



PRE-BID QUERIES AND REPLIES FOR TENDER REF. NO. RFP-05/HDNSM/20-21 dated 26.11.2020: SUPPLY & MAINTENANCE OF HEAVY DUTY NOTE SORTING MACHINES (HDNSMs) WITH 4+1 STACKERS.

Sl No.	Page No.	Tender Clause No.	Tender Clause	Query	Replies from Bank
1	1		Last date for submission of RFP	We request the Bank to increase the last date of submission by 2 more weeks.	Bidders has to comply with RFP Terms
2	4	EMD	Rs.10,00,000/- or Bank Guarantee	As per the Notification issued by the Department of Expenditure (DoE) under Ministry of Finance (MoF) of Govt. of India (GOI) Dated:12th Nov'20 , "MSEs and firms registered with concerned Ministries/ Departments are exempted from submission of Bid Security". In Lieu of EMD/Bid Security, Ministries/ Departments may ask bidders to sign "Bid Security Declaration" accepting that if they withdraw or modify their bids during period of validity etc., they will be suspended for the time specified in the tender documents. With refrence to the above we request Canara Bank to remove the EMD clause. Notification is enclosed separately.	It is clarified that " the Bidders shall submit "Bid Security Declaration" in the Bank's prescribed format as per Annexure - S.
3	6	1	The Bidder should have minimum experience of 5 years as on 31-03-20 in the activity of supply and maintenance of currency note sorting machines capable of detecting suspect notes.	The Bidder should have minimum experience of 10 years as on 31-03-20 in the activity of supply and maintenance of currency note sorting machines capable of detecting suspect notes.	Bidders has to comply with RFP Terms
4	7	Eligibility Criteria Point no. 2	The Bidder must have a minimum Annual each year from sales and services of Note Sorting Machines during last three financial years i.e. 2017-2018, 2018-2019, 2019-2020.Turnover of Rs. 6 Crores	We request that 6 Crores turnover asked for each year should be from sales of Note Sorting Machines & not service included.	Bidders has to comply with RFP Terms
5	7	Eligibility Criteria Point no. 2	1.The bidder must produce a certificate from the company's CA to this effect. 2.The documents certified by CA should mandatorily contain Unique Document Identification Number.	Please clarify what do mean by company's CA? Is this the general documents reference no. the bank is asking for OR is it something else.	It is clarified that "Chartered Accountant who give certificate should register under Unique Document Identification Number for further verification if any"
6	7	Eligibility Criteria Point no. 4	The Bidder should have supplied and installed at least 30 Heavy Duty Note sorting machines (4+1) stacker to any Public Sector Banks/ Scheduled Commercial Bank in India in the last three years as on 31.03.2020. Point 2 Satisfactory completion certificate from Bank / Banks indicating the dates and quantities supplied in respect of the above mentioned purchase order in following:	It is difficult to get completion certificate from Public sector Banks, hence we request to kindly consider purchase order copies as sufficient proof in lieu of this point.	It is clarified that "If hardcopy of the Satisfactorily Completion Certificate is not submitted along the techncial bid, the bidders may submit the scanned copy of Completion certificate indicating the dates and quantities supplied in respect of the above mentioned purchase order from the issuing Bank".

