

Sl. No.	GeM Bid Clause	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure 7 Scope of Work	5. Gathering & Collating: 5.1. Gathering and Collating of security form/leaves of instruments like welcome slip, requisition slips, record slips, etc., shall be as per specifications of each type of security form books as specified by the bank. For all types of cheque books, the welcome slips shall be placed at the beginning of the cheque books in all cases followed by record slips dye cut/ punched so that the cheque number is visible when the cheque book wrapper is turned.	We may have different services at different facilities situated at different locations. So some of the items would be shipped to other locations for collation.	Bidders to comply as per RFP terms & conditions
2	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 1. Delivery of Products and Services	Sl. No. 1 and 2 Welcome kit Non- Personalized Welcome Kit and Personalized Welcome Kit 10 Working days from the date of providing the details by the Bank AND Personalized Welcome Kit and 7 Working days from the date of providing the details by the Bank.	TAT to be re-evaluated basis PAN India deliveries by courier. WE request you to make the TAT- 15 days for non-personalized and 10 days for personalized Kits.	TAT should be as per RFP
3	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure 7 Scope of Work	15. Terms of execution of work 16. Stocking of Welcome Kit stationery 17. Stocking of Card Plastics	This would be huge stock, we request bank to reduce it to max. 15 days stock, also specify no. of welcome kit variants.	Bidders to comply as per RFP terms & conditions
4	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-2 Pre-Qualification Criteria	Sl. No. 3 Pre-Qualification Criteria: Must have experience of printing of both Personalized and Non-Personalized Cheque Books Debit cards printing for a period of 3 years (i.e., from Financial Year 2019-20) Documents to be submitted in compliance with Pre-Qualification Criteria: Certificate/Copy of order given by respective Banks. Client certificates shall clearly state the volume of Cheque & Debit card handled along with amount	Our Understanding is that client certificate should state the volume and not the amount. Request Bank to modify this clause	Bidders to comply as per RFP terms & conditions
5	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-7 Scope of Work	1. One personalized / non personalized EMV/Dual Interface Chip Debit Card	Our understanding is we need to provide DI card only	Bidders to comply as per RFP terms & conditions
6	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-7 Scope of Work	2. The subject requirement of Welcome Kit is for the branches and CPHs (Central Processing Hub) of the Bank. The Selected bidder has to deliver the Non personalized Welcome kit to the Branches (as per the details provided by the Bank) and Personalized Welcome kit to the CPHs location of the Bank. (The details will be shared with the Successful bidder).	Our understanding is Postal/courier charges will be paid directly to courier partner by Bank & we need not to account cost for the same in financial bid/quoted price. Please confirm.	Bidder to refer amended Scope of work as per Corrigendum-1



7	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-7 Scope of Work	7.The requirement of Welcome Kit may increase / decrease based on the demand from the branches, Bank's business requirement and the vendor's performance	Please share the approximate (max/min) percentage increase or decrease in quantity of welcome kit	Bidder to refer corrigendum-1 for the amended clause.
8	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-7 Scope of Work	9. The rate of each Welcome Kit will be the total of the items used on that Welcome Kit.	Our understanding is Bank will provide the rate for any additional item used in welcome kit other than mentioned item in price bid	Bidders to comply as per RFP terms & conditions
9	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-7 Scope of Work	12. In case Bank requires, vendor will have to arrange for printing the welcome kit stationery in Hindi and/ or other Regional Language along with English.	Our understanding is only VDP details will be in regional language OR whether bidder needs to maintain base stock in each regional language as well?	Bidders to comply as per RFP terms & conditions
10	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-7 Scope of Work	14. For printing of MICR Cheques Personalized & Non-Personalized Cheque Books: 14.7. MICR Grade cheque paper should contain Canara Bank's Logo and CTS Water mark and should satisfy specifications as per IS 11087/1986. Grammage: 95 GSM, Opacity: 80 %.	Please confirm whether paper will be supplied by bank or needs to be procured by vendor	Vendor should procure as per Banks specification, tender is on total cost basis.
11	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-7 Scope of Work	14. For printing of MICR Cheques Personalized & Non-Personalized Cheque Books: 14.22. Regular monitoring of the quality of the paper from natural weather/termites/dust is the prime responsibility of the printer to have sufficient precautions in place at their own cost.	Please confirm whether paper will be supplied by bank or needs to be procured by vendor	Vendor should procure as per Banks specification, tender is on total cost basis.
12	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-7 Scope of Work	14. For printing of MICR Cheques Personalized & Non-Personalized Cheque Books: 14.11. Any changed in design of Cheque leaves required due to technological up gradation or regulatory guidelines etc., shall be done without escalation of cost to the Bank.	Our understanding is that if the changes are major in nature having considerable cost implication then vendor will be provided with an opportunity to represent the cost implication and request for price escalation	Bidders to comply as per RFP terms & conditions
13	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-7 Scope of Work	14. For printing of MICR Cheques Personalized & Non-Personalized Cheque Books: 14.16. All MICR instruments shall be printed with pre-printed fields as per RBI & IBA guidelines with food quality MICR ink. Printing with MICR ink shall be done in temperature and humidity controlled atmosphere and registration of ink should be within the RBI & IBA specifications.	We understand that the said clause to be read as All MICR instruments shall be printed with pre-printed fields as per RBI & IBA guidelines with Good quality MICR ink.	14.16 should be changed as GOOD QUALITY MICR INK.

