



Department of Information Technology
Request for Proposal (RFP) For for Supply, Installation & Maintenance of Instant Debit Card Printers
RFP Ref. No: UCO/DIT/1248/2021-22 Date: 10/08/2021

Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s) Amendments, Addendums and Corrigendum

Sl. No.	RFP Page No.	RFP Clause No.	Original RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
1.	13	5	The bidder Should have experience of Supply, Implement and maintenance of similar printer to at least 2 Institutions/Companies/ Govt. Organization/BFSI in India out of which one must be Bank.	We request you to consider Bidder/OEM experience here	The Bidder should have experience of supply, implementation and maintenance of similar printer to at least 2 Institutions/ Companies/ Govt. Organization/BFSI in India. In case bidder does not have requisite experience, direct experience of OEM for Supply, Implementation and maintenance of similar printer will be considered.
2.	100	Annexure – XVII Eligibility Compliance	The bidder Should have experience of Supply, Implement and maintenance of similar printer to at least 2 Institutions/Companies/ Govt. Organization/BFSI in India out of which one must be Bank.	We have provided similar printer in the form of banking kiosk (namely debit card Printing kiosk) to major banks in India , in which the thermal printer were the main components to print photo of customer along with other functionality . We assume bank will consider our experience in debit card printing kiosk as our eligibility . kindly clarify	If proposed printer is installed in the kiosk and Bidder/OEM can provide proof of the same, it may be considered.

3.	13	6	The bidder/OEM should have experience of deploying at least 80 nos. of proposed Instant Debit card printer in minimum 2 similar projects in Banking / Govt. Sector/BFSI with at least one Project of Quantity 80.	Smart Card Printer is being referred as Instant Debit Card printer here. Please clarify.	It is to clarify here that "Instant Debit card Printer" is requirement of Bank. Any Smart Card printer having similar facilities and implementation will be considered as "Instant Debit card Printer".
4.	42 & 43	Payment Terms (a.)	90% of the order value along with all applicable taxes on actual basis will be paid on delivery, installation and commissioning	We request you to amend this as 100% Payment release on Delivery, Installation & Commissioning as PBG is being deposited to the bank.	Clause stands as per RFP
5.	42 & 43	(b.)	In case, the item is delivered but the installation is delayed on account of site not ready, 70% payment may be released on production of site not ready (SNR) certificate	We request you to consider this as 100% payment release against SNR as the Site-Not-Ready is bank dependency and not the supplier. Hence, vendor payment should be released against undertaking to install when site is ready.	Clause stands as per RFP
6.	42 & 43	(c.)	Remaining 10% of the cost along with applicable taxes would be paid after completion of warranty period or submission of Bank Guarantee of an equivalent amount having validity till contract period and additional 3 months of claim period.	We request bank to remove this clause as the PBG as per GOI notification has already been asked for the contract value and holding 10% payment is a financial liability.	Clause stands as per RFP
7.	43	6. Uptime & Penalty	In case of any non-compliance of above support, the vendor will become liable for penalty of 1% of affected equipment cost on per day basis	We request bank to amend this as 0.1% per day or 1% per week maximum.	Clause stands as per RFP
8.	43	(c.)	The sum total of penalties will not exceed 10% of the TCO	We request bank to cap the penalty limit to 5% of the TCO	Clause stands as per RFP
9.	46	9. Performance	PBG is asked @ 3% for 60 months + 3Months = 63months. Equivalent to 3% of the project cost/Total Cost of	Since, the warranty for the Offered Printer is 3 Years, PBG should be 36months + 3 months claim period.	Clause Stands Modified as : "The selected Bidder shall, within a period of fifteen (15) days from the

