

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	12	Section C- Deliverables and Service level agreement.	1.Delivery and Installation	1.2. Delivery of all Passbook Printers should be within Six (6) weeks from the date of acceptance of the Purchase Order or Seven (7) 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. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	We request you to change the delivery period as 8 weeks from the date of acceptance of purchase order or 9 weeks from the date of purchase order, due to Pandemic situation all deliveries are getting delayed so we request you to consider it.	<u>The RFP Clause is modified as under:</u> 1.2. Delivery of all Passbook Printers should be within <u>Eight (8) weeks</u> from the date of acceptance of the Purchase Order or <u>Nine (9) Weeks</u> 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. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.
2	12	Section C- Deliverables and Service level agreement.	1.Delivery and Installation	1.2. Delivery of all Passbook Printers should be within Six (6) weeks from the date of acceptance of the Purchase Order or Seven (7) 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. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post. 1.3. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.	Request you to club both delivery and installation of Passbook printer for 8 weeks ( Instead of 6 + 2 Weeks ) to avoid penalties because of Covid 19 scenario	<u>The RFP Clause is modified as under:</u> 1.2. Delivery of all Passbook Printers should be within <u>Eight (8) weeks</u> from the date of acceptance of the Purchase Order or <u>Nine (9) Weeks</u> 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. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post. 1.3. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within <u>3 weeks for T1 &amp; T2 cities and 4 weeks for other cities</u> from the date of delivery of all the materials for each ordered locations.
3	12	Section C- Deliverables and Service level agreement.	1.Delivery and Installation	1.2. Delivery of all Passbook Printers should be within Six (6) weeks from the date of acceptance of the Purchase Order or Seven (7) 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. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Since it is a rate contract & purchase will be multi location pan India, request Bank to provide atleast 7 weeks for urban areas & 8 weeks for other locations where road permit is required.	<u>The RFP Clause is modified as under:</u> 1.2. Delivery of all Passbook Printers should be within <u>Eight (8) weeks</u> from the date of acceptance of the Purchase Order or <u>Nine (9) Weeks</u> 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. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.
4	12	Section C- Deliverables and Service level agreement.	1.Delivery and Installation	1.3. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.	Request bank to provide 3 week time for installation.	<u>The RFP Clause is modified as under:</u> 1.3. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within <u>3 weeks for T1 &amp; T2 cities and 4 weeks for other cities</u> from the date of delivery of all the materials for each ordered locations.

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6	13	Section C- Deliverables and Service level agreement.	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 vendor fails to comply with the test and inspection procedure	Request Bank to provide extra one week	Bidder has to comply with the RFP Terms.
5	13	Section C- Deliverables and Service level agreement.	3. Penalties/Liquidated Damages:	3.1. Penalties/Liquidated damages for delay in Delivery and Installation, of Passbook Printers in all locations would be as under. 3.1.1. Non-compliance of the delivery clauses (1.2) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in delivery per Passbook Printer, per week or part thereof, on the Order value of the Passbook Printers wise. 3.1.2. Non-compliance of the installation clauses (1.3) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in installation per Passbook Printers, per week or part thereof, on the Order value of the Passbook Printers wise.	request to reconsider and reduce the penalty clause on delivery and installation from 10% to 2%	Bidder has to comply with the RFP Terms.
7	13	Section C- Deliverables and Service level agreement.	3. Penalties/Liquidated Damages:	3.2. 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.	Please make MTTR next Business day for Urban locations and Two business day for non urban locations.	<u>The RFP Clause is Modified as under:</u> 3.2. In case faulty Passbook Printers are not repaired/replaced <u>within a Business day for T1 &amp; T2 Cities &amp; 48 hours for other Cities</u> , Bank shall impose a penalty of Rs. 100 (Plus GST) per passbook printer per day and part thereof 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.
8	13	Section C- Deliverables and Service level agreement.	3. Penalties/Liquidated Damages:	3.2. 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.	request to reconsider the penalty clause on Service Delivery to be removed because of Covid 19 Issues	<u>The RFP Clause is Modified as under:</u> 3.2. In case faulty Passbook Printers are not repaired/replaced <u>within a Business day for T1 &amp; T2 Cities &amp; 48 hours for other Cities</u> , Bank shall impose a penalty of Rs. 100 (Plus GST) per passbook printer per day and part thereof 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.
9	14	Section C- Payments Terms	4. Payment Terms:	4.1. 70% on all delivery of all Hardware & Software items on production of relevant documents. Please note originals of Invoice copies with all taxes and duties. Proof of delivery duly signed by Bank officials of the respective branch office /and manufactures /suppliers warranty certificate should be submitted while claiming payments in respect of orders placed.	We request you to consider the scan copy of the Invoices copies duly signed by Bank officials along with additional original Invoice to be considered as a proof of delivery.. Due to COVID-19 situation and other external factors, kindly consider option as a special case.	Bidder has to comply with the RFP Terms.



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10	14	Section C- Deliverables and Service level agreement.	4. Payment Terms:	2. Installation & Maintenance: 30% -30% of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor 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. 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.	We request you to consider the scan copy of the installation report duly signed by bank officials for claiming the balance payment..	Bidder has to comply with the RFP Terms.
14	15	Section C- Deliverables and Service level agreement.	4. Payment Terms:	4.5. Payment shall be released within 30 days from submission of relevant documents as per RFP terms and found in order by the respective offices, who have placed order on the selected Bidder.	Due to lockdown at many places getting original document is difficult & take considerable time so request you to take scan copy.	Bidder has to comply with the RFP Terms.
11	15	Section C- Deliverables and Service level agreement.	5. Local Support:	<b>5.3. Response Time and Meantime to Restore [MTTR]</b> 5.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be a Business day.	request to reconsider the response time clause on Service Delivery by taking covid 19 into consideration	<b>The RFP Clause is Modified as under:</b> <b>5.3. Response Time and Meantime to Restore [MTTR]</b> 5.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be within a Business day for T1 & T2 Cities & 48 Hours for other Cities. 5.3.2. Time specified above is from lodging of complaint. 5.3.3. However, penalties will be applied as per clause 3.2 (of Section C of the RFP).
12	15	Section C- Deliverables and Service level agreement.	7. Warranty:	7.1. The entire equipments / hardware (including OS) & software deployed for this project shall be under Comprehensive Onsite Warranty covering all parts, updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of Three (3) years from the Date of Installation/commissioning. However, consumable (Cartridge Toner) and physically damaged plastic will not be covered under warranty.	please consider printer head as consumable for warranty and AMC.	Bidder has to comply with the RFP Terms.

