

| Sl. No. | Bidder's Name                              | Page No. | Section   | RFP Clause                  | Clause/Technical Specification  | Bidder's Query  | Bank's Reply  |
|---------|--|----------|---|-----------------------------|---|---|---|
| 1       | Ascent E Digit Solutions P Ltd., Bangalore | 12       | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | 1. Delivery & Installation: | 1.2. Delivery of all Laserjet Printers should be within Five (5) weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 6 Weeks. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post. | We request you to change the delivery period as 8 weeks from the date of acceptance of purchase order or 9 weeks from the date of purchase order, due to Pandemic situation all deliveries are getting delayed so we request you to consider it.  | <u>The RFP Clause is modified as under:</u><br>1.2. Delivery of all Laserjet Printers should be within <b>Eight (8) weeks</b> from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be <b>Nine (9) Weeks</b> . Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post. |
| 2       | Ascent E Digit Solutions P Ltd., Bangalore | 12       | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | 1. Delivery & Installation: | 1.3. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.  | Request you to consider, the successful bidder should ensure installation of the delivery of hardware and software and complete all the works specified in the scope of work at branch branch / office locations within 3 weeks from the date of delivery of all the materials for each ordered locations. (Due to current situation) | <u>The RFP Clause is modified as under:</u><br>1.3. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within <b>3 weeks for T1 &amp; T2 cities and 4 weeks for other cities</b> from the date of delivery of all the materials for each ordered locations.  |
| 3       | Team Computers                             | 12       | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | 1. Delivery & Installation: | 1.2. Delivery of all Laserjet Printers should be within Five (5) weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 6 Weeks. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post. | Since it is a rate contract & purchase will be multi location pan India, request Bank to provide atleast 6 weeks for urban areas & 8 weeks for road permit locations.   | <u>The RFP Clause is modified as under:</u><br>1.2. Delivery of all Laserjet Printers should be within <b>Eight (8) weeks</b> from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be <b>Nine (9) Weeks</b> . Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post. |
| 4       | Team Computers                             | 12       | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | 1. Delivery & Installation: | 1.3. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.  | Request bank to provide 3 week time for installation.   | <u>The RFP Clause is modified as under:</u><br>1.3. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within <b>3 weeks for T1 &amp; T2 cities and 4 weeks for other cities</b> from the date of delivery of all the materials for each ordered locations.  |



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| 5       | Team Computers                             | 12       | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | 2. Pre-Dispatch Inspection (PDI) | 2.1. The Bank and/or its nominated officials/consultants may carry out pre-dispatch inspection of all ordered equipment or any part thereof before delivery. On account of PDI, there will not be any change in delivery terms and conditions. However, the bank will have the discretion to conduct PDI.  | Request Bank to provide extra one week  | Bidder to comply with the RFP Terms.   |
| 6       | Ascent E Digit Solutions P Ltd., Bangalore | 13       | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | 4. Payment Terms:                | Sl. No. Payment Stages Percentage of Payment Condition/Remarks<br>1. Delivery- 70% - 70% on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed   | We request you to consider the scan copy of the Invoices copies duly signed by Bank officials along with additional original Invoice to be considered as a proof of delivery.. Due to COVID-19 situation and other external factors , kindly consider option as a special case. | Bidder to comply with the RFP Terms.   |
| 7       | Kyocera Document Solution Pvt Ltd          | 13       | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | 3. Penalties/Liquidated Damages: | <b>3.1. Penalties/Liquidated damages for delay in Delivery and Installation, of Laserjet Printers in all locations would be as under.</b><br>3.1.1. Non-compliance of the delivery clauses (1.2) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in delivery per Laserjet Printer, per week or part thereof, on the Order value of the Laserjet Printers wise.<br>3.1.2. Non-compliance of the installation clauses (1.3) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in installation per Laserjet Printers, per week or part thereof, on the Order value of the Laserjet Printers wise.<br>3.1.3. However, the total Penalty/LD to be recovered under above clauses 3.1.1 & 3.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes). | Can bank associate of the particular branch will inform us about the machine delivery and site readiness for installation   | Bank will share the Branch Contact Details of the delivery locations. Bidder to take prior permission and check availability before sending any Engineers for delivery/installation. |

