

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	11	SECTION B - INTRODUCTION	4. Objective:	4.2. The selected bidder will enter into a Contract with the Bank Centrally at DIT Wing, Head Office for supply of various items as per the specifications and Requirements details mentioned in the RFP.	Validity of Rate Contract is not specified in RFP whether it will be one year or two year etc. As these Cheque Scanners are being imported from outside of India, Rate Contract period is must required to discuss with OEM Vendor.	The RFP clause is modified as under: "4.2. The selected bidder will enter into a Contract with the Bank Centrally at DIT Wing, Head Office for supply of Scanners for Cheque Truncation System as per the specifications and Requirements details mentioned in the RFP for rate contract period of One Year."
2	11	SECTION B - INTRODUCTION	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 Bidder. Bank shall procure the Hardware items as and when requirement arises at the rates fixed and on the terms & conditions of this RFP.	Both 5.2 & 5.4 statements are contradictory to each other. Point 5.2, Bank mentioned that there is no minimum purchase commitment by the Bank to the bidder whereas in Point	Bidder to comply with RFP Terms.
3	11	SECTION B - INTRODUCTION	5. Requirement Details	5.4. Bank reserves the right to increase or decrease the quantum of purchase by 25% in respect to the quantity specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.	Both 5.2 & 5.4 statements are contradictory to each other. 5.4, it has been limited to 25% +/- from RFP indicted quantity i.e. 5300 Units. Please clarify as minimum estimation is must needed to finalise the best prices with OEM vendor.	Bidder to comply with RFP Terms.
4	14	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	1. Delivery, Installation, Configuration and Integration:	1.2. Delivery of all Scanners for Cheque Truncation System should be within 8 weeks from the date of acceptance of the Purchase Order or 9 weeks from the date of Purchase Order whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. The selected bidder has to arrange for road permit, E-way bill at his own cost. It will be the sole responsibility of the selected bidder to submit any form required for release of shipment from the check post. The selected bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the selected bidder, if required.	Factoring Current Covid -19 scenario, Volumes being on the higher side, Request to consider delivery schedule of 10-12 weeks from the receipt of order	Bidder to comply with RFP Terms.
5	15	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	1. Delivery, Installation, Configuration and Integration:	1.7. The selected bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 1 week from the date of delivery of all the materials for each ordered locations.	Considering Pandemic situation and restrictions in peoples movement , request to consider installation within 3 weeks.	Bidder to comply with RFP Terms.

6	15	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	1. Delivery, Installation, Configuration and Integration:	1.9. In case, if any of the location where items are delivered but not installed for 30 days from the date of delivery, for the reasons 'Site Not Ready', Bank will pay the installation & commissioning amount to the bidder on production of 'Site Not Ready' report with reason from the particular locations duly signed by our Bank Officials and bidder's representatives and also submission of financial Bank Guarantee [as per Appendix-H] of value equivalent to the payment claim (Invoice value inclusive of GST) made along with an undertaking letter to complete the installation process as per Scope of Work mentioned in this RFP, as and when the sites become ready for installation/Acceptance. However, the bidder should arrange for the immediate installation of the Scanners as soon as the sites are ready communicated by the bank without any cost to the bank till the scope of work is completed.	In case scanners are being delivered at your circle offices and delay in shifting to branches, 100% payment should be released based on site not ready installation report. No BG will be submitted to this effect.	Bidder to comply with RFP Terms.
7	15	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	1. Delivery, Installation, Configuration and Integration:	1.9. In case, if any of the location where items are delivered but not installed for 30 days from the date of delivery, for the reasons 'Site Not Ready', Bank will pay the installation & commissioning amount to the bidder on production of 'Site Not Ready' report with reason from the particular locations duly signed by our Bank Officials and bidder's representatives and also submission of financial Bank Guarantee [as per Appendix-H] of value equivalent to the payment claim (Invoice value inclusive of GST) made along with an undertaking letter to complete the installation process as per Scope of Work mentioned in this RFP, as and when the sites become ready for installation/Acceptance. However, the bidder should arrange for the immediate installation of the Scanners as soon as the sites are ready communicated by the bank without any cost to the bank till the scope of work is completed.	We request that the period should be 15 dias.	Bidder to comply with RFP Terms.
8	15	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	2. Pre-Dispatch Inspection (PDI):	2.2. The selected bidder shall inform his readiness for pre-dispatch inspection at least 7 days in advance. Inspection of the ordered equipment to be supplied to the Bank shall be carried out at bidder's site/facility. There shall not be any additional charges payable by the Bank for such inspection. However, the Bank will have the discretion to recover the costs related to travel and stay of its staff/consultants from the bidders if the ordered equipment offered for inspection are not as per the Bank's order or if the selected bidder fails to comply with the test and inspection procedure.	lause.The 7 days notice will only delay the delivery. Please consider reviewing the c	Bidder to comply with RFP Terms.

