



उत्तर प्रदेश ग्रामीण बैंक
UTTAR PRADESH GRAMIN BANK

(सरकार के स्वामित्वाधीन अनुसूचित बैंक)
(Scheduled Bank Owned by Government)

**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 Technical Specifications & Annexure-I, the Bank requires:</p> <ul style="list-style-type: none">• 5-year e-warranty from the OEM for complete solution (Flex + UV Printing)• Flex from approved brands like 3M / Avery Dennison / LG Hausys / Metamark or equivalent <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">• Removal and disposal of old flex is a part of the quoted rates.• No separate "height charges" or additional labour charges are payable. <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 flex supply, removal, and installation only.</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 inform the branch/office, 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">• 5-year OEM e-warranty must cover both Flex material and UV printing.• The warranty shall be issued by the principal original manufacturer of the flex. <p>OEM warranty must cover:</p> <ul style="list-style-type: none">• Yellowing, cracking, fading, shrinkage, fungus, etc. |





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|---|--|---|
| | | Internal disputes between ink and lamination suppliers will not be considered by the Bank. The selected bidder is solely responsible 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 Technical Specifications & Annexure-I, the Bank requires:</p> <ul style="list-style-type: none">• 5-year e-warranty from the OEM for complete solution (Flex + UV Printing)• Flex from approved brands like 3M / Avery Dennison / LG Hausys / Metamark or equivalent <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 physically 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">• Ensure colour uniformity regardless of printer/ink brand.• Match output to the approved sample (to be provided by Bank). |