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| 8       | Team Computers                    | 13       | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | 3. Penalties/Liquidated Damages: | 3.2. In case faulty Laserjet Printers are not repaired/replaced within a Business day as per clause 5.3, Bank shall impose a penalty of Rs. 100 (Plus GST) per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order.  | Requesting Bank to make MTTR next Business day for Urban locations and Two business day for non urban locations. | <b>RFP Clause is Modified as under:</b><br><br>3.2. In case faulty LaserJet Printers are not repaired/replaced within a Business day for T1 & T2 Cities & 48 hours for Other Cities, Bank shall impose a penalty of Rs. 100 (Plus GST) per laserjet printer per day and part thereof delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order during the Contract Period. |
| 9       | Kyocera Document Solution Pvt Ltd | 13       | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | 4. Payment Terms:                | <b>4.1. Payment Terms:</b><br>1. <b>Delivery-</b> 70% on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.<br>2. <b>Installation &amp; Maintenance -</b> 30% of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied. If Laser Printer is not installed within 30 days from the date of Delivery of the Laserjet Printer, due to the reason attributable to the Bank, Bank will release the installation payment on receiving the invoice from the successful Bidder. Bidder also has to undertake that they will install the Tablet Computers within a week from the date of informing site readiness without any extra cost. | Here what is the TAT for 30% paymnt after intallation  | <b>Bidder to comply with the RFP Terms.</b>   |



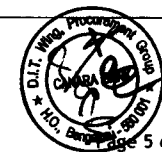
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| 10      | Ascent E Digit Solutions P Ltd., Bangalore | 14       | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | 4. Payment Terms:  | <p><b>4.1. Payment Terms:</b></p> <p>1. <b>Delivery-</b> 70% on delivery of all Hardware &amp; Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes &amp; Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.</p> <p>2. <b>Installation &amp; Maintenance</b> - 30% of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied. If Laser Printer is not installed within 30 days from the date of Delivery of the Laserjet Printer, due to the reason attributable to the Bank, Bank will release the installation payment on receiving the invoice from the successful Bidder. Bidder also has to undertake that they will install the Tablet Computers within a week from the date of informing site readiness without any extra cost.</p> | We request you to consider the scan copy of the installation report duly signed by bank officials for claiming the balance payment..   | Bidder to comply with the RFP Terms.  |
| 11      | Team Computers                             | 17       | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | 14. Secure Deployment & Security Compliance to Policies and Process: | 14.1. All the hardware or required components should be shipped directly from OEM to Bank premises.   | Request Bank to clarify this term. In case SI received the orders in that case materials will shipped from SI to Bank respective branches / locations  | <p><b>RFP Clause is Modified as under:</b></p> <p>14.1. All the hardware or required components should be shipped directly from OEM/Bidder's warehouse directly to Bank premises.</p> |
| 12      | Kyocera Document Solution Pvt Ltd          | 21       | E. SELECTION OF BIDDER                            | 3. Evaluation of Bid:  | <p><b>3.3.9. Masked Bill of Material which is not as per below instruction will make Bid liable for rejection:</b></p> <p>3.3.9.1. Should be replica of Bill of Material except that it should not contain any price information (with Prices masked).</p> <p>3.3.9.2. It should not provide any price information.</p>   | What is Masked bill and since everything is online submission now do we still need to courier the same in Separate envelope  | Bidder to comply with the RFP Terms.  |
| 13      | Team Computers                             | 23       | E. SELECTION OF BIDDER                            | 8. Determination of L1 Price   | 8.1. L1 Price will be determined after giving effect to arithmetical correction, if any.  | Since the supply Pan india, the Bank should not dependent on one Vendor. We request Bank to incorporate split order clause in 60:40 ratio between L1 & L2 bidders if L2 is ready to match L1 price | Bidder to comply with the RFP Terms.  |

