

Managed Print/Image Services (Ref No.NB.HO.DIT/113/ MPS 10-06/2020-21 dated 30 August 2020)

Pre-Bid Queries and Responses – Corrigendum

Sn.	Bidder	Clause No. and Page No.	RFP Term	Clarifications and Amendments sought	NABARD Response
1	Accutech Infosystems Pvt. Ltd.	Page 39 - Annexure H – Pt 2	Bidder should have experience of executing Minimum two (02) similar service projects with minimum order value of Rs. 20 Lakh in the last 05 years involving the supply of 10 or more enterprise-class MFDs	Is rental contract ok for the same. Also single we have MFD on rental order value will have rental amounts and not product value. Also please confirm can we have 20Lakhs order value in period of 5years from same group companies.	Acceptable. 1. The total value of each project over the defined service period should add up to Rs. 20 Lakh or more. 2. The cumulative order value from the same group of companies is acceptable.
	Accutech Infosystems Pvt. Ltd.	Page 9 - Introduction Pt 5.	The tenure of the contract is set for Three (3) years. Bank, however, may further extend/ reduce this contractual service at its discretion under mutually agreed terms	Can this be 5years with locking period of 3years, as MFD life is 5years	The contract is initially for a period of 3 years and later extendable on satisfactory performance
	Accutech Infosystems Pvt. Ltd.	Page 9 - 3.1 Pt 5.	Bank has a physical access control system which is enabled through a Proximity Access Card provided to the employees as Employee Identity and Access Card	Extra Costing would be included with Access Card hardware. Please confirm if only machine compatibility is required or we need to provide with card reader as well. PIN facility will already be there inbuild	The device should support Proximity Card Readers Access (RFID/HID) (preferred), or PIN or any similar mechanism so that only authorised users can execute print job. (Copy and Scan are allowed for all anonymous users)

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	Accutech Infosystems Pvt. Ltd.	Page 18 -5.5 Pt2	The print manage software should help the Bank printing operations to consolidate the tracking of equipment/devices & cost management	Extra Costing would be included for software. Please confirm if only machine compatibility is required or we need to provide with the software. Basic Print/copy/scan per user can be checked.	Print management software is necessary for managing all the devices through a central monitoring mechanism and hence it should be provided as part of the solution.
	Accutech Infosystems Pvt. Ltd.		The future demand & supply	not available	Kindly refer 5.3 Change Management Scope wherein it is indicated that a scope to add up-to 25% of devices within two years is needed.
1	HP Inc			Paper Size is only A4 and not mention A3	All the devices should support A3,A4,Legal paper formats for PRINT, SCAN and COPY
2	HP Inc			No Memory / HDD is mention which help to store Print JOB.	Minimum memory of 4 GB and HDD size of 200 GB should be available for storing/processing the jobs on the devices
3	PowerTechnics Infosolutions Pvt. Ltd.			1) A3 Paper size is not mentioned as what feature you are looking for such feature if its only A4 then the cost will be very high???	All the devices should support A3,A4,Legal paper formats for PRINT, SCAN and COPY
4	PowerTechnics Infosolutions Pvt. Ltd.			2)When to transfer EMD amount of 50,000/- ???	Before the opening of technical bids.

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5	Teams Computers Pvt. Ltd.	4.5. Expected Functions and Features: (Point No. 2 Page 16)	Proximity Access Card	Do you require a Card Reader right now or should the printer support it for future purpose or requirement	The device should support Proximity Card Readers Access (RFID/HID) (preferred), or PIN or any similar mechanism so that only authorised users can execute print job. (Copy and Scan are allowed for all anonymous users)
6	Teams Computers Pvt. Ltd.	2.2. Service Delivery Point No. 6 (Page No. 60)	Installation, configuration of devices, maintenance, setting up of servers & software tools	Does NABARD provide 1 Server & 1 End Point for Central Software installation, or do we need to arrange on our own Prerequisite for server (XWS) & endpoint requirement (XDA) is attached for your reference	NABARD will provide the necessary hardware resources viz., compute, storage and network. However, the necessary OS and software licenses have to be provided by the bidder as part of the solution
7	Teams Computers Pvt. Ltd.	Annexure – L - Commercial Bid Point No.: v. (Page No.: 50)	Commercial Calculation:- v. The following methodology will be used to find the lowest commercials offered by the bidder 1. (Rental Cost) x (number of devices 25) x (number of months 36) = (a) 2. (Click rate) x (number of assumed pages 6000) x (number of months 36) = (b) Total = (a) +(b)	We would like to highlight a missing point i.e. number of devices 25 in v. (2.) which will affect the commercial calculation. 2. (Click rate) x (number of assumed pages 6000) x (number of devices 25) x (number of months 36) = (b)	Yes. The Commercial calculation will be revised and carried out as highlighted.

Other Revisions by NABARD in the RFP as Corrigendum:

1. All the devices should support the following scan file formats:
Text-OCR, Unicode Text-OCR, Searchable PDF (OCR), Searchable PDF/A (OCR)
2. The on-site engineer should have sufficient experience to resolve all L1 level technical and operational issues
3. The last date for bid submission has been extended up to 21/09/2020, 1500hrs.