7	7	Eligibility Criteria Point no. 5	<p>The Model quoted by the bidder should have been supplied and installed satisfactorily on or before 31.03.2020 at least in 2 Public Sector Banks' in India.</p> <p>1. The satisfactory certificate about the functioning of machine quoted should be obtained from 2 Public Sector Banks' in India from authorized officials' in Corporate/ Head office as per Annexure - O. Certificate not as per the annexure will be rejected.</p> <p>2. The date of satisfactorily certificate should be after the date of RFP.</p>	<p>We request the bank to amend this clause to : The Model quoted by the bidder should have been supplied and installed satisfactorily up to the date of floating the RFP in 2 public sector banks in India.</p> <p>Our new range was launched more than a year back but because of amalgamation process (of banks), there were no tenders during that time.(almost 1 year)</p>	Bidders has to comply with RFP Terms
8	7	4	<p>The Bidder should have supplied and installed at least 30 Heavy Duty Note sorting machines (4+1) stacker to any Public Sector Banks/ Scheduled Commercial Bank in India in the last three years as on 31.03.2020.</p>	<p>Bank has not asked on the Quoted model on the 30 Nos installedmachines.</p> <p>We would like to bring to your notice that with existing clause even though bidder has 30 or more installation base of HDNSM there might be a chance that bidder might Quote Different make and model in your RFP showing installation base of other make and model.</p> <p>Requesting bank to relook on this clause and consider installation base shown should be only on the offered model so that there will be level playing competition and also ensuring bank only proven product are Quoted in your RFP.</p>	Bidders has to comply with RFP Terms
9	7	Eligibility Criteria : 03	<p>The Bidder Should Have Positive Net worth at least for any two years during last 3 financial years: i.e. 2017-18, 2018-19, 2019-20</p>	<p>We request bank to amend this clause as <i>“The Net worth of the bidder should not be eroding in more than two years during last 3 financial years: i.e. 2017-18, 2018-19, 2019-20”</i></p> <p>OR</p> <p><i>“The Bidder should be a profit-making company in at least 2 years out-off last 3 financial years”</i></p>	Bidders has to comply with RFP Terms
10	7	Eligibility Criteria : 04	<p>The Bidder Should Supply and installed at least 30 Heavy-duty Notes Sorting machines (4+1) Stacker to any public sector banks / Scheduled commercial banks in India in last 3 years as on 31.03.2020</p>	<p>The Bidder Should Supply Same (Model Offer) and installed at least 30 Heavy-duty Notes Sorting machines (4+1) Stacker to any public sector banks / Scheduled commercial banks in India in last 3 years as on 31.03.2020</p>	Bidders has to comply with RFP Terms
11	7	ELIGIBILITY CRITERIA. Point No.4	<p>The Bidder should have supplied and installed at least 30 Heavy Duty Note sorting machines (4+1) stacker to any Public Sector Banks/ Scheduled Commercial Bank in India in the last three years as on 31.03.2020.</p>	<p>The Bidder should have supplied and installed at least 5 Heavy Duty Note sorting machines (4+1) stacker to any Public Sector Banks/ Scheduled Commercial Bank in India in the last three years as on 31.03.2020.</p> <p>Reason - This will give bank a wider choice to evaluate machine in terms Price and Quali during Demonstration. And if there is new entrant with better technology will miss out the opportunity because of this one clause</p>	Bidders has to comply with RFP Terms

12	7	ELIGIBILITY CRITERIA. Point No.5	The Model quoted by the bidder should have been supplied and installed satisfactorily on or before 31.03.2020 at least in 2 Public Sector Banks' in India.	The Model quoted by the bidder should have been supplied and installed satisfactorily on or before 31.03.2020 at least in 1 Public Sector Banks' in India.	Bidders has to comply with RFP Terms
13	7	3	The bidder should have postive Net worth atleast for any two years during last three financial years i.e. 2017-18, 2018-19, 2019-20.	The bidder should have postive Net worth in all three years during last three financial years i.e. 2017-18, 2018-19, 2019-20.	Bidders has to comply with RFP Terms
14	7	5	The Model quoted by the bidder should have been supplied and installed satisfactorily on or before 31-03-20 at least in 2 Public Sector Banks in India.	Latest upgraded / modified version of the quoted model must be quoted.	Bidders has to comply with RFP Terms
15	7	Eligibility Criteria NO 1	The Bidder must have a minimum Annual Turnover of Rs. 6 Crores each year from sales and services of Note Sorting Machines during last three financial years i.e. 2017-2018, 2018-2019, 2019-2020.	Please refer to your RFP Ref No: RFP -01/HDNSM/19-20 Dated - 23/08/2019 for ppurchase of 11 units of 4+1 NSM. The same clause read : "The Bidder must have a minimum Annual Turnover of Rs. 5 Crores from sale of Note Sorting Machines during each of the last three financial years i.e. 2015-16, 2016-17, 2017-18" Hence in case bank wishes to source 63 units the turnover sought should either be in multiple of the turnover from last RFP i.e. INR 30 Crores or a bare minimum of INR 20 Crore in each of the last 3 financial years from sale of Note Sorting Machines. Inclusion of service turnover does not reflect business continuity of the bidder in NSM business. Further since the experience of the bidder is sought for 5 years the turnover should also be sought for the same period i.e. Minimum 5 years ending FY 19-20.	Bidders has to comply with RFP Terms
16	7	Eligibility Criteria NO 3	The bidder should have positive Net worth at least for any two years during last three financial years i.e. 2017-2018, 2018-2019, 2019-2020.	Positive Net Worth and Net Profit are key reflectors of sound business practices and minimal risk of insolvency which in turn assures long term service support to bank i.e. Minimal 7 years from installation. Hence it is vital that the clause be amended to read "The bidder should have made profits and the Net worth should be positive in each of the last five financial years i.e. 2015-16, 2016-17, 2017-2018, 2018-2019, 2019-2020.	Bidders has to comply with RFP Terms

