

GEM/2025/B/6955398 dated 03/12/2025 for Procurement of 47 numbers of Heavy Duty Note Sorting Machines (HDNSMs) with comprehensive warranty of Three (03) years and AMC support for Five (05) years in Canara Bank

Sl. No.	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
1	62	Annexure 2	2	The bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 19/07/2024.	Please clarify whether Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 19/07/2024 is a mandatory requirement to be eligible to participate. If it is mandatory, we request the bank to relax this norm as most of the HDNSMs are manufactured outside India and the vendors are importing HDNSMs. Therefore, participation in this RFP will be extremely restricted as majority of the vendors may not be eligible to participate.	Bidder to refer Corrigendum-1. Bidder to comply with RFP terms and Conditions.
2	65	Annexure 2	13	Bidder should provide relevant BIS certificate for the proposed model offered to the Bank (for both 4+1 and 8+1 stacker).	As on date the BIS certification is under process for the models to be offered. We are expecting the BIS certificate for the models only during end of December 2025. We request the bank to relax this norm and extend the duration/time limit for submission BIS certificate up to 20th of January 2026 or before the opening of the Commercial Bid.	Bidder to Refer Corrigendum-1
3	79	Annexure 10	2	Number of stackers with capacity- 4 Nos for 4+1 pocket and 8 Nos for 8+1 pocket (Minimum)	Instead of 8+1 pockets, can the vendor offer a model having 8+2 pockets.	The Scope of work of the RFP is for Supply of 4+1 and 8+1 pocket machines. Bidders may offer 4+2 and 8+2 pocket Machines as a value addition at no extra cost to Bank and also confirming to all the RFP terms and Conditions. Bidder to Refer Corrigendum-1
4	12	Section B	7. Pre-qualification criteria	7.2	Whether bidder who supplied earlier will be exempted to submit documents requested as part of pre-qualification criteria. Please define the documents not to be submitted by successful bidder	Bidders to submit the necessary documents as per RFP terms and Conditions.
5	14	Section C	1. Project timelines	1.3	Revise the timelines for delivery from 4 to 8 and installation from 2 to 4 weeks.	Bidder to Refer Corrigendum-1
6	65	Annexure 2	Prequalification Criteria	Sl.No: 13	Extend submission of BIS certificate till April 2026	Bidder to Refer Corrigendum-1
7	69	Annexure 5	Make in India Certificate	Make in India Certificate	Machine manufactured in India is submission of Annexure 5 mandatory	Bidder to comply with RFP terms and Conditions.
8	10,64	Clause 5.2 & Annexure-2 Sl.No2	Qualification Criteria	The bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 19/07/2024	<p>Whilst we align GOI Guidelines and bank's preference for 'Make in India', however restricting participation of all Foreign Manufacturers does not align with GOI and RBI Guidelines for product category i.e. Note Sorting Machines. Please refer to GOI (Public Procurement Section) Circular No. P-45021/Z/2017-PP (BE-II)- Part(4) Vol.II Dated. 19th July,2024, DGFT Notification No 23 Dated 03.08.2023 and MEITY Notification Dated 7th September' 2020 (Enclosed) which outlines Preference to MII "Make In India" and confirm products which are mandated for MII only.</p> <p>Below are the observations with regards to Clause 3.a, 3.b, and 3.1.a, 3.1.b which outlines GOI (Public Procurement Section):</p> <p>Clause 3.a. : Highlights applicability in procurement of all goods and services which has sufficient local capacity and competition i.e. Class I local supplier. DGFT Notification No 23 Dated 03.08.2023 and MEITY Notification Dated 7th September' 2020 (Enclosed) outline product categories where "Make In India" is mandatory which excludes Note Sorting Machines.</p> <p>Clause 3.1.a. : The clause aligns with DGFT Notification No 23 Dated 03.08.2023 and MEITY Notification Dated 7th September' 2020 which outlines Mandatory Sourcing only of such items which have sufficient local capacity and competition. It does not imply in case of Note Sorting Machines as it has not been identified by the Nodal Ministry as per the stated clause.</p> <p>Whilst configuring the BID on GeM portal and selection of MII Preference as "YES" the GeM portal is configured to restrict participation of only Class I and Class II suppliers hence excludes all Foreign Manufacturers or Non-Local Suppliers with only exception available if the value of purchase exceeds ₹ 200 Cr.</p> <p>You may refer to the RBI Circular No. DCM (NPD) No. S 3026/18.00.014/2025-26, Dated October 10'2025 (Enclosed) which communicates regarding the BIS Certification of Domestic and Foreign NSM manufacturers. Hence acts as a testimony that MII is not a mandate and the sourcing needs to be executed suitably.</p> <p>You may note that presently there are no Class I suppliers and only few Class II suppliers in select categories. In the 2+1/3+1/4+1 and 8+1 NSM category presently there is only single supplier which is manufacturing in INDIA.</p>	Bidder to refer Corrigendum-1. Bidder to comply with RFP terms and Conditions.



