

**Pre-Bid Queries and Replies for Bid Number: GEM/2021/B/1777280 dated 22/12/2021 for Supply, Installation and Maintenance of Passbook Printers with three years' warranty and two years AMC**

| Sl. No.s | GeM Bid Clause   | GeM Bid Clause/Technical Specification  | Bidder's Query  | Bank's Reply  |
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| 1        | Bid Number:<br>GEM/2021/B/1777280<br>Dated: 22-12-2021 | EMD<br>EMD Percentage(%) 1 %  | Detail<br>As per Government Order No. F.9/4/2020 -PPD Dated 12.11.2020 Bid Released within 31st December 2021 are EMD exempted and also Seller registered with NSIC under single point registration under services are exempted From EMD along with with Udyog Aadhaar Memorandum (UAM) /Udyam Registration (MSME)<br><br>Request Bank to consider the same.<br><br>GO - attached | Bidders are exempted from EMD by submitting bid security declaration. |
| 2        | ATC<br>Annexure-3<br>Eligibility Declaration           | Criteria<br>SL. No. 2<br>The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should have been in operation for at least three years as on GeM bid date. | As per the GeM General Terms and Conditions, Page no. 2, point no. (g) Proprietorship firms/ Partnership firms are allowed to participate in all GeM Bids.<br><br>We request the bank, kindly amend the ATC and include Proprietorship firm/ Partnership firm.<br><br>GeM Terms & Conditions - attached.  | Bidder to comply with GeM bid   |

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| 3 | Delivery, Installation, Integration and Commissioning<br><br>1. Delivery & 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. 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<br><br>Delivery Days -47 | As per GeM Notifications 90 days delivery.<br><br>Request the Bank to Consider the Same.<br><br>GeM Notification - attached | Bidder to comply with GeM bid   |
| 4 | Bid Number: GEM/2021/B/1777280<br>Dated: 22-12-2021                                      | 15 Consignee locations with Different Quantities  | Request the bank to share the entire locations where the passbook printers are to be delivered.                             | Bidder has to deliver the passbook printers to branches coming under the consignee locations. Branch locations will be shared while placing PO. |
| 5 | Annexure 2<br>Scope of Work  | Additional Terms & Conditions   | Kindly provide the complete details of Scope of Work for Printers at the time of Installation & Services during warranty.   | Bidder to comply with GeM bid   |
| 6 | Payment  |   | Payment will be from central office , Regional office . Please confirm  | Payment will be released through GeM portal   |

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| 7  | Delivery, Installation, Integration and Commissioning<br><br>4. Payment Terms:                                     | 4.1 Payment terms :Payment : 70% on delivery , 20 % on installation 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 selected successful bidder after releasing 90% payment.  | Request you to consider 77 % delivery , 20% installation and 3 % on BG | Bidder to comply with GeM bid |
| 8  | Delivery, Installation, Integration and Commissioning<br><br>1. Delivery & 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 Two (2) weeks from the date of delivery of all the materials for each ordered locations  | We request you to please provide 3 week for installation .             | Bidder to comply with GeM bid |
| 9  | Delivery, Installation, Integration and Commissioning<br><br>9. Annual Maintenance Contract (AMC) (if contracted): | 9.5. During the Warranty and AMC (if contracted) period, the Bidder should extend the On Site Service Support. The scope of Warranty and AMC (if contracted) shall include<br>9.5.1. Rectification of Bugs/defects if any.<br>9.5.2. Preventive Maintenance Yearly.<br>9.5.3. Maintenance of Passbook Printers including Software drivers. | Request you to remove PM clause  | Bidder to comply with GeM bid |
| 10 | NA   | Experience Criteria  | Please confirm whether we can attach for printer , Desktop.            | Bidder to comply with GeM bid |
| 11 | Bid Number:<br>GEM/2021/B/1777280<br>Dated: 22-12-2021   | MII Purchase Preference  | Request you to please consider non class I , II.                       | Bidder to comply with GeM bid |

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| 12 | 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 Two (2) weeks from the date of delivery of all the materials for each ordered locations.  | Requesting to change 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 Three (3) weeks from the date of delivery of all the materials for each ordered locations. | Bidder to comply with GeM bid  |
| 13 | A. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)<br><br>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.   | Requested to clarify on the LD clause on Delivery of Printer example ,a bidder received Delivery instruction of 10 printer to particular location, the delivery happened only for 8 units the balance delivered after the due date, the LD will be applicable for 2 units or for all 10 units.   | Bidder to comply with GeM bid  |
| 14 | AMC Contract   | 9.6. 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 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 bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC obligations of the bidder. Bidder shall | Request you to clarify on the AMC clause, whether bidder have to submit the bid Price in GeM Portal Inclusive of AMC charges or Excluding the AMC Charges. Or please let us know is there any provision for submitting the bid price separately for Product cost and AMC Cost.                   | Bidder has to submit TCO for Annexure-8 (i.e., for 3 years warranty and 2 years AMC) |

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|    |  | quote the charges of AMC as per the Bill of Material (Annexure-8). 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 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. |  |  |
| 15 | Bid Number:<br>GEM/2021/B/1777280<br>Dated: 22-12-2021 | L1 Arrival   | We request to please clarify on the L1 Arrival of the Bidder. Whether TCO will be consider ('Inclusive of AMC Charges or based on Product cost and AMC Charges separately) | Bidder has to submit TCO for Annexure-8 (i.e., for 3 years warranty and 2 years AMC) |

Date: 12/01/2022

Place: Bengaluru

  
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