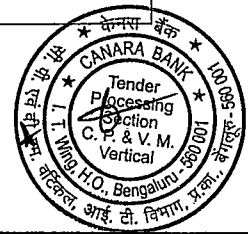


Prebid Replies to the GeM bid ref no: GEM/2024/B/4793386 dated 16/03/2024 for the Selection of Vendor for Supply, Installation and Maintenance of 500 number of Gold Purity Testing Machine (GPTM) in Bank

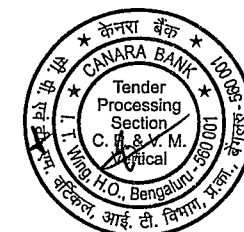
Sl. No.	Page No.	Section/Annexure/A ppendix	RFP Clause	Sub-Clause/Technical Specification	Bidders Query	Bank Reply
1	14	Section C - Deliverable and Service Level Agreements	1. Project Timelines	1.1.The Bidder should accept the Purchase Order within seven (7) days from the date of issuance of Purchase Order. In case of non-receipt of acceptance by the due date, the Purchase Order shall have deemed to have been accepted by the vendor.	The Bidder should accept the Purchase Order within seven (7) days from the date of issuance of Purchase Order. We requesting bank to consider (7) business working days?	Bidder to comply with RFP terms and Conditions
2	14	Section C - Deliverable and Service Level Agreements	1. Project Timelines	1.3. Delivery of all Gold Purity testing machines should be within Six (6) weeks from the date of acceptance of the Purchase Order.	Page No 14 Please consider to deliver the machines within Eight (8) weeks from the date of the acceptance of the Purchase Order	Bidder to refer Corrigendum-1
3	14	Section C - Deliverable and Service Level Agreements	1. Project Timelines	1.4. The successful bidder should ensure installation of the delivered Gold Purity Testing machines 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 or 8 Weeks from the acceptance of Purchase order.	Please consider to Scope of Work at the bank branch/office within Four (4) weeks from the date of delivery of all the materials for each ordered locations or 12 Weeks from the acceptance of Purchase order.	Bidder to refer Corrigendum-1
4	15	Section C - Deliverable and Service Level Agreements	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 by National Test House or any government approved organisation. 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.	As per the RFP we understand that bank/NTH or any govt approved organisation shall carry such PDI at our site/facility centres however its not been mentioned else where in tender about the testing procedures/process of such govt organisations? If such procedures related SOP or any such steps we request you to share? Please clarify?	Bidder to refer Corrigendum-1
5	15	Section C - Deliverable and Service Level Agreements	3. Acceptance	Internal 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 rules, 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).	Page No 15 As per the RFP we understand that bank officials may conduct post-delivery test at one of the selected branches randomly however we couldn't understand about the charges of testing and related expenses should borne by the bidder? Is this inspection is conducting jointly? Please clarify	Bidder to refer Corrigendum-1
6	16	Section C - Deliverable and Service Level Agreements	4.Payment Terms	4.1. Payment schedule	Page No 16 17 As per the RFP it is clearly mentioned about the payment stages however its not mentioned in document else were about to whom we need to submit our relevant documents either centrally ( Gold Loan vertical Or Procurement wing) or to respective circle offices or regional offices? Please advise?	Details will be shared in Purchase Order.



