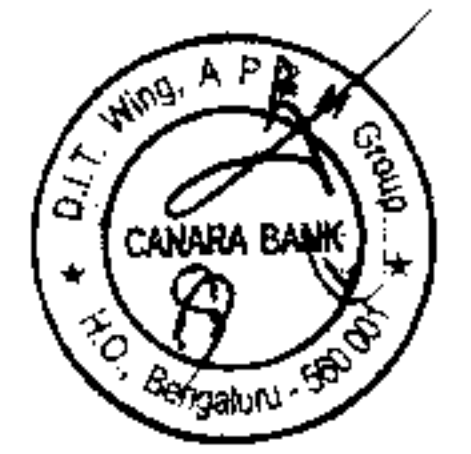


Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	10	8. Scope of Work	8.8. During installation if the bank requires any new Software/OS/Utility, vendor has to install without any cost where the licenses of the software are with the Bank.	Please drop this clause, as this is not relevant for printers	The RFP Clause Stands deleted.
2	10	8. Scope of Work	8.12. The Bidder shall provide all other required equipments and services if any, whether or not explicitly mentioned in this RFP, to ensure the successful installation and functioning of the Hardware Items ordered to the respective Branches/Offices.	Bidder will not be able to give anything beyond that is mentioned in RFP. All installation will be done as per scope mentioned in the RFP. If Bank wants any other equipment or services etc, that should be clearly mentioned in scope of work.	Bidder has to comply with the RFP Terms.
3	15	15. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD:	15.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.20,00,000/- (Rupees Twenty Lakhs Only) by way of Demand Draft drawn on any Scheduled Commercial Bank In India in favour of Canara Bank, payable at Bengaluru and should be kept along with the Part-A - Conformity to Eligibility Criteria.	We request Bank to consider 10 Lakhs looking at the size of the bid	Bidder has to comply with the RFP Terms.
4	22	34. Award of Contract:	34.2. The contract shall, be awarded and the order shall be placed on selected L1 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 Bank to split the order into two, i.e., L1 & L2 bidders for getting better response since Printers needs to be supplied pan India	Bidder has to comply with the RFP Terms.
5	24	38. Security Deposit / Performance Bank Guarantee:	38.4. Security Deposit/Performance Bank Guarantee should be valid for Five (5) years from the date of acceptance of Order and shall be retained till the completion of warranty period. The guarantee should also contain a claim period of Three months from the last date of validity. Bidder should undertake to extend the validity of the Bank Guarantee for further period invariably as per RFP Terms.	Request bank to split the period of PBG into two. Initially for 3 yrs & then renew the same for further 2 years. This is because most the banks now do not give BG for such a long period.	Bidder has to comply with the RFP Terms.



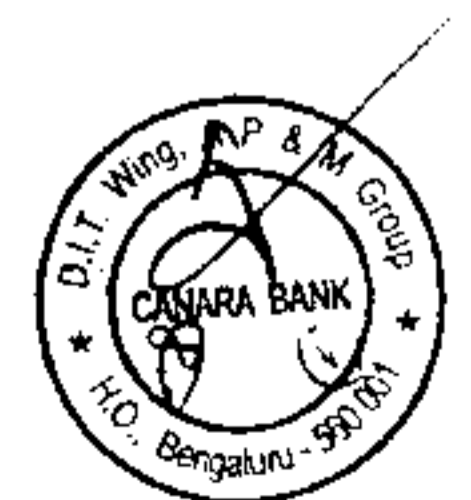
6	25	40. Delivery, Installation & Commissioning:	40.2. Delivery of all Passbook Printers should be within <u>4 weeks</u> from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be <u>5 Weeks</u> . Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	requested change the delivery 6 weeks for non permit locatiins and 7 weeks for permit locatiions	RFP Clause is modified as under: "40.2. Delivery of all Passbook Printers should be within <u>5 weeks</u> from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be <u>6 Weeks</u> . Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post."
7	25	40. Delivery, Installation & Commissioning:	40.2. Delivery of all Passbook Printers should be within <u>4 weeks</u> from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be <u>5 Weeks</u> . Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Request bank to amend to 6 weeks from date of Acceptance .	RFP Clause is modified as under: "40.2. Delivery of all Passbook Printers should be within <u>5 weeks</u> from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be <u>6 Weeks</u> . Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post."
8	25	40. Delivery, Installation & Commissioning:	40.2. Delivery of all Passbook Printers should be within 4 weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 5 Weeks. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Since it is a rate contract & purchase will be multi location pan India, request Bank to provide atleast 6 weeks for urban areas & 8 weeks for road permit locations	RFP Clause is modified as under: "40.2. Delivery of all Passbook Printers should be within <u>5 weeks</u> from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be <u>6 Weeks</u> . Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post."



