

Pb Mobile ATM Ref:RFP-PBHO/DIT/121/2018 Date 09.05.2018(Vendor Clarifications)

Sl. No.	BIDDER NAME	PAGE NO	CLAUSE NO.	CLAUSE	DESCRIPTION	QUERY RAISED BY BIDDERS	BANK'S REPLY	e-mail ID
1	CMS Info systems Ltd.	Pg no. 10	Point no. 4	The Purchaser/Bank or its representative (M/s Syndbank Services Ltd., Bangalore) shall have the right to inspect and/ or to test the Goods to confirm their conformity to the Contract specifications at no extra cost to the Bank.	The Purchaser/Bank or its representative (M/s Syndbank Services Ltd., Bangalore) shall have the right to inspect and/ or to test the Goods to confirm their conformity to the Contract specifications at no extra cost to the Bank.	We understand that the cost of such visit shall be borne by the bank. Kindly confirm	NOT ACCEPTED	<a href="mailto:srishti.gupta@cms.com">srishti.gupta@cms.com</a>
2	CMS Info systems Ltd.	Pg no. 5	Point no. 4 (c)	The bidder is responsible for supply, delivery, Unpacking, Uncrating, transportation, transit insurance, storage and installation, insurance up to acceptance by the bank, installation and commissioning of ATMs on the Vans including integration, acceptance testing, documentation, warranty,	The bidder is responsible for supply, delivery, Unpacking, Uncrating, transportation, transit insurance, storage and installation, insurance up to acceptance by the bank, installation and commissioning of ATMs on the Vans including integration, acceptance testing, documentation,	We request the bank to kindly add the below point :  In case of delay in acceptance by the bank because of reasons not attributable to the Vendor beyond 15 days from the date of complete delivery, then the ATM & vans will be deemed to have been accepted by the Bank and would be termed as Deemed	NOT ACCEPTED	<a href="mailto:srishti.gupta@cms.com">srishti.gupta@cms.com</a>
3	CMS Info systems Ltd.	Pg no. 7	Point no. 6	<b>Liquidated Damages:</b> For any delay in delivery, installation and commissioning beyond 6 weeks from the date of the delivery instructions issued by the Bank, the Bank reserves the right to charge a LD (Liquidated Damages) at the rate of 0.50% of the cost of the systems per week subject to a maximum of 10% of the Total Basic Cost of the Equipment/s (Excluding AMC Charges).	<b>Liquidated Damages:</b> For any delay in delivery, installation and commissioning beyond 6 weeks from the date of the delivery instructions issued by the Bank, the Bank reserves the right to charge a LD (Liquidated Damages) at the rate of 0.50% of the cost of the systems per week subject to a maximum of 10% of the Total Basic Cost of the Equipment/s (Excluding AMC Charges).	We request the bank to kindly relax the said clause as under : <b>Liquidated Damages:</b> For any delay in delivery, installation and commissioning beyond 6 weeks from the date of the delivery instructions issued by the Bank, the Bank reserves the right to charge a LD (Liquidated Damages) at the rate of 0.50% of the cost of the systems per week subject to a maximum of 5% of the Total Basic Cost of the Equipment/s (Excluding AMC Charges).	NOT ACCEPTED	<a href="mailto:srishti.gupta@cms.com">srishti.gupta@cms.com</a>
4	CMS Info systems Ltd.	Pg no. 7	Point no. 7 (v) (b)	On Final Acceptance: Thirty (30%) on Installation and Acceptance Certificate issued by the Bank's representative. However, if for any reason, the installation and commissioning is delayed due to non-readiness of infrastructure and hence acceptance certificate cannot be issued, the above 30% of the Total Contract Price shall be paid, within 90 days from the date of receipt of goods at the respective locations.	On Final Acceptance: Thirty (30%) on Installation and Acceptance Certificate issued by the Bank's representative. However, if for any reason, the installation and commissioning is delayed due to non-readiness of infrastructure and hence acceptance certificate cannot be issued, the above 30% of the Total Contract Price shall be paid, within 90 days from the date of receipt of goods at the respective locations.	We request the bank to kindly relax the said clause as under : On Final Acceptance: Thirty (30%) on Installation and Acceptance Certificate issued by the Bank's representative. However, if for any reason, the installation and commissioning is delayed due to non-readiness of infrastructure and hence acceptance certificate cannot be issued, the above 30% of the Total Contract Price shall be paid, within 15 days from the date of receipt of goods at the respective locations.	NOT ACCEPTED	<a href="mailto:srishti.gupta@cms.com">srishti.gupta@cms.com</a>
