



Responses to Queries received from Prospective Bidders for RFP for Supply, Installation & Maintenance of Printers and Scanners under Rate Contract

Last date of Bid Submission is extended upto 05.08.2022

Sr. No	Clause No.	Page No.	Clause	Query	Bank Response
1	Security Deposit/Earnest Money Deposit (EMD)	5	1,80,00,000/- (Rupees One Crore Eighty Lac Only) in the form of Demand Draft in favour of Union Bank of India, payable at Mumbai. EMD can also be paid in the form of Bank Guarantee (BG) of any scheduled commercial Bank other than Union Bank of India valid for 6 months as on the date of submission of bid with a claim period of 45 days.	Suggest to kindly reduce the Amt as the value of EMD is not proportionate to the qty mentioned in RFP	Please be guided by RFP
2	6.9	11	Bidders, who have not satisfactorily completed any of the earlier contracts or Purchase Order issued by Union Bank of India, will not be eligible for participation in this tender. The bidder shall give an undertaking (on their letter head) that they have satisfactorily completed all the earlier contracts/Purchase Order with Union Bank of India.	Other than UBI PO will not be accepted ?	Other bank PO will be accepted as part of satisfying experience criteria.

Sr. No	Clause No.	Page No.	Clause	Query	Bank Response
3	6.8	11	Bidder must have supplied minimum 2000 printers (out of which 500 printers must be passbook printers) to BFSI/Government organizations/PSUs in India during last 3 financial Years. Purchase Order along with satisfactory performance certificate or any other document proof for substantiating supply of printers should be submitted.	Bidders / OEM PO acceptance. IF Network TEchlab is the bidder and submitting PO execute by Canon India with some other vendor should be acceptable.	Clause should be read as "Bidder/OEM must have supplied minimum 2000 printers (out of which 500 printers must be passbook printers) to BFSI/Government organizations/PSUs in India during last 3 financial Years. . The bidder should have experience of at least 3 years in supply of printers. Purchase Order along with satisfactory performance certificate or any other document proof for substantiating supply of scanners should be submitted.
4	6.7	11	Bidder must have supplied minimum 500 UV Scanners for CTS solution, 500 ADF scanners and 100 flatbed scanners to BFSI/Government organizations/PSUs in India during last 3 financial Years. Purchase Order along with satisfactory performance certificate or any other document proof for substantiating supply of scanners should be submitted.	Bidders / OEM PO acceptance. IF Network TEchlab is the bidder and submitting PO execute by Canon India with some other vendor should be acceptable.	Clause should be read as "Bidder/OEM must have supplied minimum 500 UV Scanners for CTS solution, 500 ADF scanners and 100 flatbed scanners to BFSI/Government organizations/PSUs in India during last 3 financial Years. The bidder should have experience of at least 3 years in supply of UV Scanners/CTS solution/ADF scanners/flatbed Scanners. Purchase Order along with satisfactory performance certificate or any other document proof for substantiating supply of scanners should be submitted.
5	7	12	Broad Scope of work	WE are interested to participate in ADF, UV scanners only. As we are representing Canon and Canon do not deal in other products.	Bidder should quote for all the products. Partial quote is not allowed in this tender process.

Sr. No	Clause No.	Page No.	Clause	Query	Bank Response
6	7.1	12	<p>The Rate Contract would be for supply, installation and maintenance of following hardware items for the tentative quantity mentioned against each for the rate contract period of 2 years:</p> <p>7.1.1. Fast Dot Matrix Printer (FDMP) - Quantity 4000</p> <p>7.1.2. Dot Matrix Printer (DMP) - Quantity 6000</p> <p>7.1.3. Passbook Printer - Quantity 10000</p> <p>7.1.4. LaserJet Printer - Quantity 10000</p> <p>7.1.5. Flatbed Scanner or Document Scanner - Quantity 8000</p> <p>7.1.6. Automatic Document Feeder (ADF) Scanner or DMS Scanner - Quantity 4000</p> <p>7.1.7. UV Cheque Scanners for CTS - Quantity 3000</p>	<p>Pl. clarify whether we need to participate in all product or can participate partially.</p> <p>If not then kindly allow to participate partially</p>	<p>Bidder should quote for all the products. Partial quote is not allowed in this tender process.</p>
7	7.6.1	13	<p>Installation of drivers and configurations for Printers and Scanners as per the requirement of Bank. Copy of driver should be kept in the PC and Driver CD should be provided along with all printers and scanners.</p>	<p>Normally CD is stopped as outdated technology, we use to give link through which software to be download.</p>	<p>Clause should be read as "Installation of drivers and configurations for Printers and Scanners as per the requirement of Bank. Successful bidder should coordinate with ZCCs/DIT for downloading a copy of driver and storing in SFTP/FTP servers of respective ZCCs/DIT. SFTP/FTP servers are accessible from branches and therefore, successful bidder should ensure to keep a copy of driver in the PC ."</p>
8	7.6.3	13	<p>If the printers/scanners is procured for working with any other application such as Omniscan, CTS Solution, etc.</p>	<p>Canon is selling hardware and so no software integration work to be attended by Hardware provider.</p>	<p>Please be guided by RFP</p>
9	7.14	14	<p>All the parts and components of Scanner would be covered under comprehensive warranty/AMC except consumables. Vendor has to provide the list of consumables parts, which are not covered under warranty and AMC period.</p>	<p>Plastic parts not covered, Apart from PCB Board nothing covered</p>	<p>If warranty for any parts is not covered by OEM, It is the responsibility of successful bidder to bridge the gap and provide the warranty and AMC as per the requirement of bank. Cost may be factored within commercials for additional coverage.</p>

