeM and RFP terms
57	6	13. Payment Terms	13.1	10% Warranty Payment after 3 years or BG to be given	we undersand that total BG requirement is (PBG/Warranty BG) will be 10% on the Cost of the machines	Bidder to comply with the GeM and RFP terms (a) 10% of Amount shall be kept on hold on account for the entire warranty period and may be released on submission of Bank Guarantee for the equivalent value. (b) Performance BG for 10% of Contract Value shall be for the entire Contract period i.e warranty+AMC.)
58	9	1. Annual Maintenance Contract (AMC) (if contracted):	15.2	The successful bidder has to replace all the defective spares during Warranty and AMC Period. All parts should be covered except consumables.	Customer induced damages due to mis use, Electrical problems etc., should be excluded	Bidder to comply with the GeM and RFP terms
59	36	Broad Scope of Work	23	The bidder has to ensure that all the licenses for the application/software/middleware/OS used in the Kiosks/Machines/Bar Code Printers should be in the name of Canara Bank only and necessary license certificates/copies of the same has to be submitted in original to the Bank.	It will not be possible to get all the mentioend items licence in the name of Bank. However all related documents, keys, passwords will be handed over to assignend team/person of the bank	Bidder to comply with the GeM and RFP terms



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60	38	Broad Scope of Work	47	i. Project completion and management For smooth completion of project, the selected bidder should identify two of its representatives at Bengaluru as a single point of contact for the Bank.	shall this be required at Canara bank Bangalore corp office	As per bank requirement resources can be asked to sit in the bank premises or else outwardly
61	48	Project Execution	23	The Bank and the selected bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the project at Bengaluru.	PM can be seated at different location and will be available on phone and mail	Bidder to comply with the GeM and RFP terms
62	48	Pre-Qualification Criteria	5	The bidder must produce ISO Certificate	You have rightly captured the ISO compliance, in continuation of your clause mentioned at page no. 10 point no. 20. We request that the clause may be suitably changed i.e. The bidder should have ISO/IEC 27001:2013 for Information Security Management System & ISO/IEC 27701:2019 for Privacy Information Management System. The valid certificate should have submitted along with the technical bid	Bidder to comply with the GeM and RFP terms



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63	49	Pre-Qualification Criteria	7	The bidder should have positive Net Worth as on 31/04/2022 and also should have not eroded by more than 30% in the last three financial years (i.e. 2019-20, 2020-21 and 2021-22).	Seems typo error- Should be 31/03/2022	Bidder to refer the corrigendum
64	50	Pre-Qualification Criteria	12	The bidder should have supplied at least 1000 Nos. of Self Service Barcode Printers during the last three FY years. (i.e. from 2020-21 to 2022-23) to Banks.	Should be Bar code printer instead of Self Service Barcode Printers	Bidder to refer the corrigendum
65	6	Generic of GEM PDF sheet	19	Supplier shall ensure that the Invoice is raised in the name of Consignee with GSTIN of Consignee only.	what is the % need to pay extra other than the GSTIN?	Bidder to comply with the GeM and RFP terms
66	4	11. Delivery, installation and maintenance:	11.2	Delivery of all Self Service Passbook Kiosks and BAR Code Printers should be within Six (06) weeks from the date of acceptance of the Purchase Order. Please note that no extra charges will be paid for those locations where road permit is required. The successful bidder has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the successful bidder to submit any form required for release of shipment from the check post.	We request for delivery of eight (8) weeks from the date of acceptance of the Purchase Order for all locations in Himachal Pradesh, Jammu & Kashmir, Uttarakhand & North East States.	Bidder to refer the corrigendum
67	5	12. Penalties/Liquidated Damages:	12.1.1 and 12.1.2	Penalties/Liquidated damages for delay in Delivery and Installation, of 3000 nos. of Self Service Passbook Kiosks and 3000 nos. of BAR Code Printers in all locations	There must not be any liquidated charges in case the site is not ready due to customer dependency. OEM will submit site not ready certificate duly signed by Branch/Circle office/Zonal Office.	Bidder to comply with the GeM and RFP terms



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68	5	12. Penalties/Liquidated Damages:	12.1.3	However, the total Penalty/LD to be recovered under above clauses 12.1.1 & 12.1.2 shall be restricted to 10% of the value of Self Service Passbook Kiosks or BAR Code Printers (excluding Warranty and AMC cost), exclusive of tax	We request for capping of penalty to 5% of the value of undelivered portion of Self Service Passbook Kiosk or BAR Code Printers(Excluding warranty and Amc Cost), Exclusive of tax	Bidder to comply with the GeM and RFP terms
69	6	13. Payment Terms	13.1	After completion of warranty period of 3 years 10% of the total cost shall be paid only after Completion of warranty period of 3 years or on submission of a Bank guarantee for equivalent amount by the vendor after releasing the Acceptance payment.	Request the Bank to consider release of balance 10% (of total project cost) against Performance Bank Gurantee instead of waiting to release same after warranty period.	Bidder to comply with the GeM and RFP terms
70	6	12. Penalties/Liquidated Damages:	12.2.	In case faulty Self Service Passbook Kiosks or BAR Code Printers are not repaired/replaced within a Business day, Bank shall impose a penalty of Rs.100/- per passbook kiosks or BAR Code Printers per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% of the total value of the order during the Contract Period.	1) We request capping the penalty to maximum of 5% of the AMC value per machine per year. 2) The down time attributed to Bank dependencies and Force majeure must be excluded while calculating penalty.	Bidder to comply with the GeM and RFP terms
71	11	23. Scope involved during contract period Warranty and ATS Period (if contracted):	23.2.	Any corruption in the Software or media shall be rectified during the full period of the contract including Warranty and AMC, if contracted, at no extra cost to the Bank.	In case corruption in the software or media happens due to factors not attributable to the OEM , the reinstallation of software or media and site visit charges by engineer to reinstall the software to be done on mutually agreed terms.	Bidder to comply with the GeM and RFP terms



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72	11	23. Scope involved during contract period Warranty and ATS Period (if contracted):	23.8.	During AMC period [If contracted] Bank may, by notice of not less than 30 days in writing to the selected bidder, modify or delete either any location or all location, either partial items or all items of the contract.	We request the Bank to consider advance notice of 90 days	Bidder to comply with the GeM and RFP terms
73	11	24.3. Response Time and Meantime to Restore [MTTR]	24.3.1 & 24.3.2 & 24.3.3.	24.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be a Business day. 24.3.2. Time specified above is from lodging of complaint. 24.3.3. However, penalties will be applied as per clause 12.	Request clarification on this clause Response time 6 hours for Urban and 8 hours for other locations + 8 hours of MTTR	Bidder to comply with the GeM and RFP terms
74	26	66.Force Majeure	66.2.	For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the bidder, resulting in such a situation.	We suggest the following to be added to the Force Majeure clause 1. Theft 2.Strikes (Nationwide or Statewide) 3 Riots 4. Malicious damages 5.Vandalism 6. Labour disturbances other than of war. 7. Hostilities, terrorism or by disaster, fire, flood, lightning and damages due to acts of God. 8. Pandemic & Epidemic	Bidder to comply with the GeM and RFP terms



