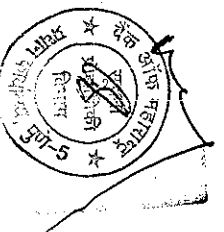


Clarification to Pre-Bid Queries raised and replied in the meeting held on 28/10/2014.

RFP 232014 - Supply, Installation, Commissioning & Maintenance of Queue Management Solution.

RFP :232014 : : Queue Management System

Sr	Page No	Main Section Name	Clarification point as stated in tender document	Comment/Suggestions	Bank Reply
1	1	Token Dispenser	With integrated minimum 4 layered 14-inch LCD / LED touch screen.	14" Display wont be clear , hence suggesting for 15.6" Display	Accepted, With integrated 15.6" LED SAW (Surface Acoustic wave) touch screen.
2	37	Annexure H : Bill of Materials	42" LCD/LED	It starts with 39 " display which can save a lot in costing	42" LED is acceptable to the bank.
3	37	Annexure H : Bill of Materials	Quantity of 200 Kiosks	Quantity of 200 No will be too low for a period of 2 years. Request is made to increase th same.	No Change.
4	5	Invitation for Tender Offers	The bank wishes to place order to the selected 2 vendors for this kiosk over a period of 2 years	Please indicate number of units that will be ordered in the first lot	No Change.
5	19	Scope of Work	The system should be able to use existing PCs at the branches for the implementation of QMS	Are the branch PCs to be used to access the QMS system through browser or is the QMS system itself to be installed on a branch PC	No Change, Please Refer Clause No 2.21 (xi), Page No 19 for more details.
7	20	Cost & Currency		is the price to be quoted inclusive of all taxes? What about Octroi? What about Service Tax on AMC for 4th and 5th year?	No Change, Please refer to 2.24, 2.25 for more details. AMC is exclusive of Service Tax.
8	24	AMC	The AMC rate is 4%	The AMC Rate should be at least 15%	No Change.
9	16	Scope of Work	Third Language	We should get third language list before placing order	Please refer clause 2.21 (vi).
10	25	Penalty	Support Time is within 4-5 hrs after logging the complaint.	TAT support you have given very less. It should be at least 12-24 hrs after logging compliant.	Accepted, Support Time should be within 8-9 hrs after logging complaint.



11	21	Payment terms	<p>1. No advance payment shall be made.  2. 60% cost of the equipment shall be paid after 30 days on successful commissioning of the machine to the entire satisfaction of the Bank subject to Bidder submits the invoice with installation report certified by Branch Head.  3. Balance 30% cost of the machine shall be paid after 90 days from the date of commissioning of the equipment and also subject to satisfactory performance of the machine certified by the Branch Head.  4. 10% shall be retained as retention money for 5 years. However, the same can be released against a performance BG acceptable to the bank from scheduled Bank valid for 5 years from the date of commissioning.</p>	The payment terms specified is not convincing level for us	<p>Accepted, Changes are as :  1. No advance payment shall be made.  2. 90% cost of the equipment shall be paid after 30 days on successful commissioning of the machine to the entire satisfaction of the Bank subject to Bidder submits the invoice with installation report certified by Branch Head.  3. Balance 9% of the order value will be paid against a Performance Bank Guarantee (as per the format prescribed by the Bank) for the equivalent order value of 10% and 1% will be retained till the warranty period.</p>
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