Sr. No	Clause No.	Page No.	Clause	Query	Bank Response
10	7.19	14	The Bidder and OEM shall provide all APIs to be provided for integration with CTS application at no extra cost. Any changes due to RBI/NPCI mandate to be done at no extra cost.	Any deviation and new developement should attract additional cost which to be bred by UBI	Please be guided by RFP
11	7.24	15	The CTS scanner should be capable of printing 2 lines endorsements at the back side of the Cheque. Both of these lines should not overlap on each other.	We request to amend the clause as : The scanner should provide single line endorsements of 44 characters. It should not be overwritten/ overlapping on each other.	Please be guided by RFP
12	7.28	15	The proposed Cheque Scanner should have MICR read head, endorser, Sorter, in-built OCR, front and back grey scale, front and back black & white scale and UV image capture in a single pass.	Please delete the Sorter feature.	Clause should read as " The proposed Cheque Scanner should have MICR read head, endorser, in-built OCR, front and back grey scale, front and back black & white scale and UV image capture in a single pass.
13	7.2	15	All IQA related changes, if required as per direction of RBI/NPCI, shall be made available by the Cheque Scanner Vendor at no additional cost to Bank from time to time.	Any deviation and new developement should attract additional cost which to be bred by UBI	Please be guided by RFP
14	7.39	16	Providing onsite support as and when required and during warranty period and post-warranty period (under AMC) as per Bank's requirement.	SLA and Service once defined will be freezed it cannot be mould in middle of contract as per bank requirement	Please be guided by RFP
15	7.42	17	All the parts of items should be covered under comprehensive warranty/AMC except consumables parts. Vendor has to provide the list of consumable parts, which are not covered under warranty and AMC period.	Plastic parts not covered, Aprt from PCB Board nothing covered	If warranty for any parts is not covered by OEM, successful bidder is required to bridge the gap and provide the warranty and AMC from bidder side. Cost may be factored within commercials.
16	8. Terms of execution of work	17	8.3- The successful bidder shall deliver hardware / equipment within 8 weeks from the date of Purchase Order (PO)	Request you to please make the delivery timeline to 16-18 weeks as there is a challenge in availability of printers/ scanners due to shortage of components.	The clause should be read as 'The successful bidder shall deliver hardware / equipment within 12 weeks from the date of Purchase Order (PO)'

Sr. No	Clause No.	Page No.	Clause	Query	Bank Response
17	8. Terms of execution of work	17	8.4- The bidder shall install this hardware equipment within overall period of ten (10) weeks at the respective locations as per Bank's requirement and make them operational after configuring with Bank's Software.	Request you to kindly make the installation within overall period of 20 weeks.	The clause should be read as "The bidder shall install this hardware equipment within overall period of fourteen (14) weeks at the respective locations as per Bank's requirement and make them operational after configuring with Bank's Software."
18	8.3 Delivery	17	The successful bidder shall deliver hardware / equipment within 8 weeks from the date of Purchase Order (PO) at branches/offices as per details of delivery locations to be provided by our Administrative/ Zonal Offices /Regional Offices. In case of delay in delivery of equipment, penalty will be charged as mentioned in Liquidated Damages clause. In case of Road permit location, additional one week is permissible.	There is still a challenge of an insufficient supply of semi conductors, chipsets, and other components for OEMs. Taking into account the extension of the delivery timeline, we request that the bank extend the deadline to 12-14 weeks from date of purchase.	The successful bidder shall deliver hardware / equipment within 12 weeks from the date of Purchase Order (PO) at branches/offices as per details of delivery locations to be provided by our Administrative/ Zonal Offices /Regional Offices. In case of delay in delivery of equipment, penalty will be charged as mentioned in Liquidated Damages clause. In case of Road permit location, additional one week is permissible.
19	8.3	17	The successful bidder shall deliver hardware / equipment within 8 weeks from the date of Purchase Order (PO) at branches/offices as per details of delivery locations to be provided by our Administrative/ Zonal Offices /Regional Offices. In case of delay in delivery of equipment, penalty will be charged as mentioned in Liquidated Damages clause. In case of Road permit location, additional one week is permissible.	Considering the current supply chain constraints, we request for a lead time of 12 weeks for delivery of equipments.	The successful bidder shall deliver hardware / equipment within 12 weeks from the date of Purchase Order (PO) at branches/offices as per details of delivery locations to be provided by our Administrative/ Zonal Offices /Regional Offices. In case of delay in delivery of equipment, penalty will be charged as mentioned in Liquidated Damages clause. In case of Road permit location, additional one week is permissible.