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| 8       | Team Computers                    | 13       | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | 3. Penalties/Liquidated Damages: | 3.2. In case faulty Laserjet Printers are not repaired/replaced within a Business day as per clause 5.3, Bank shall impose a penalty of Rs. 100 (Plus GST) per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order.  | Requesting Bank to make MTTR next Business day for Urban locations and Two business day for non urban locations. | <u>RFP Clause is Modified as under:</u><br><br>3.2. In case faulty LaserJet Printers are not repaired/replaced within a Business day for T1 & T2 Cities & 48 hours for Other Cities, Bank shall impose a penalty of Rs. 100 (Plus GST) per laptop computer per day and part thereof delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order during the Contract Period. |
| 9       | Kyocera Document Solution Pvt Ltd | 13       | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | 4. Payment Terms:                | <b>4.1. Payment Terms:</b><br>1. <b>Delivery-</b> 70% on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.<br>2. <b>Installation &amp; Maintenance</b> - 30% of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied. If Laser Printer is not installed within 30 days from the date of Delivery of the Laserjet Printer, due to the reason attributable to the Bank, Bank will release the installation payment on receiving the invoice from the successful Bidder. Bidder also has to undertake that they will install the Tablet Computers within a week from the date of informing site readiness without any extra cost. | Here what is the TAT for 30% paymnt after intallation  | <b>Bidder to comply with the RFP Terms.</b>  |



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| 10      | Ascent E Digit Solutions P Ltd., Bangalore | 14       | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | 4. Payment Terms:  | <p><b>4.1. Payment Terms:</b></p> <p>1. Delivery- 70% on delivery of all Hardware &amp; Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes &amp; Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.</p> <p>2. Installation &amp; Maintenance - 30% of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied. If Laser Printer is not installed within 30 days from the date of Delivery of the Laserjet Printer, due to the reason attributable to the Bank, Bank will release the installation payment on receiving the invoice from the successful Bidder. Bidder also has to undertake that they will install the Tablet Computers within a week from the date of informing site readiness without any extra cost.</p> | We request you to consider the scan copy of the installation report duly signed by bank officials for claiming the balance payment..   | Bidder to comply with the RFP Terms.  |
| 11      | Team Computers                             | 17       | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | 14. Secure Deployment & Security Compliance to Policies and Process: | 14.1. All the hardware or required components should be shipped directly from OEM to Bank premises.   | Request Bank to clarify this term. In case SI received the orders in that case materials will shipped from SI to Bank respective branches / locations  | <p><b>RFP Clause is Modified as under:</b></p> <p>14.1. All the hardware or required components should be shipped directly from OEM/Bidder's warehouse directly to Bank premises.</p> |
| 12      | Kyocera Document Solution Pvt Ltd          | 21       | E. SELECTION OF BIDDER                            | 3. Evaluation of Bid:  | <p><b>3.3.9. Masked Bill of Material which is not as per below instruction will make Bid liable for rejection:</b></p> <p>3.3.9.1. Should be replica of Bill of Material except that it should not contain any price information (with Prices masked).</p> <p>3.3.9.2. It should not provide any price information.</p>   | What is Masked bill and since everything is online submission now do we still need to courier the same in Separate envelope  | Bidder to comply with the RFP Terms.  |
| 13      | Team Computers                             | 23       | E. SELECTION OF BIDDER                            | 8. Determination of L1 Price   | 8.1. L1 Price will be determined after giving effect to arithmetical correction, if any.  | Since the supply Pan india, the Bank should not dependent on one Vendor. We request Bank to incorporate split order clause in 60:40 ratio between L1 & L2 bidders if L2 is ready to match L1 price | Bidder to comply with the RFP Terms.  |

