

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	9	B. INTRODUCTION	4. Objective:	4.1. The Objective of this RFP is to enter into Rate Contract with Selected Bidder for Supply, Installation and Maintenance of Laserjet Printers. This Rate Contract will be applicable for all the Branches/Offices of Bank across India. The requirement mentioned in the RFP is estimated only and Bank will place the purchase order through its Circle Offices and Head Office and other offices based on requirement during the validity period.	We understand that order will not be placed from Branch Offices. Kindly confirm	Order will be placed from Circle offices and various Wings of Head Office of the Bank.
2	10	B. INTRODUCTION	7. Requirement Details:	7.2. It may be noted that the requirement given in this RFP is indicative only and may vary as per actual needs. Also note that there is no minimum purchase commitment by the Bank to the Bidder. Bank shall procure the Laserjet Printers as and when requirement arises at the rates fixed and on the terms & conditions of this RFP.	We understand that quantity variation will only be +/- 25% as mentioned in clause 7.4 on page 11. Kindly confirm	Yes. 25% quantum is on the total quantity mentioned in Bill of Material.
3	11	B. INTRODUCTION	8. Scope of Work:	<p><b>8.3. Project Completion and Management</b></p> <p><b>8.3.1. For smooth completion of project, <u>the Bidder should identify one or two of its representatives at Bengaluru as a single point of contact for the Bank.</u></b></p> <p><b>8.3.2. Project implementation team should be conversant with local rules and conditions to resolve the issues, if any.</b></p>	We request that Single point of contact can be based out of any city, but will however participate in all calls and ensure smooth completion of project	Bidder has to comply with RFP Terms.
4	12	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Delivery & Installation:	1.2. Delivery of all Laserjet Printers should be within 5 weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 6 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	<b>RFP Clause is modified as under:</b> "1.2. Delivery of all Laserjet Printers should be <u>within Six (6) weeks</u> from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations <u>will be Seven (7) 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, E-Way bill 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."



5	12	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Delivery & Installation:	1.2. Delivery of all Laserjet Printers should be within 5 weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 6 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.	We understand that date of last material delivered refers to the date of last material delivered of a particular order. Kindly confirm	Bidder has to comply with RFP Terms.
6	12	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Delivery & Installation:	1.2. Delivery of all Laserjet Printers should be within 5 weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 6 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.	We understand that date of last material delivered refers to the date of last material delivered of a particular locataion. Kindly confirm. Also we request 1 extra week for deivery at North East J&K,Lakshwadeep ,Port Blair Locations instead on Raod Permit Locations.	<b>RFP Clause is modified as under:</b> "1.2. Delivery of all Laserjet Printers should be <u>within Six (6) weeks</u> from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations <u>will be Seven (7) 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, E-Way bill 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	12	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Delivery & Installation:	1.3. The successful bidder should ensure installation 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	<b>RFP Clause is modified as under:</b> "1.3. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office <u>within Two (2) weeks</u> from the date of delivery of all the materials for each ordered locations. "



8	12	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Delivery & Installation:	1.3. The successful bidder should ensure installation 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.	We request the clause to be amended as below : The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/ office within 1 week 7 working days from the date of delivery of all the materials for each ordered locations. Also for North East, J&K, Lakshwadweep and Portblair, please allow 10 working days from delivery date to complete the installaation	<b>RFP Clause is modified as under:</b> "1.3. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office <u>within Two (2) weeks</u> from the date of delivery of all the materials for each ordered locations. "
9	12	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	2. Pre-Dispatch Inspection (PDI)	2.1. The Bank and/or its nominated officials/consultants may carry out pre-dispatch inspection of all ordered equipment or any part thereof before delivery. On account of PDI, there will not be any change in delivery terms and conditions. However, the bank will have the discretion to conduct PDI.	We understand that time taken for Pre Dispatch Inspection will be excluded from total delivery timeline of 5 weeks. Kindly Confirm	Bidder has to comply with RFP Terms.
10	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	2. Pre-Dispatch Inspection (PDI)	2.2. The selected bidder shall inform his readiness for pre-dispatch inspection at least 7 days in advance. Inspection of the ordered equipment to be supplied to the Bank shall be carried out at bidder's site/facility. There shall not be any additional charges payable by the Bank for such inspection. However, the Bank will have the discretion to recover the costs related to travel and stay of its staff/consultants from the bidders if the ordered equipment offered for inspection are not as per the Bank's order or if the vendor fails to comply with the test and inspection procedure.	Request Bank to provide extra one wek	Bidder has to comply with RFP Terms.
11	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. Penalties / Liquidated Damages:	3.1. Penalties/Liquidated damages for delay in Delivery and Installation, of Laserjet Printers in all locations would be as under. 3.1.1. Non-compliance of the delivery clauses (1.2) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in delivery per Laserjet Printers, per week or part thereof, on the invoice value of the Laserjet Printers wise.	We understand penalty of 0.5(Plus GST) on delay in delivery will be for the Undelivered Invoice value. Kindly confirm	Bidder has to comply with RFP Terms.