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75	34	Annexure-1 Scope of Work- Broad Scope of Work	1	The bidder should supply, install and maintain barcode based Self Service Passbook Printing Kiosks including all required hardware, software, operating systems, databases, middleware, third- party utilities and interface the same with Core Banking Solution. In Future, if Bank upgraded the Core Banking Solution to higher version, the bidder needs to do end to end integration without any cost to the Bank. Self Service Passbook Printing Kiosks integrated as a single unit and it should be installed at a level convenient for the customers to stand and operate. Bank reserves the right to install these kiosks at on-site or off-site locations as per requirement of the Bank	We request in future if Bank upgarde the core Banking solution to higher version, the integration to the upgarde CBS version will be done on mutually agreed rates since lot of efforts will be required for development of the application.	Bidder to comply with the GeM and RFP terms
76	34	Annexure-1 Scope of Work- Broad Scope of Work	3	The bidder will provide end to end solution including all required hardware and software, to be installed at Bank's DC & DR (if required) and branches. Bidder should develop Interface with Bank's Core Banking Solution at their own cost.	Please clarify the hardware that is required to be installed at Bank's DC & DR. Since Bank is stating "if required" we would require clarity if hardware will be provided by Bank or bidder has to provide the same so that accordingly this can factored.	Bidder to comply with RFP terms (Pl refer Scope of Work Annexure-1 Sl. No. 3 & 4)
77	34	Annexure-1 Scope of Work- Broad Scope of Work		The bidder should maintain the middleware throughout contract period. The bidder should update the software patches and antivirus patches time to time as per the releases from the OEM and as well as the Regulatory/ Bank guidelines.	The OS patches and antivirus patches are under Bank's control and need to pushed remotely by the Bank using middleware/Remote Management System	Bidder to comply with the GeM and RFP terms



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78	35	Annexure-1 Scope of Work- Broad Scope of Work	15	The selected bidder will have to integrate their Kiosks with the Banks CBS host system (existing of higher) and make them operational within two weeks from the date of delivery at each site. Non-accomplishment of fulfilling the criteria for integration as mentioned above, failing which the Bank reserves its right to levy liquidated damages.	This clause is contradicting the earlier clause 11.3 were it is mentioned as 4 weeks from the date of delivery.	Bidder to refer the corrigendum.
79	35	Annexure-1 Scope of Work- Broad Scope of Work	16	The Bidder would be responsible for timely applying/loading of all the software patches release by OEMs / OS vendors/ RBI or Regulatory in all the respective Kiosks during the Warranty and AMC period. This job has to be done as a part of Warranty and AMC support services, without any extra cost to Bank. The bidder will undertake up gradation of the software patches on time to time basis as per the Bank's requirement as well as the regulatory compliance.	Software patches release by OEMs / OS vendors/ RBI or Regulatory are under Bank's control and need to pushed remotely by Bank	Bidder to comply with the GeM and RFP terms



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80	36	Annexure-1 Scope of Work- Broad Scope of Work	19	No visit / service charges will be borne by the Bank for up-gradation of the software/replacement of hardware components pertaining to Self Service Passbook Printing Kiosks and BAR Code Printer for the purpose of enhancing their functionality to meet mandatory compliance from GOI/RBI/Regulatory authorities.	The contract period is 5 years (3 years warranty + 2 years AMC) , We are aware of current compliance requirement specified by GOI/RBI/Regulatory authorities , however any future compliance that will come during the contract period of 5 years is very difficult to be ascertained and factored while calculating the project cost. Any changes to the Hardware, application & OS to meet the revised regulatory guidelines issued by RBI, Bank or any other regulatory authorities are classified as upgrades & are chargeable in nature. The commercials associated with the upgrade will be mutually discussed & agreed between both the parties i.e., Bank & Lipi Data Systems Private. Ltd	Bidder to comply with the GeM and RFP terms.
81	36	Scope of work	24	. In future other specifications can be added into the kiosk.	This is subjected to feasibility and any hardware addition will be at additional cost.	Bidder to comply with the GeM and RFP terms



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82	37	Annexure-1 Scope of Work- Broad Scope of Work	28	Remote Monitoring System should be capable of monitoring the uptime of all the machines configured on the Bank's network on real time basis from a centralized location. The penalties will be applied based on this report. Automatic call logging and closing facility should be available in the Remote Monitoring System	The down time attributed to Bank dependencies and Force majeure must be excused while calculating penalty.	Bidder to comply with the GeM and RFP terms
83	37	Annexure-1 Scope of Work- Broad Scope of Work	33	The Bidder should provide Barcode based Self Service Passbook Printing Kiosk Solution, including but not limited to providing the required Hardware, Software, Databases, Third Party Utilities, if any, and installation, testing, commissioning, warranty, annual maintenance, required/guaranteed uptime, etc. The system will have to be integrated with the existing Core Banking System of the Bank as well as with upgraded version too. In this direction, successful bidder will liaison and implement necessary configuration with the network and other hardware vendors of the Bank.	OEM will integrate the Kiosk to the Current CBS of the Bank , Integration of kiosk to any upgraded version of CBS will require lot of efforts in terms of developing new application and man days, hence we request Bank to consider this as chargeable activity. The rates can be decided mutually We request Bank to co-ordinate for liaisoning with other hardware vendors during this process of upgradation of CBS.	Bidder to comply with the GeM and RFP terms



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84	37	Annexure-1 Scope of Work- Broad Scope of Work		Self Service Passbook Printing Kiosks should have protection from Pests, Rats, rodents etc. starting from the date of delivery. The selected Bidder will replace the damaged part during the contract period in case of any loss due to Pests, Rats, rodents. Bank will not entertain any claim of any part damages by Pests, Rats, rodents etc.	Machines are pre- equipped and dispatched from plant/factory with mesh which controls pests, rats, rodents from entering the machine. Bank/branch to ensure pest & rodent control measures are in place to avoid such incidents. In case Bank / branch is not equipped with pest & rodent control measures and machine is damaged then such failures will be fixed post commercial approval from Bank.	Bidder to comply with the GeM and RFP terms
85	37	Scope of work	31	Selected bidder has to upgrade the version of the Operating Systems to higher version of the machines without additional cost during the contract period in case the existing version of the OS is declared end of support/ end of life.	Request the Bank to consider this as chargeable as Operating System license and other associated cost cannot be factored now. However we will assure support for Windows latest updates as made available by Microsoft	Bidder to comply with the GeM and RFP terms