9	15	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	3. Uptime	3.1. The selected bidder shall guarantee a 24x7 availability with monthly uptime of 98.00% for the solution as specified in Annexure-7 and Annexure-8 during the period of the Contract and also during AMC, if contracted, which shall be calculated on monthly basis	Up time is very high. We request the bank to consider the same to 95%. Need clarification about 24x7 availability.	Bidder to comply with RFP Terms.
10	15	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	3. Uptime:	3.1. The selected bidder shall guarantee a 24x7 availability with monthly uptime of 98.00% for the solution as specified in Annexure-7 and Annexure-8 during the period of the Contract and also during AMC, if contracted, which shall be calculated on monthly basis.	Plz consider uptime 85% and 24 x 7 availability will be difficult however our call center works 24 x 7 & the service call can be log anypoint of time.	Bidder to comply with RFP Terms.
11	16	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	4. Penalties/Liquidated Damages:	4.1. Penalties/Liquidated damages for delay in Delivery and Installation of Scanners for Cheque Truncation System would be as under: 4.1.3. However, the total Penalty/LD to be recovered under above clauses 4.1.1, and 4.1.2 shall be restricted to 5% (Plus GST) of the total value of the order (exclusive of GST).	Request the bank to restrict the total Penalty to be recovered under clauses 4.1.1, and 4.1.2 to 2% (plus GST) of the total value of the order (exclusive of GST)	Bidder to comply with RFP Terms.
12	16	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	4. Penalties/Liquidated Damages:	4.2. Penalties/Liquidated damages for not maintaining uptime: 4.2.1. If the selected bidder fails to maintain the guaranteed uptime during Warranty and AMC period, Penalty for uptime will be deducted as under: Level of availability calculated on monthly basis -Penalty Amt 98.00% to 100% No Penalty would be deducted 97.00% to < 97.99% 0.10% (Plus GST) on total order value (exclusive of GST) for every hour or part thereof. 96.00% to 96.99% 0.20% (Plus GST) on total order value (exclusive of GST) for every hour or part thereof. 95.00% to 95.99% 0.30% (Plus GST) on total order value (exclusive of GST) for every hour or part thereof. <95.00% 1.00% (Plus GST) on total order value (exclusive of GST) for every hour or part thereof.	As per the request made above on the uptime under clause 3.1. Request the bank to work out penalties based on the uptime of 95% and rework and stipulate penalties for Level of Availability based on Nil Penalty for uptime of 95% to 100%.	Bidder to comply with RFP Terms.
13	17	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	4. Penalties/Liquidated Damages:	4.2. Penalties/Liquidated damages for not maintaining uptime: 4.2.2. The maximum penalty levied shall not be more than 10% (plus GST) of purchase order value (exclusive of GST) during warranty period and 50% (Plus GST) of AMC amount payable (exclusive of GST) for one Year.	Request the bank to consider the maximum penalty levied shall not be more than 5% (plus GST) of purchase order value (exclusive of GST) during warranty period and 5% (plus GST) of AMC amount of the particular Cheque Truncation Scanner payable (exclusive of GST) for one year.	Bidder to comply with RFP Terms.