		Bank Guarantee	Ownership (TCO) valid for a period of 63 months	Hence, please clarify and amend accordingly.	date of Letter of Intent (LOI)/Purchase Order (PO) have to furnish a Performance Bank Guarantee, format as per Annexure – V issued by any scheduled commercial bank (other than UCO Bank) equivalent to 3% of the project cost/Total Cost of Ownership (TCO) valid for a period of 39 months (36 months + a claim period of three (3) months) from the date of Letter of Intent (LOI)/Purchase Order (PO) for indemnifying any loss to the Bank"
10.	37	Part - IV, of Scope work (5.)	To be interfaced with existing CBS Finacle 7.0.25 as well as the upcoming CBS Finacle 10.x in very near future.	Message format will be required from Bank for integration.	Message format/ API details will be shared with selected bidder.
11.	37	Scope work (8.) of	Should have ability to fetch name and photo from Core Banking Solution (CBS) for printing on Card.	Message format will be required from Bank for integration.	Message format/ API details will be shared with selected bidder.
12.	37	Scope work (10.) of	The bidder should provide Printer Software /Middleware for printer administration and settings and interfacing with Bank's systems	Please elaborate the requirement on middleware. This is local software (Desktop) or central software requirement. Please confirm.	This will be central software which will connect Instant debit card printers with CBS.
13.	37	General	Printer interface	Printer need to be connected with Desktop PC at counter or need to connect on network port directly.	Printer may be connected with Desktop PC at counter or may be connected to network port as per requirement of Bank/Branch.
14.	37	Scope work -14 of	The bidder has to provide end to end solution for Debit card printing and integration with Bank's CBS environment. No additional cost will be paid to the bidder by the bank.	As we understand we need to print Name, Customer image and background on cards with desktop application loaded on individual PC at counter. And printer will be connected direct wot Desktop PC on USB port. Kindly confirm.	Please refer answer to query above.

15.	38	12.	Data Security: Ribbon Masking	Please remove this clause as Ribbon Masking feature is available only in monochrome printing so it is invalid in this case and hence it will only add to the project cost.	Clause stands DELETED.
16.	104	Annexure XVIII, Description (1.)	The offered printer and solution should be able to print Instant Personalised Debit Card at branch/office level from Desktop based instant printer at the time of account opening or subsequently whenever required.	Please share desktop specifications / configurations for our understanding.	Minimum 2/4 GB RAM and installed with Windows 7/ Windows 10 OS (All PC will be upgraded to 4GB RAM and Windows 10 soon)
17.			PCI Compliance	PCI compliance should be mandatory for printers used for Bank cards. So, printer must have EMV Level 1 compliance. Proof of certificate or document to be submitted by the vendor for the same from the OEM.	Printer is not going to be integrated with any switch or card network hence may not be required.
18.			ATM Style Card Feed mode	When using the printer as single card feeding purpose, the printer should have ATM style feed mode feature.	Bidder may supply ATM style feed mode feature or Hopper mode whatever bidder find fit may apply for either.
19.			Lock and Key Features	When using the printer for multiple card feeding (input hopper) purpose, as per PCI standard the card need to be kept in lock and key mechanism for securing the card. So, the printer should have lock and key feature.	Lock and key feature is optional for the hopper.
20.			Magnetic Encoder	Having Magnetic encoding feature in the printer will help to match before personalization of the card with the data to be printed. This ensures no mismatch of personalization versus the card	Magnetic encoder is not requirement of bank.

21.	38	11 b Monochrome	Black (KO), SOKO	Need clarification on SOKO	Silver-Overlay+ Black-Overlay – Monochrome dual sided ribbon.
22.	100	Annexure XVII Eligibility Compliance	The bidder/OEM should have experience of deploying at least 80 nos. of proposed Instant Debit card printer in minimum 2 similar projects in Banking / Govt. Sector/BFSI with at least one Project of Quantity 80 in last 3 year	The bidder/OEM should have experience of deploying at least 80 nos. of proposed Instant Debit card printer in minimum 2 similar projects in Banking / Govt. Sector/BFSI with at least one Project of Quantity 80 in last 5 year ”	The bidder should have experience of deploying at least 80 nos. of proposed Instant Debit card printer in minimum 2 similar projects in any Institutions/ Companies/ Govt. Organizations/BFSIs with execution of at least one Project of Quantity 50 in last 5 years. In case bidder does not have requisite experience, direct experience of OEM for deploying at least 80 nos. of proposed Instant Debit card printer will be considered.
23.	104	Technical Specification Compliance	Capable of printing Background image on both sides of card.	How bank is planning to choose back ground image? does bank having fixed background images?	Bank may use full image requested by customer to be printed on white plastic.
24.		General		Does printers are connected to branch PC? Does all pc have same configuration? If not what's the configuration	Printers need to be connected with branch PC. All PC are in Active Directory in Bank's intranet.
25.		General		Does bank is providing Servers & other IT infrastructure required.	Bidder have to provide end-to-end solution. Bank may provide space for installation of server in its premises.
26.	104	9 Technical Specification Compliance	Should also have option to manually type name or manually upload image/photo for printing on card in case it is needed.	If customer can give their customized photo, does bank is going to authenticate it. if resolution of the image is not good, print will not be good.	The printer/solution supplied should have provision for both two level authentication and one level authentication.