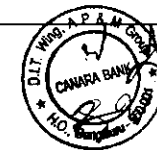


Pre-Bid Queries and Replies for RFP 13/2018-19 dated 20/12/2018 for Supply, Installation and Maintenance of Laserjet Printers under Rate Contract

12	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. Penalties / Liquidated Damages:	<p>3.1. Penalties/Liquidated damages for delay in Delivery and Installation, of Laserjet Printers in all locations would be as under.</p> <p>3.1.2. Non-compliance of the installation clauses (1.3) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in installation per Laserjet Printers, per week or part thereof, on the invoice value of the Laserjet Printers wise.</p>	We understand that penalty of 0.5%( Plus GST) on delay in installation will be on Uninstalled invoice value. Kindly confirm	Bidder has to comply with RFP Terms.
13	14	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	4. Payment Terms:	<p>4.1. Payment schedule will be as under:</p> <p>Sl. No. Payment Stages Percentage of Payment Condition/Remarks</p> <p>2. Installation &amp; maintenance 30% on successful installation of Hardware/Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.</p>	Installation Maintenance: 10% of the total cost will be released after successful installation of Hardware/Software items supplied as per scope of work. The vendor has to submit installation reports duly signed by the bank officials of the respective branches/offices while claiming payment. The invoice and installation report should contain the product serial number of the item supplied.	Bidder has to comply with RFP Terms.
14	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	4. Payment Terms:	<p>4.1. Payment schedule will be as under:</p> <p>Sl. No. Payment Stages Percentage of Payment Condition/Remarks</p> <p>1. Delivery 70% on delivery of all Hardware &amp; Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes &amp; 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</p>	Payment Terms: 90% on delivery of all hardware & software items on production of relevant documents. Please note that originals of invoices (Plus One Copy) reflecting taxes and duties, proof of delivery duly signed by bank/officials of the respective branches/office and manufacturer's/Supplier's warranty certificate should be submitted while claiming payment in respect of orders placed.	Bidder has to comply with RFP Terms.
15	13/14	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	4. Payment Terms:	30% of the total cost will be released after successful installation of Hardware/ Software items supplied as per Scope of Work.	We request that in case the Site is not ready within 30 days of delivery, balance 30% payment should be released upon undertaking by the bidder that installation will be ready as soon as site is ready	Bidder has to comply with RFP Terms.



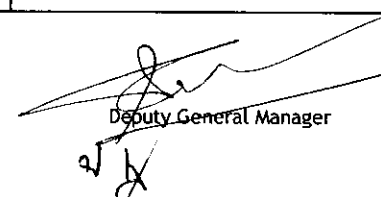
16	14	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Local Support:	5.3. Response Time and Meantime to Restore [MTTR] 5.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be a Business day.	Please make MTTR next Business day for Urban locations and Two business day for non urban locations.	Bidder has to comply with RFP Terms.
17	14	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Local Support:	5.3. Response Time and Meantime to Restore [MTTR] 5.3.1. <u>Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be a Business day.</u> 5.3.2. Time specified above is from lodging of complaint.	We request the Mean Time to Resolve as 1 Business Day for Class A Cities 2 Business Day for Class B Cities 3 Business Day for Class C Cities	Bidder has to comply with RFP Terms.
18	29	F. OWNERSHIP & AWARDING OF CONTRACT	8. Security Deposit / Performance Bank Guarantee:	8.1. The successful bidder should submit a Security Deposit / Performance Guarantee for 15% of total value of the contract within 15 days from the date of acceptance of the Order.	We request you to kindly change as, The successful bidder submit a Security deposit/ performance Guarantee for 10% of total value of the contract within 21 days from the date of acceptance of the order	Bidder has to comply with RFP Terms.
19	40	H. PURCHASE PREFERENCE	NA	NA	Since the supply Pan india, the Bank should not dependent on one Vendor. We request Bank to incorporate split order clause in 60:40 ratio between L1 & L2 bidders if L2 is ready to match L1 price	Bidder has to comply with RFP Terms.
20	58	Annexure-7	Technical Requirements for Laserjet Printers in Canara Bank Point No. 4	4. Print Method: Laserjet Printer with integrated Toner and Drum	Request you to change the clause of S.No 4. Print Method - LaserJet Printer with integrated Toner and Drum to separate toner and drum technology.	Bidder has to comply with RFP Terms.
21	58	Annexure-7	Technical Requirements for Laserjet Printers in Canara Bank Point No. 4	4. Print Method: Laserjet Printer with integrated Toner and Drum	Integrated drum and toner is laser print technology available with only few OEM's, hence all printer OEMS can not participate. We request you to allow separate drum and toner technology also to enable maximum participation and for canara bank it does not impact on commercial's.. its just print technology.. allowing only composite is giving chance only to one or two OEM's.	Bidder has to comply with RFP Terms.



Pre-Bid Queries and Replies for RFP 13/2018-19 dated 20/12/2018 for Supply, Installation and Maintenance of Laserjet Printers under Rate Contract

22	NA	NA	NA	NA	Any increase in dollar rate beyond 2%, customer will pay extra on the price of the product contracted for without taxes.	Bidder has to comply with RFP Terms.
23	NA	NA	NA	New Clause Proposed Limitation of Liability	The Vendor's liability to Purchaser under this Agreement is limited to the amount payable by the Purchaser to the Vendor for the relevant Order. Neither the Purchaser nor the Vendor will be liable for lost revenues or profits, downtime costs, loss or damage to data or indirect, special or consequential costs or damages.	Bidder has to comply with RFP Terms.
24	NA	NA	NA	New Clause Proposed Advance forecast	Since the lead time for Printers is 6 to 8 weeks, request the Bank to provide 4 weeks advance forecast	Bidder has to comply with RFP Terms.

Place: Bangalore  
Date: 03/01/2019

  
Deputy General Manager

