

Clarifications on Pre bid Queries

Corrigendum RFP 911/2024-25 dated 28.01.2025 for Selection of Vendors for “End to End Printing & Stationery Management” in Karnataka Gramin Bank  
Corrigendum Dated 03.03.2025 for RFP 911/2024-25 dated 28.01.2025

Sl	Page No of RFP	Clause No	RFP Clause	Bidders Query	Banks Reply
1	Page No 3	11	Earnest Money Deposit	Tender document requires Rs.5.00 Lakh to be deposited as an EMD but amount is on a higher side for an SME like us. We request you to reduce this to Rs.2.50 Lakh.	Accepted, EMD Modified to ₹. 2.50 Lakhs
2	Page No 3	12	Security Deposit / Performance Guarantee	The Tender document requires Bank Guarantee to be submitted for Rs.25.00 Lakhs, which also is on a higher side. We request you to reduce the BG to Rs. 10.00 Lakhs	Modified, Bank Guarantee would be 5 % of the total tender amount.
3	Page No 10	3.5 (2)	Eligibility Criteria	The Bidder should have an experience of having supplied standardized printing and stationery items to a minimum of two organizations/Banks of repute in the area of Banking/financial services with 300 or more offices spread over the state including remote rural/hill areas with the requisite logistic arrangement.	No Modifications -It holds good
4	Page No 10	3.5 (3)	Eligibility Criteria	Since the project value is more than 5 Cr, we request bank to change the turnover clause to 10 Cr	No Modifications -It holds good
5	Page No 10	3.5 (4)	Eligibility Criteria	We request bank to change this clause as the bidder should be having proper experience and the indenting system should be running with minimum 2 government sector bank and bank should ask a demo for the same.	No Modifications -It holds good
6	Page No 12	3.6 A	L1 Bidder Expresses his inability to supply to all branches	As the number of Branches are around 1100+, bidder needs to ensure that they are capable to execute this Project end to end by reaching out to all the branches.  In case the L1 bidder is unable to reach all the branches, splitting the order between L1 and L2 will end up increasing the cost of SKU for the L2 bidder as he may get only a portion the tender which will increase his cost of printing and would not be able to supply at the quoted rates as unit economics will not work out.  It will therefore increase the per SKU price to the Bank as well. Hence it is not a great idea to split the order quantities.	Point No 3.6 A is changed/Modified to - If L1 bidder expresses his inability to supply to all Branches, contract will be fully awarded to L2 vendor at L1 rates against his acceptance.

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7	Page No 12	3.6 B	Vendor will have to customize the Application	<p>We have our existing application, our online portal that is running, which matches 90% with the Bank's requirement. As a onetime measure we will work towards customising the remaining 10% to suit the Banks requirement and implement the same from day one of this project.</p> <p>Any major changes to the application at a later date will lead to price changes or reimbursement of expenses by the Bank.</p>	No Modifications -It holds good
8	Page No 12	3.6 D	Contract Review	Vendors needs to get feedback on regular intervals, than getting one during the annual renewal process. We also request a well-defined performance matrix so that there are no surprises at a later point.	No Modifications -It holds good
9	Page No 13	3.6 F	Vendor Performance	Performance matrix has to be well defined.	No Modifications -It holds good
10	Page No 13	3.6 G	Order quantity Increase or Decrease	<p>In the printing industry, volume increase is always acceptable while decrease in volume will increase the prices. The price quoted is based on the annual quantities defined in the tender document. Therefore even a small percentage of fall will change the pricing.</p> <p>Pricing also changes when the fabrication of any document changes and therefore bank will have to discuss with the vendor and not take their own stand to decide to pay for a new SKU at rate comparable for a similar SKU discovered by the committee.</p>	No Modifications -It holds good
11	Page No 13	3.6 H	Creating DTP/Artwork	<p>We assume that Bank will provide the High- Resolution PDF / Artwork of various SKUs. Bank surely has to put in efforts to source these PDFs/ Artwork from the Bank's existing Vendors.</p> <p>Bank will note that creation of artwork, will take lot of time and the DTP cost may have to be loaded into the</p>	No Modifications -It holds good

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				pricing which will increase the quote for commercial bid. Bank will also note that the cost of DTP with new logo after merger, will be paid separately to the vendor and not included as part of this Tender Document	
12	Page No 13	3.6 I	Stock holding	Vendor will work closely with the bank to get the branches to project annual consumption of all SKUs as one time measure, than going in for a tentative consumption plan.  Small quantities of printing will increase the cost of printing of each SKU due to paper price volatility cost of ink and labour and therefore the Bank will have to support the vendor to print at least 25% of the projected quantities in the tender at one time.  Branches/Offices can indent for stationery through the portal, however, all invoices will be raised on the Stationery department.	Point No 3.6.I is change/modified as under:-  Bank will make sure that it gives 04 Purchase orders in a year with a minimum of 25 % order each quarter for the total order placed.
13	Page No 13	3.6 K	With OTP Based Delivery	At present there are only few Logistic Partners equipped with OTP based delivery application and who share their APIs. Large number of KG Bank branches are in rural Karnataka and therefore it is too early to commit on OTP based delivery. However, we will make use of the OTP based deliveries wherever possible. Bank should be flexible on this clause.	OTP based delivery is a preferred choice only not mandatory
14	Page No 14	3.6-L	Creating Soft Copy of Artwork	Vendor will be keen to share the Artwork to the Bank repository, However, initial creation of 200+ artworks will be a major cost to the vendor and will be loaded into the commercial bid. Any new artwork other than the items which are not part of the tender will be charged to the Bank separately.	No Modifications -It holds good

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15	Page No 14	3.6-O	Delivery Supply Mechanism &	The clause suggests that there would be a system level integration and some data /feedback would flow to Banks systems on a regular /real time basis. Kindly clarify.	The platform provided by the Vendor shall be compatible and will be whitelisted by the Bank. The module shall provide real time tracking of the order placed by the Branch till its delivery.
16	Page No 15	3.6-T	Supplying inferior quality items and penalty	<p>Post Pre bid meetings, bank will provide 3 sets of samples (signed and stamped for paper quality) of all SKUs mentioned in the tender and we will work on the samples to quote for the commercial bid.</p> <p>Penalty is not accepted if in any case inferior quality paper is used inadvertently. Vendor will replace it with the new supply of approved quality paper.</p> <p>Bank has to come back to the vendor within 48 hours (instead 72 hours) of receipt in case of any disputes.</p>	No Modifications -It holds good, However, the clause to me modified as “ <b>Bank has to come back to the vendor within 03 working days of receipt in case of any disputes</b> ”.
17	Page No 15	3.6 U	Deficiency in Services	While vendor will put in whole hearted effort to supply timely and securely, any untoward issues should be mutually discussed with the vendor and sorted out than imposing penalties.	No Modifications -It holds good
18	Page No 15	3.6 U	Retreat from obligations of the contract	We opine that the Bank should give multiple opportunities to the vendor to streamline the deliveries, printing quality and operations, etc. Any issues have to be mutually discussed with the vendor and sorted out.	No Modifications -It holds good

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19	Page No 15	3.6-X	Acknowledgement Copy/POD	<p>Currently NO courier/logistics firms/companies provide hardcopy of POD. It will therefore be difficult to provide POD to the bank. Our system will trigger a notification to the branch/stationery section, when the goods leave our Godown. The branches will be required to flag the acknowledgement when the goods are received. It will be visible to the stationery department and vendors too.</p> <p>The branches have also to be held responsible for not acknowledging the goods receipt timely. A stricture from the Bank will go a long way to streamline the PMS for the long term success.</p>	No Modifications -It holds good
20	Page No. 16	3.7 .2	Increase or Decrease quantity	<p>Vendors will quote based on the quantities mentioned in the tender document with minimum of 25% printing of the projected numbers to be taken up.</p> <p>Decrease in quantities or change in fabrication will lead to price escalation. Bank will appreciate regarding the paper price volatility and economies of scale.</p>	No Modifications -It holds good
21	Page No. 18	3.11.1	Amendment in Bidding document	We request you to advise Vendors about any amendment to the bidding document by reminder email also.	No Modifications -It holds good
22	Page No. 21	3.17.2	EMD	Return of EMD BG within 15 days instead of 09 months	No Modifications -It holds good
23	Page No. 29	4.4.3	Penalty of 1% to 10%	Vendors will not commit purposeful delays, but in case of unforeseen situational delays beyond control, both Bank and the Vendor should mutually discuss and conclude and not to resort levying penalties.	No Modifications -It holds good

