

Pre-Bid Queries and Replies for RFP 12/2017-18 Dated 31/08/2017 for Supply, Installation and Maintenance of Laserjet Printers under Rate Contract

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	Please drop this clause, as this is not relevant for printers	This RFP Clause stands deleted.
2	10	8.12	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 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.25,00,000/- (Rupees Twenty Five 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 15 Lakhs looking at the size of the bid	Bidder has to comply with 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 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 RFP Terms.



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6	25	40. Delivery, Installation & Commissioning:	40.2. Delivery of all Laserjet 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 Laserjet 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>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."
7	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 RFP Terms.
8	26	42. Penalties/Liquidated Damages:	42.2. In case faulty Laserjet Printers are not repaired/replaced within a Business day as per clause 46.3, Bank shall impose a penalty of Rs. 100 (Plus GST) per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 5% (Plus GST) of the total value of the order.	We request to amend period for rectification/resolution to: - 2 Business days for Metro and Class A cities - 3 Business days for state capital & tier 2 cities - 5 Business days for rest of the cities	Bidder has to comply with RFP Terms.
9	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 RFP Terms.
10	27	44. Payment Terms:	44.2. Payments shall be released upon submission of relevant documents as per RFP terms and found in order by the respective offices, who have placed order on the selected Bidder.	We request you to add below mentioned line in Clause 44.2: Payment shall be released within 30 days from submission of invoice with all relevant documents to the Bank.	RFP Clause is modified as under: "44.2. Payments shall be released <u>within 30 days</u> upon submission of relevant documents as per RFP terms and found in order by the respective offices, who have placed order on the selected Bidder."



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11	27	45	45. Order Cancellation/Termination of Contract:	a) We request you that order/contract should be terminated only in case of material breach by the supplier b) In case of termination /cancellation , Bank should be paying to the supplier for the equipment successfully delivered to the Bank till the date of termination.	Bidder has to comply with RFP Terms.
12	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	Please make MTTR next Business day for Urban locations and Two business day for non urban locations.	Bidder has to comply with RFP Terms.
13	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 RFP Terms.
14	33	61. Insurance:	The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Laserjet Printers. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Laserjet Printers.	1) We request to amend the Insurance requirement till delivery to the Consignee, as the materials are in possession of the Bank after Delivery. 2) HP is self-insured for any risks during transit of materials, till delivery to the Consignee. HP will provide its own self-insurance certificate for all materials till delivery at Banks site. Request your confirmation.	Bidder has to comply with RFP Terms.
15	41	Annexure-3 Eligibility Criteria Declaration Point No. f	<u>Eligibility Criteria:</u> The Bidder should have supplied 1000 Laserjet Printers to Government Department/Financial Institution/Public Sector Units/Scheduled Commercial Bank in India in last two years (i.e. from 01/08/2014 to 31/07/2017). <u>Bidder Response:</u> The Bidders has to provide order copy/reference Letter from in their name from Government Department/Financial Institution/ Public Sector Units/Scheduled Commercial Bank in India.	Request bank to add "reputed companies" also in this clause.	<u>Eligibility Criteria is modified as under:</u> "The Bidder should have supplied 1000 Printers to Government Department/Financial Institution/Public Sector Units/Scheduled Commercial Bank in India in last two years (i.e. from 01/08/2014 to 31/07/2017). <u>Bidder Response:</u> The Bidders has to provide order copy/reference Letter from in their name from Government Department/Financial Institution/ Public Sector Units/Scheduled Commercial Bank in India.



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17	53	Annexure-10 Technical Specifications for Laserjet Printers Point No. 3	<u>3. Print Speed:</u> Minimum 35 ppm	Bank need to confirm that asked speed of 35 PPM is in A4.	<u>Technical specification is modified as under:</u> <u>"3. Print Speed:</u> Minimum 35 ppm for A4 Paper"
18	53	Annexure-10 Technical Specifications for Laserjet Printers Point No. 3	<u>3. Print Speed:</u> Minimum 35 ppm	Request 40PPM	<u>Technical specification is modified as under:</u> <u>"3. Print Speed:</u> Minimum 35 ppm for A4 Paper"
19	53	Annexure-10 Technical Specifications for Laserjet Printers Point No. 3	<u>3. Print Speed:</u> Minimum 35 ppm	Request you to consider: Minimum 33 PPM or Above will come with only one OEM making the changes will not affect any productivity of the printer.	<u>Technical specification is modified as under:</u> <u>"3. Print Speed:</u> Minimum 35 ppm for A4 Paper"
20	53	Annexure-10 Technical Specifications for Laserjet Printers Point No. 4	<u>4. Print Method:</u> Serial or impact dot matrix	Canara Bank has mentioned the print method as "Serial or Impact Dot Matrix", it should be mentioned as LASERJET Printers	<u>Technical specification is modified as under:</u> <u>"4. Print Method:</u> LaserJet Printer"