Sr. No	Clause No.	Page No.	Clause	Query	Bank Response
20	11. Rate Validity	19	The Rate Contract would be for supply, installation and maintenance of printers and scanners for the tentative quantity mentioned against each for the rate contract period of 2 years. Rates discovered will be valid for a period of two (2) years from the date of acceptance of letter of intent.	2 Years Price validity not possible, Suggest to make it max 12 months as OEM will not give price validity for such a long period. Bank can call commercials after 1 year from the successful bidder. Also please consider the Exchange Rate Variation(ERV) @ +/- 3% i.e If average exchange rate of USD with INR exceeds +/- 3% from the previous Base Rate, individual prices of the line items will be modified (increased or decreased) by the same percentage. The average exchange rate for this purpose, will be the average of closing exchange rate as on 15th and last day of three months of the previous quarter.	Prices shall be firm and not subject to any changes at any circumstances during the rate contract period of 2 years. However, rates will be discovered separately for first and second year. Rates discovered through this process will be valid for a period of one year from the date of acceptance of Purchase Order. Rates for second year will be discovered from all technically qualified bidders towards the end of first year through reverse auction/online commercial bid method.
21	11	19	The Rate Contract would be for supply, installation and maintenance of printers and scanners for the tentative quantity mentioned against each for the rate contract period of 2 years. Rates discovered will be valid for a period of two (2) years from the date of acceptance of letter of intent.	1) Considering current uncertainties in supply chain it will not be possible to offer prices valid for 2 years. We request for offered prices to be valid for a period of 6 months from Reverse Auction (RA) date. 2) We also request to include an Exchange Rate Variation (ERV) clause, with provision for an equivalent variation in prices, incase of variation in exchange rate beyond +/-5% of the base exchange rate at time of quote.	Prices shall be firm and not subject to any changes at any circumstances during the rate contract period of 2 years. However, rates will be discovered separately for first and second year. Rates discovered through this process will be valid for a period of one year from the date of acceptance of Purchase Order. Rates for second year will be discovered from all technically qualified bidders towards the end of first year through reverse auction/online commercial bid method.

Sr. No	Clause No.	Page No.	Clause	Query	Bank Response
22	11. Rate Validity	19	The Rate Contract would be for supply, installation and maintenance of printers and scanners for the tentative quantity mentioned against each for the rate contract period of 2 years. Rates discovered will be valid for a period of two (2) years from the date of acceptance of letter of intent.	A 2 year price validity is not recommended in the present situation, where OEMs face short supply of parts and fluctuating exchange rates. We request bank to cut short the validity till 6 month to 12 month adding "Revision of price, if the exchange rate of USD with INR exceeds +/- 3% from the previous Base Rate."	Prices shall be firm and not subject to any changes at any circumstances during the rate contract period of 2 years. However, rates will be discovered separately for first and second year. Rates discovered through this process will be valid for a period of one year from the date of acceptance of Purchase Order. Rates for second year will be discovered from all technically qualified bidders towards the end of first year through reverse auction/online commercial bid method.
23		20	12.2.7-The successful Bidders Bid security will be discharged upon the Bidder signing the Contract Agreement and against submission of performance bank guarantee (other than Union Bank of India) with the claim period of 1 year as per the format mentioned in Annexure M, for 3% of TCO, valid for the entire contract period.	Request you to kindly ask for Bid Security Declaration as bank has already asked for PBG of 3% for contract period.	Please be guided by RFP
24	12.4- Period of Validity of Bids	21	Bids should remain valid for the period of at least 180 days from the last date for submission of bid prescribed by the Bank. In case the last date of submission of bids is extended, the Bidder shall ensure that validity of bid is reckoned from modified date for submission. Further extension of the validity of the bid will be decided by the bank in case of need. The price quoted in Final Commercial Offer will be valid for at least 180 days from the date of offer.	Kindly keep the validity to 90 days from the last date of submission.	Please be guided by RFP

