

PRE BID Queries - Manipal Technologies Ltd					
S.No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query	Banks Response
1	9	3.3 (2) Eligibility criteria)	In the last two financial years i.e. 2017-18 and 2018-19, The Bidder should have achieved the following: a) Domestic annual financial turnover on account of supply of stationery or printing and supply of stationery: Rs. 25 Crores during any of the last three financial i.e. 2019-2020, 2020-21 & 2021-22. b) In all three financial years i.e. 2019-2020, 2020-21 & 2021-22 the Bidder should have achieved the following :- 1. Positive Net worth 2. Bidder should be Profit making firm (Net profit)	a. Please confirm whether the bidder has to produce certificate for revenue of 25 crores for all 3 consecutive years in a row as, bank will be interested in looking for a consistent player who can sustain operations. Is the understanding correct? b. whether customised stationery include calendar, diaries etc.? Ideally they should not be part of branch banking/PMS solution. c. request to confirm as what is the criteria of positive net worth. Considering the scale of banks business and as per last RFP it should be minimum 25 Cr, request you to clarify.	As per RFP clause A) The Bidder should have achieved the following: a) Domestic annual financial turnover on account of supply of stationery or printing and supply of stationery: Rs. 25 Crores during any of the last three financial i.e. 2019-2020, 2020-21 & 2021-22. b) In all three financial years i.e. 2019-2020, 2020-21 & 2021-22 the Bidder should have achieved the following 1. Positive Net worth 2. Bidder should be Profit making firm (Net profit) B)Please refer point no 3.1 wherein we have described what are the items that will be covered under customized stationery. Also refer Annexure K , the list of all customized stationery listed therein. C) Only positive networkth is required. Bidder has to provide documentry evidence as per RFP (Clause 3.3.2)
2	9	3.3 (3)Eligibility criteria	Experience in the line of business: Minimum last 3 years	we request bank to confirm on our understanding :- line of business means that the bidder should have satisfactorily executed contracts/work orders minimum worth of 10.00 Crores per annum per project for the preceding 3 years towards printing /procurement and supplying of books/forms/stationery to any of the minimum 2 Public/Private Sector Banks. Do we need to produce certifcate from the customers that we are sucessfully serving under PMS contract/project for last 3 years.	Please refer point no 1 of the Addendum



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3	9	3.3 (4) Eligibility criteria	The Bidder should have the experience of having supplied customized stationery to minimum 2 big organizations of repute preferably in Banking, Financial Services & Insurance (BFSI) sector having 100 or more offices/branches spread over 3 or more states with the requisite logistic arrangements	Please confirm whether bidder needs to produce experience / satisfactory certificate from the customer that he has successfully executed minimum 2 PMS projects in past ie supplying a combination of products to branches through their own logistics arrangements and touching PIN Codes in metro, urban and rural areas. Also request bank to check the number of branches for the experience. It should be minimum 2500+ as per the scale of BOB and as mentioned in last RFP.	Please refer point no 2 of the Addendum
4	10	3.3 (5) Eligibility criteria	Bidder should have printing arrangement at least at two printing locations in two different states. Out of the two locations minimum one location should be owned by the bidder. The printer may tie up with printers located in other states having ISO or equivalent certifications for printing Job from different locations of different states.	Kindly confirm whether bidder has to produce the certificate that he has his own manufacturing facilities in atleast 2 different states for better TAT . Further, this is very critical for zone wise supply and BCP arrangements.	Please refer point no 7 of the Addendum
5	10	3.3 (8) Eligibility criteria	The Bidder should preferably own an existing IT architecture/e-platform for sharing of purchase order and response file with bank after execution of orders.	Please clarify whether bidder needs to produce authorized certificate atleast from 2-3 banks in the line of PMS projects(supplying multiple products to branches) that bidder has a strong IT infrastructure in place and are capable to handle such requirements.	Please refer point no 3 of the Addendum
6	10	3.3 (9) Eligibility criteria	The Bidder should be agreeable to make provision of a dedicated help desk for the Bank.	please clarify whether bidder needs to produce certificate from 2-3 banks that they have an existing helpdesk support system in place and are capable to handle such requirements.	Please refer point no 9 of the addendum
7	10	3.3 (10) Eligibility criteria	The Bidders should have the capability to timely deliver stationery items across minimum 2500 branches/offices of the Bank located in different states of the country, including rural, hilly and remote areas.	We request bank to confirm our understanding that supplier should have successfully executed such large PMS projects in banking industry ie successfully served 2500 + branches in different states and touching various PIN codes in metro, urban and rural areas. Also confirm whether bidder need to share certificate from the banking customers for the same .	Please refer point no 4 of the Addendum

