

PRE-BID MEETING DT. 09.08.2019 – STATIONERY MANAGEMENT PROJECT

QUERIES & REPLIES

Sl. No.	RFP Page No.	RFP Clause No.	Text of the existing Clause	Queries / Suggestions	Our Reply
1.	page 7	para 1	In Eligibility Criteria (page 7 para 1), it is written that RFP tender is open to all who are willing to undertake supply of various types of stationery items to branches / offices of 17 Circles of SBI with given time line and who can also provide MIS and complaint & grievance redressal system efficiently based on a Robust IT Platform integreable with IT system of the bank.	What sort of IT platform bank expects. Please elaborate and advise / explain if possible with example.	The vendor should preferably own an existing IT architecture / e-platform having a web based online ordering, indenting, supply, distribution and monitoring system with provision for detailed MIS as well as a complaint redressal system. Vendor should be able to integrate their platform with that of SBI. Please refer 3.4 (m) on page 9 & 10, and 3.4 (n) on Page 10 of the RFP
2.	Page 53	Eligibility Criteria, para 3.4 – (c) Annexure G	In Eligibility Criteria, para 3.4 –(c) it is mentioned that vendor should keep a buffer stock which is directly dependent and proportionate to the average monthly consumption of the item.	What does bank expects in buffer stock of high consumption items.	This is part of inventory management to be carried out by the selected vendor, to ensure uninterrupted, timely supply of stationery items to the user branches. Though a tentative consumption details has been given in Annexure “L”, vendor has to take its own decision to plan and keep stocks of items.

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3.		(para 3.4(f)) Annexure L	A detailed list of various stationery items would be required with all necessary specifications along with the actual samples so as to calculate the cost.	Will bank show samples at the pre-bid meeting?	Detailed list already provided in Annexure L. Samples can be seen at Bank's Centralised Stationery Deptt, Kolkata
4.				How does the bank envisage the delivery and supply system mechanism from the vendor?	It is an end to end solution, envisaging doorstep delivery to branches / offices.
5.		para 3,4 (o) (page no. 10) of Eligibility Criteria)	In para 3,4 (o) (page no. 10) of Eligibility Criteria), bank expects a dedicated team and SBI Centric Portal as a single point of contact (SPOC) for each circle allotted.	Kindly elaborate more and enlighten us more on this.	Project of this size will require ongoing coordination between Bank, vendor and the branches/ offices allotted to them. Vendor to give Pan India Portal, and SPOC for each Circle.
6.	Page no. 21	Para 3.27.6,	In event of insufficient No. of bidders....	How many bidders will make sufficient number of bidders?	As decided by Bank.
7.	Page no. 25	Para (k)	SBI reserves right to negotiate...	What sort of market conditions and / or technology bank may consider to negotiate? It may happen that a particular vendor may have one type of technology whereas another vendor may have another technology machinery for printed output.	As decided by the Bank.

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8.	Page no. 25	Para (p)	Undertaking from vendor about confidentiality...	Sahitya Mudranalaya Pvt. Ltd. has an ISO 27001:2013 certificate which is for confidentiality and security only. Will bank still require a separate undertaking from vendor for confidentiality?	Yes. Undertaking required.
9.	Page no. 26	Para 4.2.1	Disclouser of contract...	Para 4.2.1 of (page no. 26) clarification to this regard is necessary with example at pre-bid meeting.	Self explanatory clause.
10	Page no. 26	Para 4.3.1	About patent rights...	Para 4.3.1 (page no. 26) does this clause relate to the licensed software or any other thing? If yes, example to be sought with clarification from bank.	Applicable to all software used by the vendors.
11	Page no. 28	Para 4.7.2	Paper Quality	Para 4.4.8 on page no. 27, does this mean that we have to retain and preserve the packing labels received from the mills lot wise?	Terms & conditions as proposed / stated in RFP with respect to the said clause shall continue to be applicable
12	Page no. 29	Para 4.9.2	Bank's view's and Guidelines on packing	Para 4.5.1 on (page no. 28) packing specifications should be clearly provided by the bank. Will the thick plastic shrink wrap will be sufficient? Bank to advise and / or clarify.	Please refer to clause 4.5.1 which states that packing of products has to be such, as is required to prevent their damage or deterioration during transit to their final destination.
13	Page no. 25	Para (k)	Payment Matter	Para 4.6.2 on (page no. 28) payment mode, and schedule to be understood.	Please refer to clause 4.6.2 which states that payment will be made monthly or other periodical payment system which will be formulated subsequently.