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					<p>We request bank to only amend the clause where MII Preference is provided as per guidelines however does not restrict competition and mandate qualification of only Class I and Class II. We request selection of MII Preference as "NO" in the GeM portal BID to allow participation of Foreign Manufacturers. GeM portal owing to its configuration is restricting participation of all Foreign Manufacturers. It is understood that GeM being a generic platform/marketplace considers a large variety of products including product categories where Preference to MII is treated as mandatory (Class I & Class II supplier only) hence allows buyer to choose Preference as "NO" basis justification and guidelines.</p> <p>Please consider the Impact & RISK: Deviation from RBI directives confirming sourcing from Foreign Manufacturers which are BIS certified. RBI Circular No. DCM (NPD) No. S 3026/18.00.014/2025-26, Dated October 10'2025 Deviation from DGFT Notification No 23 Dated 03.08.2023 and MEITY Notification Dated 7th September' 2020 and MEITY Circulars which outline products which have sufficient local suppliers in Class I category. In Note Sorting Machines there are no Class I suppliers Deviation from CVC guidelines which promotes competition alongside MII Preference here GeM Bid MII Preference selection as "YES" would qualify only Class I and Class II suppliers leading to possible participation of only one Class II supplier in both 4+1 & 8+1 category You may refer BIS Link shared by RBI to verify Domestic Manufacturers and available models : https://www.manakonline.in/MANAK/ApplicationLicenceRelatedrpt#</p>	
9	80	Annexure-10	Technical and Functional Requirements	Printer interface facility must be provided.	Request bank to kindly clarify printer is to be supplied along with the NSM as it has to be included as part of scope for defining commercial.	Bidder to Refer Corrigendum-1
10	62	Annexure-2	Pre-Qualification Criteria S/No.14	The Bidder should have arrangement to provide 24 * 7 support and also arrangements to provide All India toll free/ contact number for lodging	Since NSMs are installed in currency chests and operational during all working days except bank holidays, technical support should be provided online (remote assistance) and, if required, an engineer should visit the site within 8 working hours of complaint registration."	Bidder to refer Corrigendum-1. Bidder to comply with RFP terms and Conditions.
11	26	Section-D	Quarterly certification costs	Commercial Bid 5.2	Propose addition of RBI Quarterly certification charges in the BID to ascertain total cost i.e. Cost x 20 reports i.e. 1 Report per quarter for 5 years	Bidder to comply with RFP terms and Conditions.