4

S.No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query	Banks Response
8	11	3.3 (11) Eligibility criteria	Bidder has to score minimum 60% (6 out of 10) marks in factory visit given in Technical evaluation	We request bank to clarify the criterias to score 6 marks out of 10 in factory visit. Hope this include, number of sheetfed and web machines, in house arrangements for all fabrications and certifications obtained - ISO, IBA etc.	Evaluation parameters enclosed herewith as per Annexure 1
9	16	3.4 (h)	Vendor will have to execute modifications/deletion/addition if any in existing stationery items promptly within the timelines specified by the Bank on a case-to-case basis. While the bank will take utmost care, the loss on account of discontinuation/modification of any stationery items cannot be claimed from Bank by the vendor.	we request bank to intimate such requirements atleast 1 month in advance so that supplier can also put his stocks to optimum level and at the same time request bank to consume the stocks before moving ahead to new artwork.	RFP clause stands
10	16	3.4 (i)	Vendor should as per its capability/plan keep stocks of item or may print & supply after receipt of order, however the timelines have to be maintained in any case. Though the Bank will be sharing with selected vendor the consumption pattern available with it, the vendor has to take its own decision about stock keeping. Though a tentative consumption details has been given as per annexure "K" there is no guarantee of any minimum quantity for procurement. Vendors to note that not only the number of item to be supplied but its consumption may also vary. Branches/Offices of the Bank will issue multiple purchase orders i.e. indent through Bank's Finacle system for their stationery requirement.	We request bank to award and confirm stock confirmaiton of 1 month to meet all exigencies and meet TAT.	RFP clause stands
11	16	3.4 (j)	At times the vendor may be asked to supply stationery (Existing or new) in bulk to large number of branches. Vendor should have the capability & infrastructure to meet the Bank's urgent requirement without any delay	For all such requirement we request bank to ammend the clause as TAT has to be discussed mutually and agreed to both the parties.	RFP clause stands

6

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12	18	3.4 (v)	<p>Vendor will have to raise the bills with following declarations/enclosures and submit them to the Head Office, Baroda in this regard.</p> <ol style="list-style-type: none"> 1. Acknowledged copy of delivery Challan 2. A copy of transport receipt 3. Acknowledgement from the consignees <p>In case of difficulty/delay in collecting acknowledged copy from logistics/courier agency, some other physical proof of having delivered the items at branches/offices may be submitted (like confirmation letter from Logistic partner with dispatch details, date of delivery etc/Online Printout or confirmation from online sites of Logistic partners). However, in case of requirement by Bank, vendor will have to arrange for acknowledged delivery challan/transport receipt. Facility of online verification of POD (Proof of Dispatch & its physical acknowledgement by branches/offices) against each order will be a desired feature.</p>	<p>We request bank here to allow vendor to raise the invoices on dispatch basis. However, in case of requirement by Bank or disputes raised , vendor will have to arrange for acknowledged delivery challan/transport receipt.</p>	RFP clause stands
13	18	3.4 (v)	<p>Payment (after TDS & GST TDS etc. as applicable) will be made online centrally by HO, Baroda only after 100 % delivery acknowledgements by the branches. Also payment invoices should be reflected in GSTR 2B, then only payment will be released</p>	<p>we Request bank to consider 90% delivery acknowledgement for the purpose of making payment as every time there are few branches wherein getting acknowledgement is a challenge as per our past experience.</p>	RFP Clause stands
14	23	3.9.3 (b)-3	<p>Serving Print Management solutions in Banking, Financial Services & Insurance sector having more than 200 offices/Branches (10)</p>	<p>please confirm on this point as in last RFP bank categorically asked the experience of serving 2500 brnaches and there was points also for the same. whether bank is now looking experince for only serving 200 brnaches considering the fact that bank itself has more than 2700 + branches. can we produce satisfactory certifiante from 2-3 banks for serving similar branches in past and is there some pont system also for the same.</p>	Please refer point no 6 of the Addendum