27.	35	5 Commercial Evaluation	In the event the vendor has not quoted / not mentioned / left blank item(s) in the commercial bid, for evaluation purposes the highest value for that item(s) among other submitted bids would be used to calculate the TCO, based on which the L1 bidder will be selected. However, for the purposes of payment and finalization of the contract, the value of zero cost in the unfilled item(s) would be used.	This clause should be removed because, Anx. XXI – Commercial Bid contains line item - Any other items(E) So, if any other bidder quoted some price here, which may not be applicable to the second bidder too. So please remove this clause.	Clause stands as per RFP.
28.	109	Annexure XXI	– COMMERCIAL BID (To be submitted with technical Bid)	Our understanding is Annexure XXI should be part of commercial bid & not part of technical bid. Please confirm.	Annexure XXI. Commercial Bid. ONLY to be submitted in commercial bid document. Please refer corrigendum for revised commercial.
29.	116	Annexure XXV	– Self-Certificate for Local Content 1. Sale Price of the Product 2. Ex-Factory Price of the Product 3. Freight, Insurance, and handling 4. Total bill of Material	Providing rates (which should be part of commercial bid) in these Self-Certificate for Local Content, which will be kept in technical bid is not suitable as it reveals the commercial bid price before opening the commercial bid. So, please remove the line items & keep asking only the Class & % of local content in this Annexure XXV.	Clause stands as per RFP.
30.	37,38 &39	XVIII Part IV Technical Specification of instant debit card printer	Instant Debit card Printer	In the entire technical specification of the instant debit card printer there is no PCI Compliances has been asked for. Offered printer must have EMV level 1 Compliance. There is no mention of the certification in the tender document. A certificate/document must be submitted to justify the claim	No switch level integration and data encoding is required. Accordingly, there may not be required of PCI Compliance. However, all regulatory guidelines as well as Industry level standards to be followed.

31.	37,38&39	XVIII Part IV Technical Specification of instant debit card printer	Instant Debit card Printer	No card Hopper capacity is mentioned, so will the card be fed to printer one at a time or kept in the Hopper?	It is upto bidder's capability to provide numbers of cards stacked in hopper.
32.	37,38&39	XVIII Part IV Technical Specification of instant debit card printer	Instant Debit card Printer	If it's single card feeding. The Printer needs to have ATM Style feed mode which is not asked for.	Please refer answer above.
33.	37,38&39	XVIII Part IV Technical Specification of instant debit card printer	Instant Debit card Printer	If multiple cards to be kept in the hopper, then there has to be locking mechanism to support the PCI Compliance.	No switch level integration and data encoding is required. Accordingly there may not be requirement of PCI Compliance
34.	37,38&39	XVIII Part IV Technical Specification of instant debit card printer	Instant Debit card Printer	Magnetic encoder is not asked for to digitally match the data of the card. Manual check may introduce mistakes.	No switch level integration and data encoding is required.
35.	Pg NO. 37		The bidder should provide Printer Software /Middleware for printer administration and settings and interfacing with Bank's systems.	Please clarify if the transmission of data between printer has to be secure and encrypted to secure financial data of the Bank ?	All communication between Bank and Printer should be secure and encrypted.
36.	Pg 35 and Pg 107		Printer and Ribbons	TCO and Commercial Bid is calculated based only on printer hardware supplied and no consideration given for Ribbons cost	Please refer revised annexure XXI and XX in corrigendum below.

				which actually forms the bulk of cost of any organistaion. This leaves ambiguity in Total Cost of Ownership as TCO should include ribbon cost as well. Also, it is an industry known fact, Card Printer works on Proprietary ribbons. No commitment on Ribbon cost leaves option open for bidder to undercut hardware price, get shortlisted as L1 and then over compensate through proprietary and locked Ribbon sales.	
37.	Point 6 and 11	Scope of Work	Ribbons and Cards	3 different type of ribbons being mentioned in two different places. Plaese clarify which type of ribbon is to be used?	Any one type of ribbon to be supplied. However, quality of the printed card should be ensured as per RFP clause.
38.	Pg 35, 37, 38 and Pg 107	Commercial Evaluation/ Commercial Bid Annexure	Ribbons and Cards	No projected/ approximate volume of cards is mentioned or projected/ approximate volume of Printing or projected/ approximate volume of required Supplies/ consumables is mentioned. Incomplete information supplied or bidding based only on printer price which will hamper prospective Bidder to plan and offer overall cost for optimum cost benefit of the Bank. Request to do this.	Details will be shared with selected bidder.
39.	Pg 39, Point 17	Technical Specifications	Printer should be field upgradable to select 04 different kinds of cards (CR80, 30 mil thickness) for printing.	Request to mention that Bidder/ OEM declare that Multi Input Hopper should be commercially and globally available in market on the date of Bidding with the datasheet being submitted along with compatible printer model and technical specs. This would not leave space for bidders who have a future roadmap to bring about or launch Multi	Clause stands as per RFP.