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14	Page no. 25	Para (p)	About modified stationery items...	Para 4.7.2 on (page no.28) when modifications in some / many of existing stationery items are done, the new modified stationery's proof should be sent at which level for approval. What if the new modified stationery is introduced and the vendor is having the buffer stock (as suggested by bank) of old version of stationery, then what is to be done with older stock?	Bank does not give any stock confirmation and all stocks held by the vendors will be at their sole risk and responsibility. Losses, if any, on this count, shall have to be borne by the vendor only.
15	Page no. 26	Para 4.2.1	Force majeure clause	Para 4.9.2 on (page no. 29) various parameters / factors of force majeure conditions should be known from the bank and as perceived by the bank.	Force Majeure is dealt with under clause 4.14 of the RFP.
16	Page no. 30	Para 4.11	Conflict of Interest....	Para 4.11 on (page no. 30) conflict of interest what does "Conflict of Interest" mean in the perception of bank and what does it constitute?	Mentioned in Page No. 31 (para a to f) of the RFP.
17	Page no. 35	Para 4.20.6	Confidentiality and annexure K	Para 4.20.6 on (page no. 35) Annexure – K to be discussed with bank about bank's views on that. However, Sahitya Mudrnalaya Pvt. Ltd. is already having an ISO 270012:2013 for maintaining secrecy and confidentiality of client's data. (Reference to Annexure – K on page no. 62, 63, 64, 65 & 67)	Vendor to submit all Annexures as stipulated in the RFP.
18	page no. 38	Para 3.6.1 para (iv)	Selection of L1, L2 and Annexure M	Vendor/s should be given freedom to issue a consent letter for price agreeable at the time of every year's renewal considering all the parameters and market factors affecting the material and processing cost from time to time as the case may be.	Prices shall remain fixed for a period of 3 years, except for newly introduced items / modified items, as mentioned in clause 4.7 of the RFP.

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19	page no. 38	Para 3.6.1, para (v)	Price matching and circle allocations	Details of each circle with no. of branches covered under a particular circle with bank address / location have to be obtained before and to calculate the total cost to be quoted for an item because dispatch and logistic cost also need to be considered for arriving at the final cost.	Total number of branches mentioned in the RFP document (under 3.1, page 6). Full data will be made available after vendor selection and SLA execution. One zone covers five to six thousand branches approx.
20	page no. 43	Para no. 2		While Sahitya Mudranalaya Pvt. Ltd. Financial annual turnover meets the minimum criteria we have been supplying various types of stationery to many Government Institutes. The stationery supplied includes security printing and confidential printing work. So, it should be considered as qualifying experience vis-a-vis banking financial and insurance service sector. Because Para 2 suggests Supply of Customized Stationery to minimum two big organizations, preferably (not mandatory) to Banking Financial Services or Insurance sector.	Eligibility Criteria, stipulated under Annexure C of the RFP shall be applicable for all vendors.
21	Page no. 44	Para no. 8	IT Platform and MIS...	What sort of IT architecture and MIS and complaint redressal system, the bank expects. A detailed overview of the bank in this regard is sought.	End to end solution required, Details available under clause 3.4 (m) on page 9 & 10, and 3.4 (n) on Page 10 of the RFP.
22	Page no. 44	Para no. 9	Help Desk	Bank's expectation and perception about making a provision for a dedicated help desk to be sought for.	Please refer 3.4 (o) on page 10.
23	page no. 44	Para no. 10	Capability to timely deliver the stationery to minimum 2,000 branches.	However, this can only be judged and decided after receiving details of branch location / addresses covered under each circle specially west zone – page no. 52. How many branches	One zone covers five to six thousand branches approx. West zone covers 4,500 branches approx.