17	7	Eligibility Criteria NO 1	The Bidder should have supplied and installed at least 30 Heavy Duty Note sorting machines (4+1) stacker to any Public Sector Banks/ Scheduled Commercial Bank in India in the last three years as on 31.03.2020	<p>In order to verify a time tested model and the larger requirement, we propose the bidder should have supplied minimum 60 units of the model offered under this RFP. In case a new model be quoted it must from the same OEM of which the supply credential of 60 units of 4+1 is submitted. However there must be minimum installation of 20 units of the new model. Hence, we propose that the clause may read:</p> <p>The Bidder should have supplied and installed at least 60 units Heavy Duty Note Sorting Machines (4+1) stacker of the model offered under this RFP to any Public Sector Banks/ Scheduled Commercial Banks/RBI in India in any one of the year during last five years 2015-16, 2016-17, 2017-18, 2018 -19 and 2019-20. In case a new model is quoted the same must be from the OEM whose supply credentials of 60 units of 4+1 NSM is submitted and there should be minimum installation of 20 units of the model offered under this RFP. Please consider and confirm.</p>	Bidders has to comply with RFP Terms
18	8	Para1	Either OEM or their one of the authorized dealers has to apply as bidder. Joint bids of OEM and dealers are not permitted. In case of OEMs, order executed by its Authorized dealers can be submitted to satisfy the eligibility criteria 4 & 5. However, in case of authorized dealer, Orders executed in their individual capacity only will be considered.	Since, in case of OEMs, order executed by its Authorized dealers can be submitted to satisfy the eligibility criteria 4 & 5 it is requested that order executed by the OEM and its erstwhile Authorised distributor should be considered for the bidder quoting in the tender.	Bidders has to comply with RFP Terms
19	9	Point 13.2	The support for maintenance of Heavy Duty Note Sorting Machine supplied should be available for a minimum period of 5 years after warranty period by the bidder.	<p>Nowhere minimum percentage of AMC is mentioned in the tender.</p> <p>We request the bank to put minimum AMC charges as 12% -14% of the basic price of the machine.</p>	Bidders has to comply with RFP Terms
20	11	5.d	The bidders who comply with the eligibility criteria will be qualified for further evaluation and such pre-qualified bidders will have to obtain a test certificate from National Test House, Chennai for the model offered by them for further evaluation.	Due to present COVID situation, risk is associated for technical team travelling to Chennai for testing purpose. Moreover there are new rules on quarantine/ COVID test in different states. We request to allow testing at any of the NTH Centre.	It is clarified that "The testing shall be conducted by the National Test House, Chennai or any of the National Test House available in India. The bidder should obtain the test certificate for further evaluation of the tender process".
21	12	Point 5 d)	The bidders who comply with the eligibility criteria will be qualified for further evaluation and such pre-qualified bidders will have to obtain a test certificate from National Test House, Chennai for the model offered by them for further evaluation.	<p>Do we have to submit NTH certificate before the evaluation of the machine?</p> <p>We assume that the testing of the machine will be done by the NTH official upon our qualifying the eligibility criteria.</p>	It is clarified that "The bidders should qualifies the machine testing conducted by National Test House and obtain the test certificate for further evaluation of the tender process".
22	12	Point 5 d) subpoint	Consistency test to check the consistency of the machine's performance	Kindly clarify on how the various test will be conducted on the machine. For example in the repeatability test, minimum 2000 notes should be used and the variance of minimum 10% should be allowed.	Bidders has to comply with RFP Terms

