

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	RESPONSE TO QUERIES
1	2	Bid Schedule	Tender Fee	Tender Fee- INR 5000	As we have paid in the earlier tender 2 months back which was cancelled, we will request Bank to adjust the tender fee with this tender as both the tender are same.	Bidder has to comply with RFP guidelines
2	12	Delivery & Installation:	1.2	Delivery of all Passbook Printers, Laser Printers, Dot Matrix Printers and Scanners should be within 4 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.	Amendment has been made
3	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 2 weeks 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	Amendment has been made
4	13	Pre-Dispatch Inspection (PDI):	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.	Bidder has to comply with RFP guidelines

5	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.	Bidder has to comply with RFP guidelines
6	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.	Digitally signed invoices will accept but the proof of delivery document has to be submitted physical copy.
7	15	Mean Time Between Failure (MTBF)	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.	Bidder has to comply with RFP guidelines
8	45	Eligibility Criteria Declaration	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 .	Amendment has been made
9	46	Eligibility Criteria Declaration	Annexure-2 G	The Bidder should have their own of franchises 'Service /Support Office in all Regional Office locations of the	We will request Bank to accept Partners Support office .	Amendment has been made

				Bank as mentioned in Annexure-4 of the RFP		
10		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.	Bidder has to comply with RFP guidelines
11	22	Submission of Bid	14.4	Bid sent through post/Courier will not be accepted/evaluated. Bid should be deposited in the tender box	Considering the current pandemic, kindly consider Bid sent through Post/Courier.	Bidder has to comply with RFP guidelines
12	30	Security Deposit/Performance Bank Guarantee	9.1	The successful bidder should submit a security deposit for 10% of total value of the contract within 21 days from the date of acceptance of the order.	As per New Government guidelines, its 3% of the value of the contract.	Amendment has been made
13	58	3-Specifications for Laser Printer	19-Tonner/Catridge	Printer Should be supplied with full capacity integrated tonner and one number of additional cartridge to be supplied to the bank	Request Bank not to make intial tonner as full capacity. Also kindly confirm the additional tonner needs to be supplied with the devices at the time of installations	Bidder has to comply with RFP guidelines
14	57	3-Specifications for Laser Printer	8-Duty Cycle	Minimum 50,000 A4 Pages	Request Bank to make Minimum 80,000 A4 Pages for more rugged product	Bidder has to comply with RFP guidelines
15	57	3-Specifications for Laser Printer	12-Processor Speed	Minimum 500 MHz	Request Bank to make Processor 1.2 MHz, this will increase the user efficiency; low	Bidder has to comply with RFP guidelines

					wating time for the user	
16	57	3-Specifications for Laser Printer	4-Print Method	Laserjet Printer with integrated tonner and Drum	Request bank to allow composite tonner/ separate drum and tonner as all leading Banks are allowing both to increase the competition among brands.	Bidder has to comply with RFP guidelines
17	3	A. BID SCHEDULE AND ABBREVIATION	1. BID SCHEDULE	Earnest Money Deposit Refundable (Rs. 5,00,000)	The EMD requested is very higher considering the requirements as detailed in page 10. Is it possible to revise the EMD considering the present value of the requirements? As per our understanding the the high EMD value is not as per CVC guidelines	Bidder has to comply with RFP guidelines

18	44	Annexure 2 Eligibility Criteria	Constitution	The Bidder should be a Partnership Firm registered under LLP Act, 2008/Indian Partnership Act, 1932 OR Company in India as per Indian Companies Act, 1956 or Indian Companies Act 2013 and should have been in operation for atleast last 3 years as on RFP date	Is there any reason why Proprietary organisations cannot participate in this tender. If there is a valid reason for the same, kindly provide the same. As per our understanding, this is not as per CVC guidelines for Govt purchases.	Bidder has to comply with RFP guidelines
19	45	Annexure 2 Eligibility Criteria	Financials	The Turnover of the Bidder should be minimum Rs. 10 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.	The turnover asked for is many times more than the cost of the requirements. As per our understanding this is not as per CVC guidelines for Govt purchases.	Bidder has to comply with RFP guidelines
20	22	14.4	SUBMISSION OF BIDS	Bids sent through post/courier will not be accepted/ evaluated. Bids should be deposited in the Tender Box	Request you to relax on this point since courier delays are happening frequently. You can consider Online submission of the documents before due date along with courier	Bidder has to comply with RFP guidelines

21	23	15.6	Bid opening	If any of the bidders or all bidders who submitted the tender are not present during the specified date, time, and venue of opening it will be deemed that such bidder is not interested to participate in the opening of the Bid/s and the bank at its discretion will proceed further with opening of the Part A - Conformity to Eligibility Criteria in their absence	Request you to relax on this point since team member have been advised to restrict travel as much possible due to Covid. You can consider video call along with Physical presence	Bidder has to comply with RFP guidelines
22	44	E	Eligibility Criteria	The Bidder should have supplied and installed Passbook Printers, Laser Printers, Dot Matrix Printers and Scanners in at least 400 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.	Should be modified to Bidder / OEM	Bidder has to comply with RFP guidelines

23	46	H		Bidder/OEM should have ISO 9001/14001/18001 or any latest ISO Certificate viz ISO 27001:2005 ISO 20000-1:2005 ISO 9001:2008. OEM should have BIS certificate	ISO 9K & 14K suffice the requirements along with BIS. Request your consideration	Noted ,Bidder has to comply with RFP guidelines
24	73	13	Conformity to Eligibility Criteria	Bidder should have central help Desk available on 24x7x365 basis for support and compliant booking. Details of the Help Desk Phone no. & Email ID to be provided.	Request to amend this clause to bank Business hours and Bank working days support	Bidder has to comply with RFP guidelines
25					Make In India Products to be given preference	Amendment has been made

26	44	Annexure 2 Eligibility Criteria		<p>The Bidder should be a Partnership Firm registered under LLP Act, 2008/Indian Partnership Act, 1932 OR Company in India as per Indian Companies Act, 1956 or Indian Companies Act 2013 and should have been in operation for atleast last 3 years as on RFP date.</p>	<p>We are a proprietorship institution with a networth 7.5 crores asset value, we are not eligible to participate in this tender due to this clause. For the past 14 years ACS Technologies is aggressively representing in kerala IT market. Few of our prime customers are KELTRON IT MISSION, STATE TREASURY, KSEB, SALES TAX, KERALA INFRASTRUCTURE & TECHNOLOGY FOR EDUCATION (KITE) and KERALA GRAMIN BANK. kindly make necessary changes in Eligibility criteria.</p>	<p>Bidder has to comply with RFP guidelines</p>
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