Replies to the pre bid queries to GeM Bid ref: GEM/2023/B/3470780 dated 22/05/2023 for Supply, Installation and Maintenance of 3000 Nos. of Self Service Passbook Kiosks and 3000 Nos. of Barcode printer in Canara Bank for 5 years (comprehensive onsite warranty of Three (3) years and Two (2) years AMC)

86	38	Annexure-1 Scope of Work- Broad Scope of Work	44	All the items (Hardware & Software) of Self Service Passbook Kiosks and Bar Code printers (including printer head & all other critical parts) would be covered under Comprehensive Warranty & AMC except plastic parts & consumables. If there is any gap between Bank's requirement and OEM Warranty/AMC then it will be the responsibility of the selected bidder to fill up the gap.	Comprehensive Warranty & AMC do not cover the following :- 1. Failures attributed to environmental factors for which Bank is responsible (like Proper Voltage , short circuit, Earthing , Electric supply, UPS , AC, dust , water seepage/leakage , Pest Control etc. 2. Failures attributed due to use of sub-standard consumables/non usage of OEM recommended consumables. 3. Failures attributed to mishandling , unauthorised person handling the machine, damages during branch renovation, machine shifting done by Bank. 4.. All such failures will be fixed post commercial approvals from Bank. Request the Bank to consider these as exclusions	Bidder to comply with the GeM and RFP terms
87	40	Annexure -2	3.2	Operating System - Operating System should be Windows 10 or above, capable of multitasking real time operations.	We propose to provide Windows 10 IOT, request the Bank to confirm if this would be acceptable	Bidder to comply with the GeM and RFP terms
88	41	Annexure -2	9.1	Mention Make & Model	TSC TE 200	Bidder to comply with the GeM and RFP terms
89	41	Annexure -2	9.6 -Print Speed	Min.4 IPS(inches per second)	Min. 6IPS for faster printing	Bidder to comply with the GeM and RFP terms
90	41	Annexure -2	9.8 -Print Width	Maximum 104 mm	Request the Bank to consider changing the specification to Maximum of 108mm.	Bidder to comply with the GeM and RFP terms



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91	41	Annexure -2	9.9 - Label Roll Size	Maximum Diameter-130 mm	Request the Bank to consider changing the specification Maximum Diameter- 127mm	Bidder to refer the Corrigendum
92	41	Annexure -2	9.11 -Memory	Min.8MB DRAM Min.2MB Flash ROM	Request the Bank to consider changing the specification as Min. 16 MB SDRAM Min. 8 MB Flash ROM	Bidder to comply with the GeM and RFP terms
93	41	Annexure -2	9.12 -Interface	Parallel/USB/ RS232 along with necessary software	Only USB	Bidder to comply with the GeM and RFP terms
94	42	Annexure -2	10.3	Cabinet- The Collection box must be made secure with password operated lock.	Request Bank to remove this requirement from Kiosk. There is no need of collection box for passbook printing functionality	Bidder to refer the Corrigendum
95	42	Annexure -2	12.11	Switch to preventive maintenance mode when preventive maintenance is being done which will be captured and monitored through Health Dashboard	We will provide soft switch on screen for maintenance function- request the Bank to consider	Bidder to comply with the GeM and RFP terms
96	43	Annexure -2	16	Should have Line/Page Recognition Function, page and line sensing, Passbook Printer for passbook update	Request Bank to remove this requirement as this is possible in Passbook Printer with auto-turn (or page auto flip) functionality. We understand the passbook used by the Bank does not have bar code or marking for page number, line number etc.	Bidder to comply with the GeM and RFP terms
97	Gem-Bidding , Pg 2	EPBG Detail	NA	e-PBG	PBG should be 3% as per Government of India guidelines. Request the Bank to make change in PBG requirement accordingly	Bidder to comply with the GeM and RFP terms



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98	NA	GST	GST	GST - TDS	<p>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.</p>	Bidder to comply with the Gem and RFP terms
99	NA	NA	NA	Interest on late payment	<p>As per agreed payment term if payment is not received then interest @ 12% p.a should be charged for delayed period.</p>	Bidder to comply with the Gem and RFP terms
100	2	GEM bid Document	EMD Amount	EMD Amount mentioned as Rs.4500000	<p>We request bank's kind consideration for suitable reduction in EMD amount to allow maximum participation.</p>	Bidder to comply with the Gem and RFP terms
101	4	11.2.	11. Delivery, installation and maintenance:	<p>11.2. Delivery of all Self Service Passbook Kiosks and BAR Code Printers should be within Six (06) weeks from the date of acceptance of the Purchase Order.</p>	<p>We request bank to please consider and amend the clause as below: 11.2. Delivery of all Self Service Passbook Kiosks and BAR Code Printers should be within Eight (08) weeks from the date of acceptance of the Purchase Order.</p>	Bidder to comply with the Gem and RFP terms



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102	5	11.3.	11.Delivery, installation and maintenance:	11.3. The successful bidder should ensure installation of the delivered Self Service Passbook Kiosks and BAR Code printers and complete all the works specified in the Scope of Work at the bank branch/office within Four (4) weeks from the date of delivery of all the materials for each ordered locations	We request bank to please consider and amend the clause as below: 11.3. The successful bidder should ensure installation of the delivered Self Service Passbook Kiosks and BAR Code printers post UAT sign off from the Bank and complete all the works specified in the Scope of Work at the bank branch/office within Four (4) weeks from the date of delivery of all the materials for each ordered locations	Bidder to comply with the GeM and RFP terms
103	5	12.1.1.	Penalties/Liquidated Damages	12.1.1. Non-compliance of the delivery clauses (11.2) will result in the Bank imposing penalty of 0.50% per week or part thereof on delay in delivery per Self Service Passbook Kiosks or BAR Code Printers, on the value of Self Service Passbook Kiosks or BAR Code Printers (excluding Warranty and AMC cost), exclusive of tax.	We request bank to please consider and amend the clause as below: 12.1.1. Non-compliance of the delivery clauses (11.2) will result in the Bank imposing penalty of 0.10% per week or part thereof on delay in delivery per Self Service Passbook Kiosks or BAR Code Printers, on the value of Self Service Passbook Kiosks or BAR Code Printers (excluding Warranty and AMC cost), exclusive of tax.	Bidder to comply with the GeM and RFP terms
104	5	12.1.2.	Penalties/Liquidated Damages	12.1.2. Non-compliance of the installation clauses (11.3) will result in the Bank imposing penalty of 0.50% per week or part thereof on delay in installation per Self Service Passbook Kiosks /BAR Code Printers, on the value of the Passbook Printer	We request bank to please consider and amend the clause as below: Non-compliance of the installation clauses (11.3) will result in the Bank imposing penalty of 0.10% per week or part thereof on delay in installation per Self Service Passbook Kiosks /BAR Code Printers, on the value of the Passbook Printer	Bidder to comply with the GeM and RFP terms



