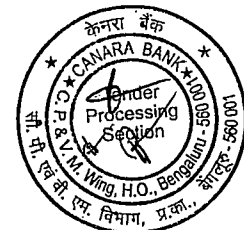
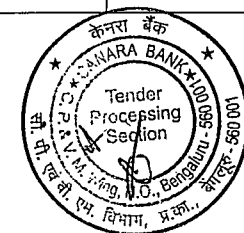


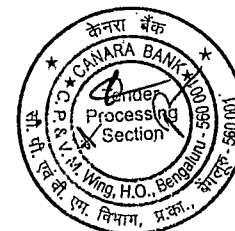
Pre Bid Queries for the GEM BID No: GEM/2024/B/4965915 dated 22/05/2024 RFP for Selection of Vendor for Supply, Installation and Maintenance of Cash Receipt Printers in PAN India Branches/Offices of Canara Bank						
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
1	14	SECTION-C /Deliverables and Service Level Agreement.	Project Timelines Point No.1.3 Serial No.1	Delivery of Cash Receipt Printers including Additional Printer Cartridge Ribbon and Paper Roll adaptable to the proposed Cash Receipt Printer (Pack of 10))	We request you to amend the clause as The delivery lead time as 18 weeks from the date of acceptance of Purchase order ,	Bidders to refer Corrigendum-1
2	14	SECTION-C /Deliverables and Service Level Agreement.	Project Timelines,Point No.1.3 serial No.2	Installation and Configuration of Cash Receipt Printers	We request you to amend the clause as The installation is for each branch with multiple locations we request you to consider 8 weeks from the date of Deliver of the product.	Bidders to refer Corrigendum-1
3	15	SECTION-C /Deliverables and Service Level Agreement.	Acceptance -Point No.3	Post Delivery Test: Bank reserves the rights to test i.e., one machine for each location after delivery at site. The selection of the machine for testing shall be random selection at Bank's discretion. The cost of such testing and related expenses shall be borne by the Bidder. Any failure of the machines to meet the 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 / installed at the identified branches against the purchase order of this RFP. (Post-delivery Inspection will be conducted by Bank/ Bank Staff).	We request you remove this clause, since PDI is clause is included in the Bid, after PDI there won't be any Post delivery test at the branch site.. Kindly consider the same and remove it.	Bidders to refer Corrigendum-1
4	15	SECTION-C /Deliverables and Service Level Agreement.	Payment terms-Point No.4.1 Serial No.1 and 2	60% of cost of per Cash Receipt Printers as per Table -A of Annexure -15 and 30% of cost of per Cash Receipt Printers as per Table -A of Annexure -15	We request you to consider the payment terms as 80% against Delivery and balance 20% against installation along with Proper documents like Invoice copies, POD with installation report with serial number and GST No., etc. As we are submitting the PBG of 5% of the order value for 3 years for warranty and 2 years of AMC.	Bidder to comply with RFP/ GeM terms and conditions
5	16	SECTION-C /Deliverables and Service Level Agreement.	Payment terms-Point No.4.1 Serial No.3	10% of cost of Cash Receipt Printers as per Table-A of Annexure-15 -After Completion of warranty period of 3 years and after deducting applicable penalties and Liquidated damages (if any) as per GeM Terms. Or On submission of a bank guarantee for equivalent to 10% of the cost of Printer.	We request you to clarify on this payment term ie., if a product cost is Rs. 1000/- on delivery and installation the payment is released for 90%.. Balance 10% cost of printer ie., for Rs.100/- we need to provide the BG or for the entire cost of Printer ie., Rs.1000/- we need to provide the BG. Kindly clarify.	Bidder to be submit BG only for the remaining amount.



