

Pre Bid Queries Clarification for the RFP on Printing & Supply of Security Items - Ref no: GAW:SS:RFP:2:2020-21 DATED 05.09.2020

S. No.	Page No.	Tender Clause No.	Tender Clause	Bidder's Query	Clarification
1	10	2. PURPOSE Para 2, Eligibility Criteria	Since the support services offered by successful bidders will have a direct impact on Bank's reputation, the bidders will need to have a proven track record, eligibility criteria as given in Annexure V	Canara Bank today has over 10000 Branches. As a proven track record we presume that the Bank's Vendor should have a thoroughly tested BCP Site and a Plan (Business Continuity Plan) in any other place other than the primary site. Since this would be a requirement to prove the experience hope attaching more than 2 IBA certificates would suffice.	Bidder should comply with the Bank's RFP Terms & Conditions
2	11	SOW: Point 10	Collection and pulling Delivery status Details from India Post/courier Website and hosting and updating live status on a portal for access by concerned departments or sections of the bank or customer directly	1. Is the bank entering into agreements with multiple courier other than the India Post?	As on date India Post is our Delivery partner.
3				2. India Post website does not update all last mile delivery details like couriers do because lot of last mile post offices do not have internet facility. In such cases updation will be possible only to the extent of updation as available in the India Post Website.	Noted
4				3. we will be attaching experience certificate provided by minimum 2 banks for hosting DLMS portal. Hope this is an important criteria for Eligibility also as this requires inhouse software development capabilities. We hope experience certificates from 1 or 2 banks would be enough.	Individual vendors to submit their proposal for Dispatch Tracking portal.

5	11	SOW: Point 11	Help Desk Facility for customers/Branches/ Offices on query redressal...Proven Track record of such set up is crucial...	What documentation is required to ensure that the vendor has capably demonstrated this in the past?	Individual vendors to submit their proposal for Help Desk.
6	13	6.1.1 a) Printing of MICR Instruments	Printing of Personalized Data using Hi-Stack Delivery Systems	Highstack delivery print systems are those machine s which have a speed of minimum 144ppm. Should we attachs invoices of such machines for proving the same?	Bidder should comply with the Bank's RFP Terms & Conditions
7			AUTO SORTING- Document Inspection Systems	Post amalgamation with Syndicate bank, Canara Bank would emerge as one of the largest PSB's and given that there would be 10000+ Branches, the volume of the cheque books also would be very high. Keeping in mind the sheer volumes it is necessary that the Selected vendor is capable of demonstrating highly automated systems that could arrest and mitigate errors to ensure an error free deliverable to the end customers. Auto Sorting is one such step in this direction. the Vendor should have demonstrated deployments of such high speed document inspection systems in place to ensure this.Hope attaching the Purchase invoice of document inspection systems would suffice.	Not Applicable
8		6.1.1 d) Check Sum	Printing of Name Date and Check Sum on the left most side	Usually a 'Check Sum' is derived using an algorithm as a number of certain set of numbers being used in the same data. What should be the criteria to generate such a check sum in this instance?	Bank will provide the same to the Successful Bidder.

9	14	6.1.2 Gathering and Collation	Gathering and collation of Welcome and Requisition Slips	As Different stationeries are being recommended the is the bank envisaging manual collation of the welcome letter and requisition slips which could lead to errors as mentioned in point no. 3 above? Is the bank insisting on printing using hi-stack printers capable of handling multiple stationeries?	Bidder should comply with the Bank's RFP Terms & Conditions
10	15	6.1.5 Binding	Binding using Calico for books of 50 and 100 leaves	An option to replace this with usage of high quality Hot Melt Gllue may be given as the vendor must be in a postion to turn around the cheque books within 24 hours of receiving confirmation and such antiquated binding techniques may cause delay and impact TAT and delivery timelines.	Refer Amendment
11	18	6.7 Wastage	Allowed Wastage	The allowed Wastage may kindly be increased to the current level of 7%.	Refer Amendment
12	21	7.1 Commercial Evaluation i.	Determination of L1 Rate	What is the weightage given to a vendor who has multiple locational presence which would be an added advantage to the bank considering the BCP requirements?	Bidder should comply with the Bank's RFP Terms & Conditions
13	26	11.2 Indemnity	10. Responsibility of Vendor in case of Courier/ Postal Delays	the Courier agency/ Postal services are engaged by the Bank. In case of delays and loss of consignment by these agencies the Print vendor shall not be responsible. The vendor can always liaise with the courier/post to ensure smooth deliverables and also pull data with due consent of India Post/ courier company and display such data in a common portal that could be made available to the bank. But India Post will be responsible to Canara Bank.	In case of delay by India post/Courier agency, It will not be passed on to the vendor.

