

Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	ATC 4. Objective:	4.1. The objective of this RFP is to procure 9000 Passbook Printers for branches/offices of Canara Bank for a period of 5 years with onsite warranty of Three (3) years and Two (2) years AMC. The requirement mentioned in the RFP is estimated only and Bank will place the purchase order through its Circle Offices and Head Office and other offices based on requirement.	As per GEM conditons, the order can be released for whole qty as per mentioned in the Requirement.We request you to clarify that the order will be placed HO or by circle office.	Order will be placed centrally.
2	ATC 5. Requirement Details:	5.2. It may be noted that the requirement given in this RFP is indicative only and may vary as per actual needs. Also note that there is no minimum purchase commitment by the Bank to the selected bidder.	We request you to please clarify on the clause 5.2 as we need to arrive at the TCO or final price based on Qty to be procured by the bank.	GeM RFP clauses stands deleted.
3	ATC 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. Bid valid for any shorter period shall be rejected by the Bank	We request you to change the validity period from 180 days to 90 days. (Due to dollar fluctuation)	Bidder to comply with GeM terms and condition.
4	ATC 11. Delivery, installation and maintenance:	11.2. Delivery of all Passbook Printers should be within Nine (9) weeks from the date of acceptance of the Purchase Order or Ten (10) Weeks from the date of issue of Purchase Order, whichever is earlier. 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 change the delivery period as follow, 1. Delivery of 30% of product to be delivered with in 5 weeks and next 60% of the product to be delivered in 10 weeks from the date of issue of PO. Balance 10% with in 12 weeks from the date of issue of PO.	Bidder to refer Corrigendum 1 for revised delivery timeline.
4	ATC 13. Payment Terms:	13.1. Payment schedule will be as under: Sl. No. 1 Payment Stages: Delivery Percentage of Payment: 80% of Sl. No. 1 of Table-A Condition/Remarks: 80% on delivery of Passbook Printer and on submission of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed	80% on delivery of passbook printer and on submission of relevant documents. Original Invoice copy (with reflecting taxes and duties) and scan copy of Delivery challan/ Invoice copy duly singed by respective Bank officials with Seal and signature along with date.	Bidder to comply with GeM terms and condition.

5	ATC 13. Payment Terms:	<p>13.1. Payment schedule will be as under: Sl. No. 2 Payment Stages: Installation & Maintenance Percentage of Payment: 20% of Sl. No. 1 of Table-A Condition/Remarks: 20% of the total cost will be released after successful installation of Passbook Printer supplied as per Scope of Work. The successful bidder has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied. If passbook printer is not installed within 30 days from the date of Delivery of the passbook printer, due to the reason attributable to the Bank, Bank will release the installation payment on receiving the invoice from the successful Bidder. The selected bidder also has to undertake that they will install the passbook printer within a week from the date of informing site readiness without any extra cost.</p>	20% of the total cost will be released after successful installation of Passbook printer along with Proper Invoice copy (reflecting taxes and Duties) and Scan copy of Installtion report with Product serial number duly signed by respective branch bank officials with seal and Signature along with Date.	Bidder to comply with GeM terms and condition.
6	ATC 15. Annual Maintenance Contract (AMC) (if contracted):	<p>15.6. It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee to the tune of 10% of the value of the Purchase Order, if AMC charges quoted by the selected bidder are abnormally low (i.e. AMC/ATS Cost percentage per annum should not be less than 5% of the cost of Hardware and software). The Bank has discretion to consider such offer or for seeking clarification from the selected bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC obligations of the selected bidder. The selected bidder shall quote the charges of AMC as per the Bill of Material (Annexure-10). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC period with a claim period of 3 months. The selected bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in the Payment terms. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.</p>	We request you to clarify on the AMC % per annum. As per GeM Document it is mentioned as 3 to 10% as AMC Charges, where as the in ATC bank document the bidder has to quote minimum 5% on the product cost.	Bidder has to comply with clause 15.6 of the ATC.

