

ಸಿಂಡಿಕೇಟ್ ಸಿಸ್ಟಿಮೆಂಟ್ Syndicate

ಪ್ರಧಾನಕಾರ್ಯಾಲಯ : ಬೆಂಗಳೂರು / Head Office : Bengaluru
ಅಧಿಪ್ರಾಪ್ತಿವಿಕ್ರೇತಾಭುಗತಾನಅನುಭಾಗ - ಡಿಜಿಟಲ್‌ಬೆಂಕಿಗಾಸೇವಾಶಾಖಾ

Procurement & Vendor Payments Section - Digital Banking Services Wing

Amendment / Addendum / Corrigendum-2 to the RFP-12/DBS/Sound Box/2022 Dated 13/07/2022 for "Supply, Installation and Maintenance of 50,000 number of Portable Sound Boxes for Extending Facility to Canara Bank BHIM QR Merchants under OPEX Model"

GEM BID NO: GEM/2022/B/2344033

In reference to our Open Tender RFP-10 for Selection of Vendor for Supply, Installation and Maintenance of 50,000 number of sound boxes for Canara Bank BHIM QR merchants under OPEX model, vide Tender Number GEM/2022/B/2344033 dated 13/07/2022.

This is to inform that pre-bid meeting has been conducted on 21/07/2022, in which the following queries were raised by participants & the clarification for those queries has been provided. Kindly be guided by the clarification and changes to clauses.

Bidders to note that this is the final clarification provided by Bank and Bank will not be providing any further clarification. Any further clarification will be provided by Bank at the time of technical evaluation and discussions subsequently.

Sl. No	Clause Ref. No	Amendments
1.	Page No: 5 Clause: Section C Point: 1.4	<u>Existing Clause:</u> The delivery of Sound Boxes to merchant location shall be within Two (2) weeks from the date of acceptance of the Purchase Order. 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. <u>Revised Clause:</u> The Integration of Bidder's solution with Bank's solution should be within FOUR (4) weeks from the date of acceptance of Purchase Order. The delivery of Sound Boxes to merchant location shall be within seven days for metro/urban/semi-urban areas and maximum upto Two (2) weeks (in case of rural, hilly, north-east and J&K areas) from the date of issuance of indent post integration. 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.



Sl. No	Clause Ref. No	Amendments
	Clause: Annexure 8 Point: 19	information (telephone call/e-mail or any other means of communication) from bank to the bidder, informing them of malfunction in equipment to the time the bidder's engineer rectify the issue/replacement provided. However, penalty shall be applicable as per Uptime clause of Clause no 2. Revised Clause: During Contract period, the bidder shall ensure Response Time of 12 hours for all the locations. The MTTR (Meantime to Restore) shall be 24 hours. Response time shall mean the interval from the receipt of first information (telephone call/e-mail or any other means of communication) from merchant to the bidder, informing them of malfunction in equipment to the time the bidder's engineer rectify the issue/replacement provided. However, penalty shall be calculated based on the monthly Downtime Report as per Annexure 25.
5.	Page No: 55 Clause: Annexure 8 Point: 30	Existing Clause: The annual depreciation rate shall be 33% per annum. Revised Clause: The bidder shall replace the Sound Boxes wherever required, on account of normal wear and tear/Change in Engineering/Change in Software/Any other reason at their own Cost. However, Bank shall bear maximum of Rs.1000/- / device, where replacement of Sound Box is attributable on account of Mishandling/Loss by the Bank's QR Merchant.
6.	Page: 23 Clause: Section F Point: 8.1	Existing Clause : Within 21 days from the date of acceptance of contract, selected bidder along with OEM shall sign a stamped tripartite "Agreement" with the Bank at Bangalore as per the format. Failure to execute the agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected bidder.



प्रधानकार्यालय : बेंगलुरु / Head Office : Bengaluru

अधिप्राप्ति एवं विक्रेता भुगतान अनुभाग - डिजिटल बैंकिंग सेवा शाखा

Procurement & Vendor Payments Section - Digital Banking Services Wing

REPLIES TO PREBID QUERIES

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Annexure	Page No	RFP Clause	Clause/Technical Specification	Bidder's Query / Suggestions	Bank's Reply
C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	5	1.8	Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered/not billed, the bidder in such cases shall deliver, install at the modified locations at no extra cost to the Bank. However, the Bank will provide new location for the delivery in which Bank staff will coordinate with the bidders to get the Hardware from the Merchant location in working condition for shifting to a new location within Two weeks of request from the Bank at no additional cost. The Warranty should be applicable to the altered locations also.	Please share use case for sending devices from one location to another after already being delivered at one location. Also, this is not a feasible cost for the bidder to bear and factor into the Commercial bid.	It is like de-installing the device from one location and installing at another location.
C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	5	1.4	The delivery of Sound Boxes to merchant location shall be within Two (2) weeks from the date of acceptance of the Purchase Order. 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.	Please clarify is the Merchant location here the individual merchant location.	Please refer corrigendum-2. Yes, it is individual merchant location.
Generic Query				Can Bank please explain the flow of service to be provided by Bidder for deployment of the solution	Requisite details will be shared with the successful bidder.