23	12	5 (d)	The bidders who comply with the eligibility criteria will be qualified for further evaluation and such pre qualified bidders will have to obtain a test certificate from National Test House, Chennai for the model offered by them for further evaluation.	Test certificate issued by NTH for the quoted model in Canara Bank recent tender should be exempted from stress test in view of the present pandemic and related travel restrictions.	Bidders has to comply with RFP Terms
24	12	5. (d) & (e)	d) The bidders who comply with the eligibility criteria will be qualified for further evaluation and such pre qualified bidders will have to obtain a test certificate from National Test House, Chennai for the model offered by them for further evaluation.	<p>Amendment is being suggested as per our request as under,</p> <p>1. Every Test should have marking system and the qualifying marks like other leading banks (viz. SBI, PNB, Bank of Baroda and even RBI) follow this procedure.</p> <p>Clarification: After going through Canara Bank tender RFP, we haven't found any marking system for machine test and qualifying marks to qualify for commercial bid, rather it is only mentioned that the "bidders will have to obtain a test certificate from National Test House, Chennai". But nowhere in the RFP it is mentioned that which procedure National Test House follows to qualify a bidder in the machine test.</p> <p>2. Benchmark test should be done under one roof with CCTV camera recording.</p>	Bidders has to comply with RFP Terms
25	14		SPLIT CLAUSE: The L1 & L2 will be determined on the basis of the lowest price (Cost of machine + AMC charges for 5 years) in the Reverse Auction. L2 bidder will have to match L1 price. The orders may be split between L1 & L2 in the ratio of 60% & 40% respectively. In case the L2 bidder does not / cannot match the prices with the L1 bidder, under the RFP there shall be an option to make an offer and negotiate with the L3 bidder and so on and so forth.	We propose that the provision for splitting the order be expanded to L1:L2:L3 in the ratio 50:30:20. This would be ensuring faster deliveries as well as minimal dependence of bank considering the larger amalgamated entity of Canara Bank. The clause be suitably amended to read: "The L1,L2 & L3 will be determined on the basis of the lowest price (Cost of machine + AMC charges for 5 years) in the Reverse Auction. L2 & L3 bidder will have to match L1 price. The orders may be split between L1, L2 & L3 in the ratio of 50%, 30% & 20% respectively. In case the L2 OR L3 bidder does not / cannot match the prices with the L1 bidder, under the RFP there shall be an option to make an offer and negotiate with the L4 bidder and so on and so forth	Bidders has to comply with RFP Terms.

26	22	6.7	The Bank reserves the rights to test i.e. both technical and stress test at least one machine after delivery at site. The selection of the machine for testing shall be random selection at Banks discretion. The cost of such testing and related expenses shall be borne by the Bank. Any failure of the machines to meet the rules, terms and conditions of RFP as a result of post delivery tests either fully or partially, will Empower Bank to reject all the machines supplied to Bank against the purchase order of this RFP. In such events the bidder shall supply new machines on the same rules, terms and conditions of the RFP. Any delay due to such failure will attract Liquidated Damages as stipulated in this RFP and no extensions will be permitted.	It will not be possible for the Bidder to supply new batch of machines if one machine fails but bidder will agree to replace those machines which Bank feels that it does not meet the rules, terms and conditions of RFP. Request bank to relook on this clause.	Bidders has to comply with RFP Terms
27	22	7	Liquidated Damages	Request bank for a cure period of 30 days to be given to the Bidder to cure the deficiency in services before levying any liquidated damages.	Bidders has to comply with RFP Terms
28	23	9	The successful bidder should submit a Security Deposit for 10% value of the contract within fourteen days from the date of receipt of the Banks' purchase order. If the Security Deposit is not submitted within the stipulated time, Bank reserves rights to cancel the order and forfeit the EMD.	As per the Notification issued by the Department of Expenditure (DoE) under Ministry of Finance (MoF) of Govt. of India (GOI) Dated: 12th Nov'20 , Performance Bank Guarantees are reduced to 3% from 5%-10%. We refrence to the above we request Canara bank to amend the clause with Security to 3%.Notification is enclosed separately.	Refer our Amendment for RFP 05/HDNSM/2020 DT: 26.11.2020 issued on 08.12.2020
29	23	8.4	10% of Invoice value on completion of defect liability period 12 months of satisfactory functioning and submission of certificate from the Currency Chest incharge as per bank's approved format OR Alternately release of payment of 100% of the invoice value against operationalizing and submission of above documents (as mentioned in clause 8.3) and a Bank Guarantee from a Scheduled Bank other than Canara Bank, for 10% invoice value for a period of 15 Months from the date of machine operational at site. In case of payment against BG , Bank shall reserve the right to invoke the BG if machine fails to function satisfactorily during these 15 months. Please note that Bidder's Signed Financial Invoice, Delivery Proof and machine operational Reports duly signed by bank officials of the respective branch / office should be submitted in originals only while claiming payment in respect of orders placed.	As bidder is already submitting 10% Security deposit of the contract value, we request bank to remove Bank Guarantee clause in payment terms and request to release 100% payment against installation/operationalization of the machine.	Refer our Amendment for RFP 05/HDNSM/2020 DT: 26.11.2020 issued on 08.12.2020