				Hopper but currently does not have so.	
40.	Pg 12	Commercial Evaluation/ Commercial Bid Annexure/ Technical Specification / Scope of Work		Instant issuance is new to India and very handful bidders with any exposure are available. Request to include and consider OEM experience of Instant Issuance globally and also relax supply norms. Card printer being a technically easy product, Supplying and maintenance can be done by a technically sound and competent bidder offering better benefit to the Bank. Limiting Bidding to only card printer supplier will not be beneficial to Bank.	Clause not admissible.
41.	Pg 30	Technical Specifications	Any bidder from a country sharing a land border with India will be eligible to bid in this tender only if the bidder is registered with the Department for Promotion of Industry and Internal Trade (DPIIT).	Considering negligible chance of any Cross border Bidder actually bidding for hardware supply and this particular hardware being integral part connected to Critical Bank software, request to include Country of Origin Norms for the Hardware supplied similar to GOI norms on Country of Origin in GeM.	Clause stands as per RFP.
42.	103	Annexure XVIII Part IV	Instant debit card printer point no. 17: Upgradeable Printer should be field upgradable to select 04 different kinds of cards (CR80, 30 mil thickness) for printing	Is this option mandatory or could be optional.	Mandatory
43.	104	Annexure XVIII Part IV	Instant debit card printer point no. 17: Feeder Type Manual Feeder along with Bezel to retrieve unattended cards	can you please clarify what is meant by card retrieve.	retrieve unattended cards.

44.	104	Annexure XVIII Part IV	Bidder compliance point no 12: Should provide support for Security locks/Keys	Is the printer key mandatory or can be optional.	Printer key can be option.
45.	104	Annexure XVIII Part IV	Bidder compliance point no 5: Interface with Finacle	Can you please provide information on interface to be developed , supported API methods.	To be shared with selected bidder.
46.	37	Part IV	Scope of work	Provide information on pre-personalized card if they will be indent cards or thermal print cards or DOD cards and card finishing matt or glossy.	To be shared with selected bidder.
47.	Page No.13 & 14	Eligibility Criteria (point No.7) Part-1(Point 3)	The service provider should have its presence across the country (preferably Bank's Zonal Office locations as per Annexure - XXII) either its own office or it should have tie-up arrangement with other agencies for support. Bidder has to ensure that it has presence in at least 75% locations mentioned above (with at least one in each state capital). It has also to ensure that there is no lapses in services as mentioned in RFP terms.	The service provider/ OEM should have its presence across the country (preferably Bank's Zonal Office locations as per Annexure - XXII) either its own office or it should have tie-up arrangement with Other agencies for support. Bidder/ OEM has to ensure that it has presence in at least 75% locations mentioned above (with at least One in each state capital). It has also to ensure that there is no lapses in services as mentioned in RFP terms.	The service provider should have its presence across the country (preferably Bank's Zonal Office locations as per Annexure - XXII) either its own office or it should have tie-up arrangement with other agencies/ OEM for support. Bidder has to ensure that it has presence in at least 50% locations mentioned above (with at least one in each state capital). It has also to ensure that there is no lapses in services as mentioned in RFP terms.
48.	13	Clause no.-3 Eligibility Criteria, Point No.- 5	The bidder Should have experience of Supply, Implement and maintenance of similar printer to at least 2 Institutions/Companies/ Govt. Organization/BFSI in India out of which one must be Bank.	This clause "out of which one must be Bank" is restrictive as Lot of potential bidders have relevant government experience but lack 'Bank' experience. Therefore, for wider participation and better price discovery kindly waive/ remove the Bank experience. And consider experience from any 2 institutions/companies/Govt./ organization/BFSI in India.	Please refer corrigendum below.