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LEVEL AGREEMENTS				Please clarify the TATs for installation, de-installation and Service Response and Service Resolution as per the Tiers that is expected by the Bank.	
Procurement through Local Suppliers (Make in India):	37	3		The sound box devices are imported as it is not feasible to manufacture the same in India and currently there are no manufacturers in India for Sound box. Thus the requirement for local content should be removed. We are an Indian company providing the device and the service, this should be sufficient for meeting the requirement.	RFP Clause stands.
C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	9	7.1	The entire equipment's / hardware (including OS) & software deployed for this project shall be under Comprehensive Onsite Warranty covering all parts including Drums, 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 Five (5) years from the Date of Installation/commissioning.	Hardware issues cannot be rectified on site. These have to be brought back to the service centre. Thus onsite warranty cannot be provided for Sound box devices.	Bidder need to visit the merchant location/ premise and get the problem resolved, else, to be replaced.

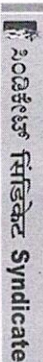
Annexure	Page No	RFP Clause	Clause/Technical Specification	Bidder's Query / Suggestions	Bank's Reply
Gem Portal				The price bid to be submitted in the Gem Portal is a single value. Is it the total cost of the Integration Cost and the Total Rental cost that has to be added and quoted in the Gem portal?	The RFP clause is self-explanatory.
Annexure 14	61		SELF CERTIFICATION OF THE BIDDER TOWARDS LOCAL CONTENT	If the bidder's device is being imported into India with no local content, then does this declaration still need to be given? Can SIM cards provided along with the device be considered as local content?	No Change. Bidder to comply with RFP Terms
Annexure 15	62		CERTIFICATE BY STATUTORY AUDITOR OF BIDDER TOWARDS MANDATORY MINIMUM LC	If the bidder's device is being imported into India with no local content, then does this declaration still need to be given?	No Change. Bidder to comply with RFP Terms
A.BID SCHEDULE		Point 10	Last Date and Time for Submission of Bids - 27/07/2022, Wednesday, 03.00 PM	Request to be given at least 10 working days from the date of publishing of Pre-bid clarification to prepare the documents and the BG for Bid Submission.	Refer Gem portal regarding extension of timeline till 10/08/2022.

Annexure	Page No	RFP Clause	Clause/Technical Specification	Bidder's Query / Suggestions	Bank's Reply
Annexure-6	26	52	The bidder shall maintain the sufficient stock at their end and the same to be delivered/configured/installed at merchant location within two weeks from the date of	We request the bank to at least intimate the vendor 15 days before the delivery and quantity	RFP Clause stands.
Annexure-6	12	50	Any engineering changes/up gradations applicable to the hardware shall be communicated to the Bank by the bidder within a period of one month from the date of release/observation. It shall be supplied, installed and commissioned free of cost by the bidder. The bank reserves the right to procure the update/enhancement/system hardware upgrade.	We Request the bank to define engineering changes as this is generic project term.	Engineering Changes means hardware has become obsolete and not fit for working (both in terms of physical device and security aspect) which need to be replaced with the new generation/upgraded model.

Annexure	Page No	RFP Clause	Clause/Technical Specification	Bidder's Query / Suggestions	Bank's Reply
7. Warranty	9	7	The entire equipment's / hardware (including OS) & software deployed for this project shall be under Comprehensive Onsite Warranty covering all parts including Drums, 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 Five (5) years from the Date of Installation/commissioning.	Warranty period of 5 years on sound box is not practical as the device is subject to wear and tear based on usage. Also the technology support for 5 years seems excessive	No change. Bidder to comply RFP terms.
Defect Liability	10	12	In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty period of the contract, the selected Bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per Gem bid terms	This should be subject to a claim time of 30 days from device installation.	RFP Clause stands.
Annexure 8	55	29 and 30	In case of non-recovery of Terminals due to loss/physical damage/manhandling etc. or any other reasons, Bank shall reimburse the depreciated cost of the device. 30. The annual depreciation rate shall be 33% per annum.	Annual Depreciation of 33% per annum in case of lost terminal needs to be reconsidered @ 20% as the bank is expecting a 5 yrs warranty.	Please refer corrigendum-2.

Annexure	Page No	RFP Clause	Clause/Technical Specification	Bidder's Query / Suggestions	Bank's Reply
General Query				Is this is a notification system or financial transactions will be triggered or acknowledged through it?	It is a notification system only. The detail modality will be discussed with selected bidder.
General Query				Production SDK and keys would be provided by bank or not?	The detail modality will be discussed with selected bidder.
General Query				VPA to voice notification-hook-mapping will be provided by bank?	The detailed modalities shall be finalized with selected bidder.
General Query				Guidelines / standards to protect the secrete key, if any?	The detailed modalities shall be finalized with selected bidder.
General Query				Only Line powered system or battery backup is required? If Yes, then clarify the Type of Battery Pack & Backup Time needed?	The sound box device should have a good battery backup as per the market standards with minimum uptime





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Procurement & Vendor Payments Section - Digital Banking Services Wing

Annexure	Page No	RFP Clause	Clause/Technical Specification	Bidder's Query / Suggestions	Bank's Reply
General Query				If link is down then intermittent system may not provide notification.	It is practical issue.
General Query				Any Display & Operating Switches (like On/Off Button, Volume Up/Down Button) on Sound Box is needed or not?	The detailed modalities shall be finalized with selected bidder.
General Query				Any Dimensions/Design of the Sound Box?	Should be user-friendly and with market standard dimensions.
General Query				Following Timeline are required - Product Development Time allotted Supply and installation Time with Lot Size - 100% Quantum will be required in how much time?	The indent request will be given in lots with number range between 1000-10000 merchant request in single slot. The project period is of 5 years in which complete 50,000 devices will be utilized in lots.