14	17	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	4. Penalties/Liquidated Damages:	4.2. Penalties/Liquidated damages for not maintaining uptime: 4.2.3. If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the selected bidder (including AMC payments).	Request the bank to consider this clause based on the Uptime of 95% which is very practical and fair.	Bidder to comply with RFP Terms.
15	17	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	4. Penalties/Liquidated Damages:	4.2. Penalties/Liquidated damages for not maintaining uptime: 4.2.3. If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the selected bidder (including AMC payments).	Plz change it to 85% uptime	Bidder to comply with RFP Terms.
16	17	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	5. Payment Terms:	5.1. Payment will be released after execution of Contract Agreement and the schedule will be as under: Sl.NO. a Payment stage Delivery % of payment 70% Condition/Remarks On delivery of Scanners for Cheque Truncation System and on production of relevant documents. Sl.NO. b Payment stage Installation, configuration & commissioning % of payment 30% Condition/Remarks Will be released after successful installation, configuration & commissioning and Acceptance of Hardware & Software items supplied as per Scope of Work.	We request to alter the clause as below: Delivery - 80%, Installation, Configuration & Commissioning - 20%	Bidder to refer Amendment-1 for amended payment terms.
17	17	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	5. Payment Terms:	5.1. Payment will be released after execution of Contract Agreement and the schedule will be as under: Condition/Remarks: a. On delivery of Scanners for Cheque Truncation System and on production of relevant documents. b. Will be released after successful installation, configuration & commissioning and Acceptance of Hardware & Software items supplied as per Scope of Work.	As Bidder need to release payment to OEMs on delivery itself, we request Bank to consider change in Payment Terms as 90% on delivery and 10% on Installation, Configuration & Commissioning.	Bidder to refer Amendment-1 for amended payment terms.

**Replies to Prebid Queires for RFP 20/2020-21 dated 08/10/2020 for Supply, Installation and Maintenance of Scanners for Cheque Truncation System under Rate Contract**