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				or BAR Code Printers (excluding Warranty and AMC cost), exclusive of tax.	result in the Bank imposing penalty of 0.10% per week or part thereof on delay in installation per Self Service Passbook Kiosks /BAR Code Printers, on the value of the Passbook Printer or BAR Code Printers (excluding Warranty and AMC cost), exclusive of tax.	
105	6	12.1.3.	Penalties/Liquidated Damages	12.1.3. However, the total Penalty/LD to be recovered under above clauses 12.1.1 & 12.1.2 shall be restricted to 10% of the value of Self Service Passbook Kiosks or BAR Code Printers (excluding Warranty and AMC cost), exclusive of tax.	We request bank to please consider and amend the clause as below: However, the total Penalty/LD to be recovered under above clauses 12.1.1 & 12.1.2 shall be restricted to 5% of the value of Self Service Passbook Kiosks or BAR Code Printers (excluding Warranty and AMC cost), exclusive of tax.	Bidder to comply with the GeM and RFP terms



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106	6	12.2.	Penalties/Liquidated Damages	12.2. In case faulty Self Service Passbook Kiosks or BAR Code Printers are not repaired/replaced within a Business day, Bank shall impose a penalty of Rs.100/- per passbook kiosks or BAR Code Printers per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% of the total value of the order during the Contract Period.	We request bank to please consider and amend the clause as below: In case faulty Self Service Passbook Kiosks or BAR Code Printers are not repaired/replaced within a Business day, Bank shall impose a penalty of Rs.100/- per passbook kiosks or BAR Code Printers per week of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 5% of the total value of the order during the Contract Period.	Bidder to comply with the GeM and RFP terms
107	6	12.2.	Penalties/Liquidated Damages	12.2. In case faulty Self Service Passbook Kiosks or BAR Code Printers are not repaired/replaced within a Business day, Bank shall impose a penalty of Rs.100/- per passbook kiosks or BAR Code Printers per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% of the total value of the order during the Contract Period	We request bank to please clarify on Penalty terms during warranty & AMC if any.	



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108	6	13.1.	13. Payment Terms: 13.1. Payment schedule will be as under:	13.1. Payment schedule will be as under: Sl. No. Payment Stages Percentage of Payment Condition/Remarks 1. Delivery 60% On Delivery 2. Installation & Commissioning 30% On Installation and Commissioning 3. Warranty 10% After completion of warranty period of 3 years. 10% of the total cost shall be paid only after Completion of warranty period of 3 years or on submission of a bank guarantee for equivalent amount by the vendor after releasing the Acceptance payment.	We request bank's kind consideration on the payment terms as below: 13.1. Payment schedule will be as under: Sl. No. Payment Stages Percentage of Payment Condition/Remarks 1. Delivery - 80% On Delivery 2. Installation & Commissioning - 10% On Installation and Commissioning 3. Warranty - 10% After completion of warranty period of 3 years. 10% of the total cost shall be paid only after Completion of warranty period of 3 years or on submission of a bank guarantee for equivalent amount by the vendor after releasing the Acceptance payment.	Bidder to comply with the GeM and RFP terms
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and Two (2) years AMC)

109	9	15.2	Annual Maintenance Contract (AMC) (if contracted)	Support for maintenance of Self Service Passbook Kiosks and Barcode Printers (including OS and software license) supplied should be available for a minimum period of Two (2) years, covering all parts, maintenance and support; after expiry of warranty period. The successful bidder has to replace all the defective spares during Warranty and AMC Period. All parts should be covered except consumables.	Request your kind exclude sappers replacement in cases where Damage due to external circumstances such as Natural disaster, 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 B 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 should be excluded.	Bidder to comply with the GeM and RFP terms
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110	11	23.1.	23. Scope involved during contract period Warranty and ATS Period (if contracted):	23.1. If any software and Hardware updates provided by the OEM as free of cost, it should be provided and installed & configured by the selected bidder during Warranty and AMC support [If contracted].	If any software and Hardware updates provided by the OEM as free of cost, it should be provided and installed & configured by the selected bidder during Warranty and AMC support [If contracted] during PM visit. If any specific visit request from Bank, then it will attended on mutually agreed visit charges. Request to suitably incorporate this point for better clarity.	Bidder to comply with the GeM and RFP terms
111	11	23.1.	23. Scope involved during contract period Warranty and ATS Period (if contracted):	23.1. If any software and Hardware updates provided by the OEM as free of cost, it should be provided and installed & configured by the selected bidder during Warranty and AMC support [If contracted].	If any software and Hardware updates provided by the OEM as free of cost, it should be provided and installed & configured by the selected bidder during Warranty and AMC support [If contracted] it will be updated by RWMS SPOC. If Engineer visit required to attend the call, then it will attended on mutually agreed visit charges. Request to suitably incorporate this point for better clarity.	Bidder to comply with the GeM and RFP terms



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112	11	23.2.	23. Scope involved during contract period Warranty and ATS Period (if contracted):	23.2. Any corruption in the Software or media shall be rectified during the full period of the contract including Warranty and AMC, if contracted, at no extra cost to the Bank.	Any corruption in the Software or media shall be rectified during the full period of the contract including Warranty and AMC, if contracted, at no extra cost to the Bank. If any specific visit request from Bank, then it will attended on mutually agreed visit charges. Request to suitably incorporate this point for better clarity.	Bidder to comply with the GeM and RFP terms.
113	11	24.3.1.	Response Time and Meantime to Restore [MTTR]	24.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be a Business day.	Clarification requires on this point, SLA /TAT is not clearly mentioned.	Bidder to refer the corrigendum
114	11	24.3.1.	Response Time and Meantime to Restore [MTTR]	24.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be a Business day.	Request bank's consideration on Response Time shall be 24 hours for Urban Branches and 48 hours for other locations. MTTR shall be a Business day.	Bidder to comply with the GeM and RFP terms
115	11	25	Mean Time Between Failures (MTBF):	If during the warranty period and AMC period [If contracted], any hardware and/or software items fails on three or more occasions in a quarter, such hardware items shall be replaced by equivalent / superior new hardware items by the selected bidder at no additional cost to the Bank.	Is it mean that hardware items/parts/ spares/devices need to be replaced on FOC basis. Kindly confirm.	Yes, the item needs to be replaced on Free Of Charge basis.