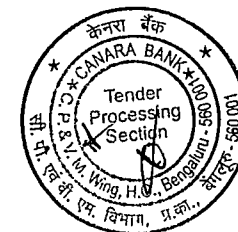
6	16	SECTION-C /Deliverables and Service Level Agreement.	Payment terms-Point No.4.2	Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.	Kindly consider the Scan copies of POD along with Original Invoice with proper details(with GST No., state code and Branch Code etc).. Along with warranty certificate as document for releasing the payment against delivery.	Bidder to comply with RFP/ GeM terms and conditions
7	17	SECTION-C /Deliverables and Service Level Agreement.	Payment terms-Point No.4.3	The vendor has to submit installation report/Sign off report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.	Kindly consider the Scan copies of Installation report along with Original Invoice with proper details(with GST No., state code and Branch Code, Product serial number etc).. Along with warranty certificate as document for releasing the payment against delivery.	Installation report format is to be prepared in consultation with the Bank. Installation report to be duly signed by the Bank officials. Bidder to comply with RFP/ GeM terms and conditions
8	17	SECTION-C /Deliverables and Service Level Agreement.	Penalty and Liquidity damages-Point.No.5.1.3	5.1.3. However, the total Penalty/LD to be recovered under above clauses 5.1.1 & 5.1.2 shall be restricted to 10% of the total value of the order	We request to amend this clause as below :- 5.1.3. However, the total Penalty/LD to be recovered under above clauses 5.1.1 & 5.1.2 shall be restricted to 5% of the total value of the order	Bidder to comply with RFP/ GeM terms and conditions
9	17	SECTION-C /Deliverables and Service Level Agreement.	Penalty and Liquidity damages-Point.No.5.2	In case of defect Cash Receipt Printer (including Additional Printer Cartridge Ribbon and Paper Roll adaptable to the proposed Cash Receipt Printer), 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, Bank shall impose a penalty of Rs. 1000/- per day or part thereof on the respective cost of Cash Receipt Printer. However, the total Penalty/LD to be recovered under this clause shall be restricted to maximum of cost of printer will be levied and deducted from the performance security or such other/any other sums payable to the bidder.	We request you to consider the penalty of Rs 1000/- per day to be reduced to Rs 50/- Per day instead of Rs.1000 per day. However the total Penalty/LD to be recovered under this clause shall be restricted to maximum of 5% of the printer value.	Bidders to refer Corrigendum-1
10	19	SECTION-C /Deliverables and Service Level Agreement.	6. Warranty -Point No.6.3	During the said warranty period of 3 Years, the bidder shall without any extra cost, carry out all routine and special maintenance of the Cash Receipt Printers and attend to any difficulties/defects/replacements that may arise in the operation of the system. There should be regular preventive maintenance at least once in three months.	Since we are submitting the Performance BG and providing the 3 year comprehensive warranty on the product , so kindly consider to remove the Preventive Maintenance clause during warranty and AMC period (The preventive Maintenance cost will indirectly added to product cost and this will increase the product overall value)	Bidders to refer Corrigendum-1



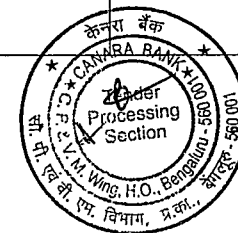
11	20	SECTION-C /Deliverables and Service Level Agreement.	Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)- Point No.7.4	Support for maintenance of Cash Receipt Printers and Other Items supplied should be available for a minimum period of two (2) years after completion of warranty period, 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 (if contracted). All parts should be covered except consumables. Consumables means Ribbon cartridge and Paper Roll.	We request you to consider Printer Head as Consumable Part, after the warranty Period. Support for maintenance of Cash Receipt Printers and Other Items supplied should be available for a minimum period of two (2) years after completion of warranty period, 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 (if contracted). All parts should be covered except consumables. Consumables means Ribbon cartridge, Printer Head, Physical Damages and Paper Roll.	Bidders to refer Corrigendum-1
