

Clarifications/Amendments to the RFP Ref: CO/ITD/PROC/2351/R1/ 2020-21 dated 24/02/2021 in response to Pre-bid Queries received - Request for Proposal for Supply, Installation and Maintenance of 3200 Dot Matrix Printer (80 COL) with 3 years warranty

GENERAL QUERIES

S. No	RFP Clause	Query Raised/Amendment Requested	Clarification/Amendment proposed
1)	<p>Section-II (Eligibility Criteria), Point No (f), Page - 7</p> <p>The Bidder should have supplied at least 6400 Dot Matrix Printer to any Scheduled Commercial Bank (of at least 1000 branches) /PSU/Financial Institution/Govt. Departments during financial years 2017-18, 2018-19, 2019-20, put together. Copy of Purchase orders or letter issued by organization should be submitted along with Technical Bid.</p>	<p>f) The OEM of the proposed products should have supplied at least 6400 Dot Matrix Printer to any Scheduled Commercial Bank /PSU/Financial Institution/Govt. Departments during last 3 years as on 24th Feb 2021.</p> <p>The Bidder should have supplied at least 3200 Dot Matrix Printer to any Scheduled Commercial Bank /PSU/Financial Institution/Govt. Departments during last 3 years as on 24th Feb 2021, put together. Copy of Purchase orders or letter issued by organization should be submitted along with Technical Bid.</p>	<p><u>Amendment</u></p> <p>The Bidder should have supplied at least 3200 Dot Matrix Printer to any Scheduled Commercial Bank / PSU/ Financial Institution/ Govt. Departments during last 5 years as on 24th Feb 2021, put together. Copy of Purchase orders or letter issued by organization should be submitted along with Technical Bid.</p> <p>At least 6400 Dot Matrix Printer of proposed OEM should have been supplied to Scheduled Commercial Bank/PSU/Financial Institution/ Govt. Departments during last 5 years as on 24th Feb 2021.</p>



<p>2)</p>	<p>Section-IV, Point No.3 (Time Frame for completion of Project), Page - 11</p> <p>Delivery: Delivery of the equipments within four (04) week from the date of purchase order and installation to be completed within one (01) week from the date of delivery of the equipments OR delivery and installation to be completed within five (05) weeks from the date of purchase order. The goods is to be delivered in the branches of Indian Bank in Pan India. The details of the Branches will be shared with selected bidders while issuing purchase order</p>	<p>Delivery: Delivery of the equipments within Six (06) week from the date of purchase order and installation to be completed within Two (02) week from the date of delivery of the equipments OR delivery and installation to be completed within Eight (08) weeks from the date of purchase order.</p>	<p><u>Amendment</u></p> <p>Delivery: Delivery of the equipments within five (05) week from the date of purchase order and installation to be completed within one (01) week from the date of delivery of the equipments OR delivery and installation to be completed within six (06) weeks from the date of purchase order. The goods is to be delivered in the branches of Indian Bank in Pan India. The details of the Branches will be shared with selected bidders while issuing purchase order.</p>
<p>3)</p>	<p>Section-IV, Point No.10 (Installation), Page - 14</p> <p>For each dot matrix printer installed, the Supplier is required to train the Bank's designated personnel to enable them to operate effectively. Documentation of installation has</p>	<p>For each dot matrix printer installed, the Supplier is required to train the Bank's designated personnel to enable them to operate effectively. Documentation of installation has to be provided after successful installation as per Annexure - VI or OEM/Bidder standard installation report.</p>	<p><u>Amendment</u></p> <p>For each dot matrix printer installed, the Supplier is required to train the Bank's designated personnel to enable them to operate effectively. Documentation of installation has to be provided after successful installation as per Annexure - VI or OEM/Bidder installation report (finalized by Bank with successful Bidder).</p>