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116	34	1	Annexure-1 - Scope of Work - Broad Scope of Work	In Future, if Bank upgraded the Core Banking Solution to higher version, the bidder needs to do end to end integration without any cost to the Bank.	Request bank to consider, Any change in CBS post Live of the PBK product will be consider in mutually agreed Manday cost based on the new scope of work.	Bidder to comply with the GeM and RFP terms
117	34	4	Annexure-1 - Scope of Work - Broad Scope of Work	The bidder should maintain the middleware throughout contract period. The bidder should update the software patches and antivirus patches time to time as per the releases from the OEM and as well as the Regulatory/ Bank guidelines.	The central monitoring system/Middleware will only update the patches related to application. Bank need to share the silent installation for anti- virus need to be shared at one location during UAT	Bidder to comply with the GeM and RFP terms
118	34	5	Annexure-1 - Scope of Work - Broad Scope of Work	The bidder has to provide the Barcode Based Self Service Passbook Printing Kiosk and Bar Code Printer as per the specifications mentioned in this bid. However, for printing of Bar-code on the passbooks, Bank may use the existing Barcode printers available for printing of barcodes. It will be the discretion of the Bank to procure Barcode Based Self Service Passbook Printing Kiosk with/without Bar Code Printer from the selected vendor.	Request to please clarify this point. Our understanding is as follows: If Existing Barcode Printer used by Bank, then Bank will get the support from respective AMC Vendor only and it will not be part of the scope of successful bidder.	As per the bank, the existing Barcode labels consumables may be used for printing the Passbooks.



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119	35	12	Annexure-1 - Scope of Work - Broad Scope of Work	The selected Bidder will provide software solution to provide MIS reports at machine level as well as from centralized location. Solution should be capable of generating suitable MIS reports customized to the Bank's requirement in respect of activity, uptime, type of fault event/error. Typical fields in this MIS: No. of passbooks printed, No. of passbooks rejected, Reasons for rejection like Network failure, Power failure, hardware failure, middleware issues, 1st time printing, Barcode authentication failure, 'Nothing to print', History of downtime, history of spares replaced, call docket details, down days count etc. These Kiosks should generate Audit Trail also for each type of transactions. bidder will provide software solution to provide MIS reports at machine level as well as from centralized location. Solution should be capable of generating suitable MIS reports customized to the Bank's requirement in respect of activity, uptime, and fault event. Typical fields in this MIS: No. of passbooks printed, No. of passbooks rejected, Reasons for rejection like Network failure, Power failure, 1st time printing, Barcode authentication failure, 'Nothing to print', History of downtime, history of spares replaced, etc. These Kiosks should generate Audit Trail also for each type of transactions.	Request bank to redfine this clause as , all the MIS repots, trails should be available from central location (CMMS portal).	In the CMMS portal, Vendor can incorporate the MIS reports which should include the Typical fields in this MIS: No. of passbooks printed, No. of passbooks rejected, Reasons for rejection like Network failure, Power failure, hardware failure, middleware issues, 1st time printing, Barcode authentication failure, 'Nothing to print', History of downtime, history of spares replaced, call docket details, down days count ,Last printed date etc.
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120	35	15	Annexure-1 - Scope of Work - Broad Scope of Work	The selected bidder will have to integrate their Kiosks with the banks CBS host system (existing of higher) and make them operational within two weeks from the date of delivery at each site. Non-accomplishment of fulfilling the criteria for integration as mentioned above, failing which the Bank reserves its right to levy liquidated damages.	The selected bidder will have to integrate their Kiosks with the banks CBS host system (existing of higher) and make them operational within Four weeks from the date of delivery at each site. Non-accomplishment of fulfilling the criteria for integration as mentioned above, failing which the Bank reserves its right to levy liquidated damages. Refer Page no. 5, Point no 11.3.	Bidder to refer the corrigendum.
121	36	19	Annexure-1 - Scope of Work - Broad Scope of Work	No visit / service charges will be borne by the Bank for up-gradation of the software/replacement of hardware components pertaining to Self Service Passbook Printing Kiosks and BAR Code Printer for the purpose of enhancing their functionality to meet mandatory compliance from GOI/RBI/Regulatory authorities.	<p>No visit / service charges will be borne by the Bank for up-gradation of the software/replacement of hardware components pertaining to Self Service Passbook Printing Kiosks and BAR Code Printer for the purpose of enhancing their functionality to meet mandatory compliance from GOI/RBI/Regulatory authorities.</p> <p>If Engineer visit required to attend the call, then it will attended on mutually agreed visit charges. Request to suitably incorporate this point for better clarity.</p>	Bidder to comply with the GeM and RFP terms



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122	36	24	Annexure-1 - Scope of Work - Broad Scope of Work	The passbook kiosk/machine/Bar code Printers provided by the bidder should be able to support different settings and sizes of the passbook that should be available in every kiosk as per the specifications provided by bank	Bank to provide standard size & settings of the pssbook to be interoperable across all kiosk .	Bidder to comply with the GeM and RFP terms
123	37	29	Annexure-1 - Scope of Work - Broad Scope of Work	The machine should have the facility to grout. The vendor should undertake the grouting of machines as per the Bank's requirement. Machines have to be fixed on bolts into the concrete while installation. In case of any challenge at site anchor fasteners should be used for grouting the machines	Request bank to please clarify grouting at branches are part of the bidder's scope or bank's? and cost for the same will be borne by whom?	Vendor has to borne the cost of the grouting of the Machines
124	37	31	Annexure-1 - Scope of Work - Broad Scope of Work	Selected bidder has to upgrade the version of the Operating Systems to higher version of the machines without additional cost during the contract period in case the existing version of the OS is declared end of support/ end of life.	Request bank to consider, Any change in OS post Live of the PBK product will be consider in mutually agreed cost / OS licence if any.	Bidder to comply with the GeM and RFP terms



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125	37	35	Annexure-1 Scope of Work	Self Service Passbook Printing Kiosks should have protection from Pests, Rats, rodents etc. starting from the date of delivery. The selected Bidder will replace the damaged part during the contact period in case of any loss due to Pests, Rats, rodents. Bank will not entertain any claim of any part damages by Pests, Rats, rodents etc.	Request your kind exclude sapres replacement in cases where 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 the contract.	Bidder to comply with the GeM and RFP terms
126	37	38	Annexure-1 Scope of Work	The bidder will be responsible for complying with the security policies of bank (both kiosk and server end) at no extra cost	Please clarify it	Bidder to comply with the GeM and RFP terms
127	39	2.2	Annexure-2 CPU	1X1 TB HDD (Seagate/Samsung or equivalent),	512 GB SSD / 1 TB SSD will good alternative because SSD performance are better than HDD	Bidder to comply with the GeM and RFP terms
128	40	3.2	Annexure-2 Operating System	Operating System should be Windows 10 or above, capable of multitasking real time operations.	We recommend Bank to please consider a LINUX as a Operating System for Passbook Printing Kiosk to save the Windows OS cost.	



