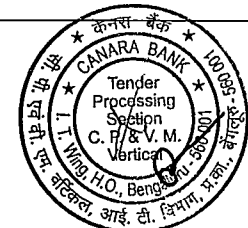


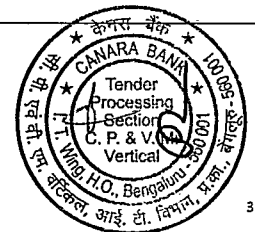
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks's Reply
1	2	GEM Bid Document	EMD Clause	EMD Clause	As per the GEM terms and Conditions suppliers whose annual turnover is more than 500 crores are exempted from EMD. Please clarify if we are excluded from paying the EMD since we fall under this group.	EMD will be exempted as per the prevailing Government guidelines
2	14	4.1 Payment Terms	Delivery	60% of cost of per HDNSM as per Table-A of Annexure-15	We request the bank to release 75% against delivery. 15% against installation and balance 10% against BG. Additionally, payment must be issued three weeks following delivery if there is any delay in installation caused by factors attributable to the bank.	Bidders to comply with RFP/GeM bid terms and conditions
3	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Penalties & Liquidated damages	3.1.1 . Non-compliance of the delivery timelines as per clauses 1.4 of Section C will result in the Bank imposing penalty 0.50% on delay in delivery per HDNSM, per week or part thereof, on the cost of HDNSM. 3.1.2 Non-compliance of the installation and configuration as per clauses 1.4 of Section C will result in the Bank imposing penalty 0.50% on delay in installation and configuration per HDNSM, per week or part thereof, on the value of the HDNSM.	We request the bank to reduce the penalty. 3.1.1 .Non-compliance of the delivery timelines as per clauses 1.4 of Section C will result in the Bank imposing penalty 0.05% on delay in delivery per HDNSM, per week or part thereof, on the basic cost of HDNSM. 3.1.2 Non-compliance of the installation and configuration as per clauses 1.4 of Section C will result in the Bank imposing penalty 0.05% on delay in installation and configuration per HDNSM, per week or part thereof, on the value of the HDNSM.	Bidders to comply with RFP/GeM bid terms and conditions
4	18	SECTION B - INTRODUCTION	6. Warranty	6.8 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.1,000/- per day per machine subject to a maximum of cost of machine will be levied and deducted from the performance security 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.	1.1. 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.100/- per day per machine subject to a maximum of cost of machine will be levied and deducted from the performance security 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.	Bidders to comply with RFP/GeM bid terms and conditions
5	18	SECTION B - INTRODUCTION	7. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)	7.4 Support for maintenance of Heavy Duty Note Sorting Machines and Other Items supplied should be available for a minimum period of Five (5) years, covering all parts, maintenance and support, after expiry of warranty period. The bidder/vendor has to replace all the defective spares during Warranty and AMC Period. All parts should be covered except consumables. i.e., The offer for Heavy Duty Note Sorting Machines must include comprehensive onsite free warranty and AMC period for a total duration of eight (8) years from the date of installation and acceptance of system by the bank.	In HDNSM, life of Bank note Scanners and readers depends on the volume of notes processed, hence it is classified as consumables. We request that the Bank amend the RFP that, Note readers and scanners are not included in comprehensive AMC/comprehensive warranty	Bidders to comply with RFP/GeM bid terms and conditions. Volume of notes processed through NSMs are fixed as per daily sorting capacity
6	56	ANNEXURE 2	Pre-Qualification Criteria	6. The Bidder should have successfully supplied at least 10 nos in single order of offered Model or Immediate Previous Model or equivalent model of offered model in line with Bank's requirement during the last 5 years from the date of RFP in any organization in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Banks.	We are requesting Bank to amend it as "The Bidder should have successfully supplied at least 10 nos to the same customer of offered Model or Immediate Previous Model or equivalent model of offered model in line with Bank's requirement during the last 5 years from the date of RFP in any organization in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Banks.	Bidders to comply with RFP/GeM bid terms and conditions



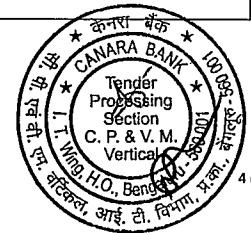
7	57	Annexure 2	Pre-Qualification Criteria Sl.No 10	10.The Bidder should have arrangement to provide 24 * 7 support and also arrangements to provide All India toll free/ contact number for lodging the complaints and escalations thereof.	Note sorting machines will be installed in Currency Chest which are open from 10 AM to 6 PM. Therefore, we request that the bank correctly changes this clause rather than asking round-the-clock support.	Bidders to comply with RFP/GeM bid terms and conditions. In emergency cases, we have to open the chests on holidays by taking prior approval of RBI. For this purpose 24*7 support is required
8	67		HDNSM 4+1Pocket and 8+1 Pocket	Testing of Machines	Please clarify if HDNSM Model for example XXXX with 4+1 Pocket, the same Model XXXX can be expanded to 8+1 Pocket, i.e. 4 Pockets Modules are added.During NTH testing can we show Model XXXX with 4 Pockets only or both 4+1 & 8+1 Pocket HDNSM to be tested?	Testing for 4+1 and 8+1 at NTH is required separately.
