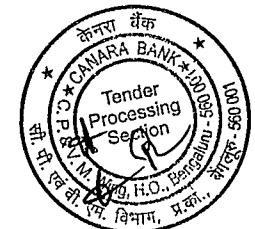
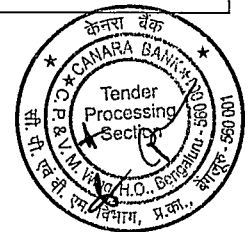


Pre Bid Queries for the GEM BID No: GEM/2024/B/5135901 dated 08/07/2024 RFP for Selection of Vendor for Supply, Installation and Maintenance of Cash Receipt Printers in PAN India Branches/Offices of Canara Bank

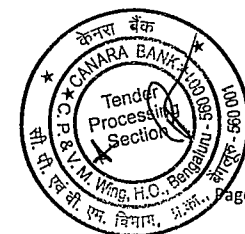
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
1	18	SECTION-C /Deliverables and Service Level Agreement.	5. Penalty and Liquidity damages.	5.2. In case of defect Cash Receipt Printer (including Additional Printer Cartridge 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. 200/- 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 amend this clause as below:- We request you to consider the consider the penalty of Rs 50/- per day if the bidder is not able to rectify the printer with in 3 working days from the date of lodging the compliant to the bidder. However the total Penalty/LD to be recovered under this clause shall be restricted to maximum of 5% of the printer value.	Bidder to comply with RFP Terms and conditions
2	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 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. 6.5.3. Maintenance of Cash Receipt Printers & other items including Software drivers	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 Period.	Bidder to refer Corrigendum-1
3	21	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; i. smooth and trouble free working of the Printers ii. the performance of the Printers at the contracted capacity.	We request you to remove Preventive Maintenance for every 3months during the AMC Period.	Bidder to comply with RFP Terms and conditions



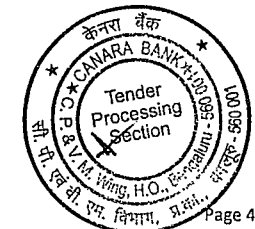
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
4	21	SECTION-C /Deliverables and Service Level Agreement.	7. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)	7.10. Any breakdown of the machine/ shortfall in 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. 200/- 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.	Bidder to comply with RFP Terms and conditions
5		General			ISO Certificates We request to consider the bidder should have ISO 9000 and 27001 Certificates.	Bidder to comply with RFP Terms and conditions
6	1	GeM Bid Document	Bid Details	Item Category: Cash Receipt Printer	We request Bank to consider and amend as : Item Category: Thermal Type Cash Receipt Printer under universal category so as to have more participants to bid.	Bidder to comply with RFP Terms and conditions
7	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.	Please be guided by relevant clauses mentioned in Section-H of RFP Document.
8	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines	1.3 Installation and Configuration of Cash Receipt Printers- 4 Weeks from the date of Delivery of Cash Receipt Printers	We request to make it as : Installation and Configuration of Cash Receipt Printers: 8 Weeks from the date of Delivery of Cash Receipt Printers; Cumulative weeks*- 22 Weeks	Bidder to comply with RFP Terms and conditions
9	59	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 Terms and conditions
10	59	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 of the 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 Terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
11	70	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.	Bidder to comply with RFP Terms and conditions
12	71	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 Terms and conditions
13	72	Annexure-10	Technical Specifications	2. Print Method- 9 pin Serial Impact Dot matrix printer	We request Bank to consider 3" / 2" 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 maintenance 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 Terms and conditions
14	78	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 as well and also can reduce the cost of the project by eliminating line item 2 from the complete budget scope of the project.	Bidder to refer Corrigendum-1
15	19	Section C Deliverables and agreements	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.	Kindly clarify the clause special Maintenance means.	Bidder to refer Corrigendum-1
16	15	SECTION-C /Deliverables and Service Level Agreement.	4. Payment terms	2. Installation and Configuration - 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 30 days 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 Terms and conditions

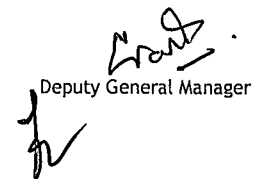


Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
17	15	SECTION-C /Deliverables and Service Level Agreement.	3. Acceptance	3.1. Post Delivery Test: Bank reserves the rights to test i.e., one machine for each location after delivery 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	Bidder to refer Clause 3.1 of Section C- Deliverables and Service Level Agreement. Bidder to comply with RFP Terms and conditions
18	20	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. 6.5.3. Maintenance of Cash Receipt Printers & other items including Software drivers.	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 Terms and conditions
19	21	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 Terms and conditions
20	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	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	We kindly request you to modify the clause as mentioned below, 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 as per the standard terms LD restricted to 5% as maximum, in all the tenders.	Bidder to comply with RFP Terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
21	25	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 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.	We request you to consider the restore time for rural locations as "3 business days". As in the rural locations & north east locations "part" transit may take more time.	Bidder to refer Corrigendum-1
22	59	Annexure-2	Pre-Qualification Criteria	6.The Bidder should have supplied & installed at least 500 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/ Government/ Railways/ PSUS. 7.The Bidder should have average annual turnover of Rs.50.00 Crores in the last three financial years (i.e., 2020-21, 2021-22 and 2022-23). This must be the individual company turnover and not of any group of companies.	As per the Gem tender notice, MSE and start-ups are exempted from experience and turnover criteria, but it is no where mentioned in the ATC documents, so I am kindly requesting that you clarify whether MSE and start-ups are exempted from turn over and experience criteria or not	Please be guided by relevant clauses mentioned in Section-H of RFP Document.
23	59	Annexure-2	Pre-Qualification Criteria	6. The Bidder should have supplied & installed at least 500 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/ Government/ Railways/ PSUS.	Please allow OEM or bidder experience as per Gem terms and conditions.	Bidder to comply with RFP Terms and conditions
24	59	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 are requesting that you allow the declaration for setting up a service center in the Canara Bank 26 branch with in one month. from date of receive LOA / P.O from Canara bank	Bidder to comply with RFP Terms and conditions
25	70	Annexure-9	Scope of Work	4.The Cash Receipt Printers are to be supplied to various Branches of the Bank in various Locations in India.	In this bid, the scope of work is the supply, installation, and maintenance of cash receipt printers across all over India, Canara Bank branches. In this scenario, we are requesting to allow consortium for better service and a more competitive bid.	Bidder to comply with RFP Terms and conditions
26	59	Annexure-2	Pre-Qualification Criteria	7.The Bidder should have average annual turnover of Rs.50.00 Crores in the last three financial years (i.e., 2020-21, 2021-22 and 2022-23). This must be the individual company turnover and not of any group of companies.	Considering the bid estimated value, please reduce average turnover to 15 crores so more companies can participate and Bank will get competitive Bid. Also, request to consider financial year 2023-2024 turnover.	Bidder to comply with RFP Terms and conditions

Date : 22/07/2024
Place : Bangalore


Deputy General Manager