Sr. No	Clause No.	Page No.	Clause	Query	Bank Response
25	12.4	21	Bids should remain valid for the period of at least 180 days from the last date for submission of bid prescribed by the Bank. In case the last date of submission of bids is extended, the Bidder shall ensure that validity of bid is reckoned from modified date for submission. Further extension of the validity of the bid will be decided by the bank in case of need. The price quoted in Final Commercial Offer will be valid for at least 180 days from the date of offer.	Required bid validity period is very high. We request to reduce Bid validity to 30 days.	Please be guided by RFP
26	12.7. Two-part Bid	22	12.7.5. After evaluation of indicative commercial bids, the L1 bidder will be selected through Reverse Auction process.	We request bank to conduct ORA line item wise to get the L1, L2 and L3 bidder.	Please be guided by RFP
27	12.13. Preference to Make in India	27	Local content” means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent	Please clarify if the Make in India clause is applicable for all the lineitems as MII is not applicable to Scanners,Laser Printers, Passbook Printers & CTS Scanners as per MEITY Guidelines. If not, then how the bank will evaluate Class I & Class II for all the line items if only a single product falls under MII clause.	It is mandatory to submit revised Annexure U - Certificate of Local Content as per Preference to Make in India for Dot Matrix Printer. Bidder must be Class I or Class II local supplier for Dot matrix printer for participating in this tender .
28	12.13.2	28	It is mandatory to submit Annexure U - Certificate of Local Content as per Preference to Make in India. Bidder must be Class I or Class II local supplier for participating in this tender.	1) We understand the MII clause is for providing preference to local manufacturer (if any), however, it will not be mandatory to quote for MII products only. Any product can be quoted by bidders, however bidders who quote non-MII products will not get any preferences. Kindly confirm. 2) Kindly clarify on the minimum value of local content which will be considered by the Bank for qualification to be considered for MII preference. 3) Kindly clarify if the local content percentage will be considered for each equipment / line item separately, or will it be considered over the total value of equipments quoted.	Bidder must quote Class I or Class II MII product for Dot matrix printers. Any product can be quoted for rest of the products.

Sr. No	Clause No.	Page No.	Clause	Query	Bank Response
29	12.17. Price Composition	31	12.17.6 The bidder must provide 3 (three) years comprehensive on-site warranty on UV Cheque Scanners, ADF Scanners and 1 (one) year comprehensive on-site warranty on Printers and flatbed Scanners.	We request bank, the warranty should be standardized to be 1 year or 3 years.	Warranty for Printers/flatbed scanners are kept as 1 year as there are many moving parts housed within these equipment and the wear and tear will be high.
30	SLA for UV Cheque Scanner	33	In case of problem in scanner, Bank official will report to Onsite Engineer through email or any other mode of communication. Bidder need to attend the call immediately and resolve at the earliest. In case scanner problem is not attended and resolved on time, penalty will be applicable as under: Metro Cities- within 3 Hrs- Rs.1000/day Penalty Semi Urban/Urban Cities-Same Business Day- Rs.1000/day Penalty Rural Areas-within 24 hrs- Rs.1000/day Penalty	Please consider Resolution time as below: Metro Cities- Next Business Day, Penalty- Rs. 100/day Semi Urban/ Urban Cities- 2 Business Days - Rs. 100/day Rural Areas- 3 Business days - Rs. 100/day	Please be guided by RFP
31	23. Liquidated Damages (LD)	34	Notwithstanding the Bank's right to cancel the order, liquidated damages at 0.5% of the cost of such equipment per week/per site will be charged by respective ROs/Admin offices for delay in delivery of the equipment beyond the specified delivery period subject to a maximum of 5% of each purchase order value (including all taxes, except AMC charges). Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the company. Part of week will be treated as a week for this purpose.	Please clarify if this is on undelivered equipment or on the entire PO.	Penalty will be levied per week per site cost basis.
32	23	34	Liquidated Damages	We understand the Liquidated Damages and Penalty mentioned under Clause 23, will be calculated on the cost of such equipment which has been delayed (not total cost of equipments at the site) . Kindly confirm.	Penalty will be levied per week per site cost basis.