	to be provided after successful installation as per Annexure - VI		
4)	<p>Section-I, Point No.2, Page - 4</p> <p>This tendering process shall follow two-part bidding. Bid shall be submitted in two parts, i.e. Technical Bid and Indicative Price Bid followed by an online reverse auction. Lowest Quoted (L1) price will be finalized through online reverse auction process</p>	Request you to please split the order between L1 & L2 bidder with the ratio of 60:40.	Please adhere to tender terms.
5)	<p>Section-IV, Point No.11 (iii) (Terms of Payment), Page - 14</p> <p>Payment Terms - The remaining 5% of the Purchase Order amount will be kept by the Bank as retention money, during the warranty period and the same will be released after the warranty period after deduction of penalty if any, as per the "Penalty for downtime" stipulated.</p>	<p>PBG ensures protection of your interest of assured services. So, we request you to change the payment terms 80% on delivery, 15% on Installation & 5% against submission on PBG for 3yrs period for warranty instead of 5% retention Money. In Bank executives are keep changing , bidders are Really facing lots of challenges from the zonals/ branches to collect the 5% Retention money after warranty period.</p>	<p>Amendment</p> <p>The remaining 5% of the Purchase Order amount will be kept by the Bank as retention money, during the warranty period and the same will be released after the warranty period after deduction of penalty if any, as per the "Penalty for downtime" stipulated.</p> <p>In case bidder requires the said 5% remaining amount upfront, same will be released on submission of Bank Guarantee of the equal amount valid till the end of Warranty Period +</p>



			90 Days, after completion of installation milestone defined in the RFP. The Bank guarantee will be discharged after the warranty period after deduction of penalty if any, as per the "Penalty for downtime" stipulated.
6)	<p>Schedule, Page – 3</p> <p>The tender is not splittable. Only one bidder/SI will be awarded with contract.</p>	<p>How the Make In India clause will be applicable. This bid should be reserved for Class 1 and Class 2 local Suppliers. This Bid should be floated in GeM like other Nationalised Banks have started floating in GeM with a preference to Make In India As per GOI guidelines, if non local supplier is L1 and then Class 1 suppliers should also given 50% of the contract provided they match L1 pricing. Hence this clause becomes invalid</p>	<p>Amendment</p> <p>The clause stands deleted.</p> <p>Clarification</p> <p>It is clarified that Make in India Clauses are applicable for the RFP.</p>
7)	<p>Section-II (Eligibility Criteria), Point No (f), Page - 7</p> <p>The Bidder should have supplied at least 6400 Dot Matrix Printer to any Scheduled Commercial Bank (of at least 1000 branches)/PSU/Financial</p>	<p>Clause should be modified to Bidder / OEM</p>	<p>Please refer the amendment under point no. 1</p>



	Institution/Govt. Departments during financial years 2017-18, 2018-19, 2019-20, put together. Copy of Purchase orders or letter issued by organization should be submitted along with Technical Bid.		
8)	<p>Section-II (Eligibility Criteria), Point No (h), Page - 7</p> <p>The Bidder should have Branches in Chennai, Delhi, Kolkata and Mumbai. Further, Bidder should have Branches/ Service Centre Facilities / Franchises / Resident engineers in at least 40 places tabulated below. In case of franchises, copy of contract between the bidder and franchise should be attached in addition to proof of address.</p>	Clause should be modified to Bidder / OEM	<p>Amendment</p> <p>The Bidder/OEM should have Branches in Chennai, Delhi, Kolkata and Mumbai. Further, Bidder/OEM should have Branches/ Service Centre Facilities / Franchises / Resident engineers in at least 40 places tabulated below. In case of franchises, copy of contract between the bidder and franchise should be attached in addition to proof of address.</p>
9)	<p>Section-IV, Point No.33 (General terms), Sub Point-3, Page - 20</p> <p>Call logging facility to be made available on 24*7 basis.</p>	Call logging through call centre should be as Bank Working Hours. E-mail call logging to be encouraged	<p>Amendment</p> <p>Call logging facility to be made available from 08:00 AM to 08:00 PM on all Banks Working Days. Bank will also consider E-mail for call logging purpose.</p>



CO: Information Technology Department

Date: 08.03.2021

<p>10)</p>	<p>Section-IV, Point No.11 (i) (Terms of Payment), Page - 14</p> <p>Eighty (80)% of the Purchase Order price of the delivered goods shall be paid within 30 days on submission of Invoice copy and proof of delivery duly counter signed by the Bank's representative, Original/Copy of Transit Insurance Policy & Original of Storage cum erection policy.</p>	<p>Digitally Signed Invoice - Soft copy to be considered as submission.</p>	<p>Clarification</p> <p>Bank may consider Digitally Signed Invoice for releasing the payment. However, Bidder should provide the Hard Copy of the Invoice, if required by the Bank.</p>
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