14	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-7 Scope of Work	17. Stocking of Card Plastics In case Bank place an additional order for procurement of card plastic, then the same has to procured within 4 weeks from date of approval of card design artwork from respective card scheme. Failing to do so shall attract penalty.	Our understanding is that bank will provide 4 weeks time for first order of welcome kits (Cheques , card & stationery printing) as well as for the each new design / artwork	Bidders to comply as per RFP terms & conditions
15	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-2 Pre-Qualification Criteria	Sl. No. 4 Pre-Qualification Criteria: The bidder should be capable of generating and printing both Personalised and non-personalized cheque books and Debit Cards. Documents to be submitted In compliance with Pre-Qualification Criteria: • Others certificates such as ISO, PCI/PA-DSS etc.	PA -DSS is specific to the software used for secured payment data processing. Every bidder that meets the standards for PCI DSS certification need to use the PA DSS certified software. We request bank to to consider PCI DSS certified facilities which will ensure compliance by default for both card manufacture and software.	Bidder may submit any one certificate.
16	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure 7 Scope of Work	1.Vendor is required to Print and supply the personalize / non-personalize Welcome Kit containing following items as per the details provided by Bank. □Welcome Letter □One personalized / non personalized EMV/Dual Interface Chip Debit Card □One personalized / non personalized CTS Cheque book of 10 leaves for the Premium customers and 5 leaves for the Non-Premium customer (as specified by the Branches) with cheque requisition slip and other slips. □Acknowledgement Letter. □Instruction sheets to generate Green PIN for debit card, registration process for net banking and mobile banking. □Any other promotional material.	We are a leading Service provider of Payment cards in India since 2008. We have been associated with top banks in supplying payment cards, personalization services and value added services. With reference to the scope of work of this tender you are asking for vendor to provide welcome kit containing cheque book and debit card. It favors only those private entities who have card and cheque printing capacity both. It does not sound fair on the part of card vendors who are not certified for cheque printing as they will not eligible to bid in this tender. So we request bank to consider: Option1: to allow debit card manufacturer to participate in the tender in consortium with cheque printing facility. Option2: to Rollout separate two RFPs for cheque book and debit cards	Bidder to comply with RFP and GeM bid terms and conditions
17	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure 7 Scope of Work	5. Gathering & Collating: 5.2. 70 GSM white maplitho paper to be used for welcome slip, cheque book requisition slip and transaction record slip	Is this welcome letter? If yes, we required min 90GSM.	Bidder to refer corrigendum-1 for the ameded clause. Size: A4; Paper: 90 GSM Sunshine paper Colour: Multi Colour, single side printing
18	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-2 Pre-Qualification Criteria	Sl. No. 12 Pre-Qualification Criteria: Bidder should have valid ISO 9001 and ISO 20000 Certification. Documents to be submitted In compliance with Pre-Qualification Criteria: Copy of the certificate to be submitted.	Why ISO20000 is required for this project? It is for ITSM processes. There is no ITSM processes in this project. We recommend to ask for ISO27000 which is more appropriate.	Bidder to refer corrigendum-1 for the amended clause.

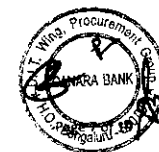
19	GeM bid ref. No. GEM/2023/8/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-1 Bid Covering Letter	We hereby unconditionally accept that Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the GeM bid/RFP, in shortlisting of bidders.	After closure of RFP, any new term from both sides should only be accepted if it is mutually agreed.	Bidder to comply with RFP and GeM bid terms and conditions
20	GeM bid ref. No. GEM/2023/8/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-2 Pre-Qualification Criteria	Sl. No. 1 Pre-Qualification Criteria: The bidder should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020 or any subsequent guidelines issued by competent authority time to time. Documents to be submitted In compliance with Pre-Qualification Criteria: Certificate of local content to be submitted as per Annexure-5.	We understand that certificate of local content is to be given on bidder's letter head only and signed by authorised signatory of bidder.	Bidder to comply with RFP and GeM bid terms and conditions
21	GeM bid ref. No. GEM/2023/8/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-2 Pre-Qualification Criteria	Sl. No. 2 Pre-Qualification Criteria: Must be an IBA approved Security Form Printer. Documents to be submitted In compliance with Pre-Qualification Criteria: Certificate given by IBA should be valid and required to be submitted.	Kindly allow card vendor to submit IBA approved security form printer certificate of it's cheque book supplier.	Bidder to comply with RFP and GeM bid terms and conditions
22	GeM bid ref. No. GEM/2023/8/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-2 Pre-Qualification Criteria	Sl. No. 3 Pre-Qualification Criteria: Must have experience of printing of both Personalized and Non-Personalized Cheque Books Debit cards printing for a period of 3 years (i.e., from Financial Year 2019-20) Documents to be submitted In compliance with Pre-Qualification Criteria: Certificate/Copy of order given by respective Banks. Client certificates shall clearly state the volume of Cheque & Debit card handled along with amount	Kindly allow card vendor to submit cheque book printing certificate of it's cheque book supplier.	Bidder to comply with RFP and GeM bid terms and conditions
23	GeM bid ref. No. GEM/2023/8/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-2 Pre-Qualification Criteria	Sl. No. 4 Pre-Qualification Criteria: The bidder should be capable of generating and printing both Personalised and non-personalized cheque books and Debit Cards. Documents to be submitted In compliance with Pre-Qualification Criteria: • Vendor should submit VISA, Rupay, MasterCard & NPCI network (all four) certification for EMV/Dual Interface card manufacturing. • Vendor should submit VISA, Rupay, MasterCard & NPCI network (all three) certification for EMV/Dual Interface card personalization. • Others certificates such as ISO, PCI/PA-DSS etc. • For DI Cards and NCMC functionality (offline Wallet) equipped NFC enabled/contactless cards, the bidders should submit necessary certification from NPCI and supply confirmation from respective Bank in India. (Mandatory) Whenever such functionality is introduced by VISA and MasterCard the selected bidder should obtain necessary certification within three months. Failure to get the certification from VISA/Master Card within the stipulated time may result in termination of SLA by the Bank. (Self-Certification)	Kindly allow card vendor to submit cheque book printing certificate of it's cheque book supplier.	Bidder to comply with RFP and GeM bid terms and conditions