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				in west zone ?	
24	page no. 25	Para (S)	Idemnity clause	Idemnity for such contractual supply are not necessary and therefore the idemnity word may be removed.	Vendors are required to execute the indemnity.
25	3	10	Bid Security (EMD).: Rs. 25,00,000/- (Rupees Twenty Five lac only)	There should be EMD waiver for MSME unit as per Govt norms	Concession as per MSMED Act will be extended to MSE vendors.
26	9	h	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 "L", 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 drastically. Branches/Offices of the Bank will issue multiple purchase orders i.e. indent through online system of	The printer will keep minium stock as per bank requirement. But if there is any change in artwork or any other reason to stop the dispatch of a form, then the pending qty will be billed to the bank.	Bank does not give any stock confirmation and all stocks held by the vendors will be at their sole risk and responsibility. Losses, if any, on this count, shall have to be borne by the vendor only.

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			their stationery requirement.		
27	10	r	received in damaged condition may not be accepted and entire cost may have to be borne by the vendor. Recurrence of such instances may render the vendor to be depanelled/ blacklisted apart from levy of penalty etc. in any disputes as regards quality/quantity of item/ packing material, the decision of the Bank will be final.	Requesting bank to send photo & damaged material details, so that we can replace the damage quantity instad of rejecting or replace the total material.	Terms & conditions as proposed / stated in RFP with respect to the said clause shall continue to be applicable.
28		3.15.7	The successful Bidder's EMD (without interest) will be discharged upon the Bidder signing the contract and submitting a Bank Guarantee of Rs. 2,50,00,000/- (Rupees Two Crore Fifty lac) only, for each zone allotted to them, issued by a Scheduled Commercial Bank in India, other than State Bank of India, in favour of State Bank of India, payable at Mumbai and valid for a period of 3 years from the date of finalisation of Contract.	Bank Guarantee shall be Minimised for the MSME sector company as per Govt norms	Concession as per MSMED Act will be extended to MSE vendors.

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29	25	s	Vendor will have to comply with the provisions of all the applicable laws and shall be solely liable & responsible for compliance, concerning or in relation to Procurement/conversion of Papers, Supply of Stationery Items and rendering of related Services. Vendor will have to comply with the MSME guidelines regarding Public Procurement Policy of Paper/Paper Conversion from MSE Segment and a certificate related to it may be needed to be submitted to the bank periodically or as per Bank's requirement. Further, the Vendor would indemnify/make good for the losses suffered by the Bank for non-compliance or any claims against the Bank arising out of any non-compliance of government Rules/Regulations related to Procurement/Supply of Stationery Items & related services.	Please specify the waivers or duties for MSME company	Bank may consider request for concession available to MSE units under MSMED Act, 2006 in payment of tender fee and EMD on production of documentary proof of registration as MSE.
30	27	4.4.4	The inspection and quality control tests may be conducted on the premises/godown/warehouse of the Supplier, at point of delivery and / or at the Goods' final destination. Reasonable facilities and assistance, including access to	Testing report and other charges shall be equally shared between Bank and vendeor.	No charges will be borne by the Bank. All charges will be borne by the vendor, as per clause 4.4.4 of the RFP.

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			shall be furnished to the inspectors, at no charge to the Bank. If the testing is conducted at the point of delivery or at the final destination, due to failure by the vendor to provide necessary facility / equipment at his premises, all the cost of such inspection like travel, boarding, lodging & other incidental Expenses of the Bank's representatives to be borne by the vendor.		
31	38	3.6.1. IV	Vendors have to quote the price lesser than starting basic cost (Opening price). They will be selected as L1, L2, L3 (and L4) vendors as per the lowest total of items price in Annexure M. The rates will remain fixed for 3 years.	As the paper price increase and due to other reasons pf inflation requesting the rate shall be increased each year atleast by 8% to 10%. Do not fix rate for 3 year.	Terms & conditions as proposed / stated in RFP with respect to the said clause shall continue to be applicable.
32	53		Annexure -G	Penalty clause shoul be minimise for MSME vendors.	Penalty clauses remain unchanged, and are uniformly applicable to all vendors.
33	New			Minimum indent should be 5 kg from logistic point of view.	Minimum order quantity is Rs. 1000/- (value). Please refer 4.1.8 (h), page 24.

