

Sl. No.	Page No.	Section	RFP Clause	Claude/Technical Specification	Bidder's Query	Bank's Response	
1	12	<u>C.DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLA)</u>	1.2.	Delivery of all Passbook Printers, Laser Printers, Dot Matrix Printers and Scanners should be within 3 weeks from the date of acceptance of the Purchase Order.	Request the 3 weeks delivery be extended by " within 4-5 weeks "due to pandemic	Please refer Amendment 1 Addendum item Number 2	
2	12	<u>C.DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLA)</u>	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 1 week from the date of delivery of all the materials for each ordered locations.	Request the 1 week installation be extended by 2-3 weeks considering the no of branches and spread.	Please refer Amendment 1 Addendum item Number 2	
3	13	<u>Penalties/Liquidated Damages.</u>	3.1		Request to amend clauses 1.2 and 1.3 vide above mentioned queries will be incorporated under this section also.	No changes in Clause 3.1	
4	13	<u>Penalties/Liquidated Damages</u>	3.2.	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.	Request the penalty/LD to be recovered be restricted to 10% of the value of each equipment.	No changes in Clause 3.2	
5	14	<u>5. Local Support:</u>	5.2.	The bidder shall provide Warranty from 9 am to 7 pm on all Bank's working day for all the locations.	Request the service window be from 9:00 AM to 5:00 PM conforming to a single shift	No changes in clause 5.2	
6	14	<u>5. Local Support:</u>	5.3	5.3. Response Time and Meantime to Restore [MTTR]	How will the MTTR be calculated?	Please refer Amendment 1 Addendum item Number 2	
7	14	<u>5. Local Support:</u>	5.3	5.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be a Business day.	List of location of urban branches needs to be provided to see if the norms can be met. Is it possible to for Same business day response for local branches, next business day response to remote branches and second business day response for out location branches. Similarly is it possible to change MTTR to 2 business day, 3 business day , 4 business day for local,remote,outlocation branches respectively.	Please refer Amendment 1 Addendum item Number 2	
8	15	<u>7. Warranty:</u>	7	However, consumables and physically damaged plastic will not be covered under warranty.	Request to provide what would constitutes consumables for the listed items be elaborated.	No changes in clause 7	
9	15	<u>8. Scope Involved During Warranty:</u>	8.6	8.6. The bidder shall provide centralized complaint booking facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll- free no, on line portal, web, etc.	If the items are supplied with OEM 5 year warranty, is it acceptable for the bank to contact and log the complaint with the respective OEM's as per their standard procedure	Please refer Amendment 1 Addendum item Number 2	
10	15	<u>8. Scope Involved During Warranty:</u>	8.7.	Escalation matrix should be provided for support, technical, project, etc. as per Annexure-12.	If the items are supplied with OEM 5 year warranty, are the corresponding details of the OEM to be provided?	No changes in clause 8.7	
11	18	<u>4. Bid System Offer</u>	4.3.	Part C-Commercial Bid (Indicative): Furnishing all relevant information as required as per Bill of Material as per Annexure-14. The format for submission of Commercial Bid (Indicative) is as per Appendix-C. Online Reverse Auction will be conducted by the bank to those bidders who qualify in the technical evaluation	As there are only 600 items to be procured, could the online reverse auction be avoided and bidder selected based on the commercial bid.	No changes in clause 4.3	
12	29	<u>5. Distribution of Purchase order:</u>	5		Can the distribution of purchase order norms be dropped as there are only 600 items	No changes in clause 5	
13	31	<u>11. Pricing:</u>	11.2	11.2. The item value along with GST should be claimed in the invoice and GST will be paid in actual at our end.	Invoice value, which includes the applicable GST amount also has to be paid by the Bank.	No changes in clause 11.2	
14	42	<u>CONSTITUTION</u>	a)	The Bidder should be a registered company in India as per Indian companies Act, 1956 or Indian Companies Act 2013	Can proprietary and partnership firms also participate	Please refer Amendment 1 Addendum item Number 1	
15	43	<u>FINANCIALS</u>	c)	The Turnover of the Bidder should be minimum Rs. 50	Can bidders with Average turnover of 5	No changes in Annexure 2 clause c	
16	43	<u>BIDDER EXPERIENCE</u>	e)	The Bidder should have supplied and installed Passbook Printers, Laser Printers, Dot Matrix Printers and Scanners in at least 1000 numbers of each items in single/multiple orders during the period from 01/04/2017 to 31/03/2020 for Scheduled Commercial Banks/Government Departments/ Public Sector Units	Can the quantity of supplies be lowered to the present tender requirements. Also if the said overall quantity can be achieved considering items individually or collectively.	Please refer Amendment 1 Addendum item Number 1	