12	20	SECTION-C /Deliverables and Service Level Agreement.	Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)- Point No.7.9.1	7.9.1.Preventive maintenance like periodical servicing, trouble shooting, settings, adjustments, cleaning, oiling, greasing at periodical intervals (i.e. Quarterly) to ensure	We request you to remove Preventive Maintenance for every 3months during the AMC Period.	Bidder to comply with RFP/ GeM terms and conditions
13	20	SECTION-C /Deliverables and Service Level Agreement.	Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)- Point No.7.10	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. 1000/- 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.	We request to amend this clause as below :- Any breakdown of the machine/ shortfall in its performance will be intimated to be down by 3.00 p.m. on a given date to the selected bidder by Bank and the selected bidder shall attend to the fault and rectify the same latest in next three (3) working days of reporting the fault. If the machine is not put back into satisfactory operation beyond permissible limit, a penalty at the rate of Rs. 50/- per working day per machine subject to a maximum of 5 % of Quarterly AMC Cost per Machine will be imposed and the same will be deducted from the AMC cost.	Bidders to refer Corrigendum-1
14	20	Annexure-2	Pre Qualification Criteria-	The Bidder should have supplied & installed at least 500 cash receipt printers (Dot Matrix/ Thermal) in a single order or in cumulative orders in any one of the FY to the same entity during the last 3 years from the date of RFP in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Banks in India.	We request to amend this clause as below :- The Bidder should have supplied & installed at least 500 Dot Matrix/ Thermal printer of the proposed OEM to any single organization in any one of the FY during the last 3 FY ending 2023-2024 in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Banks in India. Or The Bidder / OEM should have supplied & installed at least 500 cash receipt printers (Dot Matrix/ Thermal) in a single order or in cumulative orders in any one of the FY to the same entity during the last 3 years from the date of RFP in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Banks in India/ Central Govt PSU	Bidders to refer Corrigendum-1



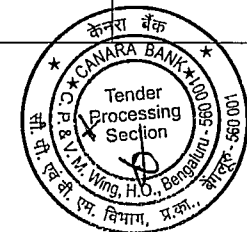
15		General	ISO Certificates		We request to consider the bidder should have ISO 9000 and 27001 Certificates.	Bidder to comply with RFP/ GeM terms and conditions
16	15	SECTION-C /Deliverables and Service Level Agreement.	4. Payment Terms	4.1.The payment of the total amount quoted for Comprehensive AMC 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 Cash Receipt Printers 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.	Printer Head is a consumable. Kindly exclude the same from the service scope during AMC. No preventive maintenance will be done during warranty and AMC. Request to ammend the same.	Bidders to refer Corrigendum-1
17	15	SECTION-C /Deliverables and Service Level Agreement.	3. Acceptance	1.1. Post Delivery Test: Bank reserves the rights to test i.e., one machine for each location after delivery at site. The selection of the machine for testing shall be random selection at Bank's discretion. The cost of such testing and related expenses shall be borne by the Bidder. Any failure of the machines to meet the 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 / installed at the identified branches against the purchase order of this RFP. (Post-delivery Inspection will be conducted by Bank/ Bank Staff).	In case post delivery test is asked for and any issue is found with that particular printer during testing, only that particular printer shall be replaced	Bidders to refer Corrigendum-1
18	16	SECTION-C /Deliverables and Service Level Agreement.	4. Payment Terms	4.2. Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.	Now a days courier companies are not giving original PODs. Scanned copy of the same will be submitted for payment process. Kindly accept the same	Bidder to comply with RFP/ GeM terms and conditions
19	16	SECTION-C /Deliverables and Service Level Agreement.	4. Payment Terms 4.1. Installation and Configuration	2. On installation, Configuration and commissioning and after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms & conditions. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/ offices, while claiming payment.	In case of Site Not Ready at branch for any reasons, Post 30days of delivery, Bank needs to release installation payment of 30% based on SNR report. The same will be installed as and when bank desires.	Bidder to comply with RFP/ GeM terms and conditions