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34	8	3.4 (E)	Bank reserves the right to procure item/items from other vendor/outside vendor in case of non-performance or as per its requirement. Bank is not bound to procure all the items from the selected vendor.	Though Bank is not bound but a fair chance should be allotted to the vendor to match rates and supplies. Bank should also consuming all stocks in case present with the vendor before going ahead with a new vendor.	Terms & conditions as proposed / stated in RFP with respect to the said clause shall continue to be applicable.
35	8	3.4 (F)	The list of various items (SKUs- Stock Keeping Unit) along with tentative consumption in terms of quantity as well as specifications has been given in excel sheet as per Annexure "L". However, the SKUs mentioned are only tentative and this number may further increase or decrease considering language (Single/ bilingual/trilingual) as well as fabrication (Perforation, Folding, Pad Form, booklet, letter form, Centre Pinning, Centre sewing, Centre gluing, Serial Numbering, barcoding, other customised format etc). Bank may amend/delete/add any stationery items any time as per its requirement.	Bank needs to provide a tentative Average Monthly consumption across all products as this will help vendor to create stocks and dispatch on priority. Bank also needs to provide monthly stocks confirmation for all high moving and critical items and 3 month stocks confirmation for Low moving and less critical products. Stocks needs to be consumed in case of artwork change for any product.	Vendor has to decide the required level of stocks based on the indents made by the branches. Please refer clause 3.4 (f & g) of the RFP. Bank does not give any stock confirmation and all stocks held by the vendors will be at their sole risk and responsibility. Losses, if any, on this count, shall have to be borne by the vendor only.

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36	8	3.4 (F)	The price of any modified item will be arrived as per the changes brought about as per the price of similar items and in case of totally new item, its price will be decided as per the nearest matching item/(s) or as per the rate decided/discovered by the Bank's committee for this purpose. The vendors will have to supply at the price so finalised.	Prices for all newly introduced products in system should be basis definition of Similar and New items. These prices has to be mutually discussed and concluded. The Non Moving stocks after the discontinuation of any SKU needs ot be consumed by bank.	Regarding prices of newly introduced products, please refer clause 4.7.3 of the RFP. Regarding, non-moving stocks, Bank does not give any stock confirmation and all stocks held by the vendors will be at their sole risk and responsibility. Please refer clause 3.4 (f & g) of the RFP.
37	8	3.4 (G)	Vendor will have to execute modifications/deletion/addition if any in existing stationery items promptly, within timelines specified by the Bank on a case to case basis. Failure to adhere to the timelines may attract Penalty provisions as per Annexure G. While the bank will take utmost care, the loss on account of discontinuation/modification of any stationery items cannot be claimed from Bank, under any circumstances.	Timelines for all newly introduced products in system has to be mutually decided for the first time and going forward it will automatically fall in the category of TAT along with other products.	Terms & conditions as proposed / stated in RFP with respect to the said clause shall continue to be applicable.
38	9	3.4 (h)	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 "L", there is no guarantee of any minimum quantity for	The stocks to be maintained needs to be mutually agreed and bank to consume the agreed stocks in case of any modification / discontinuation of any stationery items. In case of any sudden surge in volumes, the TAT for the same to be mutually agreed.	Please refer clause 3.4 (h) of the RFP (Vendors to note that not only the number of items to be supplied, but its consumption may also vary drastically,, and vendor to take its own decision about stock keeping. Bank does not give any stock

