



प्रधानकार्यालय : बेंगलुरु / Head Office : Bengaluru
अधिप्राप्तिएवविक्रेताभुगतानअनुभाग - डिजिटलबैंकिंगसेवाशाखा
Procurement & Vendor Payments Section - Digital Banking Services Wing

Amendment / Addendum / Corrigendum-2 to the RFP-13/DBS/QRS/2022 dated 01/08/2022 for “Printing and Delivery of 7,50,000(Seven Lakhs Fifty Thousand) QR Code affixed Standee kits per annum directly to Bank’s QR Merchant for a period of 3 years”

GEM BID NO: GEM/2022/B/2402848

In reference to our Open Tender RFP-13 for Selection of Vendor for Printing and Delivery of 7,50,000(Seven Lakhs Fifty Thousand) QR Code affixed Standee kits per annum directly to Bank’s QR Merchant for a period of 3 years, vide Tender Number GEM/2022/B/2402848 dated 01/08/2022.

This is to inform that pre-bid meeting has been conducted on 10/08/2022, in which the following queries were raised by participants & the clarification for those queries has been provided. Kindly be guided by the clarification and changes to clauses.

Bidders to note that this is the final clarification provided by Bank and Bank will not be providing any further clarification. Any further clarification will be provided by Bank at the time of technical evaluation and discussions subsequently.

Sl. No	Clause Ref. No	Amendments
1.		<p><u>Existing Clause:</u></p> <p>Bid Submission End Date & Time: 25/08/2022, 03:00 PM</p> <p>Bid Opening Date & Time: 25/08/2022, 03:30 PM</p> <p><u>Revised Clause:</u></p> <p>Bid Submission End Date & Time: 01/09/2022, 03:00 PM</p> <p>Bid Opening Date & Time: 01/09/2022, 03:30 PM</p>



प्रधानकार्यालय : बेंगलुरु / Head Office : Bengaluru
अधिप्राप्ति एवं विक्रेता भुगतान अनुभाग - डिजिटल बैंकिंग सेवा शाखा
Procurement & Vendor Payments Section - Digital Banking Services Wing

Sl. No	Clause Ref. No	Amendments
2.	Page No: 18 Clause: 8 Point: 8.2	<u>Existing Clause:</u> 8.1 The L-1 bidder will be determined on the basis of the lowest price quoted in the Reverse Auction in GeM portal. The Reverse Auction would be conducted for Total Cost of ownership given in Bill of Material as per Annexure-8 of RFP. <u>Revised Clause:</u> 8.1 The L-1 bidder will be determined on the basis of the lowest price quoted in the Reverse Auction in GeM portal. The Reverse Auction would be conducted for Total Cost of ownership given in Bill of Material as per Annexure-9 of RFP.

Place: Bangalore

Date: 24-08-2022

Deputy General Manager

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 Procurement & Vendor Payments Section - Digital Banking Services Wing

REPLIES TO PREBID QUERIES

Sr No	Annexure	Page No	RFP Clause	Clause/Technical Specification	Bidder's Query / Suggestions	Bank's Reply
1	Annexure - 5	43	1	Submission of Meity form	Does this require?	Bidder to comply the RFP Term.
2	Annexure - 5	43	2	The Bidder should be either 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 at least three years as on GeM bid date.	Our company constitution has been changed from LLP to Private limited in June 2021. and we overall in operation from 4+ years. Shall our company fits in this criteria.	RFP clause is self-explanatory. Bidder to comply the RFP terms.
3		5	1	Delivery, Installation, Configuration, Integration and Commissioning:	Please advise scope for term used "Installation"	The Successful Printing & Delivery of the QR Standee kit to the Canara Bank Merchant locations will be termed as delivery & installation of the QR Standee kits.

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 Procurement & Vendor Payments Section - Digital Banking Services Wing

Sr No	Annexure	Page No	RFP Clause	Clause/Technical Specification	Bidder's Query / Suggestions	Bank's Reply
4		5	1.6	The selected bidder has to ensure that the Return to Origin Kits shall be delivered to the concerned Home branch address as provided by the Bank. Bidder will facilitate reporting of delivery and return of Kit and update MIS accordingly.	Is there single address for Pan India for RTO kits.	<p>The Return to origin kits should be delivered to the Canara Bank home branch of the Merchant i.e., Canara Bank branch where the merchants Account is held.</p> <p>The corresponding Canara Bank home branch details for each QR standee kit will be shared by the bank to the bidder in the QR standee indent file.</p> <p>The Merchant will collect the QR standee kits from the home branch. This will be ensured by the concerned Canara Bank branch.</p>

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 Procurement & Vendor Payments Section - Digital Banking Services Wing

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5		5	1.8	The QR standee kit delivered will be termed as incomplete if the Canara bank Merchant is unable to receive payments using the QR Code during the contract period on account of the deficiency in the durability of the product and the printing of the QR Code.	Please advise if QR is scanable but merchant is unable to receive payments due to QR string issue, Bank server issue or any issue with application.	<p>As mentioned in the Clause 1.8, Pg 5 the vendor will be held responsible only for non scanability of the QR on account of the deficiency in the quality / durability of the product (damaged etc) as per the scope of work. Additionally also for deficiency or erroneous printing of the QR code in the Standee.</p> <p>The Vendor will not be held responsible if the merchant is unable to receive payments due to other extraneous issues such as QR string issue, Bank server issue or any issue with PSP application.</p>

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Procurement & Vendor Payments Section - Digital Banking Services Wing