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| 14      | Kyocera Document Solution Pvt Ltd          | 31       | Annexure-2 | Eligibility Criteria Declaration<br><br>Point no. f     | <b>Eligibility Criteria:</b><br>The Bidder should have their own Service /Support Office in at least 15 out of 24 Circle Office locations of the Bank as mentioned in Annexure-4 of the RFP.<br><b>Documents to be submitted:</b><br>The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc. as per Annexure-4.<br>In Case Bidder is having Service /Support Office for only 1 Circle Offices Locations of the Bank, Bidder has to provide an undertaking that they will support remaining 9 Locations from their partner's/franchises' Service Center as per RFP terms. Bidder also has to provide the contact details as per Annexure-4. | Having minimum 15 offices from 24 circle offices shouldn't be specified & of concern & it should also be generic as we can have probably 2 less branches but We have Pan India direct support as we work on Direct pay roll Residential engineer concept wherever we do not have a direct office or branch. So a criteria for circle offices should be to support directly at at least at all circle offices with direct pay roll engineers & not having minimum offices specified in no's. Also we may have office at other locations where Canara Bank circle office isnt like our Head office is based out of Gurgaon. | Bidder to comply with the RFP Terms. |
| 15      | Kyocera Document Solution Pvt Ltd          | 31       | Annexure-2 | Eligibility Criteria Declaration<br><br>Point no. g     | <b>Eligibility Criteria:</b><br>The Bidder should have their own of franchises' Service /Support Office in at least 150 out of 176 Regional Office locations of the Bank as mentioned in Annexure-4 of the RFP<br><b>Documents to be submitted:</b><br>The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc as per Annexure-4. In Case Bidder is bidder is having Service /Support Office for only 150 Regional Offices Locations of the Bank, Bidder has to provide an undertaking that they will support remaining 26 Locations from their nearest Service Center as per RFP terms.  | We have authorised dealer service support PAN India along with direct pay roll resident engineer concept. So kindly specify Own Franchise service support as Direct/Dealer service support.   | Bidder to comply with the RFP Terms. |
| 16      | Ascent E Digit Solutions P Ltd., Bangalore | 31       | Annexure 2 | Eligibility Criteria Declaration:<br><br>Criteria no. f | <b>Eligibility Criteria:</b><br>The Bidder should have their own Service /Support Office in at least 15 out of 24 Circle Office locations of the Bank as mentioned in Annexure-4 of the RFP.<br><b>Documents to be submitted:</b><br>The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc. as per Annexure-4.<br>In Case Bidder is having Service /Support Office for only 1 Circle Offices Locations of the Bank, Bidder has to provide an undertaking that they will support remaining 9 Locations from their partner's/franchises' Service Center as per RFP terms. Bidder also has to provide the contact details as per Annexure-4. | We request you to change the Bidder / OEM should have their own service / support office in atleast 15 out of 24 circle office locations of the bank as mentioned in the annexure 4   | Bidder to comply with the RFP Terms. |



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| 17      | Pace Business Machines Pvt. Ltd.           | 32       | <u>Annexure 2</u> | Eligibility Criteria Declaration<br><br>Criteria no. e                 | <u>Eligibility Criteria:</u><br>The Bidder should have supplied and installed 500 Laserjet Printers in at least 10 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units.<br>Out of the above orders Bidder must have supplied the Laserjet Printers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units.<br><u>Documents to be submitted:</u><br>Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted. | The Bidder should have supplied and installed 2000 LaserJet printers in at least 4 states of India in Single/multiple orders during the period from 01/04/2016 to 31/03/2020 for scheduled commercial banks/Government departments/public sector units. Out of the above orders Bidder must have supplied the LaserJet Printers for more than 4 states across India in a Single order during the period from 01/04/2016 to 31/03/2020 for scheduled commercial banks/Government departments/public sector units. | Bidder to comply with the RFP Terms.   |
| 18      | Ascent E Digit Solutions P Ltd., Bangalore | 33       | <u>Annexure 7</u> | Technical Requirements for Laserjet Printers in Canara Bank Point No.3 | 3. Print Speed: Minimum 33 ppm (Normal) for A4 paper   | We request you to consider to increase the PPM speed from Minimum 33PPM ( Normal) for A4 Paper to 38PPM, where more competitive brands and partner can participate.  | <u>RFP Clause is Modified as under:</u><br><br>3. Print Speed: Minimum 38 ppm (Normal) for A4 paper.   |
| 19      | Ascent E Digit Solutions P Ltd., Bangalore | 33       | <u>Annexure 7</u> | Technical Requirements for Laserjet Printers in Canara Bank            | 12. Processor Speed: Minimum 500 MHz   | Request to increase the processor speed to 1.2 GHZ, which will help in better efficiency and faster output. which is the latest speed available in the market  | <u>RFP Clause is Modified as under:</u><br><br>12. Processor Speed: Minimum 800 MHz  |
| 20      | Ascent E Digit Solutions P Ltd., Bangalore | 33       | <u>Annexure 7</u> | Technical Requirements for Laserjet Printers in Canara Bank            | 13. Memory: Minimum 128 MB   | We request you to increase the same to 512MB RAM , where more competitive brands can participate and it's a latest in the market also. The Given 128MB will allow to participate only a specific brands.   | <u>RFP Clause is Modified as under:</u><br><br>13. Memory: Minimum 256 MB  |
| 21      | Ascent E Digit Solutions P Ltd., Bangalore | 33       | <u>Annexure 7</u> | Technical Requirements for Laserjet Printers in Canara Bank            | <u>19. Toner/Cartridge</u><br>a. Printers should be supplied with full Capacity Integrated Toner.<br>b. 1 No. of additional Cartridge to be supplied to the Bank.<br>c. The additional cartridge should print minimum 9,000 pages.   | We request to consider the additional cartridge should print minimum of 10,000 pages and also request you to consider 2 No., of additional cartridge to be supplied. ( Due to COVID-19 situation) where you will have enough stock to carry the office duty without any hindrance.   | <u>RFP Clause is Modified as under:</u><br><u>19. Toner/Cartridge :</u><br>a. Printers should be supplied with full Capacity Integrated Toner with yield of Minimum 3000 pages.<br>b. 2 Nos. of additional Cartridge to be supplied to the Bank and should print minimum 9,000 pages each.<br>c. The yield value of the cartridges should be in accordance with ISO/IEC 19752. |