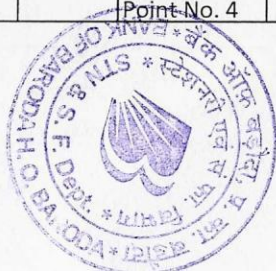
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S.No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query	Banks Response
15	23	3.9.3 (b)-9	Complaint Grievance Redressal System – Bidder has to give presentation (10)	Request bank to confirm as what will be the criteria to obtain 10 marks here , whether it is the number of customers for which we are providing such service in last 3 years or the experince persons in the project team etc, request to clarify.	Evaluation will be based on the assesment of the committee
16	23	3.9.3 (b)-10	Delivery Management System The vendor shall have an online portal for tracking dispatches of branches/offices.	Request bank to confirm as what will be the criteria to obtain 10 marks here , whether it is the number of banking customers for which similar PMS projects is done in last 3 years and scuessfully serving 2700+ branches in rural , hilly and remote areas. whetehr we also needs to showcase our capabilty in terms on PIN codes.	Evaluation will be based on the assesment of the committee
17	26	3.14.2	In case of delay/non supply of items within given timelines , a penalty of 1 percent of the issued purchase order for each day's delay, subject to maximum amount of ten (10) percent of the issued purchase order may be charged to vendor.	we request bank to reduce the penalty amout as 0.5% of the delayed item value and not on entire PO amount , also subject to a maximum of 5%.	RFP clause stands
18	39	4.6.4	Payment of the invoice will be made only after verifying the details of the invoices, acknowledged by all the branches in CBS System and after appearing in GSTR 2B returns. If the invoices are reflected in GSTR 2B, then only payment will be released.	Request bank not to wait till invoices appearing in GSTR 2b. We can share the supportings for the same subsequently on case to case basis. Payment need to be made within 30 days from the invoice date	RFP clause stands
19	39	4.7.1	Prices payable to the Vendor as stated in the Contract shall be firm and not subject to adjustment during the performance of the Contract, irrespective of reasons whatsoever except GST as applicable	We request bank to ammend the clause so that vendor can approach bank in case there is substantial/exceptional price hike in rawmaterial and/or logistics cost with more than 15% as compared to the base price prevailing at the time of signing the contract.	RFP clause stands
20		Annexure K		Clarifications with regards to specifications of some stationery items	Revised Annexure K enclosed herewith

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Pre bid queries - M/s Sessaasai Business Forms Pvt Ltd

Sl. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query / Suggestion / Remarks	Bank's Response
1	4	EMD, Point 12	Rs. 1.30 Crores (Rupees One Crores Thirty Lakhs only) should be submitted in Form of a BG.	EMD is issued only for the purpose of Security Deposit only for a 6 Months Period post which PBG is to be issued by the successful bidder and since this amount is way high for the purpose to be met, we request you to reduce it to Rs. 50 Lakhs.	As per Manual of Procurement of Works 2022. EMD is to be obtained as 2 to 5 % of the total cost of the project. We have considered on lower part of the percentage of requirement of EMD, hence RFP clause stands
2	10	Eligibility Criteria, Point No. 3	Experience in the line of business: Minimum last 3 years.	1) Certificates issued by Scheduled Commercial Banks stating the period of empanelment for end-to-end supply of stationery items. Copy of the audited Balance Sheet for preceding three years. Bidder to provide certificate from CA certifying the annual Turnover from stationery or printing and supply of stationery services, if the item not mentioned specifically in the Balance sheet.	1) Please refer point no 1 of Addendum for Turnover please refer point no 3.3.2 of the RFP
3	9	Eligibility Criteria, Point No. 4	Documents to be submitted with the bid.	Point of Documents to be submitted is incomplete.	Please refer point no 2 of the Addendum