30	24	10	Order Cancellation	A cure period of 30 days before cancelling the order. Also, bank shall not invoke BG or forfeit the Security Deposit without mutual consent of the Bidder	Bidders has to comply with RFP Terms
31	25	12.8	If the bidder does not rectify either by repair or replacement, such defects and put back the machine into satisfactory operation within 2 working days from the date of notice by the Bank or does not complete the said rectification with reasonable diligence, a penalty of Rs.1000/- per day per machine subject to a maximum of cost of machine will be levied and deducted from the security deposit or such other/any other sums payable to the bidder. If the machine cannot be repaired within the stipulated time, the bidder shall arrange for a standby machine.	Request bank to CAP the penalty to maximum 10% of the machine cost.	Bidders has to comply with RFP Terms
32	27	13.7	Any breakdown of the machine/ shortfall in its performance will be intimated to the bidder by the Bank and the bidder shall attend to the fault and rectify the same within 2 working days of reporting the fault. If the machine is not put back into satisfactory operation within 2 working days, a penalty at the rate of Rs 1000/- per working day per machine subject to a maximum of Rs 1.50 lakh per machine will be imposed and the same will be deducted from the AMC charges payable or from the security deposit/performance guarantee.	Request bank to CAP the penalty to maximum 10% of the AMC cost.	Bidders has to comply with RFP Terms
33	28	22	Force Majeure	The definition of "Force Majeure" should also include lockdowns, quarantine restrictions, epidemic, pandemic, any act of State or Central Government	Bidders has to comply with RFP Terms
34	41	Technical Specification. Point No 2	Modular Structure of the Machine to be demonstrate	<p>This clause is not required in this tender and should be removed</p> <p>Reason: When cash flow of branch have increased and there is requirement of additional processing unit in currency chest. It is always better for branch to get additional 4+1 machines which would take care of Addtional processing load. At the same time if one machine goes down, the other machines will work as a backup for ensuring smooth branch operations This addtional machine will be supplied at Tender Cost Only</p>	Refer our Amendment for RFP 05/HDNSM/2020 DT: 26.11.2020 issued on 08.12.2020
35	41	Sr. No - 2	Modular Structure of the Machine to be demonstrate	<p>We assume that modularity with regards to attaching additional pockets to the main sorting unit is being demanded by bank. Please confirm.</p>	Refer our Amendment for RFP 05/HDNSM/2020 DT: 26.11.2020 issued on 08.12.2020