17	43	<u>BIDDER EXPERIENCE</u>	f)	The Bidder should have their own Service /Support Office in at Head Office /Regional office of the Bank as mentioned in Annexure-4 of the RFP	Is it sufficient if the OEM has support centers in all these locations where Bidder does not have a direct office.	No changes in clause f of Annexure 2	
18	2	<u>1. BID SCHEDULE</u>		Tender fee and EMD	Will the amount be reduced. We are an MSME registered organisation. Can we avail the tender fee and EMD exemption benefit provided to MSME firms.	Please refer Amendment 1 Addendum item Number 1	
19	11	<u>8. Scope of Work:</u>	8.3. Project Completion and Management	8.3.1. For smooth completion of project, the Bidder should identify one or two of its representatives at Head Office, Malappuram as a single point of contact for the Bank.	Is it mandatory	No change in clause 8.3	
20	58	<u>Annexure-8</u>	13	Successful bidders have to setup centralized helpdesk with minimum two persons at our HO, Malappuram, Kerala till the warranty period	As the items would be with OEM warranty and installed at the branches, what would be the roles/duties/responsibilities of the two persons	No change in Annexure 8 clause 13	
21	42	<u>Annexure - 2</u>	Clause a)The Bidders should be Registered company India	Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company or Certificate of incorporation in case of Private Limited Company, issued by the Registrar of Companies	Is it possible to attend for this Tender for a PROPRIETORSHIP firm?? Our firm is a Proprietorship firm	No changes in Clause a of Annexure 2	

22	43	<u>Annexure - 2,</u>	Clause c). The Turnover of the Bidder should be minimum Rs. 50 Crores each year during last 3 years (i.e. 2017-18, 2018-19 and 2019-20). The turnover must be individual company's Turnover and not that of any group of companies.	i) Audited Balance Sheet for last 3 Years (i.e., 2017-18, 2018-19 and 2019-20). ii) A Certificate from Company's Auditor to that effect to be submitted	Our audited Balance sheet for 2019-2020 is prepared Is it possible to submit non-audited papers?	Please refer Amendment 1 Addendum item Number 1	
23	43	<u>Annexure - 2,</u>	Clause e). The Bidder should have supplied and installed Passbook Printers, Laser Printers, Dot Matrix Printers and Scanners in at least 1000 numbers of each items in single/multiple orders during the period from 01/04/2017 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units.	Purchase Order Copies/Reference Letter to the effect should be submitted.	Is it sufficient to count collectively 1000 nos.? (PassBook printer+Laser Printer+ Dotmatrix Printers +Scanners)	Please refer Amendment 1 Addendum item Number 1	
24	54	<u>Annexure -7</u> <u>III.Specification of Laser Printer</u>	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 competitively.	no change in Annexure 7	
25	55	<u>Annexure -7</u> <u>III.Specification of Laser Printer</u>	Processor Speed	Minimum 500 MHz	Request to consider 1 GHZ , which will help in better efficiency and faster output, which is the latest speed available in the market	no change in Annexure 7	
26	55	<u>Annexure -7</u> <u>III.Specification of Laser Printer</u>	Memory	Minimum 128 MB	Request to consider to 512MB, since the printers with ppm above 30 will always provide better memory, only 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.	no change in Annexure 7	
27	55	<u>Annexure -7</u> <u>III.Specification of Laser Printer</u>	Toner/Cartridge	a.Printers should be supplied with full Capacity Integrated Toner. b.1 No. of additional Cartridge to be supplied to the Bank. c.The additional cartridge should print minimum 9,000 pages.	Request you to keep condition (a) unaltered to get Convenient toner technology. Request you to consider(b) 2 NO of additional integrated Toner Cartridges which will help in handy during stock constrain (c)minimum print yield of 10000 pages for additional cartridges which will help in additional print volume	No change in Annexure 7 section III point-19	
28	14	<u>Payment Terms</u>	Delivery	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.	Kindly Accept Soft Copy of Installation Reports and POD for Payment Processing. Kindly Accept Digitally signed Invoice Copy for Payment Processing this will avoid Courier dependency and Personal visits in this Tough Times	Please refer Amendment 1 Addendum item Number 2	
29	42	Annexure 2	<u>Eligibility Criteria Declaration - c)</u>	The Turnover of the Bidder should be minimum Rs. 50Crores each year during last 3 years (i.e. 2017-18, 2018-19 and 2019-20). The turnover must be individual company's	We are not meeting the specified Turnover Criteria. As a MSME Organization, Can we able to participate?	Please refer Amendment 1 Addendum item Number 1	
30	42	Annexure 2	<u>Eligibility Criteria Declaration - e)</u>	The Bidder should have supplied and installed Passbook Printers, Laser Printers, Dot Matrix Printers and Scanners in at least 1000 numbers of each items in single/multiple orders during the period from 01/04/2017 to 31/03/2020 for Scheduled Commercial Banks/Government Departments/ Public Sector Units.	Can we able to submit OEM (TVSE) Reference regarding this?	Please refer Amendment 1 Addendum item Number 1	