5	CMS Info systems Ltd.	Pg no. 7	Point no. 8	Warranty and Payment for Annual Maintenance Charges/Submission of Bank Guarantee: All ITEMS shall carry a free comprehensive, onsite warranty-ATM, UPS and other peripherals for a minimum period of three (3) Years and AMC for next Three (3) Years from 4th year to 6th Year. Warranty and AMC terms & conditions shall cover the total equipment, including spare replacements etc procured from the bidder, with maintenance (Minimum 9 AM to 6 PM support during weekdays) by FAX, email, telephone and onsite support, if any.	Warranty and Payment for Annual Maintenance Charges/Submission of Bank Guarantee: All ITEMS shall carry a free comprehensive, onsite warranty-ATM, UPS and other peripherals for a minimum period of three (3) Years and AMC for next Three (3) Years from 4th year to 6th Year. Warranty and AMC terms & conditions shall cover the total equipment, including spare replacements etc procured from the bidder, with maintenance (Minimum 9 AM to 6 PM support during weekdays) by FAX, email, telephone and onsite support, if any.	We request the bank kindly exclude the cost of replacement of spare parts on case-to-case basis. Bank can take the commercials of the spare parts in advance. Moreover, in case of theft, vandalism, fire or any other reason, the ATM, Van, UPS is damaged, the cost of repair will be the responsibility of bank.	NOT ACCEPTED	<a href="mailto:srishti.gupta@cms.com">srishti.gupta@cms.com</a>
6	CMS Info systems Ltd.	Pg no. 10	Point no. 5	<b>INSURANCE:</b> The insurance shall be for an amount equal to 110% of the CIF value of the goods delivered at the respective delivery locations covering all risks (Fire, burglary, SRCC, natural calamities such as earth quake, flood etc.) for a period covering minimum 4 months from the date of delivery at the location. It shall be at the cost & responsibility of the supplier. It shall also be the responsibility of the supplier to adequately cover the transit risks for the hardware till they are delivered at the original or their relocation destinations. Insurance Policy is to be submitted to the bank along with Invoice.	<b>INSURANCE:</b> The insurance shall be for an amount equal to 110% of the CIF value of the goods delivered at the respective delivery locations covering all risks (Fire, burglary, SRCC, natural calamities such as earth quake, flood etc.) for a period covering minimum 4 months from the date of delivery at the location. It shall be at the cost & responsibility of the supplier. It shall also be the responsibility of the supplier to adequately cover the transit risks for the hardware till they are delivered at the original or their relocation destinations. Insurance Policy is to be submitted to the bank along with Invoice.	As a industry practise the vendor takes the insurance upto delivery / installation of the equipment and post which the insurance is taken by the bank. Hence, we request the bank to kindly consider the same.	NOT ACCEPTED	<a href="mailto:srishti.gupta@cms.com">srishti.gupta@cms.com</a>
7	CMS Info systems Ltd.	Pg no. 1		Date of submitting the Bid Documents 04-June-2018 up to 14:00 Hours	Date of submitting the Bid Documents 04-June-2018 up to 14:00 Hours	We request for the extension of the last date of submission by 15 working days.	NOT ACCEPTED	<a href="mailto:srishti.gupta@cms.com">srishti.gupta@cms.com</a>
8	CMS Info systems Ltd.	Pg no. 10	Point no. 5	During warranty/AMC vendor would not insist for bill copy for lodgment of compliant of PC/hardware and its peripherals. Vendor will responsible to provide the service to Bank.	During warranty/AMC vendor would not insist for bill copy for lodgment of compliant of PC/hardware and its peripherals. Vendor will responsible to provide the service to Bank.	Request for clarification	Whenever Bank try to lodge complaint to OMC/vendor;they should not insist for the copy of bill for lodgment of complaint	<a href="mailto:srishti.gupta@cms.com">srishti.gupta@cms.com</a>
9	CMS Info systems Ltd.					Kindly share the detailed requirement regarding the Van fabrication  We request the bank to kindly confirm on following responsibilities, i.e. will it be the responsibility of the vendor or bank:  - providing the crew members for the Vans - Boarding / lodging aand food expensene of the crew team members - Security of the Vans, ATM and cash in the ATM - Safe parking of the Vans in non-working hours - Fuel for the Vans	Will be provided by Bank	<a href="mailto:srishti.gupta@cms.com">srishti.gupta@cms.com</a>

*Handwritten signatures and stamps:*  
  
 Prathama Bank  
 Dept. of Inf. & Tech.  
 Office, Moradabad