18	18	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	6. Local Support:	6.2. The selected bidder shall provide Warranty and AMC support [if contracted] on 24*7*365 basis for all the locations.	Please clarify this clause on requirement of local support 24x7x365. (The RFP is for Cheque Truncation Scanners which are operational only during bank working hours)	Bidder to comply with RFP Terms.
19	18	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	6. Local Support:	6.2. The selected bidder shall provide Warranty and AMC support [if contracted] on 24*7*365 basis for all the locations.	24*7*365 support wont be possible kindly change it to std terms as per std working policy which 8 working hr. and Sunday along with public holiday should be off.	Bidder to comply with RFP Terms.
20	18	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	6. Local Support:	6.3. Response Time and Meantime to Restore [MTTR] 6.3.1. Response Time shall be 4 hours and MTTR shall be 2 business days.	Please consider the MTTR to be based on the class of city/location like Class A (Metro) 2 business days, Class B cities -3 business days & Class C cities & remote (4 to 6) business days. Response time is 4 working hours.	Bidder to comply with RFP Terms.
21	18	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	6. Local Support:	6.3. Response Time and Meantime to Restore [MTTR] 6.3.1. Response Time shall be 4 hours and MTTR shall be 2 business days. 6.3.2. Time specified above is from lodging of complaint.	We request Bank to consider Response/Resolution and Parts replacement timeframe seperately, location wise i.e. Metro/Urban/Rural/FI. b. Metro/Urban: Response Time: 4 Hours and Resolution time: Next day. In case of Part replacement then additional 1 day should be provided. b. Rural/FI branches should be considered for Response time: Next day from the call log and Resolution/Parts replacement time i.e. 3rd day. Rural and FI Branches are generally far away and engineer visit takes time to travel through Public transports etc.	Bidder to comply with RFP Terms.
22	19	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	9. Annual Maintenance Contract (AMC) (if contracted):	9.5. During the Warranty and AMC (if contracted) period, the selected bidder should extend the On Site Service Support. The scope of Warranty and AMC (if contracted) shall include: 9.5.2. Ensuring uptime of 98.00%.	Please consider the uptime based on the request made under clause 4.2.1	Bidder to comply with RFP Terms.
23	19	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	9. Annual Maintenance Contract (AMC) (if contracted):	9.5. During the Warranty and AMC (if contracted) period, the selected bidder should extend the On Site Service Support. The scope of Warranty and AMC (if contracted) shall include: 9.5.3. Preventive Maintenance quarterly.	Preventive Maintenance should be considered once in a year during warranty period and twice i.e. Half yearly in a year during AMC period. This will reduce Maintenance Support cost to the Bank	Bidder to comply with RFP Terms.
24	19	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	9. Annual Maintenance Contract (AMC) (if contracted):	9.5. During the Warranty and AMC (if contracted) period, the selected bidder should extend the On Site Service Support. The scope of Warranty and AMC (if contracted) shall include: 9.5.3. Preventive Maintenance quarterly.	During warranty no preventive maintenance will be done. Request to consider preventive maintenance of once in 6 months during AMC.	Bidder to comply with RFP Terms.
25	21	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	14. Secure Deployment & Security Compliance to Policies and Process:	14.1. All the hardware or required components should be shipped directly from OEM to Bank premises.	OEM is not a entity in India and is not a Bidder. To facilitate its product availability in India, the OEM has appointed Bidder as Authorised Dealer/Reseller in India. Therefore, OEM is not entitled to ship directly the required components to Bank premises. Only the Bidder can ship directly to the premises of the Bank in India. We request the bank to amend this clause.	The RFP clause is modified as under: "14.1.All the hardware or required components should be shipped directly from OEM/SI to Bank premises."