24	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-2 Pre-Qualification Criteria	Sl. No. 5 Pre-Qualification Criteria: The bidder having three years of experience for Welcome Kit printing and supply to any Schedule Commercial Bank. Documents to be submitted in compliance with Pre-Qualification Criteria: Clear documentary proof relating to execution of the order is to be submitted with the RFP. Experience certificate to be Submitted from at least one Bank	Kindly allow card vendor to product card kit delivery certificate and cheque book vendor to cheque book delivery certificate separately.	Bidder to comply with RFP and GeM bid terms and conditions
25	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-2 Pre-Qualification Criteria	Sl. No. 10 Pre-Qualification Criteria: The bidder should have minimum annual turnover of Rs.300.00 Crores during 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. Documents to be submitted in compliance with Pre-Qualification Criteria: Bidder has to submit audited Balance Sheet copies for last 3 Years i.e. 2019-20, 2020-21 and 2021-22 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.	This turnover criteria is too high to meet by many card vendors and will also favor the organizations which are doing other business too. Hence we request Bank to reduce turnover requirement to Rs. 100 Crores.	Bidder to refer corrigendum-1 for the amended clause.
26	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure 7 Scope of Work	2.The subject requirement of Welcome Kit is for the branches and CPHs (Central Processing Hub) of the Bank. The Selected bidder has to deliver the Non personalized Welcome kit to the Branches (as per the details provided by the Bank) and Personalized Welcome kit to the CPHs location of the Bank. (The details will be shared with the Successful bidder).	How welcome kit will be shipped to branches and CPH? Who will arrange and pay for dispatch cost (shipping cost)? If vendor has to pay to shipping company then how bank will reimburse it?	Total cost basis, it is to be paid by the vendor and Bank will pay against production of Acknowledgement based Invoices.
27	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure 7 Scope of Work	2.The subject requirement of Welcome Kit is for the branches and CPHs (Central Processing Hub) of the Bank. The Selected bidder has to deliver the Non personalized Welcome kit to the Branches (as per the details provided by the Bank) and Personalized Welcome kit to the CPHs location of the Bank. (The details will be shared with the Successful bidder).	Please share list of branches and CPHs with PIN codes, if vendor has to arrange for delivery. What will be the minimum lot size to each branch?	The delivery location details will be shared with the successful bidder/s. Minimum of 25 will be lot size to each branch.
28	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure 7 Scope of Work	5. Gathering & Collating: 5.1.Gathering and Collating of security form/leaves of instruments like welcome slip, requisition slips, record slips, etc., shall be as per specifications of each type of security form books as specified by the bank. For all types of cheque books, the welcome slips shall be placed at the beginning of the cheque books in all cases followed by record slips dye cut/ punched so that the cheque number is visible when the cheque book wrapper is turned.	As we will provide cheque books through our cheque book printer vendor, so we need to send debit card and collateral to cheque book printer vendor. There whole kit will be collated for final shipping.	Bidder to comply with RFP and GeM bid terms and conditions



29	<p>GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023</p> <p>Buyer Added Bid Specific Terms and Conditions Point. 6</p>	<p>Annexure 7 Scope of Work</p>	<p>6. Credit Vendor should have capability of printing of both personalized CTS cheque book and Debit card.</p>	<p>We are a leading Service provider of Payment cards in India since 2008. We have been associated with top banks in supplying payment cards, personalization services and value added services.</p> <p>With reference to the scope of work of this tender you are asking for vendor to provide welcome kit containing cheque book and debit card. It favors only those private entities who have card and cheque printing capacity both. It does not sound fair on the part of card vendors who are not certified for cheque printing as they will not be eligible to bid in this tender.</p> <p>So we request bank to consider: Option1: to allow debit card manufacturer to participate in the tender in consortium with cheque printing facility. Option2: to Rollout separate two RFPs for cheque book and debit cards</p>	<p>Bidder to comply with RFP and GeM bid terms and conditions</p>
30	<p>GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023</p> <p>Buyer Added Bid Specific Terms and Conditions Point. 6</p>	<p>Annexure 7 Scope of Work</p>	<p>9. Vendor may be required to provide different type of Welcome Kit to different customer segments / branches of the Bank, which will contain all / some of the items mentioned above or some additional items which are not mentioned above. Like for some branches some specific marketing material will not be part of the kit and some customers design / content of the kit will be different. Vendor will not charge any amount for any change in the design / content. The rate of each Welcome Kit will be the total of the items used on that Welcome Kit.</p>	<p>Please provide indicative count of different type of Welcome kit.</p> <p>What will be the minimum lot size to each branch?</p>	<p>The delivery location details will be shared with the successful bidder/s. Bidder to comply with RFP and GeM bid terms.</p>
31	<p>GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023</p> <p>Buyer Added Bid Specific Terms and Conditions Point. 6</p>	<p>SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS Clause 4 Subcontracting</p>	<p>4.1. The selected bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required under the contract without the prior written consent of the Bank. 4.2. The selected bidder should not sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority (refer: F/No.6/18/2019-PPD dated 23/07/2020 of Public Procurement Division, Department of Expenditure, Ministry of Finance). Any false declaration and non-compliance of the above would be a ground for immediate termination of the contract and further legal action in accordance with the laws.</p>	<p>This Clause is contradictory to item 3 on page 21</p>	<p>Sub contracting not allowed</p>
32	<p>GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023</p> <p>Buyer Added Bid Specific Terms and Conditions Point. 6</p>	<p>SECTION F - OWNERSHIP & AWARDING OF CONTRACT Clause 3 Subcontracting</p>	<p>Bidder can offer solution from other Bidder's</p>	<p>Kindly allow card vendor to product card kit delivery certificate and cheque book vendor to cheque book delivery certificate separately.</p>	<p>Bidder to comply with RFP and GeM bid terms and conditions</p>
33	<p>GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023</p> <p>Buyer Added Bid Specific Terms and Conditions Point. 6</p>	<p>Annexure-6 Technical Specification.</p>	<p>2. Technical Specification while printing the Cheque book</p>	<p>Paper GSM and no. of Colors required for Cheque Book Cover.</p>	<p>70 GSM & Multicolor</p>