14	44	Annexure V : Eligibility Criteria	4. Infrastructure	We presume that Hi Stack Printers with min speed of 144ppm and Document Inspection Systems (Auto Sorting Machines) would be a must to Mitigate Errors. Hope attaching Invoices for these machineries would suffice	Bidder should comply with the Bank's RFP Terms & Conditions
15			5. Multiple geographical location	One of the main reasons why most Public Sector Banks go for vendors with multiple locations is that this saves a very huge cost of postage, improves the turn around time for the bank and acts as a continuous BCP for the bank. (Explained above).	Bidder should comply with the Bank's RFP Terms & Conditions
16				eg. When the printing happens at Delhi and customer is at Bangalore, the postage is calculated by India Post on the basis of Distance + Weight. The Postage would be approximately about Rs. 60/- However, if the same is dispatched locally from Bangalore or a southern location the Postage would be only Rs.35/- . The cost of Postage is 4 times the cost of printing of cheque book. Multiple postoffices would reduce the load on one post office and also improve the TAT.	Bidder should comply with the Bank's RFP Terms & Conditions
17				Multiple Location presence is a very big advantage to the bank in situations like Covid-19. the Back up Sites which are also IBA Certified sites, will act as a natural BCP when the printing is done on a daily or continuous basis In case any one of the SITE fails to respond to banks orders during events like a natural disaster like flood, fire or given event like Covid-19.	Bidder should comply with the Bank's RFP Terms & Conditions

18	45	Annexure V : Eligibility Criteria	8. ii) Have printed annual average 5 crores cheque leaves for the last three years upto 31.7.2020	A CA Certificate in terms of having achieved the required turnover from printing of cheque leaves (Excluding the cost of paper) may be biased. Hence the insistence to get the same from the Bank being served may be insisted as this will present a fair picture in terms of average turnover achieved by the vendor.	Bidder should comply with the Bank's RFP Terms & Conditions
19	34	Annexure I	Name of Banks with whom empanelled (minimum 3 leading Public sector / Private Banks for personalized cheques and Continuous Stationery form orders to be done/executed currently, evidence to be attached with Bank PO & sample invoices)	As we are a MSME unit, we are doing security jobs for two nationalised banks and many cooperative banks but we are also empanelled with other nationalised bank but we have not done security printing job for them. So kindly consider Annexure 1 Point No.12 as two nationalised banks and the third should be any other cooperative bank.	Bidder should comply with the Bank's RFP Terms & Conditions
20	18	6.7	MICR paper will be supplied by the Bank and so maximum the below mentioned paper wastage is permitted.	wastage % 1. Personalised & Non Personalised Cheque Book - 9 % 2. Demand Draft - 9% 3. Common Deposit Receipt - 9 % 4. Special cheques in Continuous stationery - 13%	Refer Amendment
21	45	7	Similar jobs: Should have minimum three of either scheduled Nationalized or private sector banks excluding co-operative Banks for doing the work for security items in book form or continuous form for a minimum of last 3 financial years during last 5 years. (years will be recognized as on 31.03.2020). One PSB is must	Similar jobs: Should have minimum TWO of either scheduled Nationalized or private sector banks excluding co-operative Banks for doing the work for security items in book form or continuous form for a minimum of last 3 financial years during last 5 years. (years will be recognized as on 31.03.2020). One PSB is must	Bidder should comply with the Bank's RFP Terms & Conditions

22				We have been supplying Personalised cheque books to Syndicate Bank Branches before the amalgamation and after amalgamation we are now supplying to Canara Bank Branches. We request you to consider separately as two Nationalised Banks.	Bidder should comply with the Bank's RFP Terms & Conditions
23	18	6.7		We request you to increase the wastage percentage to 10% minimum.	Refer Amendment
24	6	6	MSEs are exempted from paying EMD as per MSME Act 2012.	We are registered with MSME and copy of the Certificate is enclosed. Whether we are exempted from submitting Tender Fee and EMD of Rs.15 lac while submitting our quote/offer. If not exempted, the amount of EMD can be furnished through Bank Guarantee format. Please advise.	Bidder should comply with the Bank's RFP Terms & Conditions
25	35	Annexure I	Copy of valid certificate of IBA Approval- for each unit	In case of Multiple location printing, some of the printing units are not renewed as on date, due to lockdown and corono pandemic situation and the validity of the IBA certificate would have expired. In this case, how will you consider as eligible unit or not eligible for consideration.	Valid IBA Certificate for a location is must.