9	66	Annexure 9	Scope of work	NTH Testing	We request the bank to clarify whether the testing will be done before the submission of technical bid or after submission.In both the circumstances we request the bank to make necessary arrangements for testing of HDNSM by NTH.	Testing of machines will be done as a part of Technical Evaluation. Bidders who qualify other Pre-Qualification criterias will be considered for testing.
10		Bid End Date	General	Time Lines specified in the GEM Documents	Due to bank weekly holidays (fourth Saturday and Sunday) and a general holiday (Republic Day), we are asking the bank to extend the deadline for submitting the tender to February 15, 2024. We require time to compile the physical documents (such as the Integrity Pact, EMD, etc.), and they must be couriered to the bid schedule's designated venue before the bid deadline	Bidder to refer corrigendum-1
11	1	Scope of work(catalog)	Scope of work	Testing of Machines from National Test House (NTH), Chennai is to be conducted	Request clarification if the testing at NTH chennai should be done before tender due date or during the technical process	Testing of Machine can be done from any NTH
12	55	Annexure-2/Pre-qualification Criteria	Sl.No.: 2	The Bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	Please clarify the minimum percentage of local content required to qualify	The Bidder (including OEM and OSD/OSO, if any) should either be Class-I (more than 50%) or Class-II (more than 20%) local supplier
13	56	Annexure-2/Pre-qualification Criteria	Sl.No.: 6	The Bidder should have successfully supplied at least 10 nos in single order of offered Model or Immediate Previous Model or equivalent model of offered model in line with Bank's requirement during the last 5 years from the date of RFP in any organization in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Banks.	Please clarify if cumulative numbers of 10 or more numbers of NSM orders in one financial year will qualify this criteria	Bidder to refer corrigendum-1
14	59	Annexure-3/Bidder's Profile	Sl.No.: 12	Domestic Customer Base (Number of Clients where Consultancy Service have been provided in India)	Request clarification	Bidder to refer corrigendum-1
15	60	Annexure-3/Bidder's Profile	Sl.No.: 13	Details of Service Net Work Bengaluru : Mumbai :	Please clarify only two location service details required	Bidder to refer corrigendum-1
16	61	Annexure-4	Bid Security Declaration	Should be submitted by eligible MSEs/Startups on Company's letter head with company seal and signature of the authorized person	Annexure-4 not applicable for OEM, please clarify	Bidders to comply with RFP/GeM bid terms and conditions. GeM/RFP clause is self explanatory.
17	13	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.3. The successful bidder should ensure Delivery, Installation, Configuration and Commissioning of the delivered Hardware and complete all the works specified in the Scope of Work at the bank branch/office within Eight.(8) weeks from the date of acceptance of the Purchase Order.	We request bank to increase the project timelines of Delivery, Installation, Configuration and Commissioning of the delivered Hardware from 8 weeks to 12 weeks.	Bidders to comply with RFP/GeM bid terms and conditions



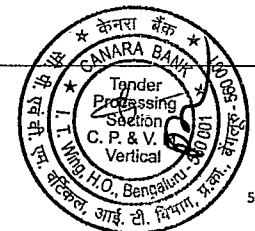
18	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	5. Penalties & Liquidated damages	3.1.1. Non-compliance of the delivery timelines as per clauses 1.4 of Section C will result in the Bank imposing penalty 0.50% on delay in delivery per HDNSM, per week or part thereof, on the cost of HDNSM.	We request Bank to cap the penalty amount to maximum 5% of the cost of that particular HDNSM.	Bidders to comply with RFP/GeM bid terms and conditions
19	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	5. Penalties & Liquidated damages	5.7. The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the selected bidder under this purchase contract or may be recovered by invoking of Performance Security or otherwise from selected bidder or from any other amount payable to the selected bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract	Kindly clarify what Bank wants to convey here.	GeM/RFP clause is self explanatory.