34	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-6 Technical Specification.	3. Technical specifications for Welcome Kit Bag	Is this really required? If yes, Please share the sample.	Bidder to refer corrigendum-1 for amended Annexure-6 Technical Specification.
35	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-6 Technical Specification.	4. Details of Welcome Letter Product Leaflet details	Open size and Paper GSM are required	Bidder to refer corrigendum-1 for the amended clause. Size: 17.5 w x 8.5 h inches Paper: 120 GSM sunshine paper Colour: Multi Colour, both side printing Finishing: 4 folding
36	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-6 Technical Specification.	5. Details of Welcome Letter	Paper GSM required from Bank end.	Bidder to refer the Gem bid, RFP and corrigendums for Technical specifications.
37	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure 7 Scope of Work	5. Gathering & Collating: 5.2. 70 GSM white maplitho paper to be used for welcome slip, cheque book requisition slip and transaction record slip	No. of colors required	Multicolor
38	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure 7 Scope of Work	14. For printing of MICR Cheques Personalized & Non-Personalized Cheque Books: 14.5. All printing is to be done in the specified format and with specified colour scheme (SB) of each instrument. Printer shall supply the specimen of the instruments. Printing of other items like acknowledgement slip, requisition slips, record slips and cover etc., shall also to be standard design and colour specified/provided by the Bank.	Paper GSM and Colors required for Acknowledgement Slip	There is no acknowledgement slip
39	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure 7 Scope of Work	9. Vendor may be required to provide different type of Welcome Kit to different customer segments / branches of the Bank, which will contain all / some of the items mentioned above or some additional items which are not mentioned above. Like for some branches some specific marketing material will not be part of the kit and some customers design / content of the kit will be different. Vendor will not charge any amount for any change in the design / content. The rate of each Welcome Kit will be the total of the items used on that Welcome Kit.	Please specify addition items required, if any. We will charge for any additional items.	Bidder has to comply the GeM terms and condition.
40	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure 7 Scope of Work	14. For printing of MICR Cheques Personalized & Non-Personalized Cheque Books: 14.7. MICR Grade cheque paper should contain Canara Bank's Logo and CTS Water mark and should satisfy specifications as per IS 11087/1986. Grammage: 95 GSM, Opacity: 80 %.	Who will supply Canara Bank Water Mark Paper (Printer or Bank)	It is the responsibility of the bidder to procure as per Banks specifications



41	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 2. Penalties/Liquidated damages	2.1. Penalties/Liquidated damages for delay in Delivery of the products and services will be as mentioned below: 2.1.1. Non-compliance of the delivery/handover of complete Welcome Kit as per clauses (1.1) of section C will result in the Bank imposing penalty 0.50% on delay in delivery per Welcome Kit, per week or part thereof, on the Order value of lot for the Welcome Kit.	Penalties needs to be limited to daily deliverables quantities and not on order value of lot	Bidder to refer corrigendum-1 for the amended clause.
42	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 2. Penalties/Liquidated damages	2.1. Penalties/Liquidated damages for delay in Delivery of the products and services will be as mentioned below: 2.1.2. If the work is not found to be of good quality as per the specification given by the bank, then the Bank will have the right to apply penalty or make suitable deductions from the payable amount or material delivered will be rejected without paying any price / compensation. The decision of the Bank in this regard will be final.	There needs to be capping on maximum deduction say 1% on the work in question	Bidder to comply with RFP and GeM bid terms and conditions
43	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 2. Penalties/Liquidated damages	2.3. The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.	There needs to be either penalty or LD be levied and not both. This will create unnecessary hardship to bidder.	Bidder to comply with RFP and GeM bid terms and conditions
44	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 3. Payment Terms	Sl. No. 1 Payment Stage: Delivery of Welcome Kit. % of payment: 100% payment will be released on the delivered undisputed Welcome Kit on submission of receipt of invoice along with original delivery proof duly authorized by bank's official.	Word "delivered undisputed" needs to be replaced with "dispatch" and word "delivery" needs to be replaced with word "dispatch" . For the reason that vendor do not have control on delivery, vendor are liable till handover to courier / post agency and not beyond that	Any delivery agency for the matter, is suppose to provide Acknowledgement for having delivered the items/articles. The same has to be called for to produce to the Bank at the time of submitting the Invoices for payment.
45	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 3. Payment Terms	3.2. Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branches/offices to be submitted while claiming payment in respect of orders placed.	Word "proof of delivery duly signed by bank officials of the respectice branches / offices " needs to be replaced with proof of dispatch to courier agency"	Any delivery agency for the matter, is suppose to provide Acknowledgement for having delivered the items/articles. The same has to be called for to produce to the Bank at the time of submitting the Invoices for payment.
46	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS Clause 4 Subcontracting	4.1. The selected bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required under the contract without the prior written consent of the Bank. 4.2. The selected bidder should not sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority (refer: F/No.6/18/2019-PPD dated 23/07/2020 of Public Procurement Division, Department of Expenditure, Ministry of Finance). Any false declaration and non-compliance of the above would be a ground for immediate termination of the contract and further legal action in accordance with the laws.	Who and when the permission to be sought?	Bidder to comply with RFP and GeM bid terms and conditions
47	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 5. Right to Audit	Right to Audit Clause	As per procedure, we can provide documents for viewing / audit purpose, but cant share / provide document	Bidder to comply with RFP and GeM bid terms and conditions

48	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 5. Right to Audit	5.3.The Service Provider shall, whenever required by the Bank, furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and or any regulatory authority. The Bank reserves the right to call and/or retain for any relevant material information/reports including auditor review reports undertaken by the service provider (e.g., financial, internal control and security reviews) and findings made on Selected Bidder in conjunction with the services provided to the Bank.	As per procedure, we can provide documents for viewing / audit purpose, but cant share / provide document	Bidder to comply with RFP and GeM bid terms and conditions
49	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION F - OWNERSHIP & AWARDING OF CONTRACT 3. Project Ownership	3.1. If the bidder is offering solutions/products from other bidders/principals, as required in this RFP, they shall detail the responsibilities of the parties involved and also submit a letter of undertaking from the parties mentioning their consent and assurance for satisfactory performance of the project. The bidder must specify any and all relationships with third parties in respect of the ownership and also maintenance & support of all hardware and software related to Solution which are relevant to this RFP. 3.2. Ownership letter by the bidder to be submitted (Undertaking letter by the bidder taking the ownership of the project execution) in case third party also involved in project execution either fully or partially. The bidder shall also submit the ownership certificate issued by the third party clearly mentioning the extent of ownership. 3.3. The Bidder also has to submit a certificate/Letter from OEM that the proposed services any other related software offered by the bidder to the Bank are correct, viable, technically feasible for implementation and it will work without any hassles.	Is outsourcing allowed? Can we submit eligibility certificates of our vendor towards their scope?	Bidder to comply with RFP and GeM bid terms and conditions
50	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION F - OWNERSHIP & AWARDING OF CONTRACT 8. 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.	Due to unfortunate circumstances of raw material or regulatoroty guidelines then we would discuss with Bank to compensate the additional cost in agreed price.	Bidder to comply with RFP and GeM bid terms and conditions
51	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION F - OWNERSHIP & AWARDING OF CONTRACT 11. Order Cancellation/Termination of Contract	11.3. Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services without assigning any reasons.	Need to include the following at the end of the sentence " Bidder shall have mutatis mutandis rights as applicable to Bank"	Bidder to comply with RFP and GeM bid terms and conditions
52	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION F - OWNERSHIP & AWARDING OF CONTRACT 11. Order Cancellation/Termination of Contract	11.4. In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days' prior notice to the bidder.	Need to delete the following "at the risk, cost and responsibility of the selected bidder". For the reason that all terms, conditions and circumstances of such alternate procurement may not be the same.	Bidder to comply with RFP and GeM bid terms and conditions