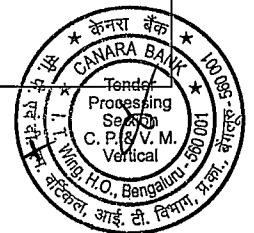
7	18	Section C - Deliverable and Service Level Agreements	6. Warranty	6.1.The entire equipment / hardware & software deployed for this project shall be under Comprehensive Onsite Warranty for three years covering all parts, updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of 3 years from the Date of Installation/commissioning.	Whether bank is looking for comprehensive warranty for 5 years or co	Comprehensive Onsite Warranty for 3 years from the date of completion of installation / commissioning and Comprehensive AMC for 2 years from the date of expiry of Warranty
8	19	Section C - Deliverable and Service Level Agreements	7. Annual Maintenance Contract(AMC)/ Annual Technical Support (ATS)	7.2. The Bank shall not pay any separate AMC charges on any software supplied and installed to meet the requirements of this RFP.	So there is confusion regarding this AMC/ATS please clarify	Bank shall not pay any separate AMC charges on any software supplied and installed to meet the requirements of this RFP. Bidder to comply with RFP terms and conditions
9	19	Section C - Deliverable and Service Level Agreements	7. Annual Maintenance Contract(AMC)/ Annual Technical Support (ATS)	7.3. The Bank, at its discretion may enter into Annual Maintenance Contract (AMC) with the Bidder after completion of respective warranty periods.	Then in such case why bank is asking for a sperate quote for comprehensive AMC for 2 years in prior and also bank asked bidder to quote for 3+2 years? Please clarify?	The clause is self explanatory. Bidder to comply with RFP terms and conditions
10	20	Section C - Deliverable and Service Level Agreements	7. Annual Maintenance Contract(AMC)/ Annual Technical Support (ATS)	7.6. The Bank will pay AMC charges for Gold Purity Testing Machines after the end of warranty period. Such payment shall be released quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.	Since and if the bank is taking TCO along with AMC with comprehensive cost then it will be ideal to make AMC payment in advance to provide proper business continuity to the branches and documents related to services in AMC bidder will submit to the respective HO/CO. If bank is considering Non Comprehensive AMC Bidder shall arrange visits only if the branch lodged complaint through online, toll free, mail etc and in yearand only after such lodgement of such complaints bidder can provide AMC visits to the branches however payments for both categories to be released in advance after expiry of warranty.	Bidder to comply with RFP terms and conditions
11	20	Section C - Deliverable and Service Level Agreements	7. Annual Maintenance Contract(AMC)/ Annual Technical Support (ATS)	7.11. It may be noted that the Bank reserves the right to demand additional performance security to the tune of 10% of the value of the Purchase Order, if AMC charges quoted by the bidder are abnormally low (below 5% of the cost). The Bank has discretion to consider such offer or for seeking clarification from the bidder to decide for consideration. This performance security will be towards contractual/AMC obligations of the bidder. Bidder shall quote the charges of AMC as per the Bill of Material (Annexure-15). This performance security for AMC of the Machines shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC period with a claim period of 3 months.	As per the AMC/ATS terms and conditions bidder has to already provide huge amount of EMD/PBG on TCO and 10% retention amount against payment for 3 years after that bank will execute AMC(If contracted) 2 years that payment bank will release in quarterly basis hence it will be very difficult to any bidder to provide additional PBG on AMCs also. We request you to consider and waive out the clause. Please advise?	The clause is self explanatory. Bidder to comply with RFP terms and conditions