20	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Warranty	6.8. 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.1,000/- per day per machine subject to a maximum of cost of machine will be levied and deducted from the performance security 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.	We request the Bank to amend this clause, upon notice machine will attended as per following: Metro city complaints - 2 working days Non metro complaints -3 working days Rural - 4 working days A penalty of Rs. 1000/- per day machine should be capped to INR 5000 per machine.	Bidders to comply with RFP/GeM bid terms and conditions
21	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8. Scope involved during Contract period	8.1. The selected Bidder should inform Bank about all release/version change of patches/ upgrades/ updates etc., as and when released by the selected Bidder /OSD.	We request the Bank to remove this clause as it is not possible to update bank on any version or upgrades. Software adaptation is a dynamic process and it differs from customer to customer plus location to location.	Bidders to comply with RFP/GeM bid terms and conditions
22	22	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	14. Right to Audit	14.3. The Service Provider shall, whenever required by the Bank, furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and or any regulatory authority. The Bank reserves the right to call and/or retain for any relevant material information/reports including auditor review reports undertaken by the service provider (e.g., financial, internal control and security reviews) and findings made on Selected Bidder in conjunction with the services provided to the Bank.	Request Bank to remove this clause as NSM does not fall under the requirement stipulated by RBI for outsourcing of IT services ( refer Pre bid point no. 10) Hence we are not sure what audit requirement we need to follow. We are a service provider of NSMs an all details need to be limited to that only.	Bidders to comply with RFP/GeM bid terms and conditions
23	23	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	19. Local support	19.3. The Bidder will be responsible for attending complaints during all hours on 24*7*365 basis during contract period.	Request Bank to amend the call hours for attending Services of Note Sorting machine during bank working hours only.	Bidders to comply with RFP/GeM bid terms and conditions. In emergency cases, we have to open the chests on holidays by taking prior approval of RBI. For this purpose 24*7 support is required
24	39	SECTION G - GENERAL CONDITIONS	5. Inspection of Records	Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Bank under this RFP and the selected Bidder shall extend all cooperation in this regard.	Request Bank to remove this clause as our compliance does not allow that. We are a service provider of NSMs an all details need to be limited to that only.	Bidders to comply with RFP/GeM bid terms and conditions



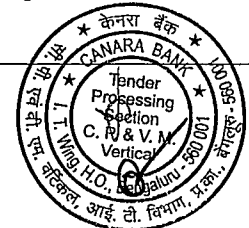
25	46	SECTION G - GENERAL CONDITIONS	22. General Conditions to Contract:	22.3. The BIDDER/VENDOR/ SERVICE PROVIDER shall abide/comply with applicable guidelines issued by RBI on Outsourcing of IT services vide master direction note no:RBI/2023-24/102 DoS.CO.CSITIG/SEC.1/31.01.015/2023-24 dated 10/04/2023 and its future amendments and communications.	Note Sorting machines does not fall under the ambit of IT services vide master direction note no:RBI/2023-24/102.The same can be referred in circular RBI/2023-24/102 DoS.CO.CSITIG/SEC.1/31.01.015/2023-24 Page no. 3 point V Appendix 3 ( Services not falling under Outsourcing of IT services) Point A. ( iv & vi)Page no. 30 of Master circular DoS.CO.CSITIG/SEC.1/31.01.015/2023-24 dated 10/04/2023. Any services prescribed or suggested by RBI to be carried on NSM s ( apart from the scope of the agreement) will be charged extra.	Bidder to refer corrigendum-1