Sr. No	Clause No.	Page No.	Clause	Query	Bank Response
33	24. Warranty	35	24.2- The offer must include comprehensive on-site warranty of minimum three years on UV Cheque Scanners & ADF Scanners and for one year on Printers & Scanners from the date of installation of the equipment.	Request to kindly keep the warranty of 3 years for all the printers & scanners as it would be easy for bank to maintain the inventory & remove the AMC clause.	Please be guided by RFP
34	24.2	35	The offer must include comprehensive on-site warranty of minimum three years on UV Cheque Scanners & ADF Scanners and for one year on Printers & Scanners from the date of installation of the equipment.	We request to include a Site not ready (SNR) clause in the RFP. If any site is not ready for installation for 2 weeks after delivery of materials: - the Bank will sign SNR certificate based on which vendors payments will be processed - warranty for products supplied in such sites will start from date of SNR certificate or from 30 days after delivery, whichever is earlier.	RFP Clause 21.9 is added as following: "Bidder has to submit site not ready certificate duly signed by authorized bank official for releasing the payment, if equipment were not delivered/installed due to site for installation was not ready. Warranty will start from date of SNR Certificate."
35	26. Annual Maintenance Contract	36	The Bidder is expected to provide AMC for all the hardware equipment's supplied for at least two years after the expiry of warranty period. The AMC amount in Bill of material (BOM) has been taken for 2 years on all hardware items to arrive at TCO. During AMC bidder has to do preventive maintenance. The AMC charges will be paid by respective ROs/ZOs/Admin offices quarterly in arrears as mentioned in the payment terms and submission of preventive maintenance report signed by branch official along with invoice. The AMC charges for one year should be quoted between 8% to 10% of the cost of hardware equipment. In case the rate of AMC is not quoted with minimum 8%, Bank reserves the right to calculate the Maintenance charges at the rate of 10% of hardware equipment's cost after the final cost derived through Reverse Auction.	Request you to kindly change to AMC charges min 10-12%	Please be guided by RFP

Sr. No	Clause No.	Page No.	Clause	Query	Bank Response
36	27. OEM Authorization	36	In case the successful bidder is not ready to provide the support during the warranty/AMC period, support will be provided by OEM directly or through their other authorized partners for the remaining period of warranty/AMC of the product the Bank. An authorization letter from OEM regarding this must be attached with the technical bid.	OEM directly or through - requesting to remove	Please be guided by RFP
37	29. Service Level Agreement- Resolution time	37	Metro Cities- Same Business Day, Urban Cities- within 24 hrs, Rural Areas- 24 hrs.	Please consider Response & Resolution time as below: Metro Cities- Next Business Day, Urban Cities- 2 Business Days & Rural Areas- 3-4 Business days.	The clause should be read as 'Resolution timings for ADF Scanners, Printers and Flatbed Scanners: Metro Cities- Next business day, Urban Cities- 2 Business Days & Rural Areas- 3 Business Days
38	29. Service Level Agreement- Penalty for ADF Scanners per day (`) after allowed Resolution timings	37	Metro Cities- Rs. 200, Urban Cities- Rs. 200, Rural Areas- Rs. 200.	Request to kindly change it to Rs. 50 / day for all the lineitems	Please be guided by RFP
39	29. Service Level Agreement	37	In addition to the above, in case of not meeting the SLA i.e. minimum 95% uptime on quarterly basis there will be a penalty of 1% of cost of faulty Hardware, including taxes will be charged during the warranty and AMC period. The upper cap for the above penalty will be 10% of Hardware value of faulty hardware, including taxes during the warranty period and 10% of the AMC value of faulty hardware, including taxes after warranty period.	Please consider penalty of 0.5% of cost of faulty Hardware, including taxes during the warranty and AMC period. Also please clarify how bank will calculate quarterly 95% uptime.	Downtime will be taken as the time interval between complaint intimated and complaint resolved. Uptime = Total hours in quarter - downtime as obtained above.

Sr. No	Clause No.	Page No.	Clause	Query	Bank Response
40	42-Force Majeure	38	Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or the Bank as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the Contract, such as: 42.1 Natural phenomena, including but not limited to floods, droughts, earthquakes, epidemics, 42.2 Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes, 42.3 Terrorist attacks, public unrest in work area;	Request include Road closure, Transport & political strikes, Election.	Please be guided by RFP
41	32. Buy Back of Old Hardware and Peripherals	39	Bank will place order for supply and installation of the Printers and Scanners with option of buyback of existing hardware and peripherals "as is where is basis".	Request to share the Buyback inventory with config.(Model,Make, Specifications, locations, Status of the asset (Working/Non-working)	Please be guided by RFP
42	30	39	The insurance to be taken by Bidder shall be for an amount equal to 110% of the CIF value of the goods delivered at the respective site covering all risks (including terrorist attack, fire, burglary, strike, riot and civil commotion, natural calamities such as earth quake, flood etc.) till the completion of installation of Hardware.	We request to amend the insurance cover requirement to 100% of the value of goods, till completion of delivery to consignee, as the materials will be in banks physical possession after delivery at the sites.	Please be guided by RFP
43	55. Annexure C - Eligibility Criteria	53	3- The bidder should have minimum average turnover of Rs.100.00 Crore of previous three financial years i.e. 2019-20, 2020-21 and 2021-22 as per the audited balance sheet available at the time of submission of tender	Looking at the complexcity of the project & Pan India Delivery & Installation, request you to kindly change the Bidders's minimum turnover to 300 Crore from IT hardware.	Please be guided by RFP