				<p>IF department do not remove BFSI experience then only few bidder can participate. These printers are used in various type of services and can easily integrate with any type of software. These printer are successfully running in several Citizen service by integrating them with the centralized database of the department like UIDAI, Election Commission of India, Vahan/ Sarathi etc.</p> <p>Your requirement is to integration of printer with your CBS software and onsite printing of desire cards which can easily be achieved/ integrated by selected OEM/Authorized distributor.</p> <p>Therefore you are requested to consider at least 2 institutions/companies/Govt. organization experience (waive condition of "one must be Bank")</p>	
49.	38	Clause No.-2 TECHNICAL SPECIFICATIO NS	Display-- LED	<p>for Wider participation kindly also allow LCD display also. Most of prominent Brands of ID card printer come with LCD Display. There is no relation of LED display with printing performance. So kindly also allow LCD display</p>	Clause Stands modified as: "Display—LED/ LCD"

50.	39	Clause No.-2 TECHNICAL SPECIFICATIO NS	Card Rejection--- Facility for card rejection slot at the base should be there	for wider participation kindly allow card rejection in reject card hopper. During the printing operator can easily collect the rejected card from reject card hopper and can decide whether card should be destroy or not.	Please refer RFP for details.
51.	13	3 (Sl. No. 6) Eligibility Criteria	The bidder / OEM should have experience of deploying at least 80 nos. of proposed Instant Debit card printer in minimum 2 similar projects in Banking / Govt. Sector/ BFSI with at least one project of Quantity 80	Experience of Deploying 80nos. Of printers is very high and may not be available with many Bidder/OEM. Moreover, one project of 80Nos. Is very difficult and the bid will become restrictive for many competent bidders. Hence you are requested to decrease this requirement to 20nos. considering multiple projects in Banking/ Govt. Sector/ BFSI. This will lead to better and fair participation.	Please refer corrigendum below.
52.	13 - 14	3 (Sl. No. 7) Eligibility Criteria	The service provider should have its presence across the Country (preferably) Banks's Zone Office locations as per Annexure - XXII) either its own office or it should have tie-up arrangement with other agencies for support. Bidder has to ensure that it has presence in at least 75% locations mentioned above (with at least one in each State Capital). It has also to ensure that there is no lapses in services as mentioned in RFP items.	Presence in at 50% locations should be considered because its very difficult to have presence in 75% of the locations. However services can be provided to all locations from the nearest service point.	Please refer corrigendum.
53.	38	2 Technical Specifications	Additional Point	PCI Compliance has not been asked for. Offered printer must have EMV Level 1 compliant as EMV is a Global standard for payment card. A Certificate / document must be submitted to justify this claim.	No switch level integration and data encoding is required. Accordingly there may not be required of PCI Compliance

54.	38	2 Technical Specifications	Additional Point	No Hopper capacity mentioned so will the card be fed to printer one at a time or kept in Hopper. If its single card feeding. The printer needs to have ATM style feed mode which is not asked for. If its multiple cards to be kept in hopper..... There has to be locking mechanism to support the PCI compliance	Bidder may supply ATM style feed mode feature or Hopper mode whatever bidder find fit may apply for either.
55.	38	2 Technical Specifications	Additional Point	Mag encoder is not asked for to digitally match the date of card. Manual check may introduce mistakes	Query not admissible.

Corrigendum

Reference	Original clause	Modified Clause
Eligibility Criteria (Sl. No. 6)	The bidder Should have experience of Supply, Implement and maintenance of similar printer to at least 2 Institutions/Companies/ Govt. Organization/BFSI in India out of which one must be Bank.	The Bidder should have experience of supply, implementation and maintenance of similar printer to at least 2 Institutions/ Companies/ Govt. Organization/BFSI in India. In case bidder does not have requisite experience, direct experience of OEM for Supply, Implementation and maintenance of similar printer will be considered.
Eligibility Criteria (Sl. No. 6)	The bidder / OEM should have experience of deploying at least 80 nos. of proposed Instant Debit card printer in minimum 2 similar projects in Banking / Govt. Sector/ BFSI with at least one project of Quantity 80	The bidder should have experience of deploying at least 80 nos. of proposed Instant Debit card printer in minimum 2 similar projects in any Institutions/ Companies/ Govt. Organizations/BFSIs with execution of at least one Project of Quantity 50 in last 5 years. In case bidder does not have requisite experience, direct experience of OEM for deploying at least 80 nos. of proposed Instant Debit card printer will be considered.
Eligibility Criteria (Sl. No. 7)	The service provider should have its presence across the Country (preferably) Banks's Zone Office locations as per Annexure - XXII) either its own office or it should have tie-up arrangement with other agencies for support. Bidder has to ensure that it has presence in at least 75% locations mentioned above (with at least one in each State Capital). It has also to ensure that there is no lapses in services as mentioned in RFP items.	The service provider should have its presence across the country (preferably Bank's Zonal Office locations as per Annexure - XXII) either its own office or it should have tie-up arrangement with other agencies/OEM for support. Bidder has to ensure that it has presence in at least 75% locations mentioned above (with at least one in each state capital). It has also to ensure that there is no lapses in services as mentioned in RFP terms.
Performance Bank Guarantee	The selected Bidder shall, within a period of fifteen (15) days from the date of Letter of Intent (LOI)/Purchase Order (PO) have to furnish a Performance Bank Guarantee, format as per Annexure – V issued by any scheduled commercial bank	The selected Bidder shall, within a period of fifteen (15) days from the date of Letter of Intent (LOI)/Purchase Order (PO) have to furnish a Performance Bank Guarantee, format as per Annexure – V issued by any scheduled commercial bank (other than UCO