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129	40	3.3	Annexure-2 Operating System	OS should be hardened to allow only few applications to run on kiosk (provided by bank) and restrict all other applications.	We understand that the Bank will share hardening guidelines for OS with the bidder.	Bidder to comply with the GeM and RFP terms
130	41	6.1	Annexure-2 Message	display of message/ instructions to the customers in Multilingual capability i.e., (1) English (2) Hindi (3) Any regional/local languages	Bank need to provide required instructions/messages support multilingual. Operational functions should be displayed in Multilingual capability i.e., (1) English (2) Hindi (3) Any regional/local languages, upon selection of Language during operations, Since PBK is having Touch Screen	In KIOSK display of message/ instructions to the customers in Multilingual capability i.e., (1) English (2) Hindi (3) Any regional/local languages (Please insert Passbook, if printer is offline Under maintenance, Error connecting to Bank server, Barcode Not readable etc)
131	41	7.1	Annexure-2 Voice Enabling	Should support (1) English (2) Hindi (3) Any regional / local languages as decided by the Bank.	Bank need to provide required audio files to support voice enable on kiosk. Operational functions should be voice enabled in Multilingual capability i.e., (1) English (2) Hindi (3) Any regional/local languages, upon selection of Language during operations, Since PBK is having Touch Screen	Bidder to comply with the GeM and RFP terms
132	41	8	Annexure-2 Technical Specification of Passbook Kiosks: Security:	Security: Operating system to be hardened 8.2 - Hard disk to be encrypted 8.3 - BIOS password should be enabled 8.4 - Auto run Facility to be disabled	8.1 - We understand that the bank will provide the policy document to be implemented.	Bidder to comply with the GeM and RFP terms



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133	41	8.3	Annexure-2 Security	BIOS password should be enabled	Bank to please clarify the point	DMS login to be used and will be created by our IT wing for each kiosk on request.
134	41	8.4	Annexure-2 Security	Auto run Facility to be disabled	Bank to please clarify the point	DMS login to be used and will be created by our IT wing for each kiosk on request.
135	42	10.3	Annexure-2 Cabinet	The Collection box must be made secure with password operated lock.	Bank to please clarify the purpose of collection box in passbook printing kiosk and what is the use case of the same.	Bidder to refer the corrigendum.
136	42	12.3	Annexure-2 Technical Specification of Passbook Kiosks: Application Software:	Application Software: monitoring like Printer & Consumables in the PBK. Component level health	Please clarify this point: "Consumables in the pbk" Passbook Printer is having Ribbon Cartridges and Passbook Printer will not have specific features about Low Ink/Low Ribbon, Request Bank to remove Consumables for Health Monitoring	Bidder to comply with the GeM and RFP terms
137	42	12.4	Annexure-2 Technical Specification of Passbook Kiosks: Application Software:	Application Software: Remote loading of Patch as and when needed like antivirus updates	The central monitoring system will only update the patches related to application. Bank need to share the silent installation for anti-virus need to be shared at one location during UAT	Bidder to comply with the GeM and RFP terms



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138	43	14	Annexure-2 Application Software	Must have audio visual guidance to help users along with visually challenged customers to use printer with multilingual capability.	Please clarify this point: Operational functions should be displayed and audio enabled along with Demonstration of Inserting passbook/Turn the page scenario to be displayed with audio/ Collect the passbook after successful printing in Multilingual capability i.e., (1) English (2) Hindi (3) Any regional/local languages	Bidder to comply with the GeM and RFP terms
139	43	16	Annexure-2 Technical Specification of Passbook Kiosks, Application Software:	Application Software: Should have Line/Page Recognition Function, page and line sensing, Passbook Printer for passbook update	As in case of Semi Automatic Printers, Line/Page recognition function not available. Request bank to clarify this point. As in cases of semi automatic passbook printers, kiosk application works on last line saved at CBS and start printing from that.	Bidder to comply with the GeM and RFP terms
140	43	16	Annexure-2 Technical Specification of Passbook Kiosks	Application Software: 16. Should have Line/Page Recognition Function, page and line sensing, Passbook Printer for passbook update	As in case of Semi Automatic Printers, Line/Page recognition function not available. Request bank to clarify this point. As in cases of semi automatic passbook printers, kiosk application works on last line saved at CBS and start printing from that.	Bidder to comply with the GeM and RFP terms



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141	43	17	Annexure-2 Technical Specification of Passbook Kiosks: Application Software:	Application Software: Should have the capability to have connectivity to Host Software. I.e. UTKARSH CBS Version 11.8.x or higher version.	We understand that the bank will share required Integration format and mechanism for CBS integration.	Bidder to comply with the GeM and RFP terms
142	43	19	Annexure-2 Technical Specification of Passbook Kiosks: Application Software:	Application Software: Report : Open complaints status.	Request bank to clarify this point , as open complaint status is available at CRM which is separate software.	In the RWMS software,we require data of compliants lodged and status of compliants without depending on manual report shared by vendor.
143	43	25	Annexure-2 Technical Specification of Passbook Kiosks: Application Software:	Application Software: Weather (India Weather Conditions) & Vandal proof & Indian usability conditions.	Request bank to clarify this point. As this point is majorly related to kiosk hardware.	S5PBK Should be capable of working in all Weather conditions in our country with same performance.
144	43	27	Annexure-2 Technical Specification of Passbook Kiosks: Application Software:	Application Software: Passbook must have following features: At the time of issuance of new passbook, following details of customer should be printed on first page of passbook: Branch name IFSC code Account number & Account holder name Account number & Account holder name Address of account holder (separated as address1& address2)	Bank to share required Integration format and mechanism for first page integration.	Details shall be shared with the selected bidder.