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			procurement. Vendors to note that not only the number of item to be supplied but its consumption may also vary drastically.		confirmation and all stocks held by the vendors will be at their sole risk and responsibility.
39	9	3.4(m)	Bank, at its sole discretion, may opt for application(s) of individual selected vendor/vendors or may share application of any one particular vendor among all the selected vendors. In such case, vendor(s) need to dovetail/integrate its Application or facilitate for the same to other vendor(s).The commercial consideration for such sharing and dovetailing/integration may need to be sorted out among vendors in good faith without any obstacle/hindrance/delay to Bank's work/ requirement. In case of Bank using its Application, Vendor will have to dovetail/ integrate/ customise their Stationery Application / IT Infrastructure with Bank's systems at their own cost, within reasonable / agreed timeframe, to Bank's satisfaction.	Terms and conditions for sharing indenting application needs to be discussed and bank needs to facilitate the same.	As decided by the Bank.
40	11	V	Vendor will have to raise the bills with following declarations/enclosures and submit them to the nodal office or as advised by the bank in this regard. · Acknowledged copy of delivery	Sharing acknowledgement copy on Delivery challan and transport receipt for 100% cases is difficult. The invoices to be raised after dispatch and any dispute will be resolved on case to	Either of the 2 will suffice.

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			challan, · A copy of transport receipt.	case basis on mutually agreed terms. All disputes should be raised within 7 working days post delivery failing which it is understood as accepted.	Regarding disputes raising, terms of the RFP will continue to be applicable.
41	15	3.11.1	The prices should be specified only in “Commercial Bid” and must not be specified at any other place in the RFP document. Prices are to be quoted in Indian Rupees only. Quotations for items should be all inclusive i.e. it should include landed cost, transport cost, materials cost, labour, packing, loading, transit insurance and unloading at delivery location, excluding applicable taxes. However, all taxes/levies/duties etc, if any, will be borne by the vendor, and added separately in the payment invoices against the Bank, as and when raised by the vendor.	Clause is saying price to be quoted excluding taxes. However in the next sentence it is mentioned that "all taxes has to be borne by vendor). Any changes in the tax structure will be made applicable accordingly at actuals. Please note :- All verifications in the system has to be done within 15 days otherwise it will get auto acknowledge in system, bank needs to make a provision for the same.	Quotations for items should be all inclusive i.e. it should include landed cost, transport cost, materials cost, labour, packing, loading, transit insurance and unloading at delivery location, excluding applicable taxes (presently GST). Bank will endeavour to get the verifications in the system done promptly, but there is no provision for auto acknowledgement.
42	15	3.11.2	Prices quoted by the Bidder (L1 through reverse auction process) shall be fixed during the Bidder's performance of the Contract and shall not be subject to variation on any account.	This clause should cover all existing items for price increase in exceptional circumstances (considering sudden price hike in raw material).	Prices shall remain fixed for a period of 3 years, except for newly introduced items / modified items, as mentioned in clause 4.7 of the RFP.

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43	24	4.1.8(H)	Bidder understands that the items and consumption details thereof mentioned in the Annexure "L" is only tentative not only the number of items to be supplied but its consumption may also vary drastically. Minimum Order Quantity will be treated as Rs. 1000/- (value).	Minimum order value should be 5000/- instead of 1000/-. It will reduce the numebr of indents and will be easy to handle.	Minimum Order Quantity remains as Rs. 1000/- (value) as per clause 4.1.8 (h) of the RFP.
44	27	4.4.7	Vendor has to mandatorily ensure incorporation of Date and Lot No. on each stationery item, for easy identification by inspecting Bank officials on random basis. Consignments made, if any, to offices / branches of the Bank may be rejected altogether, in absence of such identification marking on the stationery items. Content slip giving details of items supplied in any particular consignment to be affixed without fail.	Product version and vendor code can be mentioned on the printed lot. Printing lot number is very difficult as High moving products are printed frequently btu slow movign prducts are printed once in 2-3 months and kep in stocks.	Terms & conditions as proposed / stated in RFP with respect to the said clause shall continue to be applicable.
45	27	4.4.8	In any disputes as regards quality/quantity of item/ damaged packing etc, the decision of the Bank will be final. Bank will inform any such visible quality discrepancies (defined as discrepancy in size, color, pages, finishing discrepancy etc.) within 10 working days from the receipt/acceptance of the delivery as per the Acknowledgement/Verification	Time limit of 7 days should be applicable in which branch needs to escalate it to vendor	Time limit as stated in RFP with respect to the said clause shall continue to be applicable. Please refer para 4.4.8 of the RFP.