26	21	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	14. Secure Deployment & Security Compliance to Policies and Process:	14.5. The system should be fully compliant with ISO27001 controls.	USA is the Country of Origin of our OEM, ISO certification is an European standard, but International Electrotechnical Commission (IEC) standards apply in USA for the specified product line. The IEC is an international standards organization that prepares and publishes international standards for all electrical, electronic and related technologies - collectively known as "electrotechnology". In the light of the above request the bank to amend this clause to include IEC along with ISO to read as : <i>The system should be fully compliant with ISO27001 controls/ IEC Standards.</i>	The RFP clause is modified as under: 14.5. The system should be fully compliant with ISO27001 controls/IEC Standards.
27	22	SECTION D - BID PROCESS	Table		Reverse auction is not mentioned. Kindly clarify whether we should submit indicative price or final price in Commercial formatAnnexure 14(Bill of material).	Bider to submit final price in Commercial format Annexure-14 (Bill of Material)
28	24	SECTION E - SELECTION OF BIDDER	3. Evaluation of Bid:	3.4. Part C-Commercial Bid: The Part C- Commercial bids of only those bidders who qualified in Part B-Technical Proposal will be opened with due communication by the Bank. The Part C- Commercial Bid submitted by the bidder will be evaluated based on the documents submitted as per Appendix-C.	Please clarify as Reverse Auction is not specified here in the clause. However, under Section F (Ownership & Awarding of Contract) under clause 12 mention is made of Revese auction.	Bidder to comply with RFP Terms.
29	24	SECTION E - SELECTION OF BIDDER	3. Evaluation of Bid:	3.4. Part C-Commercial Bid: The Part C- Commercial bids of only those bidders who qualified in Part B-Technical Proposal will be opened with due communication by the Bank. The Part C- Commercial Bid submitted by the bidder will be evaluated based on the documents submitted as per Appendix-C.	Kindly clarify whether we need to submit sealed indicative price or final commercials	Bidder to submit final commerials in sealed cover.
30	25	SECTION E - SELECTION OF BIDDER	7. Determination of L1 Price	7.2. The L1 bidder will be determined on the basis of the lowest price quoted in the Commercial bid. Bidder who has quoted lowest Total Cost of Ownership in the Annexure-14-Bill of material, will be declared as L1 Bidder.	Please clarify on this clause, as Reverse Auction is not specified here in the clause. It states that Bidder who has quoted lowest Total Cost of Ownership in the Annexure-14-Bill of material, will be declared as L1 Bidder. However, under Section F (Ownership & Awarding of Contract) under clause 12 mention is made of Revese auction to determine L1 & L2 bidder and so on.	Bidder to comply with RFP Terms.
31	25	SECTION E - SELECTION OF BIDDER	7. Determination of L1 Price	7.2. The L1 bidder will be determined on the basis of the lowest price quoted in the Commercial bid. Bidder who has quoted lowest Total Cost of Ownership in the Annexure-14-Bill of material, will be declared as L1 Bidder.	The banks has mentioned about Reverse Auction on Page No 27 Clause No 12.1. Please confirm if the bank will conduct Reverse Auction or not.	Bidder to submit final commerials in sealed cover. No Reverse Auction.
32	27	SECTION F - SELECTION OF BIDDER	12. Distribution of Purchase order:	12.3. The Bank reserves the right to split the quantities amongst L1 and L2 vendors for each item in proportions of 70:30 provided L2 vendors in each item is willing to match all the prices/rates of the L1 Prices for that particular item and complying the other terms & condition of the RFP in a fair and transparent manner.	Request the bank to consider matching of the L1 Price by L2 and L3 bidder and split the order in predetermined ratio of 50:30:20 among the L1, L2 & L3 Bidder provided L2 & L3 bidder match the price of L1 Bidder. If only one among L2 or L3 matches the L1 price, then ratio may be split as 60:40	Bidder to refer Amendment-1 for amended clause "12. Distribution of Purchase Order."



33	27	SECTION - F (OWNERSHIP & AWARDING OF CONTRACT)	12. Distribution of Purchase order:	12.3. The Bank reserves the right to split the quantities amongst L1 and L2 vendors for each item in proportions of 70:30 provided L2 vendors in each item is willing to match all the prices/rates of the L1 Prices for that particular item and complying the other terms & condition of the RFP in a fair and transparent manner.	As per this clause there is no clear confirmation on the order splitting ( The Bank reserves right to split the quantities among L1& L2 vendors). We request you to amend it as distribution of order between L1 and L2 bidder as follows L1 will get 70% of the Order and L2 will get the 30% of the order subject to L2 matches the other criteria as mentioned in your RFP. We request you to amend the split ratio as 60:40 between L1 and L2 (as the volume is very high) which in turn helps you to meet you delivery in time	Bidder to refer Amendment-1 for amended clause "12. Distribution of Purchase Order."
34	27	SECTION - F (OWNERSHIP & AWARDING OF CONTRACT)	12. Distribution of Purchase order:	12.3. The Bank reserves the right to split the quantities amongst L1 and L2 vendors for each item in proportions of 70:30 provided L2 vendors in each item is willing to match all the prices/rates of the L1 Prices for that particular item and complying the other terms & condition of the RFP in a fair and transparent manner.	We request bank to alter this proportion as 60:40 so as to have more balance and further reduce the risk of dependency on one vendor.	Bidder to refer Amendment-1 for amended clause "12. Distribution of Purchase Order."
35	35	Annexure -2	Eligibility Criteria Declaration	Sl. No 4 Eligibility Criteria: The Turnover of the Bidder should be minimum Rs.50.00 crores each year during last three (3) financial years (i.e. 2017-18, 2018-19, 2019-2020). Documents to be submitted for Eligibility Criteria Compliance: Bidder has to submit copies of audited Balance Sheet for Years 2017-18, 2018-19 and Provisional/ un-audited Balance Sheet for year 2019-2020]. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	We request the bank to reduce the minimum turnover to Rs.25 Crore for MSME vendors and to amend the clause to read as:  The Turnover of the Bidder should be minimum Rs.50.00 crores ( relaxation for MSME to Rs.25 Crore) for each year during last three (3) financial years (i.e. 2017-18, 2018-19, 2019-2020).  Or Alternatively, we request the bank to consider to relax condition of prior turnover and prior experience with respect of Micro & Small Enterprises (MSEs) in all public procurements subject to meeting of quality and technical specifications as per the Office Memorandum No.F.20/2/20 14-PPD (Pt.) issued by Ministry of Finance, Department of Expenditure, Procurement Policy-Division	The RFP clause is modified as under: "4. Eligibility Criteria: The Turnover of the Bidder should be minimum Rs.50.00 crores (Rs.25.00 crores for MSME/Startups) each year during last three (3) financial years (i.e. 2017-18, 2018-19, 2019-2020).  Documents to be submitted for Eligibility Criteria Compliance: Bidder has to submit copies of audited Balance Sheet for Years 2017-18, 2018-19 and Provisional/ un-audited Balance Sheet for year 2019-2020]. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number."