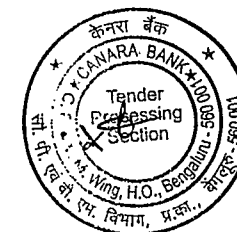
20	17	SECTION-C /Deliverables and Service Level Agreement.	4. Payment Terms 4.1. Installation and Configuration	2. The invoice and installation report should contain the product serial number of the items installed/Configured.	Original/Scanned copy of installation report will be submitted for payment process . Kindly accept the same.	Installation report format is to be prepared in consultation with the Bank. Installation report to be duly signed by the Bank officials. Bidder to comply with RFP/ GeM terms and conditions
21	17	SECTION-C /Deliverables and Service Level Agreement.	5. Penalties & Liquidated damages	5.1.3. However, the total Penalty/LD to be recovered under above clauses 5.1.1 & 5.1.2 shall be restricted to 10% of the total value of the order.	More than 50% of the branches are in Class C and class D. Request to restrict Maximum Delivery and Installation penalty to 5% of the particular unit price	Bidder to comply with RFP/ GeM terms and conditions
22	17	SECTION-C /Deliverables and Service Level Agreement.	5. Penalties & Liquidated damages	5.2. In case of defect Cash Receipt Printer (including Additional Printer Cartridge Ribbon and Paper Roll adaptable to the proposed Cash Receipt Printer), 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, Bank shall impose a penalty of Rs. 1000/- per day or part thereof on the respective cost of Cash Receipt Printer. However, the total Penalty/LD to be recovered under this clause shall be restricted to maximum of cost of printer will be levied and deducted from the performance security or such other/any other sums payable to the bidder.	Product cost is very low. Down time penalty of RS.1000/- per day is very high, Request to ammend the same to Rs.100/- per day. With a maximum cap of Rs.500/-for that particular printer.	Bidders to refer Corrigendum-1
23	18	SECTION-C /Deliverables and Service Level Agreement.	6. Warranty	6.3. During the said warranty period of 3 Years, the bidder shall without any extra cost, carry out all routine and special maintenance of the Cash Receipt Printers and attend to any difficulties/defects/replacements that may arise in the operation of the system. There should be regular preventive maintenance at least once in three months.	During warranty and AMC: Service will be provided for all break down calls .No preventive maintenance will be done during warranty and AMC. Kindly ammend the clause	Bidders to refer Corrigendum-1 for warranty period
24	19	SECTION-C /Deliverables and Service Level Agreement.	6. Warranty	6.5 During Warranty Period Preventive maintenance like periodical servicing, trouble shooting, settings, adjustments, cleaning, oiling, greasing at periodical intervals (i.e. Quarterly) to ensure	No Quarterly Preventive maintenance calls during warranty and AMC. Kindly ammend the clause	Bidders to refer Corrigendum-1
25	20	SECTION-C /Deliverables and Service Level Agreement.	7. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)	7.4 Support for maintenance of Cash Receipt Printers and Other Items supplied should be available for a minimum period of two (2) years after completion of warranty period, 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 (if contracted). All parts should be covered except consumables. Consumables means Ribbon cartridge and Paper Roll.	During AMC: Printer Head is not covered, kindly exclude the same and include in consumables along with Printer Cartridge and paper roll.	Bidders to refer Corrigendum-1



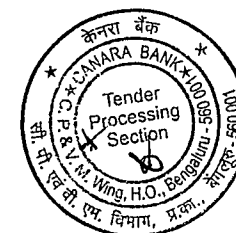
26	20	SECTION-C /Deliverables and Service Level Agreement.	7. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)	7.9.1.Preventive maintenance like periodical servicing, trouble shooting, settings, adjustments, cleaning, oiling, greasing at periodical intervals (i.e. Quarterly) to ensure	No preventive maintenance will be done during warranty and AMC.	Bidder to comply with RFP/ GeM terms and conditions
27	20	SECTION-C /Deliverables and Service Level Agreement.	7. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)	7.10. 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. 1000/- 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.	Product cost is very low. Down time penalty of RS.1000/- per day is very high, Request to ammenid the same to Rs.100/- per day. With a maximum cap of Rs.500/-for that particular printer.	Bidders to refer Corrigendum-1
