

**Answer of Queries raised regarding Tender for Signage/Flex Change in Branches of Region Lucknow**

S.N.	Query	Answer
1	As the uv printing is concern their are only few companies which provided 5 year ink with some limited uv printer available in india , kindly confirm if you want any specific machine are ink like you mention in backlit flex.	<p>The tender does not prescribe any specific UV printing machine or ink brand.</p> <p>However details regarding 5 year warranty are mentioned in <b>Technical Specifications &amp; Annexure-I</b>, the Bank requires:</p> <ul style="list-style-type: none"> <li>• <b>5-year e-warranty from the OEM for complete solution (Flex + UV Printing)</b></li> <li>• Flex from approved brands like <b>3M / Avery Dennison / LG Hausys / Metamark or equivalent</b></li> </ul> <p>Therefore, the bidder may use any printing set-up capable of meeting these specifications. No specific model/make is mandated.</p>
2	As per as Removable and disposal of old flex is concerned their is no mention of escape holding charges if the signage is above 10 ft hight.	<p>As per tender Terms:</p> <ul style="list-style-type: none"> <li>• Removal and disposal of old flex is a <b>part of the quoted rates</b>.</li> <li>• No separate "height charges" or additional labour charges are payable.</li> </ul> <p>Vendors should include all related labour/equipment cost within their quoted rate.</p>
3	3. Also if there comes light issue like in some signages if light is not working what need to be done at that point.	<p>The tender scope covers <b>flex supply, removal, and installation only</b>.</p> <p>Lighting issues, wiring, or repair of glow-sign electrical fittings do not fall under this tender scope.</p> <p>In case non-working lights are observed, the vendor shall <b>inform the branch/office</b>, and the Bank will decide separately if any additional work is required.</p>
4	There are very limited companies which provide a 5 year uv print warranty on certificates. Do you need a warranty certificate for uv print also , because if there will be any problem uv company will blame the lamination company and lamination company will blame the UV print company .	<p>Yes. As per tender (Technical Specs):</p> <ul style="list-style-type: none"> <li>• <b>5-year OEM e-warranty</b> must cover <b>both Flex material and UV printing</b>.</li> <li>• The warranty shall be issued by the <b>principal original manufacturer of the flex</b>.</li> </ul> <p>OEM warranty must cover:</p> <ul style="list-style-type: none"> <li>• <b>Yellowing, cracking, fading, shrinkage, fungus, etc.</b></li> </ul>



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		Internal disputes between ink and lamination suppliers will not be considered by the Bank. The <b>selected bidder</b> is <b>solely responsible</b> for providing the required warranty.
5	Please mention UV printer name and ink provided company name of you want the uv print e warranty , because lamination and flex company saying that they can not provide warranty for UV print.	<p>The tender does not prescribe any specific UV printing machine or ink brand.</p> <p>However details regarding 5 year warranty are mentioned in <b>Technical Specifications &amp; Annexure-I</b>, the Bank requires:</p> <ul style="list-style-type: none"> <li>• 5-year e-warranty from the OEM for complete solution (Flex + UV Printing)</li> <li>• Flex from approved brands like 3M / Avery Dennison / LG Hausys / Metamark or equivalent</li> </ul> <p>Therefore, the bidder may use any printing set-up capable of meeting these specifications. No specific model/make is mandated.</p>
6	Also all the tender opening on same date and asking for emd of 20000 to be submitted physically , how is that possible for any company to participate in every tender physically.	<p>As per tender clause, EMD must be submitted <b>physically</b> at the Regional Office before the deadline.</p> <p>Submission mode cannot be altered. Interested bidders must ensure timely submission as per tender conditions.</p>
7	Bank colour uniformity will also be affected if you do not mention the uv printing machine or the Ink company, As every other company have different tone for same colour.	<p>Bank will provide CDR file for its official colour codes as per branding guidelines. It is the bidder's responsibility to:</p> <ul style="list-style-type: none"> <li>• Ensure colour uniformity regardless of printer/ink brand.</li> <li>• Match output to the <b>approved sample</b> (to be provided by Bank).</li> </ul>