36	35	Annexure -2	Eligibility Criteria Declaration	<p>Sl. No 6</p> <p>Eligibility Criteria:</p> <p>The Bidder should have supplied at least 1,000 Scanners for Cheque Truncation System per year to Government Department/ PSU organization/ BFSI / company in India in last three years as on the RFP date.</p> <p>Documents to be submitted for Eligibility Criteria Compliance:</p> <p>The Bidder has to provide order copy/reference letter duly confirming the delivery/supply of the scanners for Cheque Truncation System from the organization to this effect.</p>	<p>We request the bank to consider that the MSME bidder should have supplied at least 500 Scanners for Cheque Truncation System in the last three years as on the RFP date to Government Department/PSU organization/BFSI/company in India.</p> <p>Or</p> <p>The MSME Bidder should have supplied at least 200 Scanners for Cheque Truncation System per year to Government Department/PSU organization/BFSI/company in India in last three years as on the RFP date.</p> <p>Or</p> <p>Alternatively, we request the bank to consider to relax condition of prior turnover and prior experience with respect of Micro &amp; Small Enterprises (MSEs) in all public procurements subject to meeting of quality and technical specifications as per the Office Memorandum No.F.20/2/20 14-PPD (Pt.) issued by Ministry of Finance, Department of Expenditure, Procurement Policy-Division</p>	<p>The RFP clause is modified as under:</p> <p><b>"6. Eligibility Criteria:</b></p> <p>The Bidder should have supplied atleast 2000 (1000 for MSME/Startups) Scanners for Cheque Truncation System to Government Department/ PSU organization/ BFSI / company in India during last three years as on the RFP date.</p> <p><b>Documents to be submitted for Eligibility Criteria Compliance:</b></p> <p>The Bidder has to provide order copy and reference letter duly confirming the delivery/supply of the scanners for Cheque Truncation System from the organization to this effect."</p>
37	35	Annexure 2	Eligibility Criteria Declaration	<p>Sl. No 6</p> <p>Eligibility Criteria:</p> <p>The Bidder should have supplied at least 1,000 Scanners for Cheque Truncation System per year to Government Department/ PSU organization/ BFSI / company in India in last three years as on the RFP date.</p> <p>Documents to be submitted for Eligibility Criteria Compliance:</p> <p>The Bidder has to provide order copy/reference letter duly confirming the delivery/supply of the scanners for Cheque Truncation System from the organization to this effect.</p>	<p>We request bank to alter this clause as below:</p> <p><i>The bidder and/ or OEM (including its partners) should have supplied at least 500 scanners for cheque truncation system per year to government department/ PSU organisation/ BFSI/ company in India in last three years as on the RFP date.</i></p>	<p>The RFP clause is modified as under:</p> <p><b>"6. Eligibility Criteria:</b></p> <p>The Bidder should have supplied atleast 2000 (1000 for MSME/Startups) Scanners for Cheque Truncation System to Government Department/ PSU organization/ BFSI / company in India during last three years as on the RFP date.</p> <p><b>Documents to be submitted for Eligibility Criteria Compliance:</b></p> <p>The Bidder has to provide order copy and reference letter duly confirming the delivery/supply of the scanners for Cheque Truncation System from the organization to this effect."</p>



**Replies to Prebid Queires for RFP 20/2020-21 dated 08/10/2020 for Supply, Installation and Maintenance of Scanners for Cheque Truncation System under Rate Contract**

38	36	Annexure -2	Eligibility Criteria Declaration	<p>Sl. No 7</p> <p>Eligibility Criteria:</p> <p>Minimum 1,000 Nos. of the Make of Scanners for Cheque Truncation System (not necessarily the model) offered to Bank in this RFP should have been supplied to Government Department/ PSU organization/ BFSI/ company in India (not necessarily by the bidder) in last three years as on the RFP date.</p> <p>Documents to be submitted for Eligibility Criteria Compliance:</p> <p>The Bidder has to provide order copy/reference letter from the organization duly mentioning the make of the Scanners for Cheque Truncation System to this effect.</p>	<p>We request the bank to reduce the minimum number to 500 Nos in the last three years. Alternatively, we request the bank to consider the letter from the OEM that they have supplied in India 1000 Nos of the make of Scanners for Cheque Truncation System in the last three years. This is because of the prevailing Covid situation it is difficult to obtain Reference Letters from Users and organisations.</p>	Bidder to comply with RFP Terms.
39	37	Annexure-7	Compliance to Technical Specifications of Scanners for Cheque Truncation System	<p>A. Technical Specification for 50 DPM Scanners for Cheque Truncation System with UV Capability</p> <p>Sl. No. b</p> <p>Functionality:</p> <p>Performance</p> <p>Description:</p> <p>Minimum 50 DPM</p>	<p>Request you to consider amending to 100 DPM for better performance</p>	Bidder to comply with RFP Terms.
40	37	Annexure-7	Compliance to Technical Specifications of Scanners for Cheque Truncation System	<p>A. Technical Specification for 50 DPM Scanners for Cheque Truncation System with UV Capability</p> <p>Sl. No. d</p> <p>Functionality:</p> <p>Automatic Document Feeder</p> <p>Description:</p> <p>i. Single Document automatic insertion</p> <p>ii. Holding minimum 50 documents</p> <p>iii. Double feed detection</p>	<p>Request you to consider amending to 100 Documents for better scalability at a later date</p>	Bidder to comply with RFP Terms.
41	37	Annexure-7	Compliance to Technical Specifications of Scanners for Cheque Truncation System	<p>A. Technical Specification for 50 DPM Scanners for Cheque Truncation System with UV Capability</p> <p>Sl. No. e</p> <p>Functionality:</p> <p>Pockets</p> <p>Description:</p> <p>A single exit pocket capable of holding upto 50 documents</p>	<p>Request you to consider amending to holding up to 100 Documents for better scalability at a later date</p>	Bidder to comply with RFP Terms.
42	38	Annexure-7	Compliance to Technical Specifications of Scanners for Cheque Truncation System	<p>A. Technical Specification for 50 DPM Scanners for Cheque Truncation System with UV Capability</p> <p>Sl. No. k</p> <p>Functionality:</p> <p>Other additional Components</p> <p>Description:</p> <p>Bidder should provide certified IQA / IQU engine along with scanner as per NPCI / RBI specifications.</p>	<p>Bidder should provide IQA / IQU engine along with scanner as per NPCI / RBI specifications.</p> <p>Request the bank to clarify on certifying authority for IQA/IQU.</p>	Bidder to comply with RFP Terms.



43	38	Annexure-7 Compliance to Technical Specifications of Scanners for Cheque Truncation System	A. Technical Specification for 50 DPM Scanners for Cheque Truncation System with UV Capability	Clause No : I Image Capture  Scanning: Contact Image sensors (CIS) technology (front and rear) Image type : Gray Scale, Black & white Image format: JIFF, TIFF Compression : JPEG, CCITT G4 Image resolution: B/W TIFF be at 200 DPI & TIFF 6.0 Standard, Gray Scale JPEG be at 100 DPI Advanced dynamic thresholding. Ultra Violet Imaging: Detect the presence of UV ink on the cheques and the driver should be integrated with Canara Bank's CTS application for the detection of UV logo and photocopy cheques.	need clarification	Bidder to comply with RFP Terms.
44	39	Annexure-7	Compliance to Technical Specifications of Scanners for Cheque Truncation System	A. Technical Specification for 50 DPM Scanners for Cheque Truncation System with UV Capability Sl. No. m Functionality: Functional Requirement for Scanners for Cheque Truncation System. Description: vii. The bidder should quote for and supply the required scanners along with the associated software. Bank will provide the PCs.	Point is not Clear to us, hence we here by request you to kindly clarify what software do you need from us? ( scanner Supplier)	Bidder to provide scanner with drivers compatible with bank's CTS Application.
45	39	Annexure-7	Compliance to Technical Specifications of Scanners for Cheque Truncation System	A. Technical Specification for 50 DPM Scanners for Cheque Truncation System with UV Capability Sl. No. m Functionality: Functional Requirement for Scanners for Cheque Truncation System. Description: x. The Scanners should be able to save the image scanned through default software (Which comes default with the Cheque Scanner) to PC.	Clarification on this point is required as what actually bank is looking for.	The scanner should be robust, capable of sustained operations and have seamless integration of different modules each for scanning, MICR reading, endorser and sorting.
46	40	Annexure-7	Compliance to Technical Specifications of Scanners for Cheque Truncation System	A. Technical Specification for 50 DPM Scanners for Cheque Truncation System with UV Capability Sl. No. m Functionality: Functional Requirement for Scanners for Cheque Truncation System Description: vi. The Scanners should be robust, capable of sustained operations and have seamless integration of different modules each for scanning, MICR reading, endorser and sorting.	Need clarification on sorting. This Sorting feature needs to be deleted.	Bidder to comply with RFP Terms.
47	43	Annexure- 13	Manufacturer/Authori zed Distributor in India Authorization Form	Draft for Manufacturer's Authorisation Form	All the manufacturer's for electronic product offer a warranty on its products. However, the guarantee is not used for confirming the support. Please delete the word guarantee from the draft.	Bidder to comply with RFP Terms.

48	NA	NA	Na	Generic queries	As per RBI guidelines the customer can represent the same cheque for 4 times. We hereby request you to incorporate the endorsement function with "2 lines , 4 positions " so that cheque can be presented 4 times. Please note Endorsement of minimum of 44 characters, should not be over written or over lapping on each other . Request you to amend the same in the RFP	Bidder to comply with RFP Terms.
49	NA		General		Please clarify, How Bank will purchase consumables items of CTS Cheque Scanners (For Eg: Cartridge, CIS Camera, MICR Head, Belts, Rollers, Cleaning Kit etc.) during Warranty / AMC period of Cheque Scanners.	Bidder to comply with RFP Terms.
50	NA		General		Bank has not indicated the scanner model available within the Bank. This detail is required whether CTS Application of Bank is already integrated with the model offering as part of RFP response by the bidder.	Bidder to comply with RFP Terms.

Date: 22/10/2020  
Place: Bengaluru

  
Deputy General Manager