53	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION F - OWNERSHIP & AWARDING OF CONTRACT 11. Order Cancellation/Termination of Contract	11.5. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one-month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.	Need to delete the following " In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled." For the reason that all terms, conditions and circumstances of such alternate procurement may not be the same.	Bidder to comply with RFP and GeM bid terms and conditions
54	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION G - GENERAL CONDITIONS 4. Human Resource Requirement	4.2. The selected bidder shall confirm that every person deployed by them on the project has been vetted through a third-party background check prior to their engagement. The selected bidder shall manage the activities of its personnel or others engaged in the project, etc., and shall be accountable for all the personnel deployed/engaged in the project.	We perform background verification check of all out employees.	Clause stands deleted
55	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION G - GENERAL CONDITIONS 10. Intellectual Property Rights	10.2. In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and expense: [c] if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse bank for any amounts paid to bidder for such deliverables, along with the replacement costs incurred by Bank for procuring an equivalent equipment in addition to the penalties levied by Bank. However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, the bidder shall be responsible for payment of penalties in case service levels are not met because of inability of the bank to use the proposed solution.	Need to delete the following 2 sentence from this para along with the replacement costs incurred by Bank for procuring an equivalent equipment in addition to the penalties levied by Bank" and "Notwithstanding the remedies contained herein, the bidder shall be responsible for payment of penalties in case service levels are not met because of inability of the bank to use the proposed solution.". Remedies mentioned in this clause is sufficient and good enough	Bidder to comply with RFP and GeM bid terms and conditions
56	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION G - GENERAL CONDITIONS 11. Confidentiality and Non-Disclosure	11.1. The selected bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. The selected bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The selected bidder shall furnish an undertaking as given in Annexure-8.	This clause shall mutatis mutandis apply to the information of Bidder	Bidder to comply with RFP and GeM bid terms and conditions
57	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION G - GENERAL CONDITIONS 12. Indemnity	12.1. The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of: 12.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder	This provision needs to be deleted for the reason that penalty and LD are already provided for and they should suffice for any breach, default, etc	Bidder to comply with RFP and GeM bid terms and conditions
58	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION G - GENERAL CONDITIONS 12. Indemnity	12.2. The bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of service provided by them. 12.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.	This clause needs to be suitably modified stating that Indemnities shall survive 3 months post expiry / termination of the agreement. Indemnity period needs to be capped and cant be kept opened ended	Bidder to comply with RFP and GeM bid terms and conditions

59	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION G - GENERAL CONDITIONS 12. Indemnity	12.2. The bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of service provided by them. 12.2.2. The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.	This clause mentioned "limits specified in above clause", whereas above clause do not specify any limit and therefore need to provide clause in for specifying limit as follows " All Indemnified mentioned under this Agreement including liability, penalties and liquidated damages shall be limited to 10% of the monthly invoice value in which claim had arisen"	Bidder to comply with RFP and GeM bid terms and conditions
60	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION G - GENERAL CONDITIONS 14. Responsibilities of the Bidder	14.6. The selected bidder should abide by guidelines issued by RBI Master Direction on outsourcing of IT services	We are not providing any IT service to Bank.	Clause stands deleted
61	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Appendix-F DRAFT CONTRACT AGREEMENT	8. ORDER CANCELLATION/TERMINATION OF CONTRACT: 8.2.3. The Vendor/Service Provider commits a breach of any of the terms and conditions of the bid.	Word "material" to be inserted before word "breach"	Bidder to comply with RFP and GeM bid terms and conditions
62	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Appendix-F 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 reason.	Mutatis mutandis rights to be granted to Service provider	Bidder to comply with RFP and GeM bid terms and conditions
63	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Appendix-F DRAFT CONTRACT AGREEMENT	8. ORDER CANCELLATION/TERMINATION OF CONTRACT: In case the Vendor/Service Provider fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the Vendor/Service Provider by giving 7 days' prior notice to the Vendor/Service Provider.	Need to delete the following words "at the risk, cost and responsibility of the Vendor/Service Provider"	Bidder to comply with RFP and GeM bid terms and conditions
64	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Appendix-F DRAFT CONTRACT AGREEMENT	8.5. After the award of the contract, if the Vendor/Service Provider does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months' notice for the same. In this event, the Vendor/Service Provider is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.	Need to delete the following "In this event, the Vendor/Service Provider is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled."	Bidder to comply with RFP and GeM bid terms and conditions