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Sl. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query / Suggestion / Remarks	Bank's Response
4	10	Eligibility Criteria, Point No. 4	Documents to be submitted with the Bid >>> Number and Name with address of BFSI clients. Client's certificates also to be enclosed indicating No of branches served with name of states and.	We request bank to ask for Documents to be submitted with the Bid as >>> Number and Name with address of clients/BFSI clients (Mention details separately in respect of clients and BFSI clients). Clients certificate to be enclosed. Details regarding sales / Storage / distribution arrangement should be provided separately. Please accordingly also suggest that the changes in the Technical Evaluation Chart.	Please refer point no 2 of the Addendum
5	10	Eligibility Criteria, Point No. 10	The Bidders should have the capability to timely deliver stationery items across minimum 2500 branches / offices of the Bank located in different states of the country, including rural, hilly and remote areas.	Please suggest minimum duration of the project and min. no. of items that must have been supplied under Order from the Bank, we suggest min. 75 items should be a qualifying parameter in this clause. Please accordingly also suggest that the changes in the Technical Evaluation Chart.	Please refer point no 4 of the Addendum
6	10	Eligibility Criteria, Point No. 10	Documents to be submitted with the Bid >>> Details of similar projects executed by them in the last 2 years and documents supporting the information.	We request Bank to ask for Details of similar projects consisting of supply of stationery, logistics and dedicated helpdesk executed by them in last 2 years and Performance Certificates from customer supporting the information should be provided. Please accordingly also suggest that the changes in the Technical Evaluation Chart.	Please refer point no 4 of the Addendum
7	11	Eligibility Criteria, Point No. 11	Bidder has to score minimum 60% (6 out of 10) marks in factory visit given in Technical evaluation.	Please specify Evaluation Parameters during Bank's visit.	Evaluation parameters enclosed as per Annexure 1
8			The Bidder should have the 2 years' experience of having supplied customized stationery to minimum 2 big organizations of repute in Banking, Financial Services & Insurance (BFSI) sector having 200 or more offices/branches spread over 5 or more states (including rural, hilly, remote areas) with the requisite logistic arrangements.	Since the value of project is over Rs. 65 Crores, we assume that an experience certificate of execution of PMS Work of Rs. 10 Crores per Year per Bank for minimum atleast 2 Banks should be enough for required experience, please suggest for documents to be submitted	Please refer point no 2 of the Addendum

Pre-bid Queries - M/s KL HI-TECH SECURE PRINT LIMITED, HYDERABAD, INDIA

S.No	RFP document reference(s) (Section & Page Number)	Content of RFP requiring clarification(s)	Point of clarification/modification	Bank's response
1	Page # 9, 3.3 Eligibility Criteria, Point#4	The Bidder should have the 2 years' experience of having supplied customized stationery to minimum 2 big organizations of repute in Banking, Financial Services & Insurance (BFSI) sector having 200 or more offices/branches spread over 5 or more states (including rural, hilly, remote areas) with the requisite logistic arrangements.	<p>We request you to please exempt the clause as there were no tender in the past 3 years due to COVID-19 pandemic.</p> <p>However, we have vast experience in execution and supply of Cheques, Banking Cards, Aadhaar Letters and Stationery Items to morethan 2500 locations across the Country within the stipulated time.</p>	Please refer point no 2 of Addendum