7	ATC 78. Ministry of Electronics and Information Technology (MeitY):	78.1. In furtherance of the Public Procurement (Preference to Make in India) Order 2017 notified vide reference cited above, Ministry of Electronics and Information Technology, Government of India has issued revised Public Procurement (Preference to Make in India) Order 2019 for cyber security products vide reference File No.1(10)/2017-CLES dated 06/12/2019.	We request you to clarify on the Point No.78.1 as this particular product which is mentioned in bid is not come under cyber security product... so we request you to remove this clause in this ATC.	GeM RFP clauses stands deleted.
8	ATC Annexure-2 Technical Requirements for 9000 Passbook Printers in Canara Bank	Sl. No. 10 Input Buffer Memory : minimum 64 KB	As the industry to moved to 128KB Memory for faster processing the machine, so kindly consider to change to mininum 128 KB	Bidder to comply with GeM terms and condition.
9	ATC Annexure-2 Technical Requirements for 9000 Passbook Printers in Canara Bank	Sl. No. 11 Interface Standard :USB 2.0 or higher, Bi directional parallel interface, Serial, Interface cable should be provided.	Kindly change to USB 2.0 or higher and Serial Port	Bidder to comply with GeM terms and condition.
10	ATC Annexure-5 Pre-Qualification Criteria	Sl. No. 6 Criteria: The Bidder (including its OEM, if any) should not be from a country which shares a land border with India unless the bidder is registered with the Competent Authority (as detailed in Office Memorandum-F.No.6/18/2019-PPD of Dept. of Expenditure, Ministry of Finance). Bidder from a country which shares a land border with India means: a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or d. An entity whose beneficial owner is situated in such a country; or e. An Indian (or other) agent of such an entity; or f. a natural person who is a citizen of such a country; or g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.	The Bidder (including its OEM and their Product (ODM), if any) should not be from a country which shares a land border with India unless the bidder is registered with the Competent Authority (as detailed in Office Memorandum-F.No.6/18/2019-PPD of Dept. of Expenditure, Ministry of Finance). Bidder from a country which shares a land border with India means: a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or d. An entity whose beneficial owner is situated in such a country; or e. An Indian (or other) agent of such an entity; or f. a natural person who is a citizen of such a country; or g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.	Bidder to comply with GeM terms and condition.
11	ATC Annexure-6 Make in India Certificate	3. We have submitted the details indicating total cost value of inputs used, total cost of inputs which are locally sourced and cost of inputs which are imported, directly or indirectly with the commercial proposal.	3.We have submitted the details indicating total Percentage(%) value of inputs used, Percentage (%) of inputs which are locally sourced and Percentage(%) of inputs which are imported, directly or indirectly with the commercial proposal.	Please guided by the GeM and Government Guidelines for the said clause.



12	ATC Annexure-10 Bill of Material	Sl. No. 2 Requirement Details * Cost of additional ribbon cartridge for Passbook Printer supplied. (180000 units)	We request you to remove this point from the TCO arrival , as every OEM have different print Ribbon cartridge life(yield), this TCO will not allow a level playing field for all the OEMs. Or Instead of 180000 we request you to change the same to 1 unit cost. So that we can fix the cartridge cost for the entire Contract period. As per GEM portal there is no option of the entering the toner cost in the Portal, we have quote the product price along with Toner this will indirectly increase the product cost on TCO, so we request you to provide the option in GEM to enter Product cost of product for totally qty and toner cost separately with one unit price for Toner.	Bidder to comply with GeM terms and condition.
13	ATC 11. Delivery, installation and maintenance:	11.2. Delivery of all Passbook Printers should be within Nine (9) weeks from the date of acceptance of the Purchase Order or Ten (10) Weeks from the date of issue of Purchase Order, whichever is earlier. 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.	It is mentioned as 9 weeks, we are dependent on our overseas principals for supply of components, Delivery timelines from our principals to us is 12-16 weeks. quantity being on the higher side, Request to ammend delivery timelines to 16 weeks from the issuance of PO	Bidder to refer Corrigendum 1 for revised delivery timeline.
14	ATC 12. Penalties/Liquidated Damages:	12.1. Penalties/Liquidated damages for delay in Delivery and Installation, of 9000 Passbook Printers in all locations would be as under: 12.1.1. Non-compliance of the delivery clauses (9.2) will result in the Bank imposing penalty 0.50% on delay in delivery per Passbook Printer, per week or part thereof, on the value of Passbook Printer (excluding Warranty and AMC), exclusive of tax.	It is mentioned as 0.5% per week. Request to restrict to a maximum of 2% of the printer value excluding GST.	Bidder to refer Corrigendum 1 for revised delivery timeline.
15	ATC 13. Payment Terms:	13.1. Payment schedule will be as under: Sl. No. 1 Payment Stages: Delivery Percentage of Payment: 80% of Sl. No. 1 of Table-A Condition/Remarks: 80% on delivery of Passbook Printer and on submission of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed	Request to ammend it to 90% on delivery and 10% post installation	Bidder to comply with GeM terms and condition.



16	ATC 13. Payment Terms:	13.1. Payment schedule will be as under: Sl. No. 3 Payment Stages: Warranty & AMC Condition/Remarks: The payment of the total amount quoted for Warranty/AMC shall be made to the selected bidder on Quarterly basis. The total amount quoted for 3 years Warranty & subsequent 2 years AMC support for Passbook printers in the Annexure-10 (Bill of Material) shall be divided into equal amounts and shall be paid under each quarter during the contract period.	Warranty payment is bundled along with printer manufacturing costing, we will not be able to give a break up for the same. We request warranty payment to be paid along with printer payment.	Bidder to comply with GeM terms and condition.
17	ATC 15. Annual Maintenance Contract (AMC) (if contracted):	15.3. The offer for Passbook Printers must include comprehensive onsite free warranty and AMC period for a total duration of Five (5) years from the date of installation and acceptance of system by the bank. However, consumable (Cartridge toner) and physically damaged plastic will not be covered under warranty.	Post warranty printer head needs to be considered as consumable. Request to consider and ammend printer head as a consumable	Bidder to comply with GeM terms and condition.
18	ATC 15. Annual Maintenance Contract (AMC) (if contracted):	15.6. It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee to the tune of 10% of the value of the Purchase Order, if AMC charges quoted by the selected bidder are abnormally low (i.e. AMC/ATS Cost percentage per annum should not be less than 5% of the cost of Hardware and software). The Bank has discretion to consider such offer or for seeking clarification from the selected bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC obligations of the selected bidder. The selected bidder shall quote the charges of AMC as per the Bill of Material (Annexure-10). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC period with a claim period of 3 months. The selected bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in the Payment terms. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incomplection of the project and warranty period.	AMC charges is mentioned as a minimum of 5%. AMC charges of 5% is to low and it is not viable. No bidder will be able to provide quality support at 5%. Request to ammend it to a minimum of 12% of the printer value per year.	Bidder has to comply with clause 15.6 of the ATC.
19	GeM Bid ref. no. GEM/2023/B/2938948 dated 05/01/2023	Past Performance: 40 %	We presume past performance as a cumilative of supplies made in the last 3 years. Kindly clarify on the same. Our supplies are Direct and In direct(through National level System Integrators).	Bidder to comply with GeM terms and condition.



20	ATC 12. Penalties/Liquidated Damages:	12.3. In case faulty Passbook Printers are not repaired/replaced within a Business day, Bank shall impose a penalty of Rs.100/- (Plus GST) per passbook printer per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order during the Contract Period.	Where ever part needs to be replaced, kindly ammend the clause to 3 business working days instead of within a business day, as mentioned in tender document. And the penalty be reduced to Rs.50/- per day upto a maximum penalty of 5%	Bidder to comply with GeM terms and condition.
21	ATC 5. Requirement Details:	5.2. It may be noted that the requirement given in this RFP is indicative only and may vary as per actual needs. Also note that there is no minimum purchase commitment by the Bank to the selected bidder.	The bank states that there is no minimum purchase commitment. We request the Bank to confirm the exact quantity requirement. As a manufacturer we require the quantity details for the production planning & price arriving.	GeM RFP clauses stands deleted.
22	ATC 11. Delivery, installation and maintenance:	11.2. Delivery of all Passbook Printers should be within Nine (9) weeks from the date of acceptance of the Purchase Order or Ten (10) Weeks from the date of issue of Purchase Order, whichever is earlier. 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.	Requesting the Bank, Atleast 30% of the order quantity to be delivered within 6 weeks from the date of PO.	Bidder to refer Corrigendum 1 for revised delivery timeline.
23	ATC 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. Bid valid for any shorter period shall be rejected by the Bank	By considering the dollar (\$) fluctuation, We request the bank to reduce the quoted price vaidity as 90 days from the date of commercial Bid. & We request the bank to consider & to accept the price change with respect to dollar fluctuation more than $\pm 3\%$.	Bidder to comply with GeM terms and condition.
24	ATC 13. Payment Terms:	13.1. Payment schedule will be as under: Sl. No. 3 Payment Stages: Warranty & AMC Condition/Remarks: The payment of the total amount quoted for Warranty/AMC shall be made to the selected bidder on Quarterly basis. The total amount quoted for 3 years Warranty & subsequent 2 years AMC support for Passbook printers in the Annexure-10 (Bill of Material) shall be divided into equal amounts and shall be paid under each quarter during the contract period.	Comprehensive Onsite Warranty's Cost will not come under separate Item, It has to be included along with the product cost. Hence we request the Bank to release the warranty payment along with the product payment, 80% Against delivery & 20% Installation completion.	Bidder to comply with GeM terms and condition.



25	ATC 13. Payment Terms:	<p>13.2. The selected bidder has to submit the following documents for release of payment towards delivery:</p> <p>13.2.2. Original Proof of delivery duly signed by Bank officials of the respective Branch/office. Or EPOD duly signed by Bank officials mentioning name and staff number with Branch/Office seal of the respective Branch/office. Or Email confirmation from the Branch/Section Head mentioning the name and staff number certifying that the Passbook Printer (with serial number) is delivered in good condition.</p>	Soft copies / Scanned copy of the POD to be accepted.	Bidder to comply with GeM terms and condition.
26	ATC 13. Payment Terms:	<p>13.3. The selected bidder has to submit the following documents for release of payment towards acceptance:</p> <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 passbook printer/s. 13.3.2. Original installation report/acceptance report duly signed by the Bank officials of the respective Branch/offices. Or Email confirmation from the Branch/Section Head mentioning the name and staff number certifying that the Passbook Printer (with serial number) is installed and working satisfactorily.</p>	Soft copies / Scanned copy of the Installation reports to be accepted.	Bidder to comply with GeM terms and condition.

27	ATC 15. Annual Maintenance Contract (AMC) (if contracted):	15.6. It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee to the tune of 10% of the value of the Purchase Order, if AMC charges quoted by the selected bidder are abnormally low (i.e. AMC/ATS Cost percentage per annum should not be less than 5% of the cost of Hardware and software). The Bank has discretion to consider such offer or for seeking clarification from the selected bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC obligations of the selected bidder. The selected bidder shall quote the charges of AMC as per the Bill of Material (Annexure-10). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC period with a claim period of 3 months. The selected bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in the Payment terms. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.	Requesting the bank to change the clause as - AMC/ATS Cost percentage per annum should not be less than 8% of the cost of Hardware and software	Bidder has to comply with clause 15.6 of the ATC.
28	ATC 49. Order Cancellation/Termination of Contract	49.3. The Bank reserves the right to cancel the contract placed on the selected bidder without assigning any reason and without any payment, if 1% of the total quantity supplied (i.e., 90 Passbook Printers) is found to be defected (i.e, the installed Passbook Printers performance is not as per the satisfaction of the Bank, based on the Terms and conditions mentioned in this RFP).	Even for ribbon Life over Cases, Branches log it as service / Defect Call. Hence we request the bank to remove this specific clause or 1% Shall be increased to 5% of the total quantity.	Bidder to comply with GeM terms and condition.
29	ATC 78. Ministry of Electronics and Information Technology (MeitY):	78.1. In furtherance of the Public Procurement (Preference to Make in India) Order 2017 notified vide reference cited above, Ministry of Electronics and Information Technology, Government of India has issued revised Public Procurement (Preference to Make in India) Order 2019 for cyber security products vide reference File No.1(10)/2017-CLES dated 06/12/2019.	Stated Clause refers to Cyber Security Products. Dot Matrix Printer will not fall under this Clause. Reference File No.1(10)/2017-CLES dated 06/12/2019: Annexure 1, in listed Product Category of Cyber Security Products, Dot Matrix Printers is not included. (Document attached with the mail for your reference) We request bank to consider the Policy/Order released by the Ministry for Commerce and Industry vide reference number No.P-45021/2/2017-PP (BE-II) Dated 16th September 2020 as this policy includes the Dot Matrix Printer Category.	GeM RFP clauses stands deleted.
30	ATC Annexure-2 Technical Requirements for 9000 Passbook Printers in Canara Bank	Sl. No. 11 Interface Standard :USB 2.0 or higher, Bi directional parallel interface, Serial, Interface cable should be provided.	In current scenario, Banks/institutions are using USB interface, Parallel interface is not being used at all. Hence we request the bank to modify the Interface clause as "USB 2,0 or higher & Parallel or Serial."	Bidder to comply with GeM terms and condition.

31	ATC Annexure-2 Technical Requirements for 9000 Passbook Printers in Canara Bank	Sl. No. 10 Input Buffer Memory : minimum 64 KB	128KB for Passbook Printer is Standard. Having 64KB gives undue cost benefit to certain brands. Hence request the Bank to maintain 128KB	Bidder to comply with GeM terms and condition.
32	ATC Annexure-5 Pre-Qualification Criteria	Sl. No. 7 Criteria: Authorization Certificate Whether the Bid is authenticated by authorized person? Documents to be submitted for Compliance: Copy of Power of Attorney or Authorization letter from the company authorizing the person to sign the bid document to be submitted in Conformity to Eligibility Criteria?	Clarification required on only Bidder need to submit the Power of Attorney or OEM also need to submit the Power of attorney.	Bidder to submit the said-document.
33	ATC Annexure-6 Make in India Certificate	3. We have submitted the details indicating total cost value of inputs used, total cost of inputs which are locally sourced and cost of inputs which are imported, directly or indirectly with the commercial proposal.	This statement states that "We have submitted the details" Kindly confirm that any supporting document required for the statement. If supporting documents required, We shall not be able to disclose the costing parameters, if required we will be able to share the location content addition location & percentage details.	Please guided by the GeM and Government Guidelines for the said clause.
34	ATC Annexure-10 Bill of Material	Sl. No. 2 Requirement Details * Cost of additional ribbon cartridge for Passbook Printer supplied. (180000 units)	Ribbon Cartridge Life varies from brand to brand. Certain Brands offer 3 Million and available up to 10 million Life for certain brands. Quantity mentioned for Ribbons are Extremely high. Hence Commercials will have a huge impact to make an assessment. Assessing the Financial Value in equal Platform will not be Possible. Hence we request you to take a Quote for either Single ribbon or Ribbon Price should be excluded from TCO.	Bidder to comply with GeM terms and condition.
35	ATC Annexure-10 Bill of Material	Sl. No. 3 Requirement Details Comprehensive Onsite Warranty of 9000 Passbook printers as per Annexure-1 and Annexure-2 Quantity: 3 Years	Comprehensive Onsite Warranty's Cost will not come under separate Item, It shall be included along with the Product cost.	Bidder to comply with GeM terms and condition.
36	ATC 5. Requirement Details:	5.1 Table: Location: Will be disclosed while placing the order. (Delivery will be Pan India)	Kindly clarify the no of Location with quantity ?	Bidder to comply with GeM terms and condition.
37	ATC Annexure-10 Bill of Material	Table -A Price details of Passbook Printers Total Cost of Ownership for 5 years	Kindly clarify TCO are only on Warranty or AMC also.	Bidder to comply with GeM terms and condition.



38	ATC 12. Penalties/Liquidated Damages:	12.1. Penalties/Liquidated damages for delay in Delivery and Installation, of 9000 Passbook Printers in all locations would be as under: 12.1.1. Non-compliance of the delivery clauses (9.2) will result in the Bank imposing penalty 0.50% on delay in delivery per Passbook Printer, per week or part thereof, on the value of Passbook Printer (excluding Warranty and AMC), exclusive of tax.	Kindly confirm LD Penalty is on undelivered material	Bidder to refer Corrigendum 1 for revised delivery timeline.
39	ATC 12. Penalties/Liquidated Damages:	12.1. Penalties/Liquidated damages for delay in Delivery and Installation, of 9000 Passbook Printers in all locations would be as under: 12.1.1. Non-compliance of the delivery clauses (9.2) will result in the Bank imposing penalty 0.50% on delay in delivery per Passbook Printer, per week or part thereof, on the value of Passbook Printer (excluding Warranty and AMC), exclusive of tax.	Kindly confirm LD Penalty is on undelivered material	Bidder to refer Corrigendum 1 for revised delivery timeline.
40	ATC 12. Penalties/Liquidated Damages:	12.1. Penalties/Liquidated damages for delay in Delivery and Installation, of 9000 Passbook Printers in all locations would be as under: 12.1.2. Non-compliance of the installation clauses (9.3) will result in the Bank imposing penalty 0.50% on delay in installation per Passbook Printers, per week or part thereof, on the value of the Passbook Printer (excluding Warranty and AMC), exclusive of tax.	Kindly confirm LD Penalty is on undelivered material	Bidder to refer Corrigendum 1 for revised delivery timeline.
41	ATC 12. Penalties/Liquidated Damages:	12.1. Penalties/Liquidated damages for delay in Delivery and Installation, of 9000 Passbook Printers in all locations would be as under: 12.1.3. However, the total Penalty/LD to be recovered under above clauses 14.1.1 & 14.1.2 shall be restricted to 10% of the value of Passbook Printer (excluding Warranty and AMC), exclusive of tax.	Request you to consider 0.50% to 5%.	Bidder to comply with GeM terms and condition.
42	ATC 24. Local Support:	24.3. 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 you to consider upto 24 hrs for Urban branches and 48 hrs for other location	Bidder to comply with GeM terms and condition.
43	ATC 4. Objective:	4.1. The objective of this RFP is to procure 9000 Passbook Printers for branches/offices of Canara Bank for a period of 5 years with onsite warranty of Three (3) years and Two (2) years AMC. The requirement mentioned in the RFP is estimated only and Bank will place the purchase order through its Circle Offices and Head Office and other offices based on requirement.	Kindly clarify No of locations for 9000 qty	Delivery location will be shared with successful bidder.

44	ATC 15. Annual Maintenance Contract (AMC) (if contracted):	<p>15.2. Support for maintenance of Passbook 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.</p> <p>15.3. The offer for Passbook Printers must include comprehensive onsite free warranty and AMC period for a total duration of Five (5) years from the date of installation and acceptance of system by the bank. However, consumable (Cartridge toner) and physically damaged plastic will not be covered under warranty.</p> <p>15.6. It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee to the tune of 10% of the value of the Purchase Order, if AMC charges quoted by the selected bidder are abnormally low (i.e. AMC/ATS Cost percentage per annum should not be less than 5% of the cost of Hardware and software). The Bank has discretion to consider such offer or for seeking clarification from the selected bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC obligations of the selected bidder. The selected bidder shall quote the charges of AMC as per the Bill of Material (Annexure-10). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC period with a claim period of 3 months.</p>	Request to consider AMC Cost Percentage per annum should not be less than 10% Instead of 5%.	Bidder to comply with GeM terms and condition. As the bidder has to submit a BG to the effect if quoting a value less than 5%.
45	Generic	Preventive Maintenance Yearly	Kindly clarify the preventive maintainance?	Bidder to comply with GeM terms and condition.
46	GeM Bid ref. no. GEM/2023/B/2938948 dated 05/01/2023	Splitting Bid splitting not applied.	Kindly consider 50% Bid split between L1 & L2.	Bidder to comply with GeM terms and condition.
47	GeM Bid ref. no. GEM/2023/B/2938948 dated 05/01/2023	<p>4. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM (themselves or through reseller(s)) should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.</p>	We request the Bank to consider the proposed model supplied experience to all the Banks worldwide.	Bidder to comply with GeM terms and condition.

48	GeM Bid ref. no. GEM/2023/B/2938948 dated 05/01/2023	<p>7. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 40% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.</p>	<p>We request the Bank to give the opportunity to the new product complying the technical specifications of the RFP. (OR)</p> <p>We request the Bank to reduce the supplied quantity to 5% to any Banks worldwide during the last 5 years. Due to COVID situation, for almost 2 years i.e. FY 2020-21 & FY 2021-22, Banks have not procured machines and due to which sales are not happening for our proposed product. 40% of 9000 quantity comes to 3600 units which have not been procured by Banks in one order in the last 5 years.</p> <p>If the above options are not considered then the bidder like us will not get the fair chance to bid in the RFP so request you to please consider our request</p>	Bidder to comply with GeM terms and condition.
49	GeM Bid ref. no. GEM/2023/B/2938948 dated 05/01/2023	<p>8. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases: i. If number of technically qualified bidders are only 2 or 3. ii. If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N. iii. In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1. iv. If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1 v. If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1</p>	<p>Please clarify this point. How do we know the quoted price by the bidder? Price quoted in the bid is indicative due to RA option availability and there shall be an equal opportunity given to all the technically qualified bidders to participate in the RA even if the quoted price is higher than the other bidders.</p> <p>Request you to please modify the clause accordingly.</p>	Bidder to comply with GeM terms and condition and GeM GTC.

Date: 21/01/2023

Place: Bangalore


Deputy General Manager