Sr. No	Clause No.	Page No.	Clause	Query	Bank Response
44	55 (3)	53	The bidder should have minimum average turnover of Rs.100.00 Crore of previous three financial years i.e. 2019-20, 2020-21 and 2021-22 as per the audited balance sheet available at the time of submission of tender. In case the audited financials for the year 2021-22 is not available, CA Certificate with UDIN number for turnover of 2021-22 / audited financials of 2018-19 should be submitted. Bidder should also provide self declaration that statutory audit for the FY 2021-22 is not completed. This must be the individual company turnover and not that of any group of companies. Copies of the audited balance sheet and P&L Statement of the company showing the same is to be submitted.	Request to Reduce the minimum turnover criteria to 75.00 Crore. There are few exclusive distributors of CTS Scanner and Passbook printers in India that can directly participate in this RFP so that the Bank can get the advantages of various range of products as well as the price and availability benefits in this current market scenario.	Please be guided by RFP
45	55. Annexure C - Eligibility Criteria	54	6- The bidder/proposed OEM of printers/scanners should have minimum 150 service/support centers across the country	Request you to ask min 500 support centres across the country for better servicibility of the hardwares as the bank has more than 10000 branches spread across the country & bidder has to have strong infrastructure to maintain & service the hardwares, else it will hamper bank's daily work.	Please be guided by RFP

Sr. No	Clause No.	Page No.	Clause	Query	Bank Response
46	55. Annexure C - Eligibility Criteria	54	Bidder must have supplied minimum 500 UV Scanners for CTS solution, 500 ADF scanners and 100 flatbed scanners to BFSI/Government organizations/PSUs in India during last 3 financial Years. Purchase Order along with satisfactory performance certificate or any other document proof for substantiating supply of scanners.	We request bank is to consider 300 ADF Scanner/MFP with ADF Scanner instead of 500 ADF Scanner.	Clause should be read as "Bidder/OEM must have supplied minimum 500 UV Scanners for CTS solution, 500 ADF scanners and 100 flatbed scanners to BFSI/Government organizations/PSUs in India during last 3 financial Years. The bidder should have experience of at least 3 years in supply of UV Scanners/CTS solution/ADF scanners/flatbed Scanners. Purchase Order along with satisfactory performance certificate or any other document proof for substantiating supply of scanners should be submitted.
47	5. Manufacturer Authorization Form (MAF)	54	Bidder should be either an Original Equipment Manufacturer (OEM) of printers/scanners or authorized partner of OEM. In case the bidder is an Authorized partner of the OEM, Bidder needs to provide Manufacturer Authorization Form (MAF) from OEM stating that bidder is authorized partner of OEM and authorized to participate in this tender and in case the bidder is not able to perform obligations as per contract during the contract period, contracted services will be provided by OEM or through its authorized partners. OEM can quote directly or through authorized partners. However, both i.e. OEM & their authorized partner cannot participate in the RFP. In case, both (OEM & his authorized partner) participate, only bid of the OEM will be considered	OEM or through its authorized partners- Remove	Please be guided by RFP

Sr. No	Clause No.	Page No.	Clause	Query	Bank Response
48	55 (5)	54	In case the bidder is an Authorized partner of the OEM, Bidder needs to provide Manufacturer Authorization Form (MAF) from OEM stating that bidder is authorized partner of OEM and authorized to participate in this tender and in case the bidder is not able to perform obligations as per contract during the contract period, contracted services will be provided by OEM or through its authorized partners.	We understand the OEM will provide OEM standard warranty for the required period. Any SLA's and additional support requirements will be responsibility of the Bidder. Request your kind confirmation.	Please be guided by RFP
49	57. Annexure E - Technical Specification	58	57. Annexure E - Technical Specification	We request bank to allow bidder to participate multiple OEM in each product category.	Products from multiple OEM can not be quoted.
50	Annexure E - UV Cheque Scanner for CTS	58	Make and Model	Request to include Multi Function Scanner which can do CTS Scanning but should also do normal scanning also like of Barcode /QR Code / MFD . This will not only save the space by eliminating one extra scanner but also cost will be get reduced .	Please be guided by RFP
51	Annexure E - UV Cheque Scanner for CTS	58	6. 50 DPM and above	Request for 40 PPM as it comes under GeM as well	Please be guided by RFP
52	Annexure E - UV Cheque Scanner for CTS	58	Scanner should be UV enabled	UV is not mandatory features so request to remove the same	Please be guided by RFP