12	72	Annexure-8 Scope of Work	47 HDNSMs in total to the identified currency chests as per attached list which includes 28 numbers of 4+1 HDNSMs and 19 numbers of 8+1 HDNSMs as per the latest standards given by Bureau of Indian Standard.	HDNSMs 4+1 & 8+1	<p>We request the Bank to allow bidders to offer 4+2 and 8+2 HDNSMs in place of the specified 4+1 and 8+1 models, as these are higher-specification machines that provide enhanced performance, improved sorting accuracy, and better operational efficiency.</p> <p>Further, we request that this principle—acceptance of higher specifications in lieu of baseline specifications—be applied uniformly to all related eligibility criteria, including: Experience requirements, Turnover requirements, Past supply criteria linked to 4+1 or 8+1 models</p> <p>Wherever the RFP requires "sale of 4+1 and 8+1 HDNSMs," bidders supplying higher-specification 4+2 and 8+2 machines should be treated as fully compliant, since these models exceed the functional and technical standards laid down in the RFP and the latest BIS norms.</p> <p>This ensures fair competition while allowing the Bank to receive superior machines without compromising technical intent.</p>	<p>The Scope of work of the RFP is for Supply of 4+1 and 8+1 pocket machines. Bidders may offer 4+2 and 8+2 pocket Machines as a value addition at no extra cost to Bank.</p> <p>With reference to experience criteria bank will accept the credentials of having supplied 4+2 and 8+2 HDNSMs.</p> <p>Bidder to Refer Corrigendum-1</p>
13	62	Annexure-2 Qualification Criteria point 2	Pre-Qualification Criteria point 2	The bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 19/07/2024.	Apart from MII considerations, non-MII OEMs—who have been operating in India for over 20 years and have consistently supplied HSNSM to banks—should also be provided reasonable preference to ensure fair participation, provided the machines are duly BIS certified.	Bidder to refer Corrigendum-1. Bidder to comply with RFP terms and Conditions.
14	14	Section-C	DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Clause-1.3.1	The Delivery time is given 4 weeks & installation in next 2 weeks , we request to keep the delivery & installation in 8 weeks	Bidder to Refer Corrigendum-1



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15	18	Section-C	Penalties & Liquidated damages-Clause 5.1.1 & 5.1.2	Non-compliance of the delivery as per clauses 1.3.1 of Section-C will result in the Bank imposing penalty 0.50% on delay in delivery per Heavy Duty Note Sorting Machine (HDNSM), per week or part thereof, on the value of Heavy Duty Note Sorting Machine (HDNSM) undelivered as per Table-A of Annexure-17. 5.1.2 Non-compliance of the installation & Configuration clauses 1.3.1 of Section-C will result in the Bank imposing penalty 0.50% on delay in installation & Configuration per Heavy Duty Note Sorting Machine (HDNSM), per week or part thereof, on the value of Heavy Duty Note Sorting Machine (HDNSM) not installed & Configured as per Table-A of Annexure-17.	We request penalty should be kept 0.10% for delay in delivery	Bidder to comply with RFP terms and Conditions.
16	18	Section-C	Penalties & Liquidated damages-Clause 5.1.1 & 5.1.2	However, the total Penalty/LD to be recovered under above clauses 5.1.1 and 5.1.2 shall be restricted to 10% of the value of TCO (excluding AMC) as per Annexure-17.	We request penalty should be kept 0.10% for delay in delivery	Bidder to comply with RFP terms and Conditions.
17	22	Section-C	Scope involved during Contract period	The selected bidder shall provide centralized complaint booking/lodging facility to the bank and the dash board shall be provided to the Bank. The method of booking complaints shall be on line portal also, included in the proposed solution/ product/ service etc. There should be ticket auto escalation in ticket if it does not attended in 2 hours of complaint raised.	Whether the complaint booking/lodging will be done in the bank's ticketing sytem and access for the same OR data will be made available to the vendor? Please clarify.	The Clause is self explanatory,bidder to comply with RFP terms and Conditions.
18	23	Section-C	10. Local support	1.1 The bidder will be responsible for attending complaints during all hours 24*7*365 basis of contract period.	Pls make it as ' Vendor should provide services in banking hours'	Bidder to comply with RFP terms and Conditions.
19	23	Section-C	11. Meantime between failour	If during the warranty period, any hardware item fail on three or more occasions in a quarter, such items shall be replaced by equivalent / superior new hardware items by the bidder at no additional cost to the Bank.	The Hardware failour is due to many reasons which is beyond the control of vendors like Dust / Quality of notes / Elictricity issues so we request to delete this clause.	Bidder to comply with RFP terms and Conditions.
20	29	Section-D	6.Earnest Money Deposit (EMD)/ Bank Guarantee in lieu of EMD	Earnest Money Deposit (EMD)/ Bank Guarantee in lieu of EMD	As per GEM terms & conditions we are not required to submit the EMD.	RFP Clauses are self explanatory.Bidder to comply with GeM/RFP terms and Conditions.