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| 22      | Canon India pvt ltd | 33       | <u>Annesure -7</u> | Technical Requirements for Laserjet Printers in Canara Bank | 3. Print Speed: Minimum 33 ppm (Normal) for A4 paper   | Request to consider to 38 PPM (Normal) A4,since 33 PPM as standard will help only one OEM to have advantage in bidding , request to change the spec to 38ppm , which will help other OEM like us to participate  | <u>RFP Clause is Modified as under:</u><br><br>3. Print Speed: Minimum 38 ppm (Normal) for A4 paper.   |
| 23      | Canon India pvt ltd | 33       | <u>Annesure -7</u> | Technical Requirements for Laserjet Printers in Canara Bank | 12. Processor Speed: Minimum 500 MHz   | Request to consider 1.2 GHZ, which will help in better efficiency and faster output, which is the latest speed available in the market   | <u>RFP Clause is Modified as under:</u><br><br>12. Processor Speed: Minimum 800 MHz  |
| 24      | Canon India pvt ltd | 33       | <u>Annesure -7</u> | Technical Requirements for Laserjet Printers in Canara Bank | 13. Memory: Minimum 128 MB   | Request to consider to 256 or more, since the printers with ppm above 30 will always provide better memory, ony one OEM(HP) is having 128 MB which will help them to take advantage , request to consider the change since the lesser the memory , interface will be slow. | <u>RFP Clause is Modified as under:</u><br><br>13. Memory: Minimum 256 MB  |
| 25      | Canon India pvt ltd | 33       | <u>Annesure -7</u> | Technical Requirements for Laserjet Printers in Canara Bank | <u>19. Toner/Cartridge</u><br>a. Printers should be supplied with full Capacity Integrated Toner.<br>b. 1 No. of additional Cartridge to be supplied to the Bank.<br>c. The additional cartridge should print minimum 9,000 pages. | Request to consider(b) 2 NO of additional Cartridges which will help in handy during stock constrain (c)minimum print yeild of 10000 pages for additional cartridges which will help in additional print voulme  | <u>RFP Clause is Modified as under:</u><br><u>19. Toner/Cartridge :</u><br>a. Printers should be supplied with full Capacity Integrated Toner with yeild of Minimum 3000 pages.<br>b. 2 Nos. of additional Cartridge to be supplied to the Bank and should print minimum 9,000 pages each.<br>c. The yeild value of the cartridges should be in accordance with ISO/IEC 19752. |
| 26      | Xerox               | 33       | <u>Annesure -7</u> | Technical Requirements for Laserjet Printers in Canara Bank | 3. Print Speed: Minimum 33 ppm (Normal) for A4 paper   | Requesting to amend to 40PPM , as this is an standard speed across all catagoery of brands in this segment.  | <u>RFP Clause is Modified as under:</u><br><br>3. Print Speed: Minimum 38 ppm (Normal) for A4 paper.   |
| 27      | Xerox               | 33       | <u>Annesure -7</u> | Technical Requirements for Laserjet Printers in Canara Bank | <u>19. Toner/Cartridge</u><br>a. Printers should be supplied with full Capacity Integrated Toner.<br>b. 1 No. of additional Cartridge to be supplied to the Bank.<br>c. The additional cartridge should print minimum 9,000 pages. | Requesting you to amend to 8,000 pages or more as this is the standard yeild with high capacity cartridge & aslo ensure maximum participation .  | <u>RFP Clause is Modified as under:</u><br><u>19. Toner/Cartridge :</u><br>a. Printers should be supplied with full Capacity Integrated Toner with yeild of Minimum 3000 pages.<br>b. 2 Nos. of additional Cartridge to be supplied to the Bank and should print minimum 9,000 pages each.<br>c. The yeild value of the cartridges should be in accordance with ISO/IEC 19752. |

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| 28      | Xerox                                      | 33       | <u>Annexure - 7</u>                                | Technical Requirements for Laserjet Printers in Canara Bank | 12. Processor Speed: Minimum 500 MHz   | Requesting to amend to 1 GHZ , as this is latest technology & matches your requirement & common feature across all brands .   | <u>RFP Clause is Modified as under:</u><br><br>12. Processor Speed: Minimum 800 MHz  |
| 29      | Xerox                                      | 33       | <u>Technical requirement for laserjet printers</u> | Technical Requirements for Laserjet Printers in Canara Bank | 13. Memory: Minimum 128 MB   | Requesting to amend to 512 MB , as this will help in buffering memory when comand is given for mumtiple users which will store memory & print in sequence without lag .   | <u>RFP Clause is Modified as under:</u><br><br>13. Memory: Minimum 256 MB  |
| 30      | Kyocera Document Solution Pvt Ltd          | 33       | <u>Annexure - 7</u>                                | Technical Requirements for Laserjet Printers in Canara Bank | 4. Print Method: Laserjet Printer with integrated Toner and Drum   | We request to change the integrated Toner & Drum to Separate Toner & Drum as this technology is Cost effective, highly Reliable, has longer component life & has reduced Co2 emmision which is better for Ecology(Detailed description attached in the mail for your reference). This seems to be very specific but should be also generic. | <u>RFP Clause is Modified as under:</u><br><u>19. Toner/Cartridge :</u><br>a. Printers should be supplied with full Capacity Integrated Toner with yield of Minimum 3000 pages.<br>b. 2 Nos. of additional Cartridge to be supplied to the Bank and should print minimum 9,000 pages each.<br>c. The yield value of the cartridges should be in accordance with ISO/IEC 19752. |
| 31      | Team Computers                             | 33       | <u>Annexure - 7</u>                                | Technical Requirements for Laserjet Printers in Canara Bank | 4. Print Method: Laserjet Printer with integrated Toner and Drum   | Laserjet Printer with integrated Toner and Drum or separate Toner and Drum  | <u>RFP Clause is Modified as under:</u><br><u>19. Toner/Cartridge :</u><br>a. Printers should be supplied with full Capacity Integrated Toner with yield of Minimum 3000 pages.<br>b. 2 Nos. of additional Cartridge to be supplied to the Bank and should print minimum 9,000 pages each.<br>c. The yield value of the cartridges should be in accordance with ISO/IEC 19752. |
| 32      | Ascent E Digit Solutions P Ltd., Bangalore | 33       | <u>Annexure 2.( Ammendement</u>                    | Eligibility Criteria Declaration<br><br>Criteria no. g      | <u>Eligibility Criteria:</u><br>The Bidder should have their own of franchises' Service /Support Office in at least 150 out of 1746Regional Office locations of the Bank as mentioned in Annexure-4 of the RFP<br><u>Documents to be submitted:</u><br>The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc as per Annexure-4.In Case Bidder is bidder is having Service /Support Office for only 150 Regional Offices Locations of the Bank, Bidder has to provide an undertaking that they will support remaining 26 Locations from their nearest Service Center as per RFP terms. | We request you to change the clause from Bidder / OEM should have service / support office in atleast 150 of 176 Regional office locations of the bank as mentioned in Annexure 4   | Bidder to comply with the RFP Terms.   |