Sr. No	Clause No.	Page No.	Clause	Query	Bank Response
53	Annexure E - ADF Scanner	60	Speed: 30 or above Pages Per Minute	<p>Request to include the single pass terminology here also like flatbed for Color and Mono both uniformly for the better user experience. " Sheetfeed, Color and monochrome (One Pass)"</p> <p>Post Pandemic the use of Digital content has increased many folds so request to increase the scan speed to 35 /70 . Every OEM has 35 PPM product for the user Convenience</p>	Please be guided by RFP
54	Annexure E - ADF Scanner	60	12. Imaging Features	<p>Request to remove Automatic page size detection as Banks use standard document so by adding this features every time paper is checked for size and scan speed will get deteriorated which impact the user performance</p>	<p>Clause should be read as : "ADF Scanner Imaging Feature:Auto color detection, Blank Page Detection, Content-based blank page removal, Border Removal, Background Smoothing, Image Rotation, Punch Hole Removal, Merging (Front and Back images), automatic brightness and contrast."</p>
55	57. Annexure E - Technical Specification	62	Dot Matrix Printer Print Head: 24 Pin	<p>We request bank to make a separate category of DMP with 9 PIN. Requesting to Change the specification as Print Head: 9 Pin</p> <p><u>Justification:</u> *Considering the Global Semi conductor challenges 24 Pin Dot matrix printer delivery lead is very high. *9 Pin DMP is more reliable than 24 Pin DMP. *Operating cost of 9 Pin is low than 24 Pin.</p>	Please be guided by RFP
56	57. Annexure E - Technical Specification	62	Dot Matrix Printer Print Head: 24 Pin	<p>Requesting to Change the specification as Print Head: 9 Pin Justification: *Considering the Global Semi conductor challenges 24 Pin Dot matrix printer delivery lead is very high. *9 Pin DMP is more reliable than 24 Pin DMP. *Operating cost of 9 Pin is low than 24 Pin.</p>	Please be guided by RFP

Sr. No	Clause No.	Page No.	Clause	Query	Bank Response
57	57. Annexure E - Technical Specification	64	Passbook Printer 5. Print Matrix: 24 x 12 draft, 24 x 36 NLQ	Requesting to change the specification as Print Matrix: 24 x 12 Draft, 24 x 24 NLQ or above Justification: The Requested print matrix shall not be applicable in any Printer.	Line item should be read as "Passbook Printer Print Matrix: 24X12 draft , 24X24 NLQ or above "
58	57. Annexure E - Technical Specification	64	Passbook Printer 5. Print Matrix: 24 x 12 draft, 24 x 36 NLQ	Requesting to change the specification as Print Matrix: 24 x 12 Draft, 24 x 24 NLQ Justification: The Requested print matrix shall not be applicable in any Printer.	Line item should be read as "Passbook Printer Print Matrix: 24X12 draft , 24X24 NLQ or above"
59	LaserJet Printer Duplex	65	Resolution-1200 X 1200 DPI	600 x 600 dpi, requested as in mono printers quality if good with even 600dpiX600dpi	Please be guided by RFP
60	Print Speed	65	Print Speed-Minimum 30 ppm or higher	Requesting to increase the speed min upto 40ppm, since your ask is 60000 pages duty cycle wherein in industry standard is on 30ppm 30000pages comes for duty cycle	Please be guided by RFP
61	Monthly duty cycle	65	60,000 pages and above	If you are keeping 30ppm then suggested to consider min. duty cycle as 30000pages or above	Please be guided by RFP
62	RAM	65	Minimum 128 MB RAM	Suggested -256MB better users productivity	Please be guided by RFP
63	Support	65	ESC P-R print language / PCL 6/5e/spl with post script support so that the load of PC is transferred to printer	Requesting to clarify and remove as not relevant as per industry standards	Please be guided by RFP
64	Cartridge Technology	65		Composite Cartridge, Separate Drum and Toner (Mono Component), Separate Drum and Toner (Dual Component) Or higher -Requesting to add as It's a GeM Approved guidelines	Please be guided by RFP