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			module available in Stationery Application and/or other modes of communication. However, regarding Non Visible quality discrepancies (defined as GSM or other technical feature that requires some technical skill/ instrument / laboratory testing etc.) will not have above restriction of 10 days, which may be raised as and when noticed/identified though within reasonable period and not attributable to storage practices at branches.		
46	28	4.7.3	It is envisaged that there may be intermittent modifications in some/ many of existing stationery items. Similarly, new stationery items may also have to be introduced periodically, to meet business / regulatory requirements. In all such cases, the number of pages increased will be the primary determinant in fixing the pricing of these items, which will be arrived at by rates of comparable items/changes made or rate discovered by the bank. Bank's decision in this regard will be final and acceptable to all vendors.	No of pages only cannot be a determination factor to finalise prices as it is further dependent on the number of other factors as well like colors involved, Quantity and any other special operations involved which carry extra costs.	While calculating the cost of revised printed items, change in number of pages will be the principal guiding factor. Please refer clause 4.7.3 of the RFP.
47	29	4.7.4	Price negotiations for the modified / newly added stationery items, as discussed hereinabove, will have to be	Vendor will try their best to match bank's expecatations in matching the prices but sometime could not due to various reasons	Prices for newly introduced / modified items will be governed as per clause 4.7 of the RFP. Penalty clauses

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			concluded by the vendors in a time bound manner, within timelines specified by the Bank on a case to case basis. Failure to adhere to the stipulated timeline may have damaging implications in terms of Bank's business and operations. Accordingly, Bank may impose stiff penalty on the concerned vendor, as stipulated in Annexure 'G'.	beyond their control. Prices should be mutually discussed and agreed. Bank needs to revisit this clause as a penalty cannot be imposed due to this.	mentioned in Annexure G of the RFP remain unchanged.
48	29	4.7.5	The price fixed by the Bank after Price negotiation shall be binding on all the vendors in the Project.	Prices should be mutually discussed and concluded.	The price fixed by the Bank after Price negotiation shall be binding on all the vendors in the Project. Please refer to clause 4.7.5 of the RFP.
49	33	4.16	Termination For Convenience :- The Bank, by written notice sent to the Vendor, may terminate the Contract, in whole or in part, at any time for its convenience.	There should be a reason for termination of the Contract with 1 month notice period, in whole or in part, at any time for its convenience. Both parties should be able to terminate contract as per mutually agreed terms.	Terms & conditions as proposed / stated in RFP with respect to the said clause shall continue to be applicable.
50	34	4.19.1	The Vendor will be entirely responsible for applicable taxes like GST etc. in connection with delivery of products at site including incidental services/unloading etc. The vendor will provide MIS and details of GST and / or break up as per format of the Bank for being used in Bank's GST Tax	All the taxes will be charged to bank. Any changes in tax rates will be applicable and charged to bank	Applicable taxes will be paid by the Bank on the cost of stationery items. Income Tax, TDS etc. will be borne by the vendor.

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			engine.		
51	35	4.22	If the goods are delivered in damaged condition or the specifications/quality varies than the stipulated one, the bank reserves the right to use/reject as it may deem fit. Further, proportionate payment with usual deduction may be made as per bank's discretion.	Time limit of 3 days should be applicable in which branch needs to escalate it to vendor.	Terms & conditions as proposed / stated in RFP with respect to the said clause shall continue to be applicable.
52	38	3.6 (iv)	Vendors have to quote the price lesser than starting basic cost (Opening price). They will be selected as L1, L2, L3 (and L4) vendors as per the lowest total of items price in Annexure M. The rates will remain fixed for 3 years. The percentage reduction in the final arrived cost from the starting price, will then be factored in the indicative price of each of the individual item and accordingly price of each item will be arrived at. The selected vendor will have to submit list of items with its price after the reverse auction.	We need more clarity on this point	Self explanatory. Reverse auction will be lump sum quotation, not individual item wise.

