

HIGH COURT OF MADHYA PRADESH: JABALPUR

CLARIFICATION/ CORRIGENDUM

No. Reg(IT)(SA)/2022/454

Jabalpur, Dated:31-03-2022

Subject:- The matter relates to publish the clarification / reply of pre-bid meeting dated: 28th March, 2022 of the tender regarding Supply, Installation, Commissioning and Maintenance of Monochrome Ink tank printers having duplex, network and Wi-Fi Facility under buyback of dot matrix printers at High Court of Madhya Pradesh and District Judiciary in the State of Madhya Pradesh with reference to tender No.Reg(IT)(SA)/2022/392, dated: 16-03-2022.

Ref: - Pre-Bid Meeting Dated: 28th March, 2022.

Reply / clarification to the pre-bid queries

Query No.	Name of Bidder / Tender Reference (Section No. /Page No.)	Content of Tender Requiring Clarification	Query of the bidder / remarks of the bidder	Reply / clarification to the query /remarks by the High Court
1.	Page No. 3	Estimate Project Cost-2.35 Cr	Request you to please make it 3.4 Cr / As in A4 single function duplex	Yes changed to approximately 2.75 Crore.

			network printer estimate cost is 20k-22k in any brand and tender asked for extended warranty and Extra Ink bottles with 5k page yield.	
2.	Page No. 20/ 4.8.1	Time schedule to complete the contract. The successful bidder shall complete the assignment within 60 days from date of contract	Request you to please make this as 90 days for delivery and installation from the date of contract. Current scenario of acute shortage of raw material in IT industry across the globe is forcing for 10 -12 weeks as delivery lead time. Request you to please consider our request.	Yes changed to 90 days from date of contract.
3.	Page No. 28 / 6.7.4	Mean time to resolve (MTTR) / Penalty clause. Resolution within 24 hours and 48 hours for	We request you to please make this for both as 48 hours min. / As most of	Yes changed Mean time to resolve (MTTR) / Penalty clause. Resolution

		high severity and low severity respectively	printers will get install at semi urban and rural location where at some location transportation is the biggest issue, so to get smooth SLA please make changes. Also penalty will include in bid amount which will be extra cost to honorable HC.	within 48 hours high severity and 72 hours for low severity respectively.
4.	Page No. 30 / 7 - Technical Specifications	Point No. 15 - Paper Size / Legal, Letter, A4	<p>We request you to please remove legal. / As in A4 size printers across the brands legal duplex do not work as only simplex works.</p> <p>In A4 printers duplex is applicable for A4 and letters size papers only.</p> <p>If we consider A4 printer</p>	Yes changed, but duplex is to be there.

			with duplex legal than it will be through A3 printer which will be at very high cost.	
5.	Page No. 30 / 7 - Technical Specifications	Point No. 16 - Interface USB / Hi speed USB 3.0	We request you to please make this as Hi speed USB 2.0. / As USB 3.0 currently comes rarely in higher end models and it will not give any impact on print speed or data transfer to printer from Laptop or Desktop.	Yes changed to Hi speed USB 2.0 or better
6.	Page No. 30 / 7 - Technical Specifications	Warranty / Warranty: 3 years on-site OEM warranty	3 years on-site OEM warranty. OEM MAF is required (mentioning three years warranty support). OEM Having at least one single order of any model of 2000+ units, from any of the Govt. department / Scheduled	No change, already, on page number 30 point no. (iv) we have asked for Back-to-Back support letter of OEM regarding support of the quoted products.

			<p>Bank/PSU, issued in past five years (Documentary Proof / purchase order for it, is required with technical bid). / Request you to please ask warranty clause in OEM MAF.</p> <p>Also reference PO from OEM will give authenticity of OEM.</p>	
7.	<i>Additional Points to be added</i>	Print yield from bundled ink which comes with printer	<p>Each bundled ink bottle should give minimum 5000 pages as yield <i>(Same has to be mentioned in OEM MAF) .</i></p> <p>This will give you high print facility in one bottle and will give you low print cost and easy use to users at remote location and</p>	Yes added in the technical specification.

			<p>will be free from refilling every month.</p> <p>Also please ask this point in OEM MAF so that bidder will quote original / genuine ink</p>	
8.	Additional Points to be added	OEM should supply 1 additional ink bottles along with printer	<p>OEM should supply 1 company packed additional Ink bottles with 5000 pages yield each bottle along with printer (same has to be mentioned in OEM MAF).</p> <p>Request you to please ask for 1 additional company packed ink bottle which will give easy use to user at remote locations and avoid repeated tender for consumables.</p>	<p>Initially printer is to be supplied with only one ink bottle (for ink tank) and no additional bottle is required.</p> <p>Separate contract shall be executed for the supply of additional ink bottles as per the requirement.</p> <p>Already on page number 33 cost of Ink Tank / Ink is mentioned. Please consider this as cost of bottle / ink tank / ink in place of cost of ink tank</p>

			Also please ask this point in OEM MAF so that bidder will quote original / genuine ink	/ ink (Specification-“B”) The bid shall be finalized on the basis of Specification – A of page number 32 of the tender document.
9.	<i>Additional Points to be added</i>	OEM should have valid ISO & BIS for quoted printer model	BIS, ISO, OEM MAF is required. / BIS & ISO is proof that printers are properly tested and full fill all govt. rules / regulations and norms in India.	Already, ISO is asked on page number 34 (Form-PQ-1) point number 6 of the tender document
10.	Page No. 16 / Section-II, Terms and condition of e-Tendering, point no. 3.13	The firms registered under NSIC and MSME (The vendor to be registered with both NSIC and MSME for claiming exemption of tender fees) are exempted for submission of tender fees only. But they have to submit valid EMD as per the tender	We would request to allow MSME/NSIC for Exemption as most of the government department allows MSME certificates for Exemptions only. Also NSIC is not mandatory for all the bidders.	No change

		requirement.		
11.	Page No. 30 / Section-VII, Technical Specification	MONOCHROME INK TANK PRINTER OF REPUTED MAKE AND MODEL HAVING DUPLEX, NETWORK AND Wi-Fi FACILITY UNDER BUY BACK OF DOT MATRIX PRINTER OF MAKE : EPSON, MODEL: LQ-590	As per the clause kindly confirm on the buyback printer, what will be the ratio of working printer against not working printer so as to quote for buy back accordingly.	Most of them are in non- working condition and some of them are in working condition.
12.	Page No. 18 / 4.4 Warranty point no. 4.4.1	WARRANTY:- 4.4.1 The Bidder is required to provide on-site comprehensive warranty valid for the period of 36 months for all supplied products/ equipments / software.	As per the clause we would request to exclude the Power cables and printer head from the warranty as these are consumable items. Cables mostly damages due to mishandling or power outage and printer head also damages due to mishandling which OEM do not covers under warranty.	No change. Quote as per tender document.

Note:-

1. All the above specifications should be read as equivalent or better/higher side.
2. All the pages of the bid and Annexure are to be sealed and signed by the authorized officer/person of the company / bidder.
3. The High Court of Madhya Pradesh has full rights to accept or reject any bid, without assigning any reason.
4. The High Court of Madhya Pradesh have right to alter the scope of work as per the requirement.
5. All Prospective bidders are requested to submit the bid with all relevant documents.
6. The above clarifications / addendum are for all the prospective bidders' for tender reference and necessary action.
7. All future clarifications / corrigendum shall be made available in the official website of the High Court and Government e-tender portal.

**Sd/-
REGISTRAR GENERAL**