



Department of Information Technology
Request for Proposal (RFP) For Selection of Vendor (s) for Procurement of CTS Scanners
RFP Ref. No DIT/BPR & BTD/OA/2049/2020-21 Date-22/10/2020

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

Sl. No	RFP Page No.	RFP Clause No.	Original RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
1	11	Eligibility Criteria, Point No. 5	The bidder should have supplied at least 500 CTS Scanners (50DPM and above) in any PSU Banks/Pvt. Bank/Financial Institution in India during last three Financial year out of which at least 200 CTS Scanners should of same make which is being offered. The order fulfilling eligibility may be single or multiple.	<p>Our request to amend the clause as – “The <u>bidder/OEM</u> should have at least 500 CTS Scanners (50DPM and above) in any PSU Banks/Pvt. Bank/Financial Institution in India during last three Financial year. The order fulfilling eligibility may be single or multiple”.</p> <p>By amending this, Bank will be benefitted in terms of getting more nos. of aggressive bidders and strong bidders to participate in this bid and also Bank will get better competitive price if those aggressive bidders allowed participating in this bid.</p> <p>Bank willing to procure 100DPM or more scanners. Bidder should have supplied 100DPM scanner only not 50 DPM as credential.</p> <p>All the 500 Scanners should be same make which is being offered to understand performance, after sales support if it is multibrand than it would be difficult to ascertain credibility of that particular brand of scanner.</p>	<p>Please Refer to Corrigendum.</p> <p>Please Refer to Corrigendum.</p>

				<p>Will request to consider changing to</p> <p>"The bidder should have supplied at least 300 CTS scanners (50 DPM and above) in any PSU Banks/Pvt.Bank/Financial Institution in India during last Five Financial year The order fulfilling eligibility may be single or multiple"</p> <p>This will be binding the bidder to propose any complied product in this bid if the clause "which at least 200 CTS Scanners should of same make which is being offered" is not removed.</p>	<p>Please Refer to Corrigendum.</p>
2	11	Eligibility Criteria, Point No. 5	<p>Certificate from scheduled commercial bank where the CTS scanners to be offered by the respective bidder mentioning that the same scanner is working satisfactorily with the said CTS software to be submitted.</p>	<p>This certificate would be on the name of OEM, please clarify.</p>	<p>Clause clarified as under: The required certificate is for compatibility of CTS scanner.</p>
3	100	Annexure –XXII	<p>Optional Items</p>	<p>Will the prices quoted in this Annexure be considered for commercial evaluation or not?</p>	<p>TCO will be calculated as per the price mentioned in Annexure-XXI.</p>
4	33	Scope of Work Point No. 1	<p>The bidder has to supply the CTS Scanners as per detailed specifications mentioned in Annexure–XIX of this RFP Document of following type: Item Description: CTS Scanner with minimum 100 DPM, Qty: 1000</p>	<p>We understand that Bank is looking for 100 DPM Cheque Scanners with UV capture in single pass but generally, 100 DPM scanners will give downgraded speed while scanning Indian Cheques and even scanning speed per minute get further reduced, if UV image is also scanned in a single pass.</p> <p>Therefore, it is requested Bank to opt for Min. 120 DPM UV enabled CTS Cheque Scanners to meet the requirement of 100 DPM speed per minute along with UV image scanning in a single pass itself.</p> <p>Since most of the Cheque Scanner Vendor has got 120 DPM speed based scanner Request bank to increase the speed up to 120 or more for better scanning experience</p>	<p>Clause stands as per RFP.</p>

5.	33	Scope of Work Point No. 1	Bank will not provide any minimum/maximum quantity commitment. Bank does not guarantee any minimum quantity of order. Bank may keep an option to increase/decrease the projected quantity by $\pm 25\%$ of the total indicative requirement mentioned as above.	As Bank has kept provision for increase or decrease of 25% of the total requirement mentioned in the RFP, we understand that Bank will at least purchase 75% of the quantity mentioned in the RFP during the period of the contract. This minimum requirement is must needed to get the best price from OEM. Also, another statement mentioned that "Bank will not provide any min/max quantity commitment" is contradictory. Please confirm us the minimum requirement of the Bank, which will help Bidders to offer the best price?	Clause Stands as per RFP.
6.	36	Part V 2. schedule of implementation (Delivery & Implementation)	The selected bidder shall deliver the above scanners within six (06) weeks for the North-East region and four (04) weeks for the rest of the country from the date of acceptance of Purchase Order, failing which the Bank reserves its right to levy liquidated damages. Selected bidder should ensure installation of delivered orders within 15 days from the date of delivery to the locations specified in Purchase Orders.	As these scanners are being manufactured outside of India, therefore, deliveries takes time and there is no confirmed schedule provided for delivery to arrange well in advance: Therefore, we suggest to please modify this clause as proposed below: The selected bidder shall deliver the above scanners within Eight (08) weeks for the North-East region and six (06) weeks for the rest of the country from the date of acceptance of Purchase Order, failing which the Bank reserves its right to levy liquidated damages. Further selected bidder should ensure installation of the delivered scanners within 15 days from the date of delivery. We request the bank alter the delivery period as eight (08) weeks for North-East region and six (06) weeks for the rest of the country.	Clause Stands as per RFP.
7	37	Part – V, Clause No. 4	This service is to be provided on all the working days of the Bank between 9 a.m. to 9 p.m. notwithstanding the fact whether on such days the selected vendor's office remains closed or not. In case of vendor failing above standards, a standby arrangement should be provided till the machine is repaired.	As in remote areas, public transport available till limited time of the day, we request Bank to consider, service support from 10 AM to 6 PM.	Clause Stands as per RFP.

