

**Amendments to the RFP Ref: GEM/2024/B/4714507**

Date: 15-03-2024

Sl. No.	Page no./ Section/ Point no.	Clause mentioned in the RFP	Amendments proposed in the RFP												
1.	Page no. 27	<p>8.1 Eligibility Criteria</p> <table border="1"> <thead> <tr> <th>S.No</th> <th>Eligibility Criteria</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>The net worth of the bidder should not be negative during last 3 Financial Years (i.e. 2020-21, 2021-22 and 2022-23) and also should not have eroded by more than 30% (thirty percent) in the last three financial years (i.e. 2020-21, 2021-22 and 2022-23) ending on 31.03.2023.</td> </tr> </tbody> </table>	S.No	Eligibility Criteria	2	The net worth of the bidder should not be negative during last 3 Financial Years (i.e. 2020-21, 2021-22 and 2022-23) and also should not have eroded by more than 30% (thirty percent) in the last three financial years (i.e. 2020-21, 2021-22 and 2022-23) ending on 31.03.2023.	<p>8.1 Eligibility Criteria</p> <table border="1"> <thead> <tr> <th>S.No</th> <th>Eligibility Criteria</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>The net worth of the bidder should not be negative during last 3 Financial Years (i.e. 2020-21, 2021-22 and 2022-23).</td> </tr> </tbody> </table>	S.No	Eligibility Criteria	2	The net worth of the bidder should not be negative during last 3 Financial Years (i.e. 2020-21, 2021-22 and 2022-23).				
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3.	Page no. 40	<p>5. Service Level Agreement (SLA)</p> <p>5.4 The successful bidder should ensure the integration of their solution with the Bank's existing System and complete all works as specified in the Scope of Work within One month from the date of acceptance of the Purchase Order.</p>	<p>5. Service Level Agreement (SLA)</p> <p>5.4 The successful bidder should ensure the integration of their solution with the Bank's existing System and complete all works as specified in the Scope of Work within Two months from the date of acceptance of the Purchase Order.</p>
4.	Page no. 94	<p>Annexure – XI – Checklist for the RFP</p> <p>Sl.No. 2 - The net worth of the bidder should not be negative during last 3 Financial Years (i.e. 2020-21, 2021-22 and 2022-23) and also should not have eroded by more than 30% (thirty percent) in the last three financial years (i.e. 2020-21, 2021-22 and 2022-23) ending on 31.03.2023.</p> <p>Sl.No. 4 – A certificate from the existing customer should be submitted in company's Letter head.</p>	<p>Annexure – XI – Checklist for the RFP</p> <p>Sl.No. 2 - The net worth of the bidder should not be negative during last 3 Financial Years (i.e. 2020-21, 2021-22 and 2022-23).</p> <p>Sl.No. 4 – Copy of the purchase/work order and certificate of satisfactory implementation to be submitted.</p>

**Clarifications to the RFP Ref: GEM/2024/B/4452977**

S.No	Page No	Para No.	Description	Query Details	Response
1	26	7	Bid Security (Earnest Money Deposit)	<p>As per the clause <b>4. xiii m (v)</b> of "General Terms and Conditions on GeM 4.0 (Version 1.14) dt 31st Jan 2024", "Sellers / Service Provider having annual turnover of INR 500 Crore or more, at least in one of the past three completed financial year(s)" are exempted from furnishing Bid Security.</p> <p>No EMD to be taken from exempt category of sellers even by way of specific clauses mentioned in ATC / STC. Such clauses which are against the GeM GTC, will be treated as null and void. Request you to kindly confirm on this exemption provision as we have annual turnover more than INR 500 Crore in the past three completed financial year(s).</p>	<p>All the exemptions for Bid security as per General Terms and Conditions on GeM 4.0 (Version 1.14) dt 31st Jan 2024 is applicable for this tender.</p> <p>However, Bidder has to submit the documentary evidence to claim the exemption for Bid security.</p>

2	27	8.1.2	The net worth of the bidder should not be negative during last 3 Financial Years (i.e. 2020-21, 2021-22 and 2022-23) and also should not have eroded by more than 30% (thirty percent) in the last three financial years (i.e. 2020-21, 2021-22 and 2022-23) ending on 31.03.2023.	The bidder's positive net worth over the past three years should adequately fulfill the eligibility requirement. Given that companies in this sector make substantial investments in assets and development, it's essential to consider the depreciation of assets, which typically ranges to 30%. Therefore, asset-heavy companies often experience erosion in networth exceeding 30%. Similar to Payswiff, this is across all the industry players, which may lead to non-participation of quality companies. Hence, we kindly request the removal of the clause pertaining to erosion exceeding 30%	Covered by Amendment Corrigendum
3	28	8.1.4	The bidder should have supplied at least 1,00,000 QR-code printed standees to any one financial institutions or payment system operator authorized by RBI as on 31/12/2023.	Request bank to allow self-declaration for providing the QR code standees to bank, as Bank does not agree to share any letter on their letterhead.	Covered by Amendment Corrigendum
4	28	8.1.6	Certificate from company secretary or external auditor to be submitted.	Request bank to allow self-declarations from the company to certify the requirement.	Please adhere to RFP terms.
5	40	5.4	5.4. The successful bidder should ensure the integration of their solution with the Bank's existing System and complete all works as specified in the Scope of Work within One month from	Bank to provide more time- at least 3 months, as integration and development as per customization with Bank will take time to implement.	Covered by Amendment Corrigendum