65	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Appendix-F DRAFT CONTRACT AGREEMENT	10. INTELLECTUAL PROPERTY RIGHTS: [c] If the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse BANK for any amounts paid to VENDOR/ SERVICE PROVIDER for such deliverables, along with the replacement costs incurred by BANK for procuring equivalent equipment in addition to the penalties levied by BANK. However, BANK shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, VENDOR/ SERVICE PROVIDER shall be responsible for payment of penalties in case service levels are not met because of inability of the BANK to use the proposed solution.	Need to delete the following points " along with the replacement costs incurred by BANK for procuring equivalent equipment in addition to the penalties levied by BANK. However, BANK shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, VENDOR/ SERVICE PROVIDER shall be responsible for payment of penalties in case service levels are not met because of inability of the BANK to use the proposed solution."	Bidder to comply with RFP and GeM bid terms and conditions
66	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Appendix-F DRAFT CONTRACT AGREEMENT	11. INDEMNITY: 11.1.1.The breach, default or non-performance of undertakings, warranties, covenants or obligations by VENDOR/ SERVICE PROVIDER	Penalty and LD are sufficient remedy and therefore the mentioned point needs to be deleted	Bidder to comply with RFP and GeM bid terms and conditions
67	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Appendix-F DRAFT CONTRACT AGREEMENT	11. INDEMNITY: 11.2.1.All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities	Indemnity period needs to be capped say 3 months from the expiry / termination of the Contract and cant be kept open ended	Bidder to comply with RFP and GeM bid terms and conditions
68	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Appendix-F DRAFT CONTRACT AGREEMENT	12. Confidentiality and non disclosure	This clause shall mutatis mutandis apply to the information of Bidder	Bidder to comply with RFP and GeM bid terms and conditions
69	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023	EMD	EMD	Is EMD Exemption allowed as per GeM GTC for Companies with Turnover more than Rs. 500 Crores, please confirm?	Bidder to comply with RFP and GeM bid terms and conditions
70	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 1. Delivery of Products and Services	1.2. The effective date for delivery will be from the date of providing the addresses of Circle Offices/Regional Offices/Branch Offices to the selected bidder by the Bank. All the ordered materials should be delivered as mentioned in clause 1.1 of section C. 1.3. Please note that no extra charges will be paid for those locations where road permit is required. The selected bidder has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the selected bidder to submit any form required for release of shipment from the check post. The selected bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the selected bidder, if required.	is the logistic and courier rate included in the per rate or it is separate? If this is separate, there must be another row to be added in the Bill of Material (commercials) in annexure 10.	Bidder to refer corrigendum-1 for the amended annexure for Bill of material.
71	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 3. Payment Terms	Sl. No. 1 Payment Stage: Delivery of Welcome Kit. % of payment: 100% payment will be released on the delivered undisputed Welcome Kit on submission of receipt of invoice along with original delivery proof duly authorized by bank's official.	100% POD Submissions is not possible. For Branch deliveries this should be made max. 80%. And for deliveries to end customers POD's will not available as this would be available on the courier/ India Post Portal.	Any delivery agency for the matter, is suppose to provide Acknowledgement for having delivered the items/articles. The same has to be called for to produce to the Bank at the time of submitting the invoices for payment.

72	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION G - GENERAL CONDITIONS 13. Force Majeure	13.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the selected bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the selected bidder, resulting in such a situation.	Pandemic & Epidemic have not been included, we request for inclusion of same.	Bidder to comply with RFP and GeM bid terms and conditions
73	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-2 Pre-Qualification Criteria	Sl. No. 2 Pre-Qualification Criteria: Must be an IBA approved Security Form Printer. Documents to be submitted In compliance with Pre-Qualification Criteria: Certificate given by IBA should be valid and required to be submitted.	We request Bank to amend it as --- "Must be an IBA approved Security Form Printer at min. 2 locations in 2 different states to have a BCP / DR facility" and its Documents to be submitted as --- "Certificate given by IBA should be valid and required to be submitted for both the locations." This is requested since BCP-DR is very important looking at Pandemic Scenario which the entire world has been through during last 2-3 years.	Bidder to refer corrigendum-1 for amended clause.
74	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-2 Pre-Qualification Criteria	Sl. No. 3 Pre-Qualification Criteria: Must have experience of printing of both Personalized and Non-Personalized Cheque Books Debit cards printing for a period of 3 years (i.e., from Financial Year 2019-20) Documents to be submitted in compliance with Pre-Qualification Criteria: Certificate/Copy of order given by respective Banks. Client certificates shall clearly state the volume of Cheque & Debit card handled along with amount	The welcome kits consists of Chq. Book, cards and Letter. Would and experience of printing and dispatch of 30 lakh Welcome kits in a financial year be enough in the experience letter?. Volume Experience is critical specially during the last 2 years, also looking at the volume requirement in the current RFP.	Bidder to refer corrigendum-1 for the amended clause.
75	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-2 Pre-Qualification Criteria	Sl. No. 4 Pre-Qualification Criteria: The bidder should be capable of generating and printing both Personalised and non-personalized cheque books and Debit Cards. Documents to be submitted In compliance with Pre-Qualification Criteria: • Vendor should submit VISA, Rupay, MasterCard & NPCI network (all four) certification for EMV/Dual Interface card manufacturing. • Vendor should submit VISA, Rupay, MasterCard & NPCI network (all three) certification for EMV/Dual Interface card personalization. • Others certificates such as ISO, PCI/PA-DSS etc. • For DI Cards and NCMC functionality (offline Wallet) equipped NFC enabled/contactless cards, the bidders should submit necessary certification from NPCI and supply confirmation from respective Bank in India. (Mandatory) Whenever such functionality is introduced by VISA and MasterCard the selected bidder should obtain necessary certification within three months. Failure to get the certification from VISA/Master Card within the stipulated time may result in termination of SLA by the Bank. (Self-Certification)	We have PCI-DSS and PCI-CP. PA-DSS will not be applicable	Bidder may submit any one certificate.
76	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-6 Technical Specification.	2. Technical Specification while printing the Cheque book Sl. No. 1 (Specifications) 95 GSM 43 cm MICR PAPER --SIZE OF THE CHEQUE MUST BE 8"x3.2"/"3" (20.32cm x 8.12cm)(excluding stub portion) as per CTS-2010 standard.	Cheque Book Cover Specs are missing, please provide same, also we assume that MICR Paper will have to be supplied by the Service Provider, please confirm on the same.	On total cost basis, vendor should procure the MICR paper as per the specifications following CTS-2010 standard.