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53	53	Annexure G	Non availability/accessibility/downtime of Vendor's site more than 4 hours in one day will attract penalty @ Rs. 10,000/- per day, maximum Rs. 5 lac per month.	If there is any downtime due to updations / system maintainence, the same will be communicated and mutually agreed. In case there is sudden system failure, there will be backup. We request to remove this penalty clause	Terms & conditions as proposed / stated in RFP with respect to the said clause shall continue to be applicable.
54	54	Annexure G	For failure to adhere to timelines specified by Bank, in case of newly added stationery items / modified stationery items: - Rs. 5,000/- per day (maximum) for 1st 10 days of delayed period, i.e. period beyond timeline stipulated by Bank. - For delay beyond 10 days, penalty will be, Rs. 50,000/-, plus Rs. 10,000/- per day (maximum) from 11th day onwards of delayed period.	We need more clarity on this point	For 1 st 10 days of delay beyond timelines, penalty rate will be @ Rs. 5000/- per day. Thereafter, from 11 th day, the penalty rate will be Rs. 10000/- per day as mentioned in Annexure G of the RFP.
55	10	3	Bid Security (EMD). (EMD can be deposited by means of a draft/Pay Order or by submission of a Bank Guarantee as per Annexure 'I' for a period not less than 180 days from the last date of submission of the bids.)	The validity of Bank Guarantee as per RFP is 180 days, whereas BG format reads for 90 days validity period which is conflicting the each other. Please confirm the validity period of Bank Guarantee	180 Days
56	58	d	ANNEXURE "I-2" This guarantee shall remain in force Upto 90 days provided that if so desired by the SBI, this guarantee shall be renewed for a further period as may be indicated by them on the		180 Days

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			same terms and conditions as contained herein.		
57			General	Please suggest, if we can do changes in the Bank Guarantee draft as per our issuing Bank	Format as provided in the RFP may be used.
58	11	Point no.3.4(v)	Vendor will have to raise the Bills with following declarations/enclosures and submit them to the nodal office or as advised by the bank in this regard - (i) Acknowledged copy of delivery challan, (ii) A copy of transport receipt	Kindly clarify on the below mentioned points (i) Is Billing to be done Circle wise ? (ii) Are Bills of all Circles to be submitted to a Central Office for payment (iii) The supporting documents should be Airway Bill copy and duly acknowledged by the Branch. Kindly confirm on the same.	i) Yes ii) No, Centralised at Circles level iii) Yes
59	16	Point no.3.14.2	In case of delay/non supply of items within given timelines, a penalty of 1 percent of the total consideration (related purchase order/related item) for each day's delay, subject to maximum amount of 10% of the total consideration may be charged to the Vendor.	In the first 3 months of the Contract, we would request Penalty Clause not to be applicable as it would take some time to stabilize the entire process.	Terms & conditions as proposed / stated in RFP with respect to the said clause shall continue to be applicable.
60	22	3.3	All selected vendors are required to submit PBG of Rs. 250.00 lac for each zone allotted to them, valid for period of not less than 3 years. The PBG should be from a Scheduled Commercial Bank other than SBI and should be valid for a period of 36 months from the date of finalization of	Since the PBG is required to protect the interest of bank against the risk of non-performance/deficiency/non adherence to terms and conditions as per contract by the successful vendor, we request if the PBG value can be reduced to Rs. 150 Lakhs per zone as in such projects supplier also holds bank's PMS Material in huge quantities to	Terms & conditions as proposed / stated in RFP with respect to the said clause shall continue to be applicable. PBG value remains unchanged at Rs. 250 lac per zone.