21	64	Annexure- 2	Pre Qualification Criteria	The bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 19/07/2024.	We request bank to delete this clause as many vendors are still getting imported machines.	Bidder to refer Corrigendum-1. Bidder to comply with RFP terms and Conditions.
22	65	Annexure- 2	Pre Qualification Criteria	The bidder should have an average annual turnover of Rs.4 Crore during last 3 financial years (i.e., 2022-23, 2023-24 & 2024-25) from Indian operations. This must be the individual company turnover and not of any group of companies.	We request to keep minimum turnover of 500 cr so only established vendors & submit the offer	Bidder to refer Corrigendum-1. Bidder to comply with RFP terms and Conditions.
23	66	Annexure- 2	Pre Qualification Criteria	Bidder should provide relevant BIS certificate for the proposed model offered to the Bank (for both 4+1 and 8+1 stacker).	Many vendors had applied but yet to get the BIS certificate so we request to change this clause that at the time of NSM delivery BIS certificate should be submitted	Bidder to Refer Corrigendum-1
24	81	Annexure-10	Technical Specification	Number of stackers with capacity- 4 Nos for 4+1 pocket and 8 Nos for 8+1 pocket(Minimum)	We request bank to make it 4+2 & 8+2 pocket NSM, these two reject pockets will give additional time to operators & increase the efficiency .	The Scope of work of the RFP is for Supply of 4+1 and 8+1 pocket machines. Bidders may offer 4+2 and 8+2 pocket Machines as a value addition at no extra cost to Bank and also confirming to all the RFP terms and Conditions. Bidder to Refer Corrigendum-1



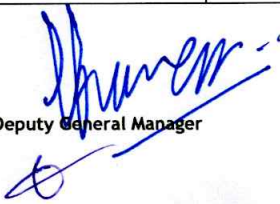
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25	81	Annexure-10	Technical Specification	Number of Reject Stackers- 1 No minimum.	We request bank to change it to 2 reject pocket	The Scope of work of the RFP is for Supply of 4+1 and 8+1 pocket machines. Bidders may offer 4+2 and 8+2 pocket Machines as a value addition at no extra cost to Bank and also conforming to all the RFP terms and Conditions. Bidder to Refer Corrigendum-1
26	81	Annexure-10	Technical Specification	Minimum processing speed -42000 Notes/Hour.	There are much faster NSM available so we request bank to keep processing speed of 60000 Notes/ Hour.	Bidder to refer Corrigendum-1. Bidder to comply with RFP terms and Conditions.
27	81	Annexure-10	Technical Specification	Table top Model	We request bank to change it to Table top Horizontal model. This will give comfort to operators while working . This will enhance the efficiency of operators.	Bidder to refer Corrigendum-1. Bidder to comply with RFP terms and Conditions.
28	11	SECTION B - INTRODUCTION	5.1.Bank invites proposal/offers in GeM portal from prospective bidders for Delivery, Installation, Configuration and Commissioning of 47 nos. of Heavy Duty Note Sorting Machines (HDNSMs) with three years warranty and five years AMC in Canara as per the terms & conditions, scope of work and functional & technical specifications/requirements described elsewhere in this document)	AMC 5 YEARS	We request Bank to reduce the AMC from 5 to 2 years.	Bidder to comply with RFP terms and Conditions.
29	14	SECTION C	1.Project Timelines	1.3The successful bidder should ensure Delivery, Installation, Configuration and Commissioning of the Hardware and complete all the works specified in the Scope of Work at the bank branch/office within Six (6) weeks from the date of acceptance of the Purchase Order.	We request bank to increase delivery and installation timeline to 8 weeks.	Bidder to Refer Corrigendum-1
30	15	SECTION C	2.Pre-Dispatch Inspection (PDI):	2.2The selected bidder shall inform his readiness for pre-dispatch inspection at least 7 days in advance. There shall not be any additional charges payable by the Bank for such inspection. However, the Bank will have the discretion to recover the costs related to travel and stay of its staff/consultants from the bidders if the ordered equipment offered for inspection are not as per the Bank's order or if the vendor fails to comply with the test and inspection procedure.	We request Bank to remove this clause as these are stand products and pre packed in Factory. No need for PDI as this will incur additional cost (travelling etc)	Bidder to comply with RFP terms and Conditions.