28	58	Annexure-2 Pre-Qualification Criteria	Annexure-2 Pre-Qualification Criteria	6. The Bidder should have supplied & installed at least 500 cash receipt printers (Dot Matrix/ Thermal) in a single order or in cumulative orders in any one of the FY to the same entity during the last 3 years from the date of RFP in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Banks in India	We had supplied Thermal printers for ticket printing to Railways. Request to ammend clause to Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Banks/Government/Railways/PSUS.	Bidders to refer Corrigendum-1
29	1	GeM Bid Document	Bid Details	Item Category: Dot Matrix Type Cash Receipt Printer (Q2)	We request Bank to consider and amend as : Item Category: Thermal Type Cash Receipt Printer (Q3) and request to consider the bid under Q3 quadrant so as to have more participants to bid.	Bidder to comply with RFP/ GeM terms and conditions
30	2	GeM Bid Document	Bid Details	EMD Detail: EMD Amount: 4350000	We request Bank to consider EMD exemption for all the valid MSME registered companies.	EMD is exempted as per the prevailing guidelines for the eligible bidders
31	58	Annexure-2	Pre-Qualification Criteria	9.The Bidder should have its own/ franchise Service/Support Office at any 15 Circle Office out of the 26 Circle Office locations of the Bank as mentioned in Annexure-9(A) of the RFP to service the Cash Receipt Printers.	We request Bank to permit and allow the bidder to submit a self declaration on opening of service support centers with in 30 days from the date of LOI , at any 15 Circle Office out of the 26 Circle Office locations of the Bank as mentioned in Annexure-9(A) of the RFP to service the Cash Receipt Printers.	Bidder to comply with RFP/ GeM terms and conditions
32	58	Annexure-2	Pre-Qualification Criteria	10. The Bidder should be able to provide qualified service engineers for attending the problems if any during the Warranty / AMC period. The availability of services ofthe Engineers for the proposed locations all over India.	We request Bank to permit and allow the bidder to submit a self declaration on appointment of qualified service engineers for attending the problems for a period of 5 years as per the RFP terms, with in 30 days from the date of LOI.	Bidder to comply with RFP/ GeM terms and conditions
33	69	Annexure-9	Scope of Work	14. Successful bidder will be responsible for affixing asset tags and complete inventory details of each hardware equipment supplied to the Bank. The Asset Tags so printed by the successful bidder must have the company's logo along with other details like Warranty/AMC validity, call logging no., mail id etc. The asset tag details for the Hardware would be mutually decided by the Bank and the successful bidder.	We request Bank to clarify on , the additional cost and commercials involved for the scope of asset tags as described in point 14 of SOW, will also be mutually decided separately with the successful bidder. Please clarify.	No additional cost is permitted. Bidder to comply with RFP/ GeM terms and conditions



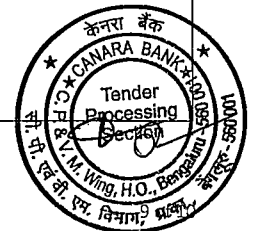
34	70	Annexure-9(A)	Details of Service Support Centres for Bank's Circle Office Locations	Office Locations	We request Bank to permit and allow the bidder to submit a self declaration on opening of service support centers with in 30 days from the date of LOI , at any 15 Circle Office out of the 26 Circle Office locations of the Bank as mentioned in Annexure-9(A) of the RFP to service the Cash Receipt Printers.	Bidder to comply with RFP/ GeM terms and conditions
35	71	Annexure-10	Technical Specifications	2. Print Method	We request Bank to consider 3" Thermal printers also in the scope of supplies and request to make the necessary changes required at all the technical specifications as required for thermal printing also, keeping in view of the cost and ease of maintained of Thermal Printers. As Bank will be also providing SMS provision to the registered mobile number for all the transactions. Please consider and request to make necessary changes.	Bidder to comply with RFP/ GeM terms and conditions