26	35	Annexure I	Copy of valid certificate of IBA Approval- for each unit	In some cases, printers applied for second location registration with IBA and documents have been submitted for inspection. Officials are yet to visit for empanelment from IBA. Whether this process can be treated as valid and eligible for multiple location facility available and on getting IBA certificate, the same will be submitted to Bank for record. Bank can inspect the premises and machines available for printing Personalised Cheque Books. Please advise.	Valid IBA Certificate for a printer location is must.
27	18	6.7	MICR paper will be supplied by the Bank and so maximum the below mentioned paper wastage is permitted.	Wastage should be 10% for cheque printing and 25% for Demand Draft Printing in stationery.	Refer Amendedment
28	11	3.5	Printing of base stationery as per CTS 2010 standards (NPCI) in the IBA approved sites of the bidder and seek approval from the NPCI authorities by paying requisite free	We assume that the fee payable to NPCI will be borne by bank since NPCI will issue invoice only to bank and only the printing charges for NPCI needs to be taken care by Vendor.	Bidder should comply with the Bank's RFP Terms & Conditions
29	11	3.7	Printed and packed Security items are to be handed over to the India post for delivery at the destination as directed by the Bank in the	We assume that vendor will only be responsible for handing over the consignment to Postal Authorities or courier agency appointed by bank.	Bidder should comply with the Bank's RFP Terms & Conditions
30	11	3.13	If Bank wants to change the design of any product, the printer should support the Bank in suitably carving out the same	We assume that in case there is a change in artwork and it leads to increase in no of colours or impact the cost the same will be borne by the bank.	Please refer Clause no.6.1.1.m.

31	17/18	6.5f	MICR paper defects at the time of supply to be immediately informed to the Bank to take up with the Mill and any such claims after 2 months of receipt of paper shall become the sole responsibility of printer to arrange paper for the Bank to that effect.	In case the defect is visible only upon penning of packing and during consumption such as damage inside the reel of creasing etc we assume the same can be reported and bank would consider the same.	Invisible damages will be considered once proper document along with pictures submitted to the Bank.
32	19	6.8a	Bills for payment must be presented on monthly basis to the Bank with proper order & dispatch details in the attached annexure unit wise, date wise and order wise on ensuring that deliveries has reached the end points.	We assume the end point in case of vendor will be the final hand over to either India Post or Courier appointed by bank.	Refer Clause 6.1.1.m. It applies to all security item variants.
33	20	6.10 c	The NPCI/RBI sample testing fee, if any, periodically/at any point of time as advised by the competent authority of the Bank/RBI, is to be borne by the printer and shall provide the certificate/approval to the Bank for its records	Invoice for testing charges from NPCI will be in the name of the bank and invoice will not be issued in the name of printer if the same is paid by printer.	Bidder should comply with the Bank's RFP Terms & Conditions
34	26	11.2.10	The Bank will not be responsible for any dispute arises between postal/ Courier/ Transport and or any other agency which is being deployed by the Printer/Bank.	Since Postal and courier engagement is from Bank side we need more clarity on this point.	Bidder should comply with the Bank's RFP Terms & Conditions

35	15	6.1.6 a	<p>Each cheque book is to be packed in tamperproof eco friendly 60 microns bio degradable plastic/paper window envelope of size 9" x 4" or 9" X 5" as desired by the Bank. Cheque books are to be handed over to Postal/Bank's approved Courier agency for direct delivery to customers/Branches</p>	<p>1)Kindly Confirm whether it is plastic or paper envelop is needs to be used, If paper envelop kindly share paper GSM, Number of colours to be printed. For plastic envelop please share number of colours needs to be printed.</p> <p>2)Kindly confirm whether envelop size is 9" x 4" or 9" x 5"</p> <p>3) Kindly share number of art work for Envelop</p> <p>4) Requesting you to share the Hard copy sample</p> <p>5) Our understanding is these envelope will be used only for personalised cheque book. Please confirm.</p>	<p>1. Refer Amendement 2. Either one 3. Will be submitted to the Successful bidder. 4. Will be submitted to the successful bidder. 5. Yes</p>
36	16	6.2.1	<p>These cheques are generally of different sizes viz. 9"x8" (22.86cmX20.32cm), 9" x11"(22.86cmX27.94cm), 9"x12"(22.86cmX30.48cm), 15"x12 (38.1cmX30.48cm) etc. on continuous stationary with 1 to 3 cheques per sheet (form) or two sheets interleaved with carbon (first page is printed on MICR paper and a copy printed on Maplitho 80 GSM paper with Carbon paper interleaved. The paper for copy and carbon is to be supplied by the printer) or A4 Cut Sheet cheque with advice on top or bottom. The cheques may also be required to be printed in cut sheets. The specification slightly may vary as per the requirement of Branch. Rate to be quoted for 1000 leaves. Order quantity will be minimum 1000 & then multiples of 500.</p>	<p>1)Kindly share approximate monthly order Quantity for each size</p> <p>2)Kindly share number of colours needs to be printed for each size for both the parts</p> <p>3) Kindly confirm whether VDP Printing is required for spl cheques</p> <p>4) Kindly share number of art work for each size</p> <p>5) Requesting you to share the hard copy sample</p> <p>6) Kindly confirm whether branch name/address Printing is required for Spl cheques</p>	<p>1. Order will be placed basing on indent received from our branches. 2. Approx 5 to 6 colors. 3. Yes 4. Will be submitted to the successful bidder 5. Will be submitted to successful bidder. 6. Yes</p>

37	16	6.3.1 b	Size of the forms should be 9”X11” (22.86cmX27.94cm) including sprocket punches. 3 DDs of size 8”X3.66”(20.32cmX9.29cm) each should be printed in a form.	1)Kindly share approximate monthly order Quantity	1. Order will be placed basing on indent received from our branches 2. Yes. 3. Approx 5 to 6 colors. 4. Will be shared to successful bidder 5. Will be shared to successful bidder
				2) Kindly confirm whether branch name/address is required for DD	
				3)Kindly share number specification/colours needs to be printed	
				4) Kindly share number of artwork	
				5) Requesting you to share the hardcopy sample	
38	17	6.4.a	SIZE : 9”x6” (22.86cmX15.24cm) with sprocket punches and perforation at the edges. Text on both the sides of the record. Supply should be as per approved specimen provided by the Bank.	1)Kindly share approximate monthly order Quantity	1. Order will be placed basing on indent received from our branches 2. At present NO (It may be required in future). 3. Approx 5 to 6 colors. 4. Will be shared to successful bidder 5. Will be shared to successful bidder
				2) Kindly confirm whether branch name/address Printing is required for CDR	
				3)Kindly share number of colours needs to be printed for CDR	
				4) Requesting you to share the hard copy sample	
				5) Kindly share number of art work	
39	20	6.11 a	Welcome letter, Cheque requisition slip and record slips in PERSONALISED & NON-PERSONALISED cheque books shall be 70 GSM white maplitho paper and not MICR paper. It has to be gathered and collated along with MICR printed cheque leaves for pinning/packing. The 70 GSM white maplitho paper of good quality is to be arranged by printer along with 150GSM art board paper for cover page in the art work as provided by the Bank.	1)Kindly share approximate yearly order quantity for Personalised & Non personalised cheque books (For all SB/CA/CC/NRE/NRO/OD/OCC Variant)	1) 5 crore leaves(Approx) with +/- 25% varaiation(Approx) 2) Approx 5 to 6 colors 3) Will be submitted to successful bidder 4) Will be submitted to successful bidder. 5). Yes
				2)Kindly share number of colours needs to be printed for Cheque leaves, Cover page, Record slip, Welcome slip & Requisition slip	
				3) Kindly share number of artwork for each variant	
				4) Requesting you to share the hard copy sample	
				5) Kindly confirm whether Die cut is required for cover page & Record slip for Personalised & Non personalised cheque	

40	15	6.1.5 a	The binding of all books of security forms shall be side stitched type with two wires stitching, pasting of front and back cover and binding cloth with good quality calico for books of 50/100 L books.	1) Kindly confirm whether 50 lvs & 100 lvs cheque books are Personalised cheque book or Non personalised cheque book 2) Kindly share approximate monthly order quantity for both 50lvs & 100lvs 3) Requesting you to share the hard copy sample	1. Personalised Cheque books 2. Order will be placed basing on indent received from our branches. 3. Will be submitted to successful bidder.
41	22	7.1 5	Weight age for Special cheque leaves in continuous form (1000 leaves) is given 05 points each	Kindly confirm which size of spl cheques need to be consider for Quoting this line item	Bidder should comply with the Bank's RFP Terms & Conditions
42	22	7.1. 2,3,4	1. Weightage for Personalised SB/NRE/NRO cheque books (20 leaves) is given 30 points. 2. Weightage for Non Personalised SB/NRE/NRO cheque books (20 leaves) is given 10 points 3. Weightage for CA/OD/OCC cheque books (100 leaves) is given 25 points each. 4. Weightage for CA/OD/OCC cheque books (50 leaves) is given 10 points each.	Kindly confirm whether rate should be Quoted for Rate/Book or Rate/leave	Rate per Book
43			General Queries	As per our understanding RTO (Return to Origin) management will be handled from banks end	Will be informed to the successful bidder
44			General Queries	As per our understanding base stationery is same for all the variants	Will be informed to the successful bidder
45	15	6.1.5	a) The binding of all books of security forms shall be side stitched type with two wires	As per present practice, please approve for perfect binding option too.	Refer Amendment

46	18	6.7	a) MICR paper will be supplied by the Bank and so maximum the below mentioned paper wastage is permitted.	Wastage % depend upon the quantity of leaves printed per print run, so please share the quantity along with wastage %, lower the quantity higher the wastage is required, specially for the special cheques & continuous stationery, so kindly increase the wastage %	Refer Amendment
47	49	Anx VIII	PRICE BID Format (indicative) (To be submitted only by the technically qualified bidders)	Whether indicative price need to be quoted along with tender document or only technically qualified bidder need to quote this & Bank will call for separate mail to ask Indicative price bid. Please confirm	Technically qualified biider need to quote for Price Bid online.
48	22	Example	1000 leaves of Spl cheques rate per leaf Rs.10ps. 10X05 (weightage	Kindly confirm whether rate should be Quoted for 1000leaves or single leaves	Refer RFP Annexure VIII
49	22	Example	1000 leaves of DD rate per leaf Rs.10ps. 10X10 (weightage point)	Kindly confirm whether rate should be Quoted for 1000leaves or single leaves	Refer RFP Annexure VIII
50	22	Example	1000 leaves of CDR rate per leaf Rs.10ps. 10X10 (weightage point)	Kindly confirm whether rate should be Quoted for 1000leaves or single leaves	Refer RFP Annexure VIII
51	44	5	Machine Specification	<p>Cheque personalisation/MICR printing should be carried out in web offset machine with MICR series numbering and min speed of 125ppm and above</p> <ul style="list-style-type: none"> - Helps in faster printing and ensures quality and avoids usage of refurbished toners <p>We recommend that bidder should have min 2 web offset machines</p> <ul style="list-style-type: none"> - One machine will help as back up machine in case of breakdowns 	Bidder should comply with the Bank's RFP Terms & Conditions

52	44	5	Machine Specification	Bidder should have automated collating machines with scanning.	Bidder should comply with the Bank's RFP Terms & Conditions
				- Automatic collating will save lot of time in the post printing activities, which will in turn increase the production speed and it ensures correct gathering and help in avoiding mismatches and errors in collation	
53			General	Should have full-fledged BCP infrastructure to handle exigencies	Bidder should comply with the Bank's RFP Terms & Conditions
				Will help in business continuity in case primary location has any issue	
54	18	6.7	Wastage of paper	We request bank to approve 10% wastage for personalized cheque books and 12% for continuous stationery	Refer Amendment
55			Dispatch Management Portal	Access to the web portal be made available to branches or only to Head office?	Portal access is to be given to Branch/RO/CO/HO. Vendor to present their Dispatch Management system in the technical bid.
				Is the vendor required to have a prior experience in implementing portal to other banks ?	