26	56	Annexure-2 Pre-Qualification Criteria	Pre-Qualification Criteria	2. The Bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	We request the Bank to fully verify the Mil clause in proper manner, as many suppliers are claiming themselves to be falling under Class 2 of Mil policy although the machine are being manufactured outside India. ( by the OEM)	Bidder has to submit the Annexure-5 for Mil compliance in company letter head for a tender value less than Rs.10 crores or should submit a certificate from statutory auditor or cost auditor of the company for a tender value above Rs.10 crores with bidder seal and signature
27	57	Annexure-2 Pre-Qualification Criteria	Pre-Qualification Criteria	7. The Bidder should have average annual turnover of Rs.50.00 Crores in the last three financial years (i.e., 2020-21, 2021-22 and 2022-23). This must be the individual company turnover and not of any group of companies	We request bank to amend the clause to "The Bidder should have average annual turnover of Rs.50.00 Crores from Sales of Note Sorting machines in India in the last three financial years (i.e., 2020-21, 2021-22 and 2022-23). This must be the individual company turnover and not of any group of companies"	Bidders to comply with RFP/GeM bid terms and conditions
28	57	Annexure-2 Pre-Qualification Criteria	Pre-Qualification Criteria	9. The Bidder should have its own/ franchise Service/Support Office at any 15 Circle Office out of the 24 Circle Office locations of the Bank as mentioned in Annexure-9(A) of the RFP to service the HDNSMs.	We have resident service engineers Pan India and every engineer has a base site where spare parts are stored. NO service centers are available. Service support is given at customer site. Request you to please amend the clause. Entire list of Service engineers on board will be provided.	Bidders to comply with RFP/GeM bid terms and conditions. GeM/RFP clause is self explanatory.
29	57	Annexure-2 Pre-Qualification Criteria	Pre-Qualification Criteria Sl.No 10	10. The Bidder should have arrangement to provide 24 * 7 support and also arrangements to provide All India toll free/ contact number for lodging the complaints and escalations thereof.	Request Bank to amend the call hours for attending Services of Note Sorting machine during bank working hours only.	Bidders to comply with RFP/GeM bid terms and conditions. In emergency cases, we have to open the chests on holidays by taking prior approval of RBI. For this purpose 24*7 support is required
30	79	Cost Details of Heavy Duty Note Sorting Machines	Table C	Total Cost of Ownership for 8 years Contract Period	We request Bank to amend the financial bid format working from TCO wise both models together to separate category of NSM 4+1 & NSM 8+1. This will help us in quoting better prices category wise. We also request bank to include splitting clause in the bidding process. For eg splitting in the ratio of 60:40 between L1 & L2 vendor provided L2 vendor match L1 price. Also amend the tender from BOQ bid to Category wise bidding on GeM portal to enable the above requested points	1. Bidders to comply with RFP/GeM bid terms and conditions. 2. Bidder to refer corrigendum-1
31	79	Annexure-15	Table A	Cost of 4+1 stacker - HDNSM with modular structure with 3 year warranty	We request bank to remove modular structure definition from NSM 4+1 as standalone NSM 4+1 are rugged and robust.	Bidders to comply with RFP/GeM bid terms and conditions



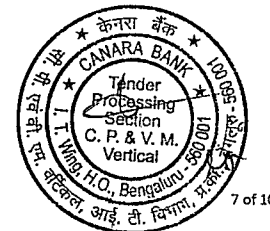
32		Gem Bidding issues	General	General	It seems there is a technical glitch in quoting for both the models in the GeM portal. Once we upload the catalogue for one HDNSM for eg. 4+1, the portal does not allow us to bid for HDNSM 8+1.	Single bid, hence bidders to upload a single file.