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145	44	28	Annexure-2 Technical Specification of Passbook Kiosks; Application Software:	At the time of issuance of new passbook, the customer details present should be printed on 1st page of the Passbook.	Bank to share required integration format and mechanism for first page integration.	Details shall be shared with the selected bidder.
146	49	3	Annexure-5 Pre- Qualification Criteria	The Bidder should have national presence with minimum experience of 3 years (i.e. FY 2020-21, FY 2021-22, FY 2022-23) in the activity of supply installation and maintenance of ATM/CD/Cash Accepting Machine/Passbook Printing Kiosk/Cheque/Deposit Kiosks.	We request bank to please add multifunction kiosk with passbook printing kiosk feature as well and amend the clause as below: The Bidder should have national presence with minimum experience of 3 years (i.e. FY 2020-21, FY 2021-22, FY 2022-23) in the activity of supply installation and maintenance of ATM/CD/Cash Accepting Machine/Passbook Printing Kiosk/Cheque/Deposit Kiosks /Multifunction kiosks with passbook printing features.	Bidder to comply with the GeM and RFP terms



Replies to the pre bid queries to GeM Bid ref: GEM/2023/B/3470780 dated 22/05/2023 for Supply, Installation and Maintenance of 3000 Nos. of Self Service Passbook Kiosks and 3000 Nos. of Barcode printer in Canara Bank for 5 years (comprehensive onsite warranty of Three (3) years and Two (2) years AMC)

147	50	11	Annexure-5 Pre- Qualification Criteria	The bidder should have supplied at least 1000 Nos. of Self Service Passbook Printing Kiosks during the last three years. (i.e. from 01/05/2020 to 31/04/2023) to Banks.	We request Bank's kind consideration to ammend the clause as below for the maximum participation: The bidder should have supplied at least 500 Nos. of Self Service Passbook Printing Kiosks during the last three years. (i.e. from 01/05/2020 to 31/04/2023) to Banks.	Bidder to comply with the GeM and RFP terms
148	50	11	Annexure-5 Pre- Qualification Criteria	The bidder should have supplied at least 1000 Nos. of Self Service Passbook Printing Kiosks during the last three years. (i.e. from 01/05/2020 to 31/04/2023) to Banks.	We request Bank's kind consideration to ammend the clause as below for the maximum participation: The bidder should have supplied at least 700 Nos. of Self Service Passbook Printing Kiosks /Multi Function Kiosk with Passbook Printing Kiosk feature during the last three years. (i.e. from 01/05/2020 to 31/04/2023) to Banks.	Bidder to comply with the GeM and RFP terms



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149	50	12	Annexure-5 Pre- Qualification Criteria	The bidder should have supplied at least 1000 Nos. of Self Service Barcode Printers during the last three FY years. (i.e. from 2020-21 to 2022-23) to Banks.	We request Bank's kind consideration to ammend the clause as below for the maximum participation: The bidder should have supplied at least 700 Nos. of Self Service Barcode Printers during the last three FY years. (i.e. from 2020-21 to 2022-23) to Banks.	Bidder to comply with the GeM and RFP terms
150	50	13	Annexure-5 Pre- Qualification Criteria	Offered make of Self Service Passbook printing Kiosks and Barcode Printers should have minimum Installation base of 500 nos. in Public sector Banks in India as on 31/03/2023.	We request Bank's kind consideration to ammend the clause as below for the maximum participation. Offered make of Self Service Passbook printing Kiosks and Barcode Printers should have minimum Installation base of 500 nos. in Public sector Banks/Private Banks/Scheduled Commercial Banks in India as on 31/03/2023.	Bidder to comply with the GeM and RFP terms



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and Two (2) years AMC)

151	48	Annexure-5	Pre- Qualification Criteria	The bidder should have national presence with minimum experience of 3 years (i.e. FY 2020-21, FY 2021-22, FY 2022-23) in the activity of supply installation and maintenance of ATM/CD/Cash Accepting Machine/Passbook Printing Kiosk/Cheque/Deposit Kiosks.	In Covid pandemic, Kiosks Manufacturer has supplied minimum quantities. Hence we request to modify the clause as Our OEM has an experience in the last Seven years. Due to Covid pandemic our Kiosks Manufacturer has not supplied and installed any new machine. However maintenance has been taken care. Also we request the bank to consider the Bidder /OEM should have national presence.	Bidder to comply with the GEM and RFP terms
152	50	Annexure-5	Pre- Qualification Criteria	The bidder should have supplied at least 1000 Nos. of Self Service Passbook Printing Kiosks during the last three years. (i.e. from 01/05/2020 to 31/04/2023) to Banks.	In Covid pandemic, Kiosks Manufacturer has supplied minimum quantities. Hence we request to modify the clause as The bidder/OEM should have supplied at least 500 Nos. of Self Service Passbook Printing Kiosks during the last Seven years. (i.e. from 01/05/2016 to 31/04/2023) to Banks. This will enable us to participate in the tender	Bidder to comply with the GEM and RFP terms



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153	50	Annexure-5	Pre-Qualification Criteria	Offered make of Self Service Passbook printing Kiosks and Barcode Printers should have minimum Installation base of 500 nos. in Public sector Banks in India as on 31/03/2023.	Along with the Public sector Banks, we request the bank to include & consider the Private Banks, Government Organisations, Listed companies.	Bidder to comply with the GeM and RFP terms
154	6	13.1	Payment Terms	60% - On Delivery 30% - On Installation and Commissioning 10% - After completion of warranty period of 3 years. 10% of the total cost shall be paid only after Completion of warranty period of 3 years or on submission of a bank guarantee for equivalent amount by the vendor after releasing the Acceptance payment.	As per Bank Gaurantee RFP document demands to submit Performance Bank Gaurantee for 10% of contract value, in additionally In payment terms again 10% of payment is holded till warranty period. Hence we kindly request the bank to modify the payment terms as 70% - On Delivery 30% - On Installation and Commissioning	Bidder to comply with the GeM and RFP terms



Replies to the pre bid queries to GeM Bid ref: GEM/2023/B/3470780 dated 22/05/2023 for Supply, Installation and Maintenance of 3000 Nos. of Self Service Passbook Kiosks and 3000 Nos. of Barcode printer in Canara Bank for 5 years (comprehensive onsite warranty of Three (3) years and Two (2) years AMC)

155	7	13.2	Payment Terms	<p>13.2.2.Original Proof of delivery duly signed by Bank officials of the respective Branch/office.</p> <p>Or POD duly signed by Bank officials mentioning name and staff number with Branch/Office seal of the respective Branch/office.</p> <p>Or Email confirmation from the Branch/Section Head mentioning the name and staff number certifying that the Self Service Passbook Kiosks and BAR Code Printers (with serial number) is delivered in good condition.</p>	We Kindly request the bank to consider the Scanned copy of the Poof of delivery.	Bank is allowing only Original Proof of Delivery signed by the Bank officials or Email confirmation from Branch/Section Head mentioning the name of staff certifying that SSPBK and Barcode Printers is delivered in good condition only inorder to avoid any misconduct.
156	8	13.3	Payment Terms	<p>13.3.1.Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, HSN Code, State Name, Taxes & Duties etc. Invoice should contain serial number/s of the product delivered.</p> <p>13.3.2.Original installation report/acceptance report duly signed by the Bank officials of the respective Branch/offices.</p> <p>Or Email confirmation from the Branch/Section Head mentioning the name and staff number certifying that the Self Service Passbook Kiosks and BAR Code Printers (with serial number) is installed and working satisfactorily.</p>	We Kindly request the bank to consider the Scanned copy of the Installation Report.	Bank is allowing only Original Proof of Delivery signed by the Bank officials or Email confirmation from Branch/Section Head mentioning the name of staff certifying that SSPBK and Barcode Printers is delivered in good condition only inorder to avoid any misconduct.