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13	15	Section C- Deliverables and Service level agreement.	7. Warranty:	7.1. The entire equipments / hardware (including OS) & software deployed for this project shall be under Comprehensive Onsite Warranty covering all parts, updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of Three (3) years from the Date of Installation/commissioning. However, consumable (Cartridge Toner) and physically damaged plastic will not be covered under warranty.	Request you to consider printer ribbon cartridge as part of TCO to arrive L1 and include the rate contract price for ribbon cartridge.	Bidder has to comply with the RFP Terms.
15	18	Section C- Deliverables and Service level agreement.	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.	Request Bank to clarify this term. In case SI received the orders in that case materials will shipped from SI to Bank respective branches / locations	<b>The RFP Clause is Modified as under:</b> 14.1. All the hardware or required components should be shipped directly from OEM/Bidder's warehouse directly to Bank premises.
16	23	Section-E Selection of Bidder	8. Determination of L1 Price:	8.3.7. The L1 bidder emerging at the end of the Reverse Auction process shall be required to submit the break-up of their Final price (last bid price) again as per Annexure-14 within 2 working days. Failure or refusal to offer the services/goods at the price committed through Reverse Auction shall result in forfeit of the EMD with the Bank, which may please be noted.	L1 & L2 Splitting of order is not mentioned in the RFP. Request you to kindly mention the same in the RFP	Bidder has to comply with the RFP Terms.
17	23	Section-E Selection of Bidder	8. Determination of L1 Price:	8.2. The L1 bidder will be determined on the basis of the lowest price quoted in the Reverse Auction. The Reverse Auction would be conducted for Total Cost of ownership given in Bill of Material (indicative) as per Annexure-13 of RFP or in a manner described in paragraph F of Appendix-J. Brief Business Rules and Terms & Conditions of Reverse Auction are detailed in Appendix-J.	Since the supply Pan india, the Bank should not dependent on one Vendor. We request Bank to incorporate split order clause in 60:40 ratio between L1 & L2 bidders if L2 is ready to match L1 price	Bidder has to comply with the RFP Terms.
18	31	Annexure 2	Eligibility criteria Declaration point No.f	<b>Eligibility Criteria:</b> The Bidder should have their own Service /Support Office in at least 15 out of 24 Circle Office locations of the Bank as mentioned in Annexure-4 of the RFP. Circle Office locations as provided in Appendix K. <b>Documents to be submitted:</b> The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc. as per Annexure-4. In Case Bidder is having Service /Support Office for only 15 Circle Offices Locations of the Bank, Bidder has to provide an undertaking that they will support remaining 9 Locations from their partner's/franchises' Service Center as per RFP terms. Bidder also has to provide the contact details as per Annexure-4.	The Bidder should have their own Service /Support Office in at least 12 out of 24 Circle Office locations of the Bank as mentioned in Annexure-4 of the RFP. Circle Office locations as provided in Appendix K.	Bidder has to comply with the RFP Terms.



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19	33	<u>Annexure 7</u>	Technical requirements of Passbook printers  Point No.3	3. Print Speed @ 10 CPI High Speed Draft (H.S.D):Minimum 400 CPS at 10 CPI (HSD) and (300 CPS at draft)	Request you to change to Minimum 500 CPS at 10CPI (HSD) and 350 CPS as draft.	Bidder has to comply with the RFP Terms.
20	33	<u>Annexure 7</u>	Technical requirements of Passbook printers  Point No.10	10. Input data Buffer : 64KB and above	Kindly change to Minimum 128 KB	<u>Technical Specifications is amended as below:</u>  10. Input data Buffer : 128KB and above
21	33	<u>Annexure 7</u>	Technical requirements of Passbook printers  Point No.19	19.Good quality dust cover must be supplied	Request you to remove this clause.	Bidder has to comply with the RFP Terms.
22	33	<u>Annexure 7</u>	Technical requirements of Passbook printers  Point No.9	9. MPVBF- 10000 POH or more	MPVBF clarification required	<u>Technical Specifications is amended as below:</u>  9. MTBF: 10000 POH or more
23	37	<u>Annexure 13</u>	Manufacturer/Authorised Distributor	We (Manufacturer/Indian Distributor) hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the Passbook Printers, products/equipment and services offered against this invitation for tender offer by the above firm and will extend technical support and updates and ensure availability of spares including processors for our products for contract period from the date of installation	We request you to change the wording as, we ( xxxx / Indian Distributor) extend full warranty as per terms and conditions. As most of the manufacturers provide only warranty.. So request you to consider the above point.	Bidder has to comply with the RFP Terms.
24	NA	NA	New Clause: Dollar Escalation	Additional	In case there is increase or decrease of more than 3% in dollar price, the approved price to be revised to the extent of 1% less than the actual percentage.	The Clause suggested by the bidder is not acceptable. Bidder has to comply with the RFP Terms.

Place: Bengaluru  
Date: 21/07/2020

  
Deputy General Manager