21	53	Annexure-10 Technical Specifications for Laserjet Printers Point No. 4	<u>4. Print Method:</u> Serial or impact dot matrix	It should be laser , as you have asked for Laser printer	Technical specification is modified as under: "4. <u>Print Method:</u> LaserJet Printer"
22	53	Annexure-10 Technical Specifications for Laserjet Printers Point No. 6	<u>6. Print Handling:</u> Two Trays. Multipurpose tray of 200 pages input and other tray of 50 pages input capacity	Input tray capacity 250 sheets and above and Multipurpose tray of 50 sheets capacity.	Technical specification is modified as under: "6. <u>Print Handling:</u> Two Trays. i. Multipurpose tray should have minimum 50 pages input capacity. and ii. Main tray should have 200 pages input capacity."
23	53	Annexure-10 Technical Specifications for Laserjet Printers Point No. 6	<u>6. Print Handling:</u> Two Trays. Multipurpose tray of 200 pages input and other tray of 50 pages input capacity	Normally multi purpose try will have 50 pages capacity and main tray will have 250 pages capacity.	Technical specification is modified as under: "6. <u>Print Handling:</u> Two Trays. i. Multipurpose tray should have minimum 50 pages input capacity. and ii. Main tray should have 200 pages input capacity."
24	53	Annexure-10 Technical Specifications for Laserjet Printers Point No. 6	<u>6. Print Handling:</u> Two Trays. Multipurpose tray of 200 pages input and other tray of 50 pages input capacity	should we read it as: Two Trays: one tray of 200 pages input and other Multipurpose tray of 50 pages input capacity	Technical specification is modified as under: "6. <u>Print Handling:</u> Two Trays. i. Multipurpose tray should have minimum 50 pages input capacity. and ii. Main tray should have 200 pages input capacity."



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25	53	Annexure-10 Technical Specifications for Laserjet Printers Point No. 8	8. Duty Cycle: Minimum 50000 A4 pages	Since bank is buying 35ppm duty cycle of 55000 is to less request to amend it to 80000	Bidder has to comply with RFP Terms.
26	53	Annexure-10 Technical Specifications for Laserjet Printers Point No. 12	12.Processor Speed: Minimum 1000 MHz	request you to consider: Minimum 500 MHZ or above, as 1000MHZ come with only one OEM and this processor speed will not disturb your efficiency of the print quality	Bidder has to comply with RFP Terms.
27	53	Annexure-10 Technical Specifications for Laserjet Printers Point No. 12	12.Processor Speed: Minimum 1000 MHz	Request for 800Mhz and above	Bidder has to comply with the RFP Terms.
28	53	Annexure-10 Technical Specifications for Laserjet Printers Point No. 13	13. Memory: Minimum 128 MB expandable up to 512MB	Offlate most of laser printer is coming up with 512mb , request Bank to standardise to 512 MB.	Technical specification is modified as under: "13. Memory: Minimum 128 MB"
29	53	Annexure-10 Technical Specifications for Laserjet Printers Point No. 14	14. Connectivity: Minimum 1 USB 2.0 port or higher and 10/100Base-T Ethernet or higher Network port	Kindly Amend it to USB, Ethernet, Gigabit Ethernet and Wifi faster and ease printing	Bidder has to comply with RFP Terms.
30	53	Annexure-10 Technical Specifications for Laserjet Printers	add: Toner Cartridges	Printers should be supplied with integrated drum and tonner technology & should be able to print atleast 12000 normal office documents.	Following specification is added for LaserJet Printer: "19. Toner/Cartridge: Printers should be supplied full Capacity integrated Toner. 2 Cartridges for printing 12,000 page each also to be supplied along with Printer"

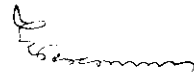


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31	72	Appendix-G	Location Details	Please provided locations with quantity distribution.	Details will be shared with the selected Bidder.
32	NA	NA	New Clause: Dollar Escalation	Any increase in dollar rate beyond 2%, customer will pay extra on the price of the product contracted for without taxes.	Clause suggested by the Bidder is not acceptable to the Bank. Bidder has to comply with the RFP Terms.

Date: 11/09/2017

Place: Bengaluru


Deputy General Manager