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			the Contract or such other period as the Bank may decide for due performance of the project obligations.	ensure timely dispatch. Also please clarify PBG Submission zone wise when the allocation of order is circle wise only, can the bank divide a zone between 2 vendors?	Zone wise details are only tentative and Bank reserves the right to change / modify / reallocate the areas as per its requirements.
61	28	4.7.1	Prices payable to the Vendor as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons.	As per our understanding, price hike escalation matrix given in Point 4.7.3 is applicable for all items under the Contract. Kindly confirm on the same.	It is applicable for new items introduced and also for existing items modified by the Bank.
62	43	Annexure C, Point No. 4	The applicant 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 50 or more offices / branches spread over 3 or more states with the requisite logistic arrangements.	<p>1. For a bank of the size of SBI, what is the minimum no. of customized stationery types that the applicant should have handled as this is not clearly mentioned in the criteria for qualification. For eg. Atleast 100 types of customized stationery. Can an applicant who has supplied even 2 customized stationery also qualify as eligible for this RFP?</p> <p>2. Can the supplies of ad-hoc/ one-off order execution to BFSI/ Large organizations fulfill the criteria</p> <p>3. should the applicant be under some contractual obligation of a long tenure for supplying customized stationery? Clarification of the above points and the requisite criteria are critical for a project of</p>	<p>1. No,</p> <p>2. No,</p> <p>3. Yes,</p>

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				<p>this size to ascertain the applicants credentials for sustained supplies and capability of withstanding the market fluctuations.</p> <p>4. The point no. 4 read with point no. 10 leaves some ambiguity in the no. of branches- <i>'The experience criteria of having supplied customized stationery to minimum 2 big organizations of repute preferably in Banking, Financial Services & Insurance (BFSI) sector having 50 or more offices / branches spread over 3 or more states with the requisite logistic arrangements.'</i> Is this a typographical error? Should this be read as 2000 as per point no. 10 below. IF not, we recommend the criteria be changed to atleast 1000 branches spread over 5 states to correctly benchmark the criteria for your requirements</p>	<p>4. Vendor should have experience of having supplied to minimum 50 offices in BFSI sector spread over 3 or more states.</p> <p>The vendor is required to have the capacity to supply to minimum 2000 branches / offices of the Bank located in different states of the country, including rural, hilly and remote areas.</p>
63	43	Annexure C, Point No. 5	The applicant must have existing printing arrangements either owned and/or tied up preferably with ISO or equivalent certifications.	<p>1. We recommend that the applicant should be a manufacturer in at least 2 states to have an inherent BCP and also handle spikes in volumes.</p> <p>2. The criteria of tie up with Vendors having ISO certification does not necessarily evidence the manufacturing capacity of the vendor in handling supplies of multiple variants of customized stationery to 2000 branches in different states over a</p>	Terms & conditions as proposed / stated in RFP with respect to the said clause shall continue to be applicable.

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				sustained period. 3. The actual manufacturing and warehousing capabilities should be demonstrated by the applicant in different regions to benchmark the banks requirements.	
64	44	Annexure C, Point No. 8	The applicant should preferably own an existing IT architecture/e-platform having a web based online ordering, indenting, supply, distribution and monitoring sytem with provision for detailed MIS as well as a compliant rederessal system. They should be able to integrate their platform with that of SBI.	Hope to prove this we have to submit Customer Experience Certificate?	Yes. Along with self-certification also.
65	44	Annexure C, Point No.10	The applicants should have the capability to timely deliver stationery items across minimum 2000 branches/offices of the bank located in different states of the country, including rural, hilly and remote areas	1.'Similar projects executed by the applicant which satisfy the crieteria of The applicants capability to timely deliver stationery items across minimum 2000 branches / offices of the bank located in different states of the country, including rural, hilly and remote areas', should such projects be of contractual in nature for a sustained tenure?	The applicants should have the capability to timely deliver stationery items across minimum 2000 branches/offices of the bank located in different states of the country, including rural, hilly and remote areas. Projects should be for a supply of stationery items on a continuous basis for a sustained tenure. Supplies of ad-hoc/ one-off order execution to BFSI/ Large organizations will not be eligible.

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				2. Can adhoc/one-off supply also qualify in the meaning of the context of the said criteria ?	No.
				3. Should the execution of such project involve eplatform/ web based system for order management of customized stationery?	Yes.
				4. Should there be a minimum no. of customized stationery varients viz. 100 to fulfill the said criteria, or even supply of few customized stationery fulfill this criteria.	The vendor should have ready capacity to supply all the stationery items mentioned as per Annexure L of the RFP.