31	2	Bid Schedule	A Bid Schedule & Abbreviations Tender Fee & EMD)	Tender Fee INR 5000/-, EMD is INR 5,00,000/-	We are a MSME Organization. Can we get the EMD waiver against the submission of Valid Certificate with Udyog Aadhaar No.?	Please refer Amendment1 Addendum item number 2	
32	2	BID SCHEDULE A	Bid Schedule	Pre-bid meeting will be held on 10-09-2020, Thursday at 3.00 PM	We will request Bank to make the pre bid meeting in online mode.	NA	
33	12	Delivery & Installation	1.2	Delivery of all Passbook Printers, Laser Printers, Dot Matrix Printers and Scanners should be within 3 weeks from the date of acceptance of the Purchase Order. 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 will request Bank to make it 6 weeks considering the ongoing pandemic.	Please refer Amendment1 Addendum item number 2	
34	12	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 1 week from the date of delivery of all the materials for each ordered locations.	We will request Bank to make it within 3 weeks for installation considering the ongoing pandemic	Please refer Amendment1 Addendum item number 2	
35	12	Pre-Dispatch Inspection	2.2	The selected bidder shall inform his readiness for pre-dispatch inspection at least 7 days in advance.	We will request Bank to inform as 14 days in advance.	No change in clause 2.2	
36	13	Penalties/Liquidated Damages:	3.2	In case faulty Passbook Printers, Laser Printers, Dot Matrix Printers and Scanners are not repaired/ replaced within a Business day as per clause 5.3 of Section C, Bank shall impose a penalty of Rs. 100 (Plus GST) per day and part thereof delay.	We will request Bank to give time of 2 days for metro and 3 days for non metro cities.	No changes in Clause 3.2	
37	14	Payment Terms:	4.1	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 will request Bank to accept the soft copies also. As per new Government circular of Contactless operations.	Please refer Amendment1 Addendum item number 2	
38	15	Mean time between Failure	9	If during the warranty period any hardware and/ or software items fail on three or more occasions in a quarter, such hardware items shall be replaced by equivalent /superior new hardware items by the bidder at no additional cost to the Bank.	If during the warranty period any hardware and/ or software items fail on six or more occasions in a quarter, such hardware items shall be replaced by equivalent /superior new hardware items by the bidder at no additional cost to the Bank.	No change in clause 9	
39	43	Eligibility Criteria De	Annexure-2 F	The Bidder should have their own Service /Support Office in at Head Office /Regional office of the Bank as mentioned in Annexure-4 of the RFP.	We will request Bank to accept Partners Support office .	No change in clauses F of Annexure 2	
40	43	Eligibility Criteria De	Annexure-2 G	The Bidder should have their own of franchises 'Service /Support Office in all Regional Office locations of the Bank as mentioned in Annexure-4 of the RFP	We will request Bank to accept Partners Support office .	No change in clauses G of Annexure 2	
41	55	Specification for Laser Printer, Toner/ Cartridge	point-19	Printers should be supplied with full capacity integrated toner b. One number of additional cartridge to be supplied to the bank c. The additional cartridge should print minimum 9000 pages	Laserjet Printer with integrated Toner and Drum or separate Toner and Drum	No change in Annexure 7 section III point-19	
42		New Clause			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.	NA	
43	54	Print Method	point-4	LaserJet Printer with Integrated Toner and Drum	LaserJet Printer with Integrated / Separate Toner and Drum	No change in Annexure 7 section III point-4	
44	53	Specification for High speed Network Dot Matrix Printer	print Modes	Draft and LQ	HSD, Draft and LQ	No change in Annexure 7 section II point-5	
45	53	Specification for High speed Network Dot Matrix Printer	Print Speed	Minimum 480 CPS @ 10 CPI in Standard Draft mode	495 CPS @ 10 CPI in Draft mode	No change in Annexure 7	
46	53	Specification for High speed Network Dot Matrix Printer	Ethernet Interface	10/100 Mbps. Bidder can quote internal or external Network interface card. However, in case of external Network interface card, bidder has to provide all the required software and hardware for printing through Network interface card.	Ethernet Interface is Optional Network (Print Server).	Please refer Amendment1 serial number VII	
47	53	Specification for High speed Network Dot Matrix Printer	Number of copies	1 + 5 with carbon	1 + 7 with carbon	No change in Annexure 7 section II point-16	
48	53	Specification for High speed Network Dot Matrix Printer	Warranty	5 year comprehensive onsite warranty with following documents need to be submit.	1 year comprehensive onsite warranty + Optional additional Warranty.	No change in Annexure 7 section II point-20	