36	77	Annexure-15	Bill of Material	# Bidder has to provide the Thermal Paper Rolls to branches/Bank on demand at the rate quoted above during the entire contract period.	In support to the above point , please consider and continue with Thermal Printing also.	Bidder to comply with RFP/ GeM terms and conditions
37	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6.warranty	6.5. During Warranty Period Preventive maintenance like periodical servicing, trouble shooting, settings, adjustments, cleaning, oiling, greasing at periodical intervals (i.e. Quarterly) to ensure 6.5.1. smooth and trouble free working of the Cash Receipt Printers 6.5.2. the performance of the Cash Receipt Printers at the contracted capacity.	Including the preventive maintenance shall increase the price of the product/Total Cost as the engineer visit may approximately cost 500rs per visit for one printer. ie., 2000rs per year for one printer, then if we consider for 3 years warranty & 2 years AMC then the value will be 10,000rs where for Preventive maintenance. We kindly request you to remove the preventive maintenance clause. Other wise the price of the product will be high considering the Preventive maintenance.	Bidders to refer Corrigendum-1
38	20	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)	7.9.1. Preventive maintenance like periodical servicing, trouble shooting, settings, adjustments, cleaning, oiling, greasing at periodical intervals (i.e. Quarterly) to ensure i. smooth and trouble free working of the Printers ii. the performance of the Printers at the contracted capacity.	Including the preventive maintenance shall increase the price of the product/Total Cost as the engineer visit may approximately cost 500rs per visit for one printer. ie., 2000rs per year for one printer, then if we consider for 3 years warranty & 2 years AMC then the value will be 10,000rs where for Preventive maintenance. We kindly request you to remove the preventive maintenance clause. Other wise the price of the product will be high considering the Preventive maintenance.	Bidder to comply with RFP/ GeM terms and conditions



39	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Payment Terms	<p>60% of cost of per Cash Receipt Printers as per Table-A of Annexure-15 - On delivery of Cash Receipt Printers (including Additional Printer Cartridge Ribbon and Paper Roll adaptable to the proposed Cash Receipt Printer (Pack of 10) on production of relevant documents and after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms & conditions.</p> <p>30% of cost of per Cash Receipt Printers as per Table-A of Annexure-15 - On installation, Configuration and commissioning and after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms & conditions.</p>	<p>We kindly request you to modify the payment term as</p> <p>80% of cost of per Cash Receipt Printers as per Table-A of Annexure-15 - On delivery of Cash Receipt Printers (including Additional Printer Cartridge Ribbon and Paper Roll adaptable to the proposed Cash Receipt Printer (Pack of 10) on submission of relevant documents and after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms & conditions.</p> <p>10% of cost of per Cash Receipt Printers as per Table-A of Annexure-15 - On installation, Configuration and commissioning and after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms & conditions.</p>	Bidder to comply with RFP/ GeM terms and conditions
40	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	5. Penalties & Liquidated damages	<p>5.1.3. However, the total Penalty/LD to be recovered under above clauses 5.1.1 & 5.1.2 shall be restricted to 10% of the total value of the order</p>	<p>We kindly request you to modify the clause as mentioned below,</p> <p>However, the total Penalty/LD to be recovered under above clauses 5.1.1 & 5.1.2 shall be restricted to 5% of the total value of the order</p> <p>as per the standard terms LD restricted to 5% as maximum, in all the tenders.</p>	Bidder to comply with RFP/ GeM terms and conditions



41	20	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)	7.10. 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. 1000/- 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.	Penalty of 1000rs per working day per machine is very high in the context of product ticket cost being very low, Hence we request you to modify the penalty as 50rs per working day per machine. Also north east locations & some rural locations, it may take some more time for servicing considering the part transit. Hence we request you to make 4 working days as TAT for North east locations & Rural locations	Bidders to refer Corrigendum-1