33	56	Annexure-2 Pre-Qualification Criteria	Pre-Qualification Criteria	6.The Bidder should have successfully supplied at least 10 nos in single order of offered Model or Immediate Previous Model or equivalent model of offered model in line with Bank's requirement during the last 5 years from the date of RFP in any organization in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Banks.	We request the bank to have a clause for a minimum no.s of installation of the model offered in last 3 years by that particular supplier For eg. For 4+1 category and an XYZ supplier should have order copies of for supplying minimum 50 no.s of the 4+1 model offered in his name in last 3 years.	Bidder to refer corrigendum-1
34	56	Annexure-2 Pre-Qualification Criteria	Pre-Qualification Criteria	6.The Bidder should have successfully supplied at least 10 nos in single order of offered Model or Immediate Previous Model or equivalent model of offered model in line with Bank's requirement during the last 5 years from the date of RFP in any organization in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Banks.	The Clause would read The Bidder should have supplied and installed at least 10 Nos in single order Heavy Duty Note Sorting machines with 4+1 & 10 Nos in single order Heavy Duty Note Sorting Machine with 8+1 stackers of the Same offered Model /same OEM put together to Public Sector Banks/Scheduled Commercial Bank in India in the last Five years as on 31.12.2023. Please Consider and Confirm	Bidder to refer corrigendum-1
35	56	Annexure 2	Pre-Qualification Criteria SL.No 7	The Bidder should have average annual turnover of Rs.50.00 Crores in the last three financial years (i.e., 2020-21, 2021-22 and 2022-23). This must be the individual company turnover and not of any group of companies.	We request you to consider the bidder should have average annual turnover of Rs.20.00 Crores in the last three signed financial year (i.e., 2019-20, 2020-21 and 2021-22) in NSM Business. This must be the individual company turnover and not of any group of companies. Please Consider and Confirm	Bidders to comply with RFP/GeM bid terms and conditions
36	56	Annexure 2	Pre-Qualification Criteria SL.No 8	The bidder should have positive Net Worth in the last three financial years (i.e., 2020-21, 2021-22 & 2022-23) and also should have not been eroded more than 30% in the last three financial years ending on 31/03/2023.	We request you to consider the bidder should have Profit making company in the last three signed financial year (i.e., 2019-20, 2020-21, 2021-22) and also should have not been eroded more than 30%. Please Consider and Confirm	Bidders to comply with RFP/GeM bid terms and conditions
37	71	Annexure 10	Technical Specification Point No. 5	Feeding pockets capacity-minimum 1000 notes with assisted feed mechanism.	We trust that mentioning of capacity was omitted as a typo error (Assisted feed mechanism). We would like to highlight that majority of heavy duty note sorting machine with 4+1/8+1 of feeding pocket capacity minimum of 1500-2000 Notes	Bidders to comply with RFP/GeM bid terms and conditions
38	71	Annexure 10	Technical Specification Point No. 6	Rejection pockets capacity-Minimum 100 notes.	We request Bank to consider minimum 400 Notes Rejection Pocket/Pockets Capacity to increase the productivity and reduce the number of stoppages. We should suggest 500	Bidders to comply with RFP/GeM bid terms and conditions
39	71	Annexure 10	Technical Specification Point-1	Number of Stackers with capacity- 4 Nos Minimum	We trust that Bank has not mentioning of capacity was omitted as a typo error. We would like to highlight that majority of heavy duty note sorting machine with 4+1/8+1 of minimum of 500 Notes. We should suggest 500. > RBI encourages banks to send unfit notes in pack of 1000 Pcs. >This will make operators life easy as they must remove cash from pockets only twice instead of 10 times. > Productivity will improve. > Cost of consumables like rubber bands, bank slips will reduce.	Bidders to comply with RFP/GeM bid terms and conditions



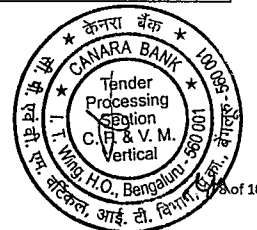
40	18	SECTION B - INTRODUCTION	6. Warranty	6.8. If the bidder does not rectify either by repair or replacement, such defects and put back the machine into satisfactory operation within 2 working days from the date of notice by the Bank or does not complete the said rectification with reasonable diligence, a penalty of Rs.1,000/- per day per machine subject to a maximum of cost of machine will be levied and deducted from the performance security 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	If the bidder does not rectify either by repair or replacement, such defects and put back the machine into satisfactory operation within 2 days in metros, 3 days in urban, 5 days in semi urban & rural and 10 days in island branches from the date of notice by Bank or does not complete the said rectification with reasonable diligence, a penalty of Rs. 500/- 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.	Bidders to comply with RFP/GeM bid terms and conditions
41	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)	7.9. Any breakdown of the machine/ shortfall in its performance will be intimated to the selected bidder by Bank and the selected 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. 1,000/- per working day per machine subject to a maximum of 10 % of Quarterly AMC Cost per Machine will be imposed and the same will be deducted from the AMC cost	Any breakdown of the machine/ shortfall in its performance will be intimated to the bidder by 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. 200/- per working day per machine subject to a maximum of 10% of quarterly AMC cost per machine will be imposed and the same will be deducted from AMC Cost.	Bidders to comply with RFP/GeM bid terms and conditions
42	34	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	Section F Ownership & Awarding of Contract	5.The Bidder who is L1 after the reverse auction (RA) will be referred as the selected Bidder and will GeM portal.	Request Bank to Split order 50:30:20	Bidder to refer corrigendum-1
43	2	EMD Amount	INR. 19,50,000.0	GeM RFP Document	Request Bank to Split EMD Model wise	Bidders to comply with RFP/GeM bid terms and conditions
44	11	SECTION B - INTRODUCTION	6. Participation methodology	6.3. If any product of Principal/OEM/OSD is being quoted in this RFP, the Principal/OEM/OSD cannot bid for any other Principal's/OEM's/OSD's	Please clarify as the statement is not very clear	Bidders to comply with RFP/GeM bid terms and conditions. GeM/RFP clause is self explanatory.
45	13	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.3.The successful bidder should ensure Delivery, Installation, Configuration and Commissioning of the delivered Hardware and complete all the works specified in the Scope of Work at the bank branch/office within Eight (8) weeks from the date of acceptance of the Purchase Order.	We request the bank to extend the total duration of Delivery, Installation, Configuration and Commissioning by one more week and modify the clause to read as follows: The successful bidder should ensure Delivery, Installation, Configuration and Commissioning of the delivered Hardware and complete all the works specified in the Scope of Work at the bank branch/office within Nine (9) weeks from the date of acceptance of the Purchase Order.	Bidders to comply with RFP/GeM bid terms and conditions
46	13	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.4. Delivery of Heavy Duty Note Sorting Machines - Within 5 Weeks from the acceptance of the Purchase Order	We request the bank to extend the total duration of Delivery by two more weeks and modify the clause to read as follows: Delivery of Heavy Duty Note Sorting Machines - Within 7 Weeks from the acceptance of the Purchase Order	Bidder to refer corrigendum-1



47	13	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.4. Installation and Configuration of Heavy Duty Note Sorting Machines - 3 Weeks from the date of Delivery of hardware	We request the bank to modify the clause to read as follows: Installation and Configuration of Heavy Duty Note Sorting Machines - 2 Weeks from the date of Delivery of hardware	Bidder to refer corrigendum-1
48	14	C	4.1/5 AMC	The payment of the total amount quoted for AMC shall be made to the selected bidder on Quarterly in arrears submission of the preventive maintenance report to the bank official. The total amount quoted years wise AMC support for Heavy Duty Note Sorting Machines in the Table- B of Annexure-15 (Bill of Material) shall be divided into equal amounts and shall be paid under each quarter during the contract period in each year.	We request the bank to consider the quarterly advance payment of the AMC and modify this clause as below: The payment of the total amount quoted for AMC shall be made to the selected bidder on Quarterly in arrears submission of the preventive maintenance report to the bank official. The total amount quoted years wise AMC support for Heavy Duty Note Sorting Machines in the Table- B of Annexure-15 (Bill of Material) shall be divided into equal amounts and shall be paid in advance for each quarter during the contract period in each year.	Bidders to comply with RFP/GeM bid terms and conditions
49	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Warranty	6.1. The entire machine including its accessories etc. shall be under Comprehensive Onsite Warranty covering all parts, maintenance or support for its proper operation, performance and output as specified in the RFP for a period of 3 Years from the Date of satisfactory operational of Machines and Certified by the Currency Chest In-Charge/Head in writing.	We request the bank to exempt the consumable parts from the purview of comprehensive onsite warranty.	Bidders to comply with RFP/GeM bid terms and conditions