36	41	Annexure E (Sl No -3)	Number of Stackers with capacity - 4 Nos minimum	The capacity of the pockets has not explicitly mentioned in the clause. We propose that the pocket capacity be minimum 500 notes which is the standards with all new generation machines. The capacity of 500 notes assists in sorting of Soiled Notes which are remitted to RBI in batches of 1000 notes. Additional capacity reduces stoppages owing to stacker becoming full and enhances overall efficiency and productivity of the machines as well as operators in sorting process. Please consider and confirm.	Bidders has to comply with RFP Terms
37	41	Annexure E	Number of Reject Stackers with capacity - 1 No minimum & Rejection Pockets Capacity - Minimum 100 Notes	The standard capacity of Reject Pocket is 4+1 NSMs is minimum 300 notes. We propose that the capacity of minimum 300 notes be explicitly demanded as it reduces stoppages owing to reject pocket becoming full and enhances overall efficiency and productivity of the machines as well as operators in sorting process. Please consider and confirm.	Bidders has to comply with RFP Terms
38	41	Annexure E	Minimum Processing Speed - 42000 Notes/ Hour. Machine programmable for diverse sorting parameters	The standard processing speed of 4+1 NSMs ranges from 700-1000 notes/min which translates into rated speed of 42,000-60,000 Notes/Hour however it does not take into account stoppages owing to pocket full, operator efficiency of feeding and clearing notes which ultimately lead to real life processing the productivity is minimum 30,000 Notes/Hour. We propose that to verify speed the test be conducted with 30,000 unsorted notes of all denominations i.e. INR 10-INR 2000 for sorting notes into ATM/FIT/UNFIT. The average time taken should be considered as the speed of the NSM as it would also verify timing lost to various stoppages such as jamming etc. Please consider and confirm.	Bidders has to comply with RFP Terms
39	42	Annexure E	Tape Note: Machine should have sensors for detection of tape note in counting as well fitness sorting modes.	Tape Note detection in all Note Sorting Machines irrespective of configuration i.e. 1+1 to 8+1 is only done in Fitness Sorting Mode. Count Mode in all machines is only for the purpose of verifying the total number of banknotes. Hence the clause mentioned is not aligned with available technology and must be deleted. Please consider and confirm.	Refer our Amendment for RFP 05/HDNSM/2020 DT: 26.11.2020 issued on 08.12.2020
40	43	TECHNICAL SPECIFICATION . POINT NO 18	Counterfeit: Machine to have detection of counterfeit note in counting and fitness sorting modes.	Clause to be modified as: Counterfeit: Machine to have detection of counterfeit note in fitness sorting modes.	Refer our Amendment for RFP 05/HDNSM/2020 DT: 26.11.2020 issued on 08.12.2020
41	43	Annexure E	Counterfeit: Machine to have detection of counterfeit note in counting and fitness sorting modes.	Counterfeit Note detection in all Note Sorting Machines irrespective of configuration i.e. 1+1 to 8+1 is only done in either Authentication or Fitness Sorting Mode. Count Mode in all machines is only for the purpose of verifying the total number of banknotes. Hence the clause mentioned is not aligned with available technology and must be deleted. Please consider and confirm.	Refer our Amendment for RFP 05/HDNSM/2020 DT: 26.11.2020 issued on 08.12.2020

42	55	Annexure RT	Sorting of Reject/Suspect Notes	We request bank to remove consistency test for Reject/Suspect Notes, Since this notes are getting rejected due to lack of currency features in the notes and are always processed manually by the chest. Moreover there will be always less number notes in reject pocket and sometimes it will be difficult to get the consistency test successful since currency features are inconsistent.	Bidders has to comply with RFP Terms
43	55	Annexure RT	% variation calculated in each cell should be less than 5%	We request bank to consider % variation upto 10%.Increase in % variation is requested Since in the new denominations there are lot variations in the Currency Cuttings and white border and due to this there might inconsistent results.	Bidders has to comply with RFP Terms
44	77	Point 3	Procurement through Local Suppliers (Make in India):	We fall under the provisions of Make in India for the model to be quoted. Kindly provide the list of documents required to avail this benefit.	The bidders should refer the Notification issued by Department of Promotion of Industry and Internal Trade under Ministry of Commerce and Industry of Govt. of India (GOI) P-45021/12/2017-PP (BE-II) Dated:16.09.2020 and all their relevant policies issued by GOI. Accordingly, the documents to be submitted by the bidders.
45			The Bidder should be able to provide qualified service engineers for attending the problems if any during the Warranty/AMC period. The availability of technically qualified service engineers in all major states and union territories i.e. minimum 75 base locations across India.	Qualified Engineers should be employee of the company. The Bidders to furnish their existing service infrastructure details like contact details of engineers with location, no. of engineers, jurisdiction of the engineer etc as per Annexure A 2.	Bidders has to comply with RFP Terms
46			The Model quoted by the bidder should have been supplied and installed in India for at least 24 months as on 31/10/2020.	Proof of orders to be submitted along with a performance certificate against the order copy submitted.	Bidders has to comply with RFP Terms
All the other Instructions and terms & conditions of the RFP 05/HDNSM/20-21 dated: 26.11.2020 remain unchanged. Please take note of the above replies while submitting your repsonse to the subject RFP. The bids without Amendments/ Clarifications will be laible for rejection.					

Date: 08.12.2020

SD/-

Place: BENGALURU