

Replies to Prebid Queries to GEM/2023/B/3709258 dated 18/07/2023 for Selection of Vendor for Printing and Supply of QR code Standee Kits to Canara Bank's
QR merchant locations for a period of 3 years

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
1	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7. Subcontracting	7.1 Principle bidder only can participate and bidder should not sub-contract to any other company/firm/trust. After Selection process of the bidder and order placement, resources deployed should be employed with the selected bidder and they should be on the payroll of the selected bidder.	we request bank to allow Partial subcontracting	Bidder has to comply with RFP terms and Conditions
2	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7. Subcontracting	7.3 In case subcontracting is warranted in interest of the project, the selected bidder should take consent of the Bank before undertaking any such agreement. The selected bidder should further ensure subcontracting agreement is vetted by the Bank.	we request bank to allow Partial subcontracting	Bidder has to comply with RFP terms and Conditions
3	26	Section-F OWNERSHIP & AWARDDING OF CONTRACT	7. Fixed Price	The prices quoted in the tender response will be fixed for the period of the contract. The price should be exclusive of all taxes and levies which will be paid by the Bank at actual.	Since this is a 3 year contract and it is most likely that the raw material price can increase, there should be some leverage for this. Bidder should be allowed to approach bank in case raw material prices goes up by min 10%	Bidder has to comply with RFP terms and Conditions
4	43	Annexure-2 Pre-Qualification Criteria	5. The Bidder should have average annual turnover of Rs.50.00 Crores in the last three financial years (i.e., 2019-20, 2020-21 and 2021-22). This must be the individual company turnover and not of any group of companies.		we request bank to add IBA cerification as an important qualifying criteria, Also the Average turnover shoule be increased to 100 Cr keeping in mind the scale of work.	Bidder to refer Corrigendum
5	43	Annexure-2 Pre-Qualification Criteria	6. The bidder should have positive Net Worth as on 31/03/2022 and also should have not eroded by more than 30% in the last three financial year, ending on 31/03/2022.		we request you to add that bidder should be having a positive next worth of Rs 360 or more crores In the last 3 consecutive FY since it is a big volume order	Bidder has to comply with RFP terms and Conditions



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6	43	Annexure-2 Pre-Qualification Criteria	7. Bidder should have a minimum 5 Years of experience in printing and Supply of QR Standee to any Govt. Agency / PSU/ Public sector Banks & Financial Institutions.		we request you to add that bidder should have successfully executed single orders PO worths Rs 10 cr and above for any private or government bank in the last consecutive 5 FY.	Bidder has to comply with RFP terms and Conditions
7	53	Annexure 8 Scope of Work	16. In case of RTO (Return to Origin) the Kit will be returned to a concerned home branch address as decided by the bank. Bidder will facilitate reporting of delivery and return of Kit from the bank Courier/Post and update MIS accordingly.		Please define the RTO process, as the RTO will be happening to only one location. Will Bank will be bearing the RTO cost?	RTO address for each packet will be given along with indent. RTO will be concerned HOME branch which will be approximately within 5 km of the main merchant address. RTO cost will be borne by vendor.
8	54	Annexure-9 Technical Requirements	A. Technical Requirements 6. The vendor should make arrangements for dispatching of the QR Standee Kit to Canara Bank merchant locations and should also provide for a delivery management solution.		Bidder should also be having a dedicated delivery management and complaints redressal system since the QR KIT has to be delivered to different merchant locations with online tracking, experience letter to submitted for the same. Please confirm in case the understanding is correct.	We concur with your understanding
9	83	Appendix-G Draft Contract Agreement	8. ORDER CANCELLATION/TERMINATION OF CONTRACT:	8.3 "Bank shall serve the notice of termination to the Vendor/Service Provider at least 30 days prior, of its intention to terminate services without assigning any reasons."	Either party, shall serve a notice of termination to the other party at least 30 days prior to its intention to terminate services without assigning any reasons.	Bidder has to comply with RFP terms and Conditions
10			General	General	What will be the estimated weekly qty of Qr Standee to be dispatched	It will be anywhere between 1000-100000 QR standee as per bank requirement
11			General	General	In what form will the data be shared with us (strings or PDF) and how will it be shared? SFTP or API	In form of string along with delivery address details through an API call
12			General	General	We need sample of the current kit that is being used by the Bank. Stand, Envelope and the sticker.	Bidder to refer QR artwork as mentioned in the Bid document in Page No. 57



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13		General	General	Request the bank to add proposed clause	"It is understood that the MTL shall print based on the information provided by the BANK. Hence, the BANK shall always keep the Service Provider harmless and indemnified in case of any third-party claim for IP infringement and with respect to the ownership or authority to print or otherwise"	Bidder has to comply with RFP terms and Conditions
14		General	General	Request the bank to add proposed clause	"Notwithstanding anything to the contrary contained herein or elsewhere, a) in no event shall the Service Provider be liable to the BANK for loss of profits or revenues, indirect, consequential or similar damages arising out of or in connection with the Services, materials or assistance provided under this Agreement; b) liability of the Service Provider shall under no circumstance exceed an amount equal to one month's billing based on the average for the preceding three (3) months."	Bidder has to comply with RFP terms and Conditions
15		General	General	Request bank to add proposed clause as part of Pre qualification criteria Clause 10: It is mandatory for bidder to have IBA and ISO certification. Document to be submitted: Bidder to submit both ISO and IBA certificates.	Since, printing merchant data/QR is requires system control and security system implimented in the facility, it is requested to add the said clause as part of pre qualification criteria	Bidder has to comply with RFP terms and Conditions

Date: 03-08-2023

Place: Bangalore


General Manager