8	38	Part – V, Clause No. 5. Terms of Payment	<p>90% - delivery, installation and acceptance of ordered items.</p> <p>In case of Site Not Ready (SNR): 70% - on production of SNR Certificate 20% after completion of installation</p> <p>10% - After submission of performance of Bank Guarantee of equivalent to 10% of order value having validity till contract period.</p> <p>AMC will be paid on quarterly arrear basis.</p>	<p>Would like to request Bank to change terms as mentioned below:</p> <p>In case of Site Not Ready (SNR): 90% - on production of SNR Certificate. 10% - after completion of installation and PBG submission. In case, Site is not ready within next 15 days by the Bank, then remaining 10% will also be released by the Bank to the bidder.</p> <p>Also, requesting bank to consider AMC should be paid quarterly in advance.</p>	<p>Clause Stands Modified as Under:</p> <p>90% - delivery, installation and acceptance of ordered items.</p> <p>In case of Site Not Ready (SNR): 70% - on production of SNR Certificate issued from respective Zonal Offices.</p> <p>20% after completion of installation or after 30 days of delivery whichever is earlier</p>
				<p>We suggest that 20% payment also should be released if the Site Is Not Ready after 15 days of delivery.</p>	<p>10% - After completion of 3 months from installation.</p> <p>AMC will be paid on quarterly arrear basis.</p>
9	38	Part – V, Clause No. 6 Uptime & Penalty	<p>Penalty:</p> <p>Metro - Rs.500/day Semi Urban/Urban/Rural - Rs.300/day North East - Rs.200/day</p>	<p>Penalty charges are kept on higher side, request Bank to keep it as Rs.100/Day. Also, Bank needs to factor two service scenarios, one is resolution time without parts and other is Resolution time with Parts. Wherever, Parts replacement required then resolution time with parts should be treated as follows:</p> <ol style="list-style-type: none"> 1. Metro - Within 24 hrs 2. Semi Urban/Urban/Rural - Within 48 hrs 3. North East - Within 72 hrs. 	<p>Clause Stands as per RFP.</p>
				<p>Will request to consider Resolution timings to be 72 Working Hrs and a penalty of Rs 50 per day with a maximum penalty of Rs 500.</p> <p>As CTS scanner being a specialised device dependency is very high on OEMs for resolution and during warranty/AMC period calls are attended by OEM and as being a specialised devices back to back AMC are with OEM only</p>	

10	36	Warranty & AMC	The vendor must provide 3 years' on-site comprehensive warranty and AMC for 4th year & 5th year for CTS Scanners supplied under this RFP covering all parts & labour from the date of acceptance of the systems by UCO Bank at the respective locations i.e. on-site comprehensive warranty.	In the Warranty clause Bank has specified that all the scanner supplied covering all parts and labour during warranty and AMC But in Optional items Bank has ask to quote spare parts which are not under warranty	Clause Clarified as under: The bidder has to quote the price as per Annexure-XXII for consumables etc which are not part of the warranty.
11.	100	Optional Items	The bidder has to quote for the optional items/ spare part/ consumable which are not in part of the warranty. The cost of items quoted shall be inclusive of all charges including installation, configuration and labour charges and the cost will be valid for the contract period from the date of Purchase order.	Both the points are contradicting .If all the parts and labour are covering under warranty than why the question arise to quote for spare parts and labour separately .Please clarify.	
12.	75	Annexure XV	Pre Contract Integrity Pact	Please let us know the values of Non Judicial Stamp Paper	For West Bengal it should of Rs.100/-
13.	84	Annexure XVI	Non-Disclosure Agreement	Please let us know the values of Non Judicial Stamp Paper	
14.	90	Annexure XVII	Deed of Indemnity	Please let us know the values of Non Judicial Stamp Paper	
15.	99	Annexure – XXI Commercial Bid Format	4. Each line Item will be considered as separate item for selection of L1 bidder based on quoted price. 5. Total Cost including 3 years warranty excluding GST/Taxes (Column E) will be compared to find out the L1 bidder for each Line item. 6. Bidder can quote for both the line items or for any one of the items. Bidder quoting for only one item should necessarily mention XXXX/NIL in all the unquoted/blank columns.	Will request to kindly check this clause as is not in sync	Clause Modified as Under: 4. Selection of L1 bidder will be based on Total Cost of Ownership mention in Column H. 5. GST will be paid as per actuals. 6. If the cost for any column is indicated as zero or blank then Bank may assume that the said item is provided to the Bank without any cost.



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Amendments, Addendums and Corrigendums

SI No.	Original Clause	Revised Clause
Part-I 3.Eligibility Criteria Point No.5	The bidder should have supplied at least 500 CTS Scanners (50DPM and above) in any PSU Banks/Pvt. Bank/Financial Institution in India during last three Financial year out of which at least 200 CTS Scanners should of same make which is being offered. The order fulfilling eligibility may be single or multiple.	The bidder/OEM should have supplied at least 500 CTS Scanners (50DPM and above) in any PSU Banks/Pvt. Bank/Financial Institution in India during last three Financial year. The order fulfilling eligibility may be single or multiple.
Part – V 5. Terms of Payment	90% - delivery, installation and acceptance of ordered items. In case of Site Not Ready (SNR): 70% - on production of SNR Certificate 20% after completion of installation 10% - After submission of performance of Bank Guarantee of equivalent to 10% of order value having validity till contract period. AMC will be paid on quarterly arrear basis.	90% - delivery, installation and acceptance of ordered items. In case of Site Not Ready (SNR): 70% - on production of SNR Certificate issued from respective Zonal Offices. 20% after completion of installation or after 30 days of delivery whichever is earlier 10% - After completion of 3 months from installation. AMC will be paid on quarterly arrear basis.