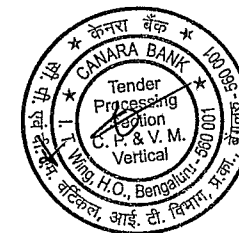
12	22	Section C - Deliverable and Service Level Agreements	14. Right to Audit	14.1.The selected Bidder (Service Provider) has to get itself annually audited by internal/external empaneled Auditors appointed by the Bank/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/such auditors in the areas of products (IT hardware/software) and services etc., provided to the Bank and the Service Provider is required to submit such certification by such Auditors to the Bank. The Service Provider and or his/their outsourced agents/subcontractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.	we would like to know that whether it is relevant to bidder with the RFP subject and requirements? Please advise?	Bidder to comply with RFP terms and Conditions
13	23	Section C - Deliverable and Service Level Agreements	17.Training	No separate training is required. The selected Vendor has to give demo and explain the below operational guidelines of the product at the site of the installation to Bank's Officials: a. Initial Setup. b. Calibration of Gold Purity Testing machine c. Connecting the weighing machine to the machine. d. Purity testing of Gold jewellery. e. Report generation	As per the RFP Technical Specs it is mentioned Auto calibration of the machine to be available however in Page No 23 in Training 9 Sub-clause b) it is mentioned to provide training for calibration to bank officials. Clause C ) Regarding connecting the weighing machine to the machine In this regard we wanted to confirm from the bank/branch whether in all branches weighing scales are compatible to connect with the GPTM machine software and also whether bank/branches are having sufficient cables/RS232 interface facility with weighing scales to connect the same with GPTM? Please advise?	Bidder to comply with RFP terms and conditions.  The required accessories to be provided by the vendor.
14	28	SECTION D - BID PROCESS	6. Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD:	6.1. The Bidder shall furnish Non interest earning Earnest Money Deposit (EMD) amount as mentioned in the Bid Schedule by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Canara Bank, payable at Bengaluru.	As per the RFP EMD is mentioned to arrange as DD on any scheduled commercial bank in favor of canara bank however in GeM Bid document Bid Number/: GEM/2024/B/4793386 Dated/7दनांक : 16-03-2024 it is mentioned 1,20,00000/- ( one crore twenty lacs) with Axis Bank? Please clarify amount and as well as bank?	Bidder can be arrange EMD from any Scheduled Commercial Bank in India, other than Canara Bank.
15	70	Annexure-10 Technical and Functional Specifications	A. Technical Specification of Gold Purity Testing Machines:	14. System- External Desktop	As per the RFP technical specifications it is mentioned to provide external desktop however in page No 71 broader scope of work / additional scope of work it is mentioned to provide results in external desktop or on the inbuilt system? Please clarify?	Bidder to refer Corrigendum-1
16	70	Annexure-10 Technical and Functional Specifications	A. Technical Specification of Gold Purity Testing Machines:	15 . Accesories integration Accessories Integration - ntegration with PC, weighing machine and printer	As per the RFP technical specifications it is mentioned to integrate weighing scale and printer however no else where it is mentioned whether such accessories will be provided by the bank/branch Please clarify?	Required Accessories for integration with PC,Weighing machine and printer shall be provided by the Vendor.



17	70	Annexure-10 Technical and Functional Specifications	A. Technical Specification of Gold Purity Testing Machines:	22 . Battery- backup Minimum 2 hours' battery backup for the machine to be available to run in absence of power.	As per the above given clause it is mentioned battery back- up for minimum two hours to run the GPTM however in any else where in document it is mentioned to arrange a separate UPS/back up facility by bidder or its is not mentioned in RFP as the requirement additionally along with a supply and delivery with GPTM? Is this power back up is a part of Supply Delivery with the GPTM? If yes then shall bidder should quote separate pricing for the same? Please clarify and advise?	Bidder to refer Corrigendum-1
18	Page No 36	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	9.Expenses	It may be noted that Bank will not pay any amount/expenses/charges/fees/traveling expenses/boarding expenses/lodging/ expenses/conveyance expenses / out of pocket expenses other than the "Agreed Professional/Consultancy Fee".	We as a bidder couldn't able to understand about the expenses clause? Please explain?	Bidder to refer Corrigendum-1
19	Page No 36	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	6.Effective Date	6.1. The effective date shall be date of acceptance of the order by the selected Bidder. However, the Bidder shall submit the acceptance of the order within seven days from the date of receipt of order.	1. As per the terms and conditions it is mentioned that bidder shall submit the acceptance of the order in seven days We request you to consider as 7 business working days (as public holidays/regional holidays should be exempted)	Bidder to comply with RFP terms and Conditions
20	Page No 35	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	6.Effective Date	6.2. Failure to accept the order within seven days from the date of receipt of the order, makes the EMD liable for forfeiture at the discretion of the Bank.	Request To consider Above Clause	Bidder to comply with RFP terms and Conditions
21	Page No 53	SECTION H- PURCHASE PREFERENCE	3. Procurement through Local Suppliers (Make in India):	3.9. In cases of procurement for a value in excess of Rs.10 Crores, the 'Class-I Local supplier'/'Class -II local supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost account or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.	As per the terms and conditions it is mentioned that bidder shall be require to submit a certificate from statutory auditor with percentage of local content or whether it is eligible to provide a declaration from bidder/company to mention local content and attested by statutory auditor of our company? Please suggest?	Clause is self explanatory. Bidder to comply with RFP terms and conditions
22	Page No 57	Annexure-2 Pre-Qualification Criteria	Annexure-2 Pre- Qualification Criteria	6. The Bidder should have supplied & installed at least 100 numbers of same or similar type of XRF Gold Purity Testing Machines offered in this RFP during last two years ending 31/03/2023 to scheduled Commercial Banks/ Financial institutions in India/NBFCS.	As per RFP we understand that whether it is any type of GPTMs or a specific model only for 100 units to be considered? In most of the cases and instances it may be difficult to all bidders to provide same and specific model of 100 units, instead of that it will be better to consider any type of XRF Gold Purity Testing Machines to be supplied and installed 100 units in financial institutions only ( not in jewellery segment) and purchase orders/satisfactory completion certificates or installations reports can be attached as proofs of installations. Please advise?	Clause is self explanatory. Bidder to comply with RFP terms and conditions
23	Page No 57	Annexure-2 Pre-Qualification Criteria	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 Bidder has to submit audited Balance Sheet copies for last 3 Years i.e., 2020-21, 2021-22 and 2022-23 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number	As per the RFP Pre-qualification terms it is mentioned that bidder should have individual company annual turnover of 50 crore in last there FYs ie 2020-21,21-22 & 22-23 . As we all aware that FY 20-21 was a critical year for all companies and all of them badly affected with covid. We request you to consider only two FYs with 70 crore of individual company ,( Product wise XRF) turnover and balance sheet of the same to be submitted.	Bidder to comply with RFP terms and Conditions