42	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	5. Penalties & Liquidated damages	5.2. In case of defect Cash Receipt Printer (including Additional Printer Cartridge Ribbon and Paper Roll adaptable to the proposed Cash Receipt Printer), 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, Bank shall impose a penalty of Rs. 1000/- per day or part thereof on the respective cost of Cash Receipt Printer. However, the total Penalty/LD to be recovered under this clause shall be restricted to maximum of cost of printer will be levied and deducted from the performance security or such other/any other sums payable to the bidder.	Penalty of 1000rs per working day per machine is very high in the context of product ticket cost being very low, Hence we request you to modify the penalty as 50rs per working day per machine. Also north east locations & some rural locations, it may take some more time for servicing considering the part transit. Hence we request you to make 4 working days as TAT for North east locations & Rural locations	Bidders to refer Corrigendum-1
43	24	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	18. Local support	18.3. Response Time and Meantime to Restore [MTTR] 18.3.1. Response Time shall be 6 hours for Urban/Metro Branches and 8 hours for other locations. MTTR shall be next Business day. 18.3.2. Time specified above is from lodging of complaint.	We request you to modify the clause as mentioned below Response Time shall be "6 Business hours" for Urban/Metro Branches and "8 Business hours" for other locations. MTTR shall be next Business day. 18.3.2. Time specified above is from lodging of complaint.	Bidders to refer Corrigendum-1
44	69	Annexure-9 Scope of Work	Point No. 16	The printer should be delivered with an additional Printer Cartridge Ribbon and a pack of printer adaptable paper roll containing 10 nos.	Please confirm that in the invoice 3 separate line items should be present while supplying the printer (Printer, Additional ribbon & 10 Paper rolls)	The Clause is self explanatory. Bidder to comply with RFP/ GeM terms and conditions
45	58	Annexure-2 Pre-Qualification Criteria	Point No. 6 (Qualification Criteria)	The Bidder should have supplied & installed at least 500 cash receipt printers (Dot Matrix/ Thermal) in a single order or in cumulative orders in any one of the FY to the same entity during the last 3 years from the date of RFP in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Banks in India.	We request you to modify the clause as mentioned below. The Bidder/OEM should have supplied & installed at least 500 same or similar category product in a single order or in cumulative orders in any one of the FY to the same entity during the last 3 years from the date of RFP in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Banks in India/ PSU / State Government / Central government	Bidders to refer Corrigendum-1



46	58	Annexure-2 Pre-Qualification Criteria	Point No. 6 (Documents to be submitted In compliance with Qualification Criteria)	Purchase Order Copies. Along with Satisfactory completion certificate issued by scheduled Commercial Banks/ Financial institutions in India/NBFCs.	We have supplied more than 2000 nos of same cash receipt printers to one of the scheduled bank through our partners/dealers for various PO's. As we have supplied through our partners we are not having the end customer PO copies & also we cannot approach the customer directly for satisfactory completion certificate from the end customer as we have. Hence please allow us to submit the Auditor certificate with UDIN number, stating our previous experience & requesting you to consider the same as the proof of past experience.	Bidder to comply with RFP/ GeM terms and conditions
47		Additional Note	Additional Note	Additional Note	Considering the LD clause, Penalty clause, Preventive maintenance clause & Payment terms, price of the product shall be higher than the GeM price. Because the price of the printer mentioned in the GeM is only with standard warranty with no penalties hence GeM price cannot be compared, for Budgeting.	Bidder to comply with RFP/ GeM terms and conditions

Date :11/06/2024
Place :Bangalore


Deputy General Manager

