

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	10	<b>B.INTRODUCTION</b>	<b>6. Participation Methodology:</b>	6.3. If any product of OEM is being quoted in the tender, the OEM cannot bid for any other OEM's product in the same tender.	If OEM is not participating directly in the tender, can the OEM supply the printer to multiple bidders for the same tender?	Please refer clause 6.1 and 6.2 in Section B.
2	12	<b>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</b>	<b>1. Delivery &amp; Installation:</b>	1.2. Delivery of all Passbook 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.	Request you to change the same from 5 weeks to 7 weeks for all locations, due to PDI	RFP Clause is modified as under: "1.2. Delivery of all Passbook Printers should be within 6 weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 7 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, 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."
3	12	<b>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</b>	<b>1. Delivery &amp; Installation:</b>	1.2. Delivery of all Passbook 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	RFP Clause is modified as under: "1.2. Delivery of all Passbook Printers should be within 6 weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 7 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, 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."



**Pre-Bid Queries and Replies for RFP 14/2018-19 dated 20/12/2018 for Supply, Installation and Maintenance of Passbook Printers under Rate Contract**

4	12	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	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 you to change the same for 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 10days from the date of delivery of all the materials for each ordered locations.	RFP Clause is modified as under: "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 Two (2) weeks from the date of delivery of all the materials for each ordered locations. "
5	12	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	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	RFP Clause is modified as under: "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 Two (2) weeks from the date of delivery of all the materials for each ordered locations. "
6	12	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	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.	Request Bank to provide extra one week	Bidder has to comply with RFP Terms.
7	13	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	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	We request you to change that the inspection charges at the bidders facility will be taken care by the Bank.	Bidder has to comply with RFP Terms.



8	13	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	4. Payment Terms:	Delivery: 70% on delivery of all the hardware & Software items on production of relevant documents. Please note that originals of invoices (plus one copy) reflecting taxes & 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.	Request to change it as Delivery: 90% on delivery of all the hardware & Software items on production of relevant documents. Please note that originals of invoices (plus one copy) reflecting taxes & 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.
9	13	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	4. Payment Terms:	Installation Maintenance: 30% 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 Branche/offices, while claiming paayment. The invoice and installation report should contain the product serial number of the items supplied.	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 Branche/offices, while claiming paayment. The invoice and installation report should contain the product serial number of the items supplied.	Bidder has to comply with RFP Terms.
10	13	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	4. Payment Terms:	Payment terms	Request payment for 90% against Delivery and 10% against Installation	Bidder has to comply with RFP Terms.
11	14	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	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.	Request you to change from 6hrs to 12 hrs and for 8 hrs to 24 hrs.	Bidder has to comply with RFP Terms.
12	14	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	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.



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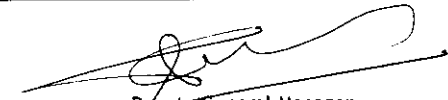
13	29	<u>F. OWNERSHIP &amp; AWARDING OF CONTRACT</u>	8. Security Deposit / Performance Bank Guarantee:	8.1. The successful bidder should submit a Security Deposit / Performance Guarantee for 15% of total value of the contract within 15 days from the date of acceptance of the Order.	We request you to change the Security deposit /Performance guarantee for 10% of the total value of the contract with in 15days from the date of acceptance of the order.	Bidder has to comply with RFP Terms.
14	29	<u>F. OWNERSHIP &amp; AWARDING OF CONTRACT</u>	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.
15	40	H. PURCHASE PREFERENCE	SECTION-H	Purchase preference	Since the supply Pan india, the Bank should not dependent on one Vendor. We request Bank to incorporate split order cluase in 60:40 ratio between L1 & L2 bidders if L2 is ready to match L1 price	Bidder has to comply with RFP Terms.
16	48	Annexure-2	Eligibility Criteria Declaration	Eligibility Criteria : e. The Bidder should have supplied 500 Passbook & Laserjet Printers to Government Department/ Financial Institution/Public Sector Units/Scheduled Commercial Bank in India during the period from 01/12/2015 to 30/11/2018.  Documents to be submitted: 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 modify the clause to "The bidder / OEM Should have supplied 500 Passbook or Laser Jet Printers to Government Department / Financial Institution / Public Sector Unit / Scheduled commercial bank in India during the period from 01/12/2015 to 30/11/2018".	Bidder has to comply with RFP Terms.
17	NA	New Clause: Dollar Escalation	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.	Bidder has to comply with RFP Terms.
18	NA	NA	NA	NA	Request the Bank to consider POD Soft copy (print out can be taken) as Proof of delivery as we don't give separate Delivery Challan under GST, Most of the Couriers are offering only Soft Copy.	Bidder has to comply with RFP Terms.



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19	NA	NA	NA	NA	Invoice Original (Second Copy) Can be submitted for Payment as the Original is sent along with the Printer to the Branch.	Bidder has to comply with RFP Terms.
20	NA	NA	NA	NA	Will the Proposal for L1 calculation be considered total for 3 Years warranty + 2years AMC? Or 3 years warranty separate and AMC rate separate. Refer Page 16 clause 9.3. This portion is not clear.	L1 calculation will be based on total cost (column K) of Table-A in Annexure-14 (Bill of material).

Place: Bangalore  
Date: 04/01/2019

  
Deputy General Manager  
NA