77	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-6 Technical Specification.	4. Details of Welcome Letter Product Leaflet details 5. Details of Welcome Letter	Pdf Hyperlinks are not accessible, kindly share the pdfs to check the Tech Specs.	Bidder to refer the Gem bid, RFP and corrigendums for Technical specifications.
78	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-6 Technical Specification.	3. Technical specifications for Welcome Kit Bag:	is this packing (EcoFriendly Partial Jute Bag) Applicable for both Personalized and Non-Personalized Kits? If yes, how will the address be placed on the Kits? This Sort of complicated Packaging can impact the integrity of the kit and also affect The TAT.	Bidder to refer corrigendum-1 for amended Annexure-6 Technical Specification.
79	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure 7 Scope of Work	13. Bidder should have IT enabled infrastructure to generate Airway Bill Number and courier name through third party API integration.	This clause should be a part of Pre-Qualification Criteria. Since Logistic would form a critical part of this Requirement, should the Bidder demonstrate an experience of hosting a Logistic Management Portal that is capable of tracking and tracing the Articles right from Dispatch to Delivery along with Notifications at various stages through API Integration? Would an experience letter to this effect of hosting the same in a Bank be enough?	Bidder to refer corrigendum-1 for the amended Scope of Work
80	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-10 Bill of Material	Table A & Table B	In both the Tables for Point No. 1 & 5, Tech Specs are not available, please provide same. Also provide volume break-up of VISA, MasterCard and NPCI-RuPay Cards in Point No. 2 of both the tables.	Bidder to refer corrigendum-1 for amended annexure- 10 Bill of material
81	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure 7 Scope of Work	Return to Origin	RTO (Return To Origin) - Where would the bank expect the undelivered articles to be returned? The RFP does not cover this point as to where the undelivered articles should be directed to. WE presume it would be to the base branch of the customer?	Undelivered articles/items are to be redirected/returned to respective Jurisdictions of CPH, the list will be provided to vendor.
82	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure 7 Scope of Work	Business Continuity Plan	Would the Selected vendor not require to demonstrate Business Continuity Plan in the event of any disaster at any one site of the vendor?	BCP to be conducted once in a quarter and the copy of the same is to be submitted to Bank for records
83	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Appendix-F DRAFT CONTRACT AGREEMENT	11. INDEMNITY: 11.2.1.All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities	Indemnification clause for infringement of IPR "It is understood that the Vendor shall print based on the approved artwork, specifications and information provided by the Bank. Hence, the Bank shall always keep the Vendor 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 to comply with RFP and GeM bid terms and conditions

84	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Appendix-F DRAFT CONTRACT AGREEMENT	Generic	Limitation of liability clause needs to be added. "1.1. Notwithstanding anything else contained in this Agreement, under no circumstances shall either party be liable to the other party for indirect, incidental, consequential, special or exemplary damages arising from this Agreement or termination of this Agreement, even if either party has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business. 1.2. Notwithstanding anything else contained in this Agreement, in no event liability of the Vendor shall under no circumstance exceed an amount equal to one month's billing based on the average for the preceding 3 months."	Bidder to comply with RFP and GeM bid terms and conditions
85	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Appendix-F DRAFT CONTRACT AGREEMENT	Generic	Lost in Transit clause "It is agreed between the Parties that, Vendor shall only be responsible for the orderly, proper hand over of the cards or any other delivery to the designated Courier agencies. In no event, Vendor shall bear any responsibility, in whole or in part, directly or indirectly with respect to any compensation, claims/ charges whatsoever etc. in relation to the damages, losses, deficiency caused due to fraud occurred during transit, negligence of the designated Courier agencies, its employees/ or any representative, fire, theft, accident, or whatever reasons to the Cards or any other delivery during transit."	Bidder to comply with RFP and GeM bid terms and conditions
86	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 1. Delivery of Products and Services	Sl. No. 1 and 2 Welcome kit Non- Personalized Welcome Kit and Personalized Welcome Kit 10 Working days from the date of providing the details by the Bank AND Personalized Welcome Kit and 7 Working days from the date of providing the details by the Bank.	Our Understanding is that the no of days mentioned is the time allotted to vendor for hand over of articles to Logistics Partner post receipt of data	The number of working days mentioned is the time allotted for the successful bidder/s to deliver the welcome kit to the delivery location (Banks customers address) provided by the Bank.
87	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 3. Payment Terms	Sl. No. 1 Payment Stage: Delivery of Welcome Kit. % of payment: 100% payment will be released on the delivered undisputed Welcome Kit on submission of receipt of invoice along with original delivery proof duly authorized by bank's official.	Our understanding is that welcome kit delivery is bank scope of work & bidder's scope is limited to handing over the kit to Bank appointed courier partner, please remove the clause "along with original delivery proof duly authorized by bank's official."	The successful bidder/s has to deliver the welcome kit to the delivery location (Banks customers address) provided by the Bank.
88	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 3. Payment Terms	Sl. No. 1 Payment Stage: Delivery of Welcome Kit. % of payment: 100% payment will be released on the delivered undisputed Welcome Kit on submission of receipt of invoice along with original delivery proof duly authorized by bank's official.	We request the bank kindly consider the payment term as •Base cards upon the readiness of the cards •other stationery ,Personalisation & fulfilment on monthly basis for the total dispatches made during that month	Bidder to comply with RFP and GeM bid terms and conditions

89	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 3. Payment Terms	3.2. Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branches/offices to be submitted while claiming payment in respect of orders placed.	Considering delivery/dispatch is scope of the bank & bidder's scope is limited to handing over the kit to Bank appointed courier partner, please remove the clause "Proof of delivery duly signed by Bank officials of the respective Branches/offices"	Bidder to comply with RFP and GeM bid terms and conditions
90	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	SECTION F - OWNERSHIP & AWARDING OF CONTRACT 8. 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.	A) Whether L1 will be calculated with GST or without GST? B) Whether Reverse auction will be conducted on TCO with GST or without GST. Please confirm.	All the amount mentioned in the GeM bid is with GST only. RA value will be the TCO value inclusive of tax. Bidder to comply with RFP and GeM bid terms and conditions.
91	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-2 Pre-Qualification Criteria	Sl. No. 10 Pre-Qualification Criteria: The bidder should have minimum annual turnover of Rs.300.00 Crores during 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. Documents to be submitted in compliance with Pre-Qualification Criteria: Bidder has to submit audited Balance Sheet copies for last 3 Years i.e. 2019-20, 2020-21 and 2021-22 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.	We request bank kindly amend clause as below:- "The bidder should have minimum annual turnover of Rs.200.00 Crores during 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. OR The bidder should have minimum annual average turnover of Rs.300.00 Crores during the 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. Following documents to be submitted by 30th April 2023. 1. Turnover certificate (for the period FY 2020-21 to FY 2022-23) from CA. 2. Unaudited Provisional Financial Statements for FY 2022-23 certified by Statutory Auditor	Bidder to refer corrigendum-1 for the amended clause.
92	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-6 Technical Specification.	1. Technical Specification for EMV Chip Debit Cards (Contact & Dual Interface Cards including NCMC) CTS 2010 Standards Check List Sl. No. 1 (Mandatory Features) Water mark (To be Incorporated at paper manufacturing stage)	For L1 Bidder approx. quantity requirement is 3 ton per month, considering the Minimum order quantity of Paper Mill, please confirm the below details - a) Letter will be provided by Bank to Paper Mill to use existing Dandy of Bank water mark (to avoid One time dandy making cost loaded to Bank) to the bidder b) These dandy paper will be run by Paper Mill at a particular period, so Bidder need to get appropriate time line to procure & dispatch initial first order OR c) Removal of Bank customised watermark	Bidder has to comply the GeM terms and condition.
93	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-6 Technical Specification.	3. Technical specifications for Welcome Kit Bag: Welcome Kit Bag Material -	Considering Only 3-4 insert including card & cheque book, please change this kit to normal paper envelope to reduce the cost .	Bidder to comply with RFP and GeM bid terms and conditions