	(other than UCO Bank) equivalent to 3% of the project cost/Total Cost of Ownership (TCO) valid for a period of 63 months (60 months + a claim period of three (3) months) from the date of Letter of Intent (LOI)/ Purchase Order (PO) for indemnifying any loss to the Bank	Bank) equivalent to 3% of the project cost/Total Cost of Ownership (TCO) valid for a period of 39 months (36 months + a claim period of three (3) months) from the date of Letter of Intent (LOI)/ Purchase Order (PO) for indemnifying any loss to the Bank
Technical Specification	Data Security: Ribbon Masking	Clause stands deleted.
Technical Specification	Display—LED	Display—LED/ LCD

COMMERCIAL BID (Revised)

Annexure – XXI

(To be submitted with Commercial Bid)

Sl No	Particulars of the Items	Qty (A)	Make	Model	Unit Price (Excluding GST) with 3 years' comprehensive warranty (B)	GST (mention GST %) (C)	Total Cost including three years comprehensive warranty (Excluding GST) (D=A x B)
1	Instant Debit Card Printer	100					
2	Ribbon (Color)	3600					
3	Cleaning Kit Cost	1000					
2	Any other items(E)	Details to be mentioned.					
3	One time Implementation cost – (F)						
Total Cost of Instant Debit Card Printer including three years comprehensive warranty and Implementation charges (Excluding GST) (D+E+F) in numeral							
Total Cost of Instant Debit Card Printer including three years comprehensive warranty and Implementation charges (Excluding GST) (D+E+F) in Words							

- i. We hereby confirm that quotes mentioned in this commercial bid is strictly as per the format in RFP.
- ii. We also confirm that the above mentioned rates are accurate. In case of any anomalies in the calculation for arriving at TCO, the Bank will have the right to rectify the same as mentioned in the commercial evaluation process clause no. 2.3 and it will be binding upon our company.
- iii. We have ensured that the price information is filled in the Commercial Offer at appropriate column without any typographical or arithmetic errors. All fields have been filled in correctly.
- iv. We have not added or modified any clauses / statements / recordings / declarations in the commercial offer, which is conditional and / or qualified or subjected to suggestions, which contain any deviation in terms & conditions or any specification.
- v. We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.
- vi. We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 10.08.2021 and subsequent pre-bid and amendments.

Company Seal

Date

Name & Designation:

Authorized Signatory

Note:

- i. In case of discrepancy between figures and words, the amount in words shall prevail.
- ii. Present Rate of tax, if applicable, should be quoted in respective columns. The Bank will pay the applicable taxes for the above mentioned tax type ruling at the time of actual delivery of service/implementation and resultant billing. However, no other tax type will be paid. The Octroi / Entry Tax will be paid extra, wherever applicable on submission of actual tax receipt.
- iii. Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.
- iv. **Bank will not order consumable items like Ribbon and Cleaning Kit in a single order. The consumables items will be ordered on requirement basis and will be paid accordingly. The rate of consumables will be valid till contract period.**
- v. **Payment of consumables will be done by respective branch/ zonal office during the contract period.**
 - vi. Please note that any commercial offer which is conditional and / or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.
 - vii. All prices should be quoted in **Indian Rupees (INR)** only.
 - viii. The TCO (Total Cost of Ownership) will be exclusive of GST. However, the GST and other applicable taxes will be paid as per actuals at the time of resultant billing. Bank will not communicate with OEM / OSD for any queries.
 - ix. The quantity mentioned above is only indicative and may change at the time of issuance of Purchase Order.

NOTE: The same format of commercial is to submitted as Annexure-XX (Masked commercial Bid Revised) with price Masked and is to be submitted with