			the date of acceptance of the Purchase Order.		
6	41	5.8	5.8. Delivery of QR Standee kits will be deemed as complete only when the same are accepted by the Bank in accordance with the Terms & Conditions mentioned in this RFP. Partial or incomplete or damaged delivery of materials will not be considered as delivery of the ordered materials and such QR standee kits shall be replaced by the bidder at no additional cost to the Bank.	Bank to Clarify below: 1. How can we determine the delivery of the QR code is complete? 2. What will be the proof of delivery? 3. How will be proof be acquired? As some instances, merchants may not be available or sign that they have received the QR standee.	<ol style="list-style-type: none"> <li>1. The delivery will be treated as completed when the proof of delivering Standee kit to the merchant /branch is made available in the portal.</li> <li>2. Proof of delivery will be the acknowledgement signed by the merchant/branch on receipt of the QR Standee kit.</li> <li>3. Bidder has to enter into agreement with courier service provider and has to ensure this.</li> <li>4. If merchant is not available, standee has to be delivered to the branch. Branch address will also be shared.</li> </ol>
7	41	5.10	5.10. The Payment will be made on monthly basis on the receipt of invoice along with proof of delivery. Invoices pertaining to QR standee kit where Bank receives any dispute from the Merchant/Branch regarding non-	Bank to Clarify the proof of delivery	Please refer the clarification provided for above for SI. No.6

			functioning / damaged / Non –delivery etc. shall be handled separately		
8	41	5.11	5.11. The selected Bidder should make arrangements and should also provide for a delivery management solution. Under the bidder's Delivery Management Solution, bidder should provide Bank access to Web portal and it should also have capability to integrate with Bank system. It will be bidder's responsibility to provide end to end service i.e. to update AWB number in the portal and till the end delivery of QR Standee kit to Bank's Branch/ customer, bidder should also have facility to handle undelivered QR Standee kits i.e. if QR Standee kit is returned/not delivered due any circumstances then it will be bidder's responsibility to contact customer or respective branch for further delivery to the customer/branch. It will be bidder's responsibility to provide timely reports in terms of dispatch and delivery to Bank.	Bank to clarify- how do we provide report to the bank? Will it be a daily EOD report or the via portal? Request bank to share the sample file format for the same	Please adhere to RFP terms. Portal to be provided where reports as well as the real-time delivery status of the standee kit to be provided on the click.
9	46	14	Indemnity clauses	Kindly include suggested clause, "It is understood that the Vendor shall provide services based on the information provided by the BANK. Hence, the BANK shall always keep the Vendor harmless and indemnified in case of any third-party	Please adhere to RFP terms.

				claim for IP infringement and with respect to the ownership or authority to print or otherwise."	
10	48-49	21 (a)	"Settlement of Disputes" : The dispute resolution mechanism to be applied shall be as follows:	Requesting modify the clause as, "In case of dispute or difference arising between the Purchaser and a Supplier relating to any matter arising out of or connected with the agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996 and any modifications thereon. The arbitral tribunal shall consist of sole arbitrator appointed by the Parties. In case of failure of the arbitrator appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the presiding Arbitrator, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, India which shall be final and binding on the parties."	Please adhere to RFP terms.
11	51-52	26	Termination of Services/Contract	Requesting to include suggested clause, "Parties may terminate the services or contract by give the 30 days of prior written notice to the other Party".	Please adhere to RFP terms.
12	64	Section IV-1.2	c) Sample QR Code standee kit to be delivered as per the specifications mentioned in the RFP	Bank to allow only successful bidder to share the Sample QR code Standee Kit as providing sample QR code kit becomes	Please adhere to RFP terms.

				difficult, request bank to allow present the design in the presentation.	
13	66	Section V	Terms and Conditions / Do's and Don'ts / Welcome Letter / Promotional material printed on a A4 Insert or equivalent in English and vernacular language as decided by the bank . (1 page printed on both sides) Paper: 90 GSM Printing: Both sides 4 colour printing.	Bank to share the Material/content to be printed on the A4 sheet to work on the commercials/and more clarity	The material should be provided in 4-colour printing with text printed in black/white colour on both the sides of the paper. Material/content will be shared with the successful bidder.
14	68	Section V	Bidder is required to monitor the quantity and quality of kits. Bidder to provide inventory management system , dashboard and other relevant portal / reports to Bank.	Delivery Management system and inventory management system should be different or can be combined? Also, We would need more clarity as to what features are required in the Inventory Management systems	Delivery Management system and inventory management system can be combined.
15	70	PART II	Price Schedule	Request bank to add one-time cost for integration and development of Delivery management system and Inventory management systems as per the customizations and requirement of the Bank	Please adhere to RFP terms.
16			General Query	Request bank to extend the bid submission for atleast 10-15 days after the pre-bid clarification is shared	Sufficient time will be given.