9	25	40. Delivery, Installation & Commissioning:	40.3. The successful bidder should ensure installation, configuration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 1 week from the date of delivery of all the materials for each ordered locations.	please clarify the site not ready locations	Bidder has to comply with the RFP Terms.
10	25	40. Delivery, Installation & Commissioning:	40.3. The successful bidder should ensure installation, configuration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 1 week from the date of delivery of all the materials for each ordered locations.	Request Bank to provide 2 weeks	Bidder has to comply with the RFP Terms.
11	27	44. Payment Terms:	44.1. Payment schedule will be as under: Sl. No. - Payment Stages - % of Payment a. Delivery 70% b. Installation & Maintenance 30%	request to make 80% payment on delivery proof along with invoice	Bidder has to comply with the RFP Terms.
12	27	44. Payment Terms:	44.1. Payment schedule will be as under: Sl. No. - Payment Stages - % of Payment a. Delivery 70% b. Installation & Maintenance 30%	request to make 20% payment on installation of hardware on submission of installation report	Bidder has to comply with the RFP Terms.
13	27	44. Payment Terms:	44.1. Payment schedule will be as under: Sl. No. - Payment Stages - % of Payment a. Delivery 70% b. Installation & Maintenance 30%	These are all plug & play devices. So, payment terms should be 90% on delivery & 10% on installation.	Bidder has to comply with the RFP Terms.
14	28	46. Local Support:	46.3. Response Time and Meantime to Restore [MTTR] 46.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be a Business day. 46.3.2. Time specified above is from lodging of complaint.	request to change to 8 hours for urban branches and 16 hours for other location from the call logging	Bidder has to comply with the RFP Terms.
15	28	46. Local Support:	46.3. Response Time and Meantime to Restore [MTTR] 46.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be a Business day. 46.3.2. Time specified above is from lodging of complaint.	Please make MTTR next Business day for Urban locations and Two business day for non urban locations.	Bidder has to comply with the RFP Terms.

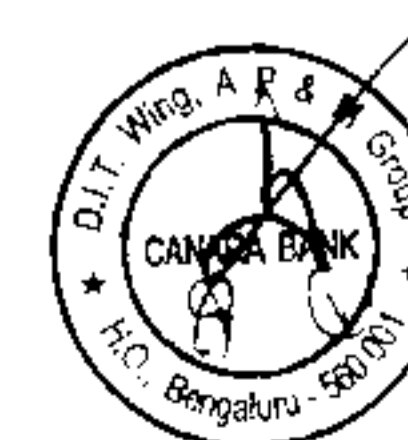


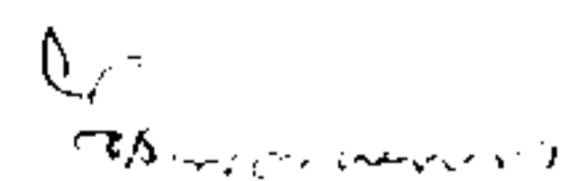
16	29	49. Warranty:	49.1. The entire equipments / hardware (including OS) & software deployed for this project shall be under Comprehensive Onsite Warranty covering all parts including the display panel, updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of 5 years from the Date of Installation/commissioning.	request to chnage to 3 years warranty and 2 year AMC after completion of warranty, from the date of installation or 62 monts from the date of delivery which ever earler	RFP Clause is modified as under: "49.1. The entire equipment / hardware (including OS) & software deployed for this project shall be under Comprehensive Onsite Warranty covering all parts including the display panel, 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 5 years from the Date of Installation/commissioning. <u>However, Physically damaged Plastic parts and consumable (Cartridge) are not covered under Warranty"</u>
17	29	49. Warranty:	49.1. The entire equipments / hardware (including OS) & software deployed for this project shall be under Comprehensive Onsite Warranty covering all parts including the display panel, 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 5 years from the Date of Installation/commissioning.	We request bank to Amend it to 5 years warranty with printer head covered with 3 years warranty	RFP Clause is modified as under: "49.1. The entire equipment / hardware (including OS) & software deployed for this project shall be under Comprehensive Onsite Warranty covering all parts including the display panel, 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 5 years from the Date of Installation/commissioning. <u>However, Physically damaged Plastic parts and consumable (Cartridge) are not covered under Warranty"</u>



18	29	50. Annual Maintenance Contract (If Contracted):	50.2. Support for maintenance of Passbook Printers (including OS and software license) and Other Items supplied should be available for a minimum period of 1 year, 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 plastic parts and consumables. i.e., The offer for Passbook Printers must include comprehensive onsite free warranty and AMC period for a total duration of Six (6) years from the date of installation and acceptance of system by the bank.	Statement is contradictory ,kindly clarify ..	RFP Clause is modified as under: "50.2. Support for maintenance of Passbook Printers (including OS and software license) and Other Items supplied should be available for a minimum period of 1 year, covering all parts, maintenance and support, after expiry of warranty period. The bidder/vendor has to replace all the defective spares during Warranty period of <u>5 Years and AMC Period of 1 Year.</u> All parts should be covered except <u>physically damaged plastic parts and consumable (Cartridge) during Warranty and AMC Period.</u> The offer for Passbook Printers must include comprehensive onsite free warranty and AMC period for a total duration of Six (6) years from the date of installation and acceptance of system by the bank. "
19	30	52. Spare Parts:	52.1. The vendor shall make available the spare parts, components etc. for the systems for a period to be specified by the Bank, during warranty and AMC period.	We request Bank to remove the clause as Bank is already has mentioned MTTR and Vendor needs to respond as per the stipulated time	Bidder has to comply with the RFP Terms.
20	41	Annexure-3 Eligibility Criteria Declaration Point No. e	Eligibility Criteria: Minimum 2000 Nos. of Passbook Printers of the proposed OEM (not necessarily the model) offered to Bank in this RFP should have been supplied to BFSI Sector in India (not necessarily by the bidder) during last 3 years from 01/08/2014 to 31/07/2017. Bidder Response: Purchase Order Copies Or Letters from the Customers from BFSI Sector duly mentioning the Make of the Passbook Printers from the Customers to this effect are to be enclosed.	We are supplying through NSI (National System Integrated) partners we are not directly supplied to customers, please accept NSI PO placed on us.	Bidder has to comply with the RFP Terms.
21	72	Appendix-G	Location Details	Please provided locations with quantity distribution.	Details will be shared with the selected Bidder

Date: 01/09/2017
Place: Bengaluru




 Deputy General Manager