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157	41	9.12	Technical Specification of Bar Code Printers	Interface: Parallel/USB/ RS232 along with necessary software	We Kindly request the bank to consider the "Interface: USB & RS232"	Bidder to comply with the GeM and RFP terms
158	4	11	Delivery, installation and maintenance:	Delivery of all Self Service Passbook Kiosks and BAR Code Printers should be within Six (06) weeks from the date of acceptance of the Purchase Order	Delivering 3000 Passbook Printing kiosks in 6 weeks will be very difficult. Pls clarify if all 3000 quantity to be delivered in single lot or will bank places orders in separte lots?	Bidder to comply with the GeM and RFP terms
159	5	12.1.1	Penalties/Liquidated Damages:	12.1.1. Non-compliance of the delivery clauses (11.2) will result in the Bank imposing penalty of 0.50% per week or part thereof on delay in delivery per Self Service Passbook Kiosks or BAR Code Printers, on the value of Self Service Passbook Kiosks or BAR Code Printers (excluding Warranty and AMC cost), exclusive of tax.	Request bank to make penalty as Rs. 0.1% Per week delay	Bidder to comply with the GeM and RFP terms
160	5	12.1.2	Penalties/Liquidated Damages:	Non-compliance of the installation clauses (11.3) will result in the Bank imposing penalty of 0.50% per week or part thereof on delay in installation per Self Service Passbook Kiosks /BAR Code Printers, on the value of the Passbook Printer or BAR Code Printers (excluding Warranty and AMC cost), exclusive of tax.	Request bank to make penalty as Rs. 0.1% Per week delay	Bidder to comply with the GeM and RFP terms
161	7	13.2.2	Payment Terms:	Original Proof of delivery duly signed by Bank officials of the respective Branch/office.	Most of the transporters stoppeed providing original POD's. Request bank to change it Original/Scan copy of Proof of delivery duly signed by Bank officials of the respective Branch/office.	Bidder to comply with the GeM and RFP terms



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162	7	13.3.2	Payment Terms:	Original installation report/acceptance report duly signed by the Bank officials of the respective Branch/offices.	Request bank to change it to original/ scan copy of installation report duly signed by the Bank officials of the respective Branch/offices	Bidder to comply with the GeM and RFP terms
163	34	3	Annexure 1	The bidder will provide end to end solution including all required hardware and software, to be installed at Bank's DC & DR (if required) and branches. Bidder should develop interface with Bank's Core Banking Solution at their own cost	As per point 12.1, page 42, bank shall provide all central server which contradicts the point 3, page 34 in Annexure 1. Generally server hardware and its software is provided by bank. Pls clarify	Bidder shall be responsible for providing required Hardware and Software to meet the intent of the RFP.
164	37	35	Annexure 1	Self Service Passbook Printing Kiosks should have protection from Pests, Rats, rodents etc. starting from the date of delivery. The selected Bidder will replace the damaged part during the contact period in case of any loss due to Pests, Rats, rodents. Bank will not entertain any claim of any part damages by Pests, Rats, rodents etc.	We request bank to remove this clause or change it to replacement of such spares should be done at extra cost as damage to the parts because of rodents is not in control of bidder.	Bidder to comply with the GeM and RFP terms
165	38	44	Annexure 1	All the items (Hardware & Software) of Self Service Passbook Kiosks and Bar Code printers (including printer head & all other critical parts) would be covered under Comprehensive Warranty & AMC except plastic parts & consumables. If there is any gap between Bank's requirement and OEM Warranty/AMC then it will be the responsibility of the selected bidder to fill up the gap.	We request bank to remove the print head from warranty as this is considered as consumable and same shall not be part of warranty. Any damage because of bank attributable reasons shall not be covered under warranty. Pls amend the clause	Bidder to comply with the GeM and RFP terms



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166	40	5.9	Standard Integrated Passbook Printers include brands like Olivetti / Epson etc. of latest version with capacity of at least 3 mm.	Passbook Printer	As per industry standard all OEMs shall provide up to 2.2mm capacity only, please amend accordingly.	Bidder to comply with the GeM and RFP terms
167	41	8.1	Operating system to be hardened	Security	As KIOSK will be in the banks domain, domain policies will be automatically applied, so OS hardening not required.	Bidder to comply with the GeM and RFP terms
168	41	8.2	Hard disk to be encrypted	Security	As this will increase the processing time of Passbook printing application. Please remove this clause.	Bidder to comply with the GeM and RFP terms
169	41	8.4	Auto run Facility to be disabled.	Security	As Passbook printing application should be enabled with Autorun feature to run the Passbook printing application as and when PC is powered ON. Please remove this clause	Bidder to comply with the GeM and RFP terms
170	42	10.3	The Collection box must be made secure with password operated lock	Cabinet	There is no need of collection box in passbook printing kiosks. Please remove this clause.	Bidder to refer the Corrigendum
171	42	12.8	Encryption in Barcoding	Application Software	Please clarify the requirement	All the account details like account no which will be printed on barcode stickers should be encrypted



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172	43	16	Should have Line/Page Recognition Function, page and line sensing, Passbook Printer for passbook update	Application Software	As bank passbook doesn't have line/Page recognition feature. This feature will be usefull in Atomic Page Turing passbook printing KIOSKS. Please remove this clause.	Bidder to comply with the GeM and RFP terms
173	43	27	Passbook must have following features: At the time of issuance of new passbook, following details of customer should be printed on first page of passbook: Branch name, IFSC code, Account number & Account holder name, Account number & Account holder name, Address of account holder (separated as address1 & address2)	Application Software	Please clarify the process flow of issuance of new passbook.	Bidder to comply with the GeM and RFP terms

Date: 13/06/2023
Place: Bengaluru


DEPUTY GENERAL MANAGER