94	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-6 Technical Specification.	3. Technical specifications for Welcome Kit Bag: Welcome Kit Bag Material -	Please share the hard copy sample or full specification including size of each 10 pocket, material used, GSM, micron, print details.	Bidder to contact the bank officials for the viewing the physical specimen of the Welcome Kit as informed in the Pre bid meeting.
95	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-6 Technical Specification.	4. Details of Welcome Letter Product Leaflet details:	Please share the hard copy sample or full specification including paper type, GSM, etc details.	Bidder to contact the bank officials for the viewing the physical specimen of the Welcome Kit as informed in the Pre bid meeting.
96	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-6 Technical Specification.	5. Details of Welcome Letter:	Please share the hard copy sample or full specification including paper type, GSM, etc details.	Bidder to contact the bank officials for the viewing the physical specimen of the Welcome Kit as informed in the Pre bid meeting.
97	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-7 Scope of Work	1. Acknowledgement Letter	Please share the hard copy sample or full specification including paper type, GSM, etc details.	Bidder to contact the bank officials for the viewing the physical specimen of the Welcome Kit as informed in the Pre bid meeting.
98	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-7 Scope of Work	1. Instruction sheets to generate Green PIN for debit card, registration process for net banking and mobile banking	Please share the hard copy sample or full specification including paper type, GSM, etc details.	Bidder to contact the bank officials for the viewing the physical specimen of the Welcome Kit as informed in the Pre bid meeting.
99	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-7 Scope of Work	2.The subject requirement of Welcome Kit is for the branches and CPHs (Central Processing Hub) of the Bank. The Selected bidder has to deliver the Non personalized Welcome kit to the Branches (as per the details provided by the Bank) and Personalized Welcome kit to the CPHs location of the Bank. (The details will be shared with the Successful bidder).	Please share the location details of CPHs (Central Processing Hub)	The delivery location details will be shared with the successful bidder/s. Bidder to comply with RFP and GeM bid terms.
100	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-7 Scope of Work	5. Gathering & Collating: 5.2.70 GSM white maplitho paper to be used for welcome slip, cheque book requisition slip and transaction record slip.	a) Please share the number of colour/print details for each of the slip b) Also share the Paper type/GSM & print details for cheque cover	Bidder to refer the Gem bid, RFP and corrigendums for Technical specifications.


101	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-10 Bill of Material	2. Debit Card Non-personalized (all three variants MasterCard, VISA, RUPAY with DI and Contact/Contactless Cards)	Whether this price include base card Only or with personalisation charges?	Bidder to refer corrigendum-1 for amended annexure- 10 Bill of material
102	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-10 Bill of Material	Bill of Material	As per scope of work there are many additional item like Acknowledgement Letter, Instruction sheets, Card pouch, etc. Please clarify that - these are not part of price bid, OR whether Bank will supply these stationery or pay based on actual requirement from time to time from selected bidder?	Bidder to refer corrigendum-1 for amended annexure- 10 Bill of material
103	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-10 Bill of Material	Collaterals containing activation procedure for Net banking /Mobile Banking solution.	Please share the details of collaterals for which price need to be quoted/ included in the price bid .	Bidder to refer corrigendum-1 for amended annexure- 10 Bill of material
104	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-10 Bill of Material	Bill of Material	Where we need to include the cost for - a) Personalisation of card b) Fulfilment activity	Bidder to refer corrigendum-1 for amended annexure- 10 Bill of material
105	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-10 Bill of Material	Total cost of Table-C (Total Cost for both Personalized and Non-Personalized Welcome Kit)(Total of Sl No 1 and 2 of Table C) - Total cost of Welcome Kit for a period of 3 Years (Inclusive of taxes)	Our understanding is Reverse auction will be conducted on this price (including GST). Please confirm.	Reverse auction price should be inclusive of tax value and it will be the TCO value.
106	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-10 Bill of Material	Total cost of Table-C (Total Cost for both Personalized and Non-Personalized Welcome Kit)(Total of Sl No 1 and 2 of Table C) - Total cost of Welcome Kit for a period of 3 Years (Inclusive of taxes)	As per terms (page 22, sec F) we need to quote exclusive of taxes, whether RA & price bid should include the GST? Please confirm.	Bidder to refer corrigendum-1 for ameded clause.



107	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-10 Bill of Material	Note: iii. The above charges are including the Resource Cost for maintenance under AMC & ATS, replacement of Spare parts and to provide AMC & ATS Services as per the terms and conditions of the RFQ. No additional charges will be paid over and above the quoted prices. iv. Qualified and experienced Engineer should be available for the support whenever call is lodged by the Canara Bank. Engineer has to visit the site immediately for support: v. Bank reserves the right to increase or decrease the Servers under AMC & ATS to the quantity specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.	Please remove these clause as these are not related to this particular RFP	Bidder to refer corrigendum-1 for amended annexure- 10 Bill of material
108	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023	RA Qualification Rule	H1-Highest Priced Bid Elimination	Our understanding is - If 4 or less, bidders are selected technically, all 4 bidders will be qualified for RA, considering Bank are placing the order with 3 vendors Please confirm.	Bidder has to comply the GeM terms and condition.
109	GeM bid ref. No. GEM/2023/B/3265002 dated 15/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6	Annexure-2 Pre-Qualification Criteria	Sl. No. 5 Pre-Qualification Criteria: The bidder having three years of experience for Welcome Kit printing and supply to any Schedule Commercial Bank. Documents to be submitted in compliance with Pre-Qualification Criteria: Clear documentary proof relating to execution of the order is to be submitted with the RFP. Experience certificate to be Submitted from at least one Bank	Our understanding is that bidder having three years of experience for welcome kit printing along with cheque book & card together to any schedule commercial bank.	Bidder to refer amended Scope of work as per Corrigendum-1

Date: 10-04-2023

Place: Bengaluru


Deputy General Manager