31	18	SECTION C	5.Penalties & Liquidated damages:	5.1.2Non-compliance of the installation & Configuration clauses 1.3.1 of Section-C will result in the Bank imposing penalty 0.50% on delay in installation & Configuration per Heavy Duty Note Sorting Machine (HDNSM), per week or part thereof, on the value of Heavy Duty Note Sorting Machine (HDNSM) not installed & Configured as per Table-A of Annexure-17. 5.1.3However, the total Penalty/LD to be recovered under above clauses 5.1.1 and 5.1.2 shall be restricted to 10% of the value of TCO (excluding AMC) as per Annexure-17.	We request Bank to restrict the Penalty from 10% to 5%.	Bidder to comply with RFP terms and Conditions.



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32			General Query	1.1. It may be noted that the Bank reserves the right to demand additional performance security to the tune of 10% of the value of the Purchase Order, if AMC charges quoted by the bidder are abnormally low (below 5% of the cost). The Bank has discretion to consider such offer or for seeking clarification from the bidder to decide for consideration. This performance security will be towards contractual/AMC obligations of the bidder. Bidder shall quote the charges of AMC as per the Bill of Material (Annexure-17). This performance security for AMC of the Machines shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC period with a claim period of 3 months.	We request bank to fix the AMC percentage to 10% of the basic price of machine. Also request bank to amend minimum 5% AMC clause to 10%	Bidder to comply with RFP terms and Conditions.
33	37	SECTION F	OWNERSHIP & AWARDING OF CONTRACT 10.Performance Security	10.5.The Bank Guarantee issued by the issuing Bank on behalf of Bidder in favour of Canara Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS). However, it should be as per Appendix-E. Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be summarily rejected	Please confirm which PBG format to use GeM format or The format share by Canara Bank in ATC.	Successful Bidder has to submit PBG as per the format given in the Appendix -E of RFP.
34	79	Annexure-10	Technical and Functional Requirements	2. Number of stackers with capacity- 4 Nos for 4+1 pocket and 8 Nos for 8+1 pocket(Minimum)	We request Bank to include to 4+2 pockets. Also only modular machines should be allowed to participate.	The Scope of work of the RFP is for Supply of 4+1 and 8+1 pocket machines. Bidders may offer 4+2 and 8+2 pocket Machines as a value addition at no extra cost to Bank and also confirming to all the RFP terms and Conditions. Bidder to Refer Corrigendum-1
35	18	SECTION C	5.Penalties & Liquidated damages:	5.3In case of defective HDNSMs(during warranty and AMC period), If the bidder does not rectify either by repair or replacement, such defects and put back the machine into satisfactory operation within 2 working days from the date of notice by the Bank or does not complete the said rectification with reasonable diligence, Bank shall impose a penalty of Rs. 1000/- per day or part thereof. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% of the cost of the HDNSM.	request for change " In case of defective HDNSMs(during warranty and AMC period), If the bidder does not rectify either by repair or replacement, such defects and put back the machine into satisfactory operation within 2 working days from the date of notice by the Bank or does not complete the said rectification with reasonable diligence, Bank shall impose a penalty of Rs. 500/- per day or part thereof. However, the total Penalty/LD to be recovered under this clause shall be restricted to 5% of the cost of the HDNSM. "	Bidder to comply with RFP terms and Conditions.
36	14	SECTION C -	1.Project Timelines	1.3.1.The time of completion shall be vital to the Contract. The successful bidder shall complete the assignment as per the timelines stipulated here below, which will be effective from the date of acceptance of the Purchase Order:	request for change " Delivery/Supply of Heavy Duty Note Sorting Machines (HDNSMs)s. (8 Weeks)"	Bidder to Refer Corrigendum-1
37	33	SECTION E	7.Selection of successful Bidder	7.5.The bidder/s who is L1 after the reverse auction will be referred as the selected bidder/ successful bidder.	Request for Change "The bidder/s who is L1, L2 & L3 after the reverse auction will be referred as the selected bidder/ successful bidder. " 50:30:20 ratio	Bidder to comply with RFP terms and Conditions.

Date: 18-12-2025
Place: Bengaluru


Deputy General Manager