| Sl. No. | Bidder's Name                              | Page No. | Section     | RFP Clause  | Clause/Technical Specification  | Bidder's Query   | Bank's Reply  |
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| 33      | Compugraphics                              | 33       | Annexure-7  | Technical Requirement: (3,12,13,19)                         | 3. Print Speed: Minimum 33 ppm (Normal) for A4 paper<br>12. Processor Speed: Minimum 500 MHz<br>13. Memory: Minimum 128 MB<br>19. Toner/Cartridge<br>a. Printers should be supplied with full Capacity Integrated Toner.<br>b. 1 No. of additional Cartridge to be supplied to the Bank.<br>c. The additional cartridge should print minimum 9,000 pages. | Print Speed : 33ppm to 38ppm<br><br>Process Speed : 500 Mhz to 1.2Ghz<br><br>Memory : 128MB to 512MB Ram<br><br>Toner Cartridge : Additional Toner yield from 9,000 to 10,000<br>Service : Centralised Service Systems with unique call center number pan India basis. | <u>RFP Clause is Modified as under:</u><br><br>3. Print Speed: Minimum 38 ppm (Normal) for A4 paper.<br>12. Processor Speed: Minimum 800 MHz.<br>13. Memory: Minimum 256 MB.<br><u>19. Toner/Cartridge :</u><br>a. Printers should be supplied with full Capacity Integrated Toner with yield of Minimum 3000 pages.<br>b. 2 Nos. of additional Cartridge to be supplied to the Bank and should print minimum 9,000 pages each.<br>c. The yield value of the cartridges should be in accordance with ISO/IEC 19752. |
| 34      | Kyocera Document Solution Pvt Ltd          | 34       | Annexure -7 | Technical Requirements for Laserjet Printers in Canara Bank | <u>19. Toner/Cartridge</u><br>a. Printers should be supplied with full Capacity Integrated Toner.<br>b. 1 No. of additional Cartridge to be supplied to the Bank.<br>c. The additional cartridge should print minimum 9,000 pages.  | do we need to supply 1 additional cartridge to each branch   | <u>RFP Clause is Modified as under:</u><br><u>19. Toner/Cartridge :</u><br>a. Printers should be supplied with full Capacity Integrated Toner with yield of Minimum 3000 pages.<br>b. 2 Nos. of additional Cartridge to be supplied to the Bank and should print minimum 9,000 pages each.<br>c. The yield value of the cartridges should be in accordance with ISO/IEC 19752.  |
| 35      | Kyocera Document Solution Pvt Ltd          | 34       | Annexure -7 | Technical Requirements for Laserjet Printers in Canara Bank | <u>19. Toner/Cartridge</u><br>a. Printers should be supplied with full Capacity Integrated Toner.<br>b. 1 No. of additional Cartridge to be supplied to the Bank.<br>c. The additional cartridge should print minimum 9,000 pages.  | Every printer has a different toner yield & Toner yield also depends on coverage area & so specifying 9000 pages minimum should be generic. It should be 1 additional cartridge should be supplied with 1 standard toner & not start up toner.                         | <u>RFP Clause is Modified as under:</u><br><u>19. Toner/Cartridge :</u><br>a. Printers should be supplied with full Capacity Integrated Toner with yield of Minimum 3000 pages.<br>b. 2 Nos. of additional Cartridge to be supplied to the Bank and should print minimum 9,000 pages each.<br>c. The yield value of the cartridges should be in accordance with ISO/IEC 19752.  |
| 36      | Ascent E Digit Solutions P Ltd., Bangalore | 37       | Annexure 13 | Manufacture Authorisation format                            | Para 2. In second Paragraph, we ( xxxx/ Distributor) here by extend our full gaurantee and warranty as per terms and conditions of the tender and contract..  | We request you to change the wording as, we ( xxxx / Indian Distributor) extend full warranty as per terms and conditions. As most of the manufacturers provide only warranty.. So request you to consider the above point.  | Bidder to comply with the RFP Terms.  |

| Sl. No. | Bidder's Name  | Page No. | Section | RFP Clause                    | Clause/Technical Specification | Bidder's Query   | Bank's Reply   |
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| 37      | Team Computers | NA       | NA      | New Clause: Dollar Escalation | Additional                     | In case there is increase or decrease of more than 3% in dollar price, the approved price to be revised to the extent of 1% less than the actual percentage. | The Clause suggested by the bidder is not acceptable. Bidder has to comply with the RFP Terms. |

Place: Bengaluru  
Date: 21/07/2020

  
 Deputy General Manager