24	Page No 68	Annexure-9 Scope of Work	Annexure-9 Scope of Work	12.All the items (Hardware & Software) would be covered under Comprehensive Warranty/AMC except consumables. If there is any gap between Bank's requirement and OEM Warranty/AMC then it will be the responsibility of bidder to fill up the gap.	As per the RFP Page no 69 & 70 point no 12 it is mentioned All the items (Hardware & Software) would be covered under Comprehensive Warranty/AMC except consumables. If there is any gap between Bank's requirement and OEM Warranty/AMC then it will be the responsibility of bidder to fill up the gap. In that case why bank is proposed for comprehensive warranty for 3 years and additional comprehensive AMC for 2 years some where it is contradicting? Please clarify?	Comprehensive Onsite Warranty for 3 years and Comprehensive AMC for 2 years.
25	Page No 7	Annexure-15 Bill of Material	Table-C	Total cost of ownership (TCO) for Gold Purity Testing Machines with 3 years' comprehensive onsite warranty and 2 years AMC	Query: Contradiction of AMC whether it is comprehensive AMC or Non comprehensive AMC? If yes with comprehensive AMC table C should be amended with 2 years comprehensive AMC or Non comprehensive AMC specifically. This enables the bidder to understand better and quote the price accordingly	Comprehensive onsite Warranty for 3 years and Comprehensive AMC for 2 years
26	60	Annexure 2. Pre-Qualification Criteria	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.	Due COVID-19 pandemic Lockdown period in India (year 2020) has impact lower revenue, reduced demand for orders in FY 2020/21 & impacted business subsequent year 2021/22. So we request to amend the bidder Average annual turnover of Minimum Rs.30 Crores in last 3 FY (i.e. 2020-21, 2021-22 and 2022-2023).	Bidder to comply with RFP terms and Conditions
27	70	Annexure-10 Technical and Functional Specifications	A. Technical Specification of Gold Purity Testing Machines	Sl no-7-Measuring Direction-Bottom up	We request you to also add TOP Bottom. Technical details justifying for TOP to bottom as below: TOP to Bottom Technology Ideally used by Banks & Old Gold Buyer in market where top to bottom measuring direction are majorly used for GOLD Loan Business by Bankers, NBFC, also Old Gold Buyers. as this technology remove 100 % risk of finding fake or mixed gold. We like to draw your attention that in jewellery market there is a Fraud jewelleries / spurious gold ornaments readily available and made. And such jewellries in form of Rings, bangles, high thickness ornaments in different weights, size and shapes etc. which is made in jewellery market with upper surface cover with Gold and inner surface plotted with non-gold metals like Copper, Nickel, Zinc. in this case Bottom to top machine not able to detect and test inner surface of such jewelleries, in this case Bottom to top machine will identify this to be real gold and lead to loan approval. By using Top Bottom measuring direction will give you option to measures and test such jewelleries from inner surface and you could easily avoid this loss.	Bidder to comply with RFP terms and Conditions
28	70	Annexure-10 Technical and Functional Specifications	A. Technical Specification of Gold Purity Testing Machines	Sl.no-16.Sample positioning :Manual / Automatic.	point no. 16, sample positioning mentioned as manual / automatic, so on point no. 17, focusing mentioned auto focus, so need to add Manual focusing.To add and read as Focusing : Auto Focus/Manual	Existing Technical and Functional specification as per Annexure - 10 of RFP shall continue (ie) Auto Focus.