Sr. No	Clause No.	Page No.	Clause	Query	Bank Response
65	Annexure E - LaserJet Printer Duplex	65	7. Cartridge yield	Composite toners are always advisable for the critical printing locations as when the composite toner gets replaced, the device gets renewed by 70%. Users are experiencing high wear and Tear due to separate drum & toner, Low plastic material quality & fuser fixing oil technology, leads to reduced print quality and high breakages, impacting end user experience and productivity. Request you to kindly allow only composite Toner Cartridge Technology	Please be guided by RFP
66	Annexure E - LaserJet Printer Duplex	65	13. Duplex	Duplex printing is one of the Important features for saving paper but user normally ignores this featuers as the printing gets slow while printing in Duplex mode. Request you to incorporate 30 PPM in Duplex printing also so that maximum user can use this features by default and the purpose of duplex for paper saving can be achieved.	Please be guided by RFP
67	Annexure E - Flatbed Scanner	67	Speed (Not Specified)	Request to include the Scan Speed 25/50 IPM as here it is not mentioned and 50 Sheet ADF to be included	Please be guided by RFP
68	Buyback cost	71	9) ADF Scanner minimum of Rs.800/- 10) UV Cheque Scanners minimum of Rs.2,750/-, 11) Fast Dot Matrix Printers minimum of Rs.1,600/- 12) Dot Matrix Printer minimum of Rs.500/- 13) LaserJet Printers Duplex minimum of Rs.1,100/- 14) Pass Book Printer minimum of Rs.1,100/- 15) Scanner minimum of Rs.250/-	Can bank confirm if these printers and scanners are over how many years old and is their condition good? In addition to the high price of buyback, we also factor in packaging and transportation costs when making a buyback. So we request bank to allow bidder to put the backback price.	ADF and UV Cheque scanners are more than 5 years old. Printers and flatbed scanners are more than 3 years old.
69	16. SPLITTING OF ORDERS	93	16.1. If any RFP specifically authorizes splitting of orders for the sake of reducing dependency on single source of supply or provision of service, Bank is entitled to split the order in the order and as provided in RFP.	Request you to kindly split the order into L1 & L2 at the ratio of 60:40 irrespective of MII clause to reduce the dependency on single source of supply. It is not feasible for any single bidder to supply huge quantity of peripherals.	Please be guided by RFP

Sr. No	Clause No.	Page No.	Clause	Query	Bank Response
70	16. SPLITTING OF ORDERS	93	16.2. While splitting the order, Bank shall specify the maximum quantum for L1, L2 etc. in RFP.	In anticipation of the quantity requirements, we request that the bank split the order between L1-50%, L2-30%, and L3-20%. At the moment, no single OEM can deliver a large quantity within the delivery deadline. It is possible to manage delivery if multiple OEM products are won from different categories.	Please be guided by RFP
71		EMD	1.80 CR	We need to participate only for UV Scanner and ADF Scanner our bill of material is lower than EMD asked for. Kindly relook in to it.	Bidder should quote for all the products. Partial quote is not allowed in this tender process.
72	Technical Evaluation	26	RFP Clause 12.11.4 is added for incorporating POC as part of technical evaluation.	RFP Clause 12.11.4 is added for incorporating POC as part of technical evaluation.	RFP Clause 12.11.4 is newly added as "Bidder should carry out successful Proof of Concept (POC) in Bank's environment(Mumbai) for all devices i.e. Printers and Scanners. The POC should be completed in 14 working days from last date of bid submission of RFP or within such extended period as may be specified by Bank. In absence of this, bidder will not be eligible for further evaluation process. In case quoted models of printers/scanners are same as supplied to Bank in previous order and is working satisfactorily, Bank shall waive off POC for the particular model of printers/scanners."
73	Make In India	28	RFP Clause 12.13.2 is modified.	RFP Clause 12.13.2 is modified.	It is mandatory to submit revised Annexure U - Certificate of Local Content as per Preference to Make in India for Dot Matrix Printer. Bidder must be Class I or Class II local supplier for Dot matrix printer for participating in this tender .

Sr. No	Clause No.	Page No.	Clause	Query	Bank Response
74	Rate Validity	19	RFP Clause 11 is modified	RFP Clause 11 is modified	Prices shall be firm and not subject to any changes at any circumstances during the rate contract period of 2 years. However, rates will be discovered separately for first and second year. Rates discovered through this process will be valid for a period of one year from the date of acceptance of Purchase Order. Rates for second year will be discovered from all technically qualified bidders towards the end of first year through reverse auction/online commercial bid method.

Revised Annexure U - Certificate of Local Content

(Self-Certificate by bidder and OEM, giving the percentage of local content on letter head with stamp and seal should be submitted.)

Date:

To,
The General Manager,
Union Bank of India,
5th floor, Technology Centre,
1/1A, Adi Shankaracharya Marg, Opp. Powai Lake,
Powai, Andheri (East),
Mumbai-400072.

Dear Sir,

Ref.: RFP No.: _____ Dated: _____

1. This is to certify that proposed _____ <product details> is having the local content of _____ % as defined in the above-mentioned RFP.
2. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 and subsequent amendments from time to time.

Signature with company seal

Name:

Company / Organization:

Designation within Company / Organization:

Address of Company / Organization:

Email ID: