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Clarifications/Amendments to the Pre-bid Queries Ref: CO/ITD/2263/R1/2020-21 dated 05/05/2020 - Request for Proposal for Supply, Installation and Maintenance of 40 Nos. of ADF Scanners.

S.No	RFP Clause	Query Raised	Clarification/Amendment
1.	<p>Page No. 22- Part-I- Specification of ADF Scanner with A4 Compliance-S.No.1- Compatibility</p> <p>Scanner should be compatible to scan documents without affecting any of its technical features. It should support single & multi page PDF & TIFF with searchable option. The scanner should support Windows 8 & higher as Operating Systems. Scanner should be compatible with Document Management Systems Software (Omnican) currently deployed by the Bank in its regular operations from Bank's Service provider.</p>	<p>Clarification Required:- Please clarify Type of scanner requirement is ADF (SheetFed) Scanner only, hope it's not Flatbed with ADF Scanner</p>	<p>Bank requires ADF scanner only, as per the specifications mentioned in Part-I of RFP.</p>
2.	<p>Page No. 22- Part-I- Specification of ADF Scanner with A4 Compliance-S.No.4- ADF capacity- 60 or above pages</p>	<p>Request bank to Amend:- 50 or above pages</p>	<p>Amended Specification is as follows: ADF capacity- 50 or above pages</p>
3.	<p>Page No. 23- Part-I- Specification of ADF Scanner with A4 Compliance-S.No.11- Imaging Features</p> <p>Auto Deskew, Blank Page Detection, Content-based blank page removal, Border Removal, Background Smoothing, Image Rotation, Punch Hole Removal, Merging</p>	<p>Clarification Required:- Merging (Front and Back images) requirement – whether scan the one sheet (A4 Size) of 2 pages (front & back) and save single PDF file [or] combine A3 Size?</p> <p>Generally Merging Through Third party software (Omni scan) Only.</p>	<p>If A4 page are scanned, merged image will have 2 images of A4 size each in proper order in single PDF file.</p>



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	(Front and Back images), Automatic brightness and contrast, Barcode reading, Streak filtering, Auto crop, Fixed crop, intelligent edge fill.		
4.	<p>Page No. 11, Point No. 14, Terms of Payment</p> <p>(i) On Delivery: Eighty (80)% of the Purchase Order price of the delivered goods shall be paid within 15 days on submission of Invoice copy and proof of delivery duly counter signed by the Bank's representative, Original/Copy of Transit Insurance Policy & Original of Storage cum erection policy.</p> <p>(ii) On Installation: Fifteen (15) % of the Purchase Order price of Goods received shall be paid upon installation/configuration of hardware within 15 days on submission of Installation Certificate duly counter signed by the Bank's representative.</p> <p>Payment may be released, if the systems could not be installed within 3 months from the date of delivery, due to reasons attributed to Purchaser i.e. (Indian Bank) on production of Site Not Ready Certificate from the concerned Zonal Office/Branch, where the systems are delivered. In such cases, the supplier has to install the systems as and when required by the Bank, free of cost.</p>	Kindly request to remove the 5 % of retention money .Since we are submitting the BG. Kindly consider	Please adhere to tender terms. Refer Point No.5 regarding amendment in Performance Guarantee Clause.



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	<p>(iii) The remaining 5% of the Purchase Order amount will be kept by the Bank as retention money, during the warranty period and the same will be released after the warranty period after deduction of penalty if any, as per the "Penalty for downtime" stipulated.</p>		
5.	<p>Page No. 11 & 12, Point No. 16, Performance Guarantee</p> <p>Within 15 days of Purchase order from the Bank, the successful bidder shall furnish performance security equivalent to 10% of the contract amount (Exclusive of AMC) in the form of a Bank Guarantee, valid for 63 months with further one month claim period in accordance with the Conditions of Contract (Annexure V).</p> <p>Performance security submitted by the successful Bidder shall be invoked by the Bank as compensation for any loss resulting from the successful bidder's failure to complete its obligations under the contract.</p>	-	<p>Amended clause is as follows:</p> <p>Within 15 days of Purchase order from the Bank, the successful bidder shall furnish performance security equivalent to 5% of the contract amount (Exclusive of AMC) in the form of a Bank Guarantee, valid for 63 months with further one month claim period in accordance with the Conditions of Contract (Annexure V).</p> <p>Performance security submitted by the successful Bidder shall be invoked by the Bank as compensation for any loss resulting from the successful bidder's failure to complete its obligations under the contract.</p>
6.	<p>Page No. 12, Point No. 17, Penalty for Downtime</p> <p>The item that is reported to be faulty /</p>	<p>We will maintain the standard SLA terms it will meet your requirement .I Request to remove this clause.</p>	<p>Amended clause is as follows:</p> <p>The item that is reported to be faulty / malfunctioning should be fully</p>





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malfunctioning should be fully repaired on the same day, if no spares are required and next working day, if spares are required. In case of vendor failing above standard, a standby ADF Scanner should be provided till the scanner is repaired (of equivalent or higher configuration). Public Holidays as declared at the respective centers are excluded for the above downtime calculation. In case vendor fails to meet the above standards of maintenance, there will be a penalty of Rs.500/- per day. The penalty for noncompliance of maintenance terms will be recovered from the of retention money. In case the retention amount is not sufficient to recover the penalty, Bank may invoke the performance guarantee for the sum equivalent to the amount receivable by the bank.

repaired on the same day, if no spares are required and if spares are required, it should be rectified as described below:

Location	Timings
Metro Cities	Same Business Day
Urban & Semi Urban Cities	Next Business Day
Rural Areas	Within 2 Business Days

In case of vendor failing above standard, a standby ADF Scanner should be provided till the scanner is repaired (of equivalent or higher configuration). Public Holidays as declared at the respective centers are excluded for the above downtime calculation. In case vendor fails to meet the above standards of maintenance, there will be a penalty of **Rs.250/-** per day. The penalty for noncompliance of maintenance terms will be recovered from the of retention money. In case the retention amount is not sufficient to recover the penalty, Bank may invoke the performance guarantee for the sum equivalent to the amount receivable by the bank.



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<p>7. Page No. 12, Point No. 17, Penalty for Downtime</p> <p>The item that is reported to be faulty / malfunctioning should be fully repaired on the same day, if no spares are required and next working day, if spares are required. In case of vendor failing above standard, a standby ADF Scanner should be provided till the scanner is repaired (of equivalent or higher configuration). Public Holidays as declared at the respective centers are excluded for the above downtime calculation. In case vendor fails to meet the above standards of maintenance, there will be a penalty of Rs.500/- per day. The penalty for noncompliance of maintenance terms will be recovered from the of retention money. In case the retention amount is not sufficient to recover the penalty, Bank may invoke the performance guarantee for the sum equivalent to the amount receivable by the bank.</p>	<p>In clause 17, Penalty of Rs.500/day is levied if in case the scanner is not made up and running in 24hours.</p> <p>Normal SLA of OEM is 24 hours in metros and "A" class cities 2 business working days in "B" class cities 4 business working days in " C" class cities 6 working days in J&K and Northeast states</p> <p>We request you to adhere to this, as scanner is an electromechanical gadget that can consume a day and more in case of any spare's replacement though unlikely.</p>	<p>Refer Point No.6 regarding amendment in Penalty for Downtime Clause.</p>
<p>8. Page No. 11, Point No. 15, Insurance</p> <p>The goods are to be insured by Supplier with Bank's name for Transit. The Supplier should also insure the goods for the invoice value under Storage Cum Erection Policy till three months from the date of delivery either by a single Policy for each and every supply or by a Master Policy for the ADF</p>	<p>In clause 15, A separate transit insurance policy, Storage cum erection policy is asked for in the name of Bank.</p> <p>TIP : we have taken a transit insurance policy which covers the damage / loss of the consignments as a whole for all</p>	<p>The goods are to be insured by Supplier with Bank's name for an amount equivalent to 110% of the invoice value for Transit either by a single Policy for each and every supply or by a Master Policy for the ADF Scanners proposed to be supplied in future.</p> <p>In case the supplier is providing a</p>





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	<p>Scanners proposed to be supplied in future. If any loss incurred by the Bank due to Insurance not taken by the Successful Bidder, then the Successful Bidder should make good the loss to the Bank.</p> <p>If insurance policies for transit or storage cum erection insurance is not provided or not covering the period, from the date of delivery then 0.1% of the invoice value will be deducted from the payment for each insurance and payment towards delivery and installation will be made after completion of three months from last date of delivery of ADF Scanners.</p>	<p>the goods moving out from our warehouses, so a separate policy asked for should be avoided that results in additional cost.</p> <p>SCE : Insuring storage cum erection policy for a period of 3months from the date of delivery , we are incurring an addition cost for no reason instead if respective branch manager can inform us on the receipt of the unit to our SPOC, this will help us complete the installation within a week from the date of receipt without opening the consignment.</p>	<p>master insurance policy for transit of ADF scanners, they have to provide a declaration on their letter head that any loss/damage to the items under transit will be borne by the supplier.</p> <p>However, the supplier has to provide a separate Storage Cum Erection Policy till three months from the date of delivery either by a single Policy for each and every supply or by a Master Policy for an amount equivalent to 100% of the invoice value.</p> <p>If insurance policies for transit or storage cum erection insurance is not provided or not covering the period, from the date of delivery then 0.1% of the invoice value will be deducted from the payment for each insurance and payment towards delivery and installation will be made after completion of three months from last date of delivery of ADF Scanners.</p>
<p>9.</p>	<p>Page No. 11, Point No. 15, Insurance</p> <p>The goods are to be insured by Supplier with Bank"s name for Transit. The Supplier should also insure the goods for the invoice value under Storage Cum Erection Policy till three months from the date of delivery</p>	<p>Request to remove 0.1 % of the invoice value. Since we are OEM We will provide the insurance on our Goods</p>	<p>Please adhere to tender terms. Please refer Point No.8 for details.</p>



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	<p>either by a single Policy for each and every supply or by a Master Policy for the ADF Scanners proposed to be supplied in future. If any loss incurred by the Bank due to Insurance not taken by the Successful Bidder, then the Successful Bidder should make good the loss to the Bank.</p> <p>If insurance policies for transit or storage cum erection insurance is not provided or not covering the period, from the date of delivery then 0.1% of the invoice value will be deducted from the payment for each insurance and payment towards delivery and installation will be made after completion of three months from last date of delivery of ADF Scanners.</p>		
10.	<p>Page No. 10, Point No. 12, Time Frame for Completion of Project</p> <p>Delivery: Equipments should be delivered within five weeks from the date of purchase order and installation to be completed within one week from the date of delivery of the equipments. In respect of road permit locations, additional one week for delivery shall be given.</p>	<p>Request for normal delivery 6 weeks, Road Permit location additional one week.</p>	<p>Modified Clause is mentioned below:</p> <p>Delivery: Equipments should be delivered within five weeks from the date of purchase order and installation to be completed within one week from the date of delivery of the equipments or within six weeks from purchase order date. In respect of road permit locations, additional one week for delivery & installation shall be given.</p>





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<p>11.</p>	<p>Page No. 10, Point No. 12, Time Frame for Completion of Project</p> <p>Delivery: Equipments should be delivered within five weeks from the date of purchase order and installation to be completed within one week from the date of delivery of the equipments. In respect of road permit locations, additional one week for delivery shall be given.</p>	<p>Request to extend the installation time additional one week form date of delivery.</p>	<p>Please refer Point No.10 for details.</p>
<p>12.</p>	<p>Page No. 12, Point No. 19, Indemnity Clause</p> <p>The successful bidder will indemnify the Bank against all actions, proceedings, claims, suits, damages and any other expenses including Bodily injury or Death and damage to real property and tangible property for causes attributable to the Bidder. The Supplier shall also indemnify the Purchaser against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof without any limitation.</p>	<p>Request to assign the total order value.</p>	<p>Please adhere to tender terms. Total Order value will be provided in purchase order.</p>
<p>13.</p>	<p>Page No. 8, Point No. 9, Warranty & AMC</p> <p>The items installed should be under a comprehensive onsite warranty for 36 months from the date of installation or for forty two (42) months after the date of receipt of shipment at the destination,</p>	<p>Request to maintain the 3 years warranty period from the Invoice or delivery.</p>	<p>Modified Clause is mentioned below: The items installed should be under a comprehensive onsite warranty for 36 months from the date of installation or for forty two (42) months after the date of receipt of shipment at the destination,</p>



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	<p>whichever period concludes earlier.</p> <p>All the parts of items should be covered under comprehensive warranty except consumables. Vendor has to provide the list of consumable parts, which are not covered under warranty period.</p> <p>If any equipment supplied by the Bidder ceases to work during normal usage while in Warranty, the bidder has to replace the equipment at no cost to the Bank.</p> <p>Onsite Comprehensive AMC has to be renewed for subsequent 2 years after warranty.</p>		<p>whichever period concludes earlier.</p> <p>All the parts of items should be covered under comprehensive onsite warranty & AMC without any exception.</p> <p>If any equipment supplied by the Bidder ceases to work during normal usage while in Warranty, the bidder has to replace the equipment at no cost to the Bank.</p> <p>Onsite Comprehensive AMC has to be renewed for subsequent 2 years after warranty.</p>
<p>14.</p>	<p>Page No. 8, Point No. 9, Warranty & AMC</p> <p>The items installed should be under a comprehensive onsite warranty for 36 months from the date of installation or for forty two (42) months after the date of receipt of shipment at the destination, whichever period concludes earlier.</p> <p>All the parts of items should be covered under comprehensive warranty except consumables. Vendor has to provide the list of consumable parts, which are not covered under warranty period.</p> <p>If any equipment supplied by the Bidder</p>	<p>Not Covered under warranty (Consumables): Exchange Roller Kit, CIS, Ink Catridge, Power Adopter</p>	<p>All the parts of ADF scanner should be covered under comprehensive onsite warranty & AMC without any exception.</p> <p>Please refer Point No.13 for details.</p>



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	<p>ceases to work during normal usage while in Warranty, the bidder has to replace the equipment at no cost to the Bank.</p> <p>Onsite Comprehensive AMC has to be renewed for subsequent 2 years after warranty.</p>		
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