50	32	SECTION E - SELECTION OF BIDDER	7. Selection of successful Bidder	Selection of successful Bidder	We request the bank to consider and modify the clause to read as follows: Request the bank to split the order in the ratio of 60:40 between L1 & L2 bidder provided L2 bidder will match the price of L1 bidder and if the L2 bidder does no match allow the L3 bidder and so on	Bidder to refer corrigendum-1
51	34	SECTION F - OWNERSHIP & AWARDDING OF CONTRACT	5. Award of Contract	5.2. The contract shall be awarded and the order shall be placed on selected Bidder. Bank may release the order either in Full or in part or place more than one order towards the contract based on project plan.	We request the bank to consider and modify the clause to read as follows: Request the bank to split the order in the ratio of 60:40 between L1 & L2 bidder provided L2 bidder will match the price of L1 bidder and if the L2 bidder does no match allow the L3 bidder and so on	Bidder to refer corrigendum-1
52	56	Annexure-2 Pre-Qualification Criteria	Annexure-2 Pre-Qualification Criteria	6.The Bidder should have successfully supplied at least 10 nos in single order of offered Model or Immediate Previous Model or equivalent model of offered model in line with Bank's requirement during the last 5 years from the date of RFP in any organization in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Banks.	We request the bank to consider modify the clause to read as follows: The Bidder should have successfully supplied at least 10 nos of the offered Model or Immediate Previous Model or equivalent model of offered model in line with Bank's requirement during the last 5 years from the date of RFP in any organization in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Banks.	Bidder to refer corrigendum-1

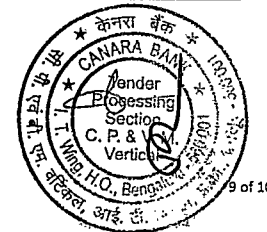


53	56	Annexure-2	Pre-Qualification Criteria SL.No 7	The Bidder should have average annual turnover of Rs.50.00 Crores in the last three financial years (i.e., 2020-21, 2021-22 and 2022-23). This must be the individual company turnover and not of any group of companies.	We request the bank to consider modify the clause to read as follows:  The Bidder should have average annual turnover of Rs.40.00 Crores in the last three financial years (i.e., 2020-21, 2021-22 and 2022-23). This must be the individual company turnover and not of any group of companies.	Bidders to comply with RFP/GeM bid terms and conditions
54	73	Annexure-10	Technical Specifications SI No.17	17. Upgradation of Software: Upgradation of software or hardware for new features or changes in existing denomination of notes or type of notes as suggested by RBI time to time and to be free of charge.	We request the bank to consider the following point: The software update will be done free of cost within the available hardware scope of the machine. However, if any new hardware is mandated to accommodate any new currencies introduced by RBI then the bank has to bear the cost of the hardware.	Bidders to comply with RFP/GeM bid terms and conditions
55	5		Disclaimer	Canara Bank reserves the right to reject any or all Request for Proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Canara Bank shall be final, conclusive and binding on all the parties.	Bank should assign reasons before rejecting Request for proposals.	Bidders to comply with RFP/GeM bid terms and conditions
56	13	SECTION C/1.8	DELIVERABLE AND SERVICE LEVEL AGREEMENTS	If undue delay happens for delivery and / or installation of the ordered hardware/s by the bidder, the same shall be treated as a breach of contract. In such case, the Bank may invoke the Bank Guarantee/Forfeit the Security Deposit without any notice to the bidder	Bank should provide cure period of 7 days before invoking BG or forfeiting SD.	Bidders to comply with RFP/GeM bid terms and conditions
57	14	SECTION C 4.1	DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Payment terms	As bidder is already submitting 10% Performance Security 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.	Bidders to comply with RFP/GeM bid terms and conditions
58	15	Section C/3.1.3.	DELIVERABLE AND SERVICE LEVEL AGREEMENTS	However, the total Penalty/LD to be recovered under above clauses 3.1.1 & 3.1.2 shall be restricted to 10% of the total cost of HDNSMs	We request bank to CAP the penalty @ 5%.	Bidder to refer corrigendum-1
59	16	SECTION C	DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Penalties & Liquidated damages	Bank to provide a cure period in the circumstances mentioned in the clause before levying penalty on the Bidder. Further under no circumstance shall bank levy the penalty without the consent of the Bidder.	Bidders to comply with RFP/GeM bid terms and conditions