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6		6	1.16	The bidder should complete the Printing of customized QR Standee kit and deliver it within the timeline mentioned in table.	We need prior projection of data QTY to keep stock inventory and maintain TAT mentioned in table. Also we need to make working SOP for printing and dispatches of such data.	The same shall be discussed with the successful bidder.
7		7	3.1.2	Non-compliance of the delivery timeline of QR Standee kits as per Section C under clause 1.16 will result in the Bank imposing penalty of Rs. 200/- per kit.	We need make working SOP before starting job.	The "Product & Technical Specification" and the "Scope of Work" is provided for in the Annexure 6 and Annexure 8 respectively. The detailed SOP will be finalized on discussion with the selected bidder.
8		7	4.2	The selected bidder has to submit the proof of delivery along with Original invoice consisting of VPA details of individual merchant etc.,	Please allow to share our per day MIS status report as proof of delivery with invoice.	The Proof of delivery is required and should be made readily available when the bank requests for the same.

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Procurement & Vendor Payments Section - Digital Banking Services Wing

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9	Annexure - 8	49	12	The vendor should provide a dedicated helpdesk and proper escalation matrix for attending to the queries of the Bank/Merchant. The dedicated helpdesk details has to be invariably printed on the back side of the QR Standee.	Please advise if merchant will used helpdesk for transaction / payment related queries.	<p>The vendor should provide a dedicated help desk and escalation matrix for attending to the queries relating to the Scope of work mentioned in the RFP Document such as the Printing and delivery of the QR Standee kits.</p> <p>If Required, the Bank Helpdesk contact details will be shared for the printing on the back side of the QR standee to address the merchant queries with respect to transaction / payments / reconciliation</p>
10	Annexure - 9	50	2	Two QR Code digitally printed adhesive stickers with thermal lamination or equivalent of 4X6 inch size.	Paper thickness (GSM) and lamination type (matt or gloss)	Paper Thickness to be a minimum of 75 GSM. Lamination type is preferably gloss.

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 अधिप्राप्ति एवं विक्रेता भुगतान अनुभाग - डिजिटल बैंकिंग सेवा शाखा
 Procurement & Vendor Payments Section - Digital Banking Services Wing

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11	Annexure - 9	50	4(a)	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. (maximum of 3 pages printed on both sides)	Paper thickness (GSM)	Paper Thickness to be a minimum of 75 GSM.
12	Annexure - 9	50	4(b)	QR STANDEE KIT Box / Envelope	Paper thickness (GSM)	The Package should be durable to ensure the safe delivery of the QR Standee kit to the Merchant location.
13	Annexure - 9	50		Bill of Material	There is no field for RTO Charges? Shall we include this Courier charges?	The Courier charges for the Return of origin kits should also be factored in the Bill of materials.
14					If you want digitally printed stand directly on pvc than what will be material like pvc, hips or abs	It should be of at least HIPS(High Impact Polystyrene) quality plastic or equivalent.
15					Also courier cost need to added in material cost than we shall spit courier cost each and every elements or only one element cost added with courier cost	RFP clauses are self-explanatory which clearly states that courier charges including RTO to be

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Procurement & Vendor Payments Section - Digital Banking Services Wing

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19		3	3.6	selected bidder will undertake to ensure availability of the offered QR Standee kits during the contract period, as well as maintenance of sufficient inventory during contract period.	We need quantity confirmation to keep inventory at our end.	The same shall be discussed with the successful bidder.
20		3	4.5	Bank reserves the right to increase the quantum of purchase by 25% in respect to the quantity specified in this tender at the same rate arrived on the Terms and Conditions of this Tender as per Bank's discretion.	In case of additional quantity required bank has to inform us in advance to arrange the raw material.	Prior information will be furnished by the Bank in case of increase in quantity required as per 25 % increase clause
21		8	7	The Selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected Bidder under the contract without the prior written consent of the Bank.	Need more clarity.	Printing of QR Code and delivering of QR Kit end to end to be handled by the selected bidder only.

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Procurement & Vendor Payments Section - Digital Banking Services Wing

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22		19	9.6	The L1 bidder emerging at the end of the Reverse Auction process shall be required to submit the break-up of their Final price (last bid price) again as per Annexure-8 within 2 working days in GeM portal. Failure or refusal to offer the services/goods at the price committed through Reverse Auction shall result in forfeit of the EMD with the Bank and/or debar the bidder from participating in future tenders, which may please be noted.	Price break ups format is not given in Annexure -8	Please refer Corrigendum - 2
23		45	Product & Technical Specification	Digitally printed QR Code thick stand	Material type is not mentioned.	It should be of atleast HIPS(High Impact Polystrene) quality plastic or equivalent.
24		45	Product & Technical Specification	Two QR Code digitally printed adhesive stickers with thermal lamination	Material type and GSM is not given.	Paper Thickness to be a minimum of 75 GSM. Lamination type is preferably gloss.

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Procurement & Vendor Payments Section - Digital Banking Services Wing

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25		45	Product & Technical Specification	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. (maximum of 3 pages printed on both sides)	Detailed specification of All collaterals are required i.e. No of pages , material type , GSM and printing colour.	It needs to be colour printing. Paper Thickness to be a minimum of 75 GSM.
26		45	Product & Technical Specification	QR STANDEE KIT Box/Envelope or equivalent	Detailed specification Kit/Envelope is required i.e. size , colour etc.	Size should be sufficient to keep the QR kit safe while delivering it to merchant. The colour will be as per the bank colour code with bank logo on it.