29	70	Annexure-10 Technical and Functional Specifications	A. Technical Specification of Gold Purity Testing Machines	Sl no-17 Focusing :Auto focus	As Manual focus helps the machine user to check any 360 degree angle of jewellery ornaments and test the inner side of jewellery. We like to draw your attention that in jewellery market there is a Fraud jewelleries / spurious gold ornaments readily available and made. And such jewelleries in form of Rings, bangles, high thickness ornaments in different weights, size and shapes etc. which is made in jewellery market with upper surface cover with Gold and inner surface plotted with non-gold metals like Copper, Nickel, Zinc. By using Top Bottom measuring direction it will give you option to measures and test such jewelleries from inner surface and you could easily avoid this loss.	Existing Technical and Functional specification as per Annexure - 10 of RFP shall continue (ie) Focussing - Auto Focus.
30	77	Annexure-15	Bill of Material		please confirm whether annexure 15 duly filled and signed hard copy has to be send physically to your office. As in GeM financial price has to be entered in gem portal. Whether MASKED copy to be send, kindly confirm?	Bidder has to upload all the documents in GeM portal. Hard Copy of Integrity pact and EMD should submit.
31	2	SECTION A - BID SCHEDULE & ABBREVIATIONS	1. BID SCHEDULE	8. Bid End Date/Time as per RFP Document. Response should be submitted in GeM portal and required physical documents should be submitted at below mentioned address before due date/time:	please confirm required physical documents to be submitted to your bangalore address. Also mention date /time period for physical documents submission	Hard Copy of Integrity pact and EMD should submit at the time of bid opening
32		General Query			In the table Specification under classification, it has been stated that XRF -10,SI Pin -100 according to our understanding both are different models could you please confirm?	Bidder to comply with Annexure-10 in the RFP document.
33	77	Annexure-15	Bill of Material	Table -B	Under Bill of Material could you please give us clarity on Table - B AMC 4&5 Year	Comprehensive Onsite Warranty for 3 years and Comprehensive AMC for 2 years
34		General Query			1. Kindly confirm whether the PO will be released in a phased manner or if it will be released in one shot.	Single Purchase order will be released to both the bidders complying to splitting terms in RFP.
					2. 20mm scan size is abnormal and can increase X-ray scattering in the chamber. As most jewelry are of a thickness of fewer mm only, it can cause unsafe human operations.	Bidder to comply with RFP terms and conditions
					3. And with 1mm collimator size it's impossible to derive 20mm scanning area.	Bidder to comply with RFP terms and conditions

Date : 05/04/2024  
Place : Bangalore

  
Deputy General Manager