60	18	Section C/6.8	DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6.8. 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.1,000/- per day per machine subject to a maximum of cost of machine will be levied and deducted from the performance security 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 5% of the machine cost.	Bidders to comply with RFP/GeM bid terms and conditions
61	32	SECTION E	SELECTION OF BIDDER	However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever.	Bank should assign reasons before rejecting bids.	Bidders to comply with RFP/GeM bid terms and conditions



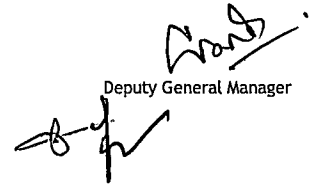


62	33	SECTION F	OWNERSHIP & AWARDING OF CONTRACT 4. Acceptance of Offer	The Bank reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.	Bank should assign reasons before rejecting bids.	Bidders to comply with RFP/GeM bid terms and conditions
63	35	SECTION F/10.1	OWNERSHIP & AWARDING OF CONTRACT	The successful bidder should submit a Security Deposit / Performance Security equivalent to 10% of the Total Cost of Ownership (TCO)	TCO includes Machine Cost and AMC cost. Request bank to split the BGs in two parts i.e one BG @ 10% on the machine cost till the warranty period and post completion of the warranty period ,Bidder will submit BG @ 10% of AMC cost till the completion of AMC period.	Bidder to refer corrigendum-1
64	36	SECTION F/13.1	OWNERSHIP & AWARDING OF CONTRACT	Bank reserve the right to terminate the contract with or without assigning any reasons by serving notice to the vendor at least 30 days prior.	Kindly remove the term "without assigning any reasons"	Bidders to comply with RFP/GeM bid terms and conditions
65	44	SECTION F/20	OWNERSHIP & AWARDING OF CONTRACT	Indemnity	Similarly Bank shall indemnify, protect and save the Bidder and hold the Bidder harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from i breach of any of the terms of this RFP, ii. Infringement of any patent, trademarks, copyrights etc. of the Bidder iii. Bank shall indemnify the Bidder against any loss or damage to the Bidder's premises or property, loss of life, etc., due to the acts of the Bank's employees or representatives. iv. breach of any representation and warranties and breach of its obligations.  However, Bidder shall not be liable for any indirect, incidental, consequential or punitive damages or for any loss of data & loss of life under any circumstances whatsoever to the Bank.	Bidders to comply with RFP/GeM bid terms and conditions
66	56	Annexure-2/2	Pre-Qualification Criteria	The Bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	Kindly confirm list of the documents required to qualify under MII. Whether bidders needs to submit component details which are manufactured in India.	Bidder has to submit the Annexure-5 for MII compliance in-company letter head for a tender value less than Rs.10 crores or should submit a certificate from statutory auditor or cost auditor of the company for a tender value above Rs.10 crores with bidder seal and signature
67	57	Annexure-2/6	Pre-Qualification Criteria	6.The Bidder should have successfully supplied at least 10 nos in single order of offered Model or Immediate Previous Model or equivalent model of offered model in line with Bank's requirement during the last 5 years from the date of RFP in any organization in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Banks.	We request bank to remove 'equivalent model' as this will ensure , bidders proposes the model of the same make which will avoid showcasing experience/deployment of some make & model and proposing some different make & model for your RFP. If bank is going ahead with this clause, it will be unjust & will not be level playing for the other bidders	Bidder to refer corrigendum-1
68	56	Annexure-2 point no-7	Pre-Qualification Criteria	Bidder Turnover	As an MSME Registered OEM, We seek clarification on whether we are exempted from the Bidder Turnover requirement	Turnover will be exempted as per the prevailing Government guidelines



69	56	Annexure-2 point no-6	Pre-Qualification Criteria	Experience Criteria	Being an MSME Registered OEM, we would like to confirm our exemption from the Experience Criteria specified in the bid.	Year of experience will be exempted as per the prevailing Government guidelines
70	82	AppendixA, point no-1	EMD Clause	Earnest Money Deposit (EMD)	As an MSME, we understand that we may be exempt from providing an Earnest Money Deposit. Kindly confirm if this exemption applies to us.	EMD will be exempted as per the prevailing Government guidelines

Place Bengaluru  
Date 01-02-2024

  
Deputy General Manager