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24	Page No. 29	4.3.4	PBG valid for 5 years	As the contract period is only of 3 years, the PBG should be further valid upto 6 months and not for 5 years. Bank has to note that stationery and printing materials do not come under warranty period. The clause needs to be modified accordingly.	Point No 4.3.4 is change/modified as under:-  PBG shall be submitted for a period of 42 months ( 03 and half years)
25	Page No 30	4.5.5	Payment to the vendor	Vendor has already suggested in this document above, regarding raising of invoice against in awarding of inventory at their Godown. Printing industry works on payments within 7 days from the date of delivery.  Paper prices remain volatile throughout the year due to various domestic and international issues. Release of payment upon receipt of the SKUs at the branches and thereafter on monthly or other periodicities as mentioned in this clause is not acceptable.  Bank should appreciate that even today the payments happen to the printers within 7 days upon delivery at Banks Godown.	Point No 4.5.5 is change/modified as under:-  Bank will release 30 % payment to the vendor within 07 days from the date of Purchase order. Remaining 70% of the payment will be released upon delivery and acknowledgement by the Branches on a fortnightly basis. Payment will be made centrally by the Head office.
26	Page No. 30	4.5.1	Price inclusive of freight	Transportation cost cannot be included as part of the per SKU pricing, as the grammage of each SKU varies significantly. Size of the parcel also will vary from branch to branch.  We suggest that the bank should advise the total kilograms of SKUs transported by them during the previous 2 years and request vendors to quote based on average total advised by the Bank. Bank has to provide the total of kilograms that they had transported during the previous 2 years.	No Modifications -It holds good  Bank has dispatched approximately 3.00 Lakhs Kgs of freight to branches during last 24 months.
27	Page No 31	4.6.5.C	Paper price movement	The paper prices are volatile. Price fluctuation of + / - 20% has to brought down to + / - 10%.	No Modifications -It holds good

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28	Page No 31	4.6.5.D	Paper price movement	As paper prices are very volatile, the price movements have to be average price of 2 months than average price of 3 months mentioned by the Bank.	No Modifications -It holds good
29	Page No 52	Annexure 3	4- Own or tie up arrangement	We strongly discourage tie up arrangement as the vendor will have external dependency and shall be counterproductive in the long run	No Modifications -It holds good
30	Page No 52	Annexure 3	9- Own or tie up arrangement	Whether BCP outside Karnataka is also allowed	Yes, BCP outside Karnataka is allowed.
31	Page No 52	Annexure 3	10- Line of Business	Certificate of Incorporation should be supported by experience letters of having carried out such activities from at least 2 Banks, especially having rural branch set up of similar size.	No Modifications -It holds good
32	Page No 52	Annexure 3	12- IT Infrastructure	Similar experience of having made such offerings and running it for sustained period in other Banks /organisations may kindly be considered	No Modifications -It holds good
33	Page No 58	Annexure 6	Delivery of Stationery:-	We request bank to award a dispatch TAT of 7 days + the delivery TAT as mentioned in the tender	No Modifications -It holds good
34	Page No 75	Annexure14	Total Cost	1. We request bank to ask for logistics costs as separate basis on the last year consumption patterns as currently we do not have the clarity of the volumes. 2. Also here please add point no 4, where we should add Total weight shipped last year and then basis that to arrive the logistocs per kg cost.	No Modifications -It holds good  Bank has dispatched approximately 3.00 Lakhs Kgs of freight to branches during last 24 months.
35	Generic	Generic	Generic	We opine the current warehouse stock at the Bank's Head Office has be consumed by the bank itself and not transferred to the vendor	Bank will consume the existing stationery available at our Godown before placing the 1 <sup>st</sup> purchase order.
36	Generic	Generic	Generic	Upon change in the Bank Logo, the annual quantity of printing should not alter to go down and the quarter on quarter printing quota has to continue as mentioned in the Tender document	Not accepted
37	Generic	Generic	Generic	Cost of DTP of forms / register with new Bank logo will be extra.	Not accepted

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38	Generic	Generic	Generic	We believe Karnataka Vikas Grameena Bank is merging with your Bank, which we have not reckoned during discussion with our freight carriers. The freight may vary depending on their branches upon merger.	Not accepted
39	Page No 1 & 17	Generic	Generic	Email Id of the bank is mentioned as psitw.stock@kgbk.co.in	To be corrected as <a href="mailto:psitw.stock@kgbk.in">psitw.stock@kgbk.in</a>

Except for the above changes/modifications made, all the other instructions and terms & conditions of the above RFP shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject RFP.

Dated 03.03.2025

Place : Ballari

-Sd-  
General Manager