

# HIGH COURT OF MADHYA PRADESH: JABALPUR

## // CLARIFICATION //

No. Reg(IT)(SA)/2024/121

Jabalpur, Dated:23.01.2024

**Sub:- Clarifications / reply of pre-bid meeting dated: 18<sup>th</sup> January, 2024 regarding the “Supply, Installation, Commissioning, Maintenance and Rate Contract of Scanners for the District Courts in the State of Madhya Pradesh.” with reference to tender no. Reg(IT)(SA)/2024/48, dated: 11.01.2024.**

**Ref:- Pre-Bid Meeting dated: 18<sup>th</sup> January, 2024.**

### Reply / clarification to the pre-bid queries

On the basis of query submitted by the bidders, the detailed reply / clarifications is prepared and the same is enumerated as per details given below for all prospective bidders:-

Query No.	RFP Reference (Section No. /Page No.)	Content of RFP Requiring Clarifications	Query of the bidders / Remarks of the bidders	Reply / clarifications to the query /Remarks by the High Court.
<b>M/s Centillion Solutions &amp; Services (CSS) /Kyocera</b>				
1	4.8.1/Page2 5	The successful bidder shall complete the assignment within 30 days from the date of issue of Letter of Acceptance / Letter of Intent.	Delivery and installation in 30 days will not be possible. We should request for 90 days	Yes changed to 60 to 75 days.
2	6.7/page 35	WARRANTY SERVICE LEVEL REQUIREMENTS – SLA:	Penalty is quite high and response time too short	The penalty shall be imposed depending upon

				conditions and as per SLA.
3	6.7.3/Page 36	Mean Time To Resolve / solve the problem (MTTR) :- (a) MTTR is defined as the arithmetic average of the time taken to attend to resolve the issues logged over a defined period of time. (b) The Severity Levels for measuring MTTR are provided in the following table:-	Definition of High & Low severity	1. High Severity is that in which the scanner is not functional at all. 2. Low Severity is that the scanner is functional, but some error is coming at the time of scanning of documents.
4	6.7.4.4/page 37	The Contractor has to maintain adequate spares for maintaining the SLA (Service Level Agreement) parameters as mentioned below. Any cost involved to meet the service level requirements specified above is to be borne by the Bidder	Consumables such as feeder kit, roller is included, and in case of any Physical damages such as fire, would be borne by Customer.	In case of physical damage, fire the responsibility shall be with user /department.
<b>M/s Kalyani Enterprises</b>				
1	Section – VII 7. TECHNICAL SPECIFICATIONS:- Page No - 39	Recommended - 4000 Pages per day or Higher (Expected daily Volume)	Request you to make it as "8000 Pages per day or Higher". <b>Reason for change</b> - This will help to take care of the loads at the scanning window and also take care of increase in the documents in the future.	No change.

<b>M/s Kairee Systems Private Limited</b>				
1	Section – VII 7. TECHNICAL SPECIFICAT IONS:- Page No -39	<b>Scan Speed -</b> Minimum 40 Ppm or Higher(A4)	50 ppm / 100 ipm or above at 200 and 300 dpi in Colour as well as B&W (A4). <b>Reasoning -</b> This will help to quickly process the files and reduce the wait time. Also the speed should be same for 200 as well as 300 dpi and for B&W as well as Colour.	No change. The vendor can quote higher side.
2	Section – VII 7. TECHNICAL SPECIFICAT IONS:- Page No -39	<b>Paper Capacity</b> - 50 plus sheets ADF (20lb / 80g/ m2) paper or Higher	80 plus sheets ADF (20lb / 80g/ m2) paper or Higher. <b>Reasoning</b> - This will help to scan larger documents sets in one go instead of feeding the documents multiple times.	No change
3	Section – VII 7. TECHNICAL SPECIFICAT IONS: - Page No - 39	Recommended 4000 Pages per day or Higher (Expected daily Volume)	Recommended "8000 Pages per day or Higher". <b>Reasoning</b> - This will help to take care of the loads at the scanning window and also take care of increase in the documents in the future.	No change
4	Section – VII 7. TECHNICAL SPECIFICAT IONS: - Page No - 39	<b>Output Format</b> PDF, JPEG, PNG, BMP, TIFF, TXT (Text), A1 RTF (Rich Text), searchable PDF and PDF/A advance or equivalent	<b>Output Format</b> PDF, JPEG, PNG, BMP, TIFF, searchable PDF and PDF/A advance or equivalent	Text and Rich Text output format is removed. Rest all parameters to be complied as per tender document.
<b>M/s VSN INTERNATIONAL PVT. LTD.</b>				
1	Section – IV, 4.2 PERFORM ANCE GUARANT EE:-, page no. 21	The Successful Bidder will be required to furnish performance guarantee in the form of unconditional Bank Guarantee	At page no. 47 in Bid form, Performance Bank Guarantee is mentioned 3%, which is contradictory to Section -IV on page no. 21. Kindly clarify Performance Will be	The PBG is 5% and it is not 3%.

		issued by a Nationalized / Scheduled Bank in India equivalent to 05% of the Contract Value valid for a period of 60 months within 30 days from the date of issue of Letter of Award / acceptance.	5% or 3%.	
2	PART – I, BID FORM (1 sheet), Page No. 47	3. If our Bid is accepted, we will obtain the unconditional performance guarantees of a Nationalized/Scheduled Bank for a sum 03% of the purchase / contract value.	At page no. 21 in Section -IV , Performance Bank Guarantee is mentioned 5%, which is contradictory to Bid form on page no. 47. Kindly clarify Performance Will be 5% or 3%.	PBG is 5% of total contract value.
3	4.7 PURCHASER'S RIGHTS:-, 4.8 TIME SCHEDULE TO COMPLETE THE CONTRACT:- Page no. 25	4.8.1 The successful bidder shall complete the assignment within 30 days from the date of issue of Letter of Acceptance / Letter of Intent.	As the Asked Scanners are commercial product and can be available from OEM on Back to Back order basis, It takes min. 3-4 weeks to manufacture the product after confirm order and another 2 weeks to supply the ordered material from the OEM. Post receipt of material from OEM's it will take almost 4 weeks to deliver the scanners to multiple locations of Courts as mentioned in the tender document. We would request you to kindly revise the delivery / Time schedule to complete the contract to 90 days.	Yes changed to 60 days to 75 days.

4	2.21 CONFIDENTIALITY:- Page no. 17	The Government of India had amended the General Financial Rules 2017 to enable the imposition of restrictions under Rule 144(xi) on bidders from countries which share a land border with India on grounds of defence of India, or matters directly or indirectly related thereto including national security. As such any bidder from such countries sharing a land border with India will be eligible to bid in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with the Competent Authority. The Competent Authority for registration will be the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT). Political	GFR rules do not apply only for Bidders but also for OEM's. We would request to amend the clause to "Bidder and OEM's" Clause should read like "The Government of India had amended the General Financial Rules 2017 to enable the imposition of restrictions under Rule 144(xi) on bidders and OEM's from countries which share a land border with India on grounds of defence of India, or matters directly or indirectly related thereto including national security. As such any bidder from such countries sharing a land border with India will be eligible to bid in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with the Competent Authority. The Competent Authority for registration will be the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT). Political and security clearance. Justification: Mostly the bidders are companies of Indian Origin only and OEM's	As per GFR Rules, Govt. of India.
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		and security clearance	has to register the product with DPIIT, Hence the clause should read as " Bidders and OEM's should not be from countries sharing land and border with the country". Please clarify ?	
5	Interface Page No. 39, Point no. 7	USB 3.2 / USB 2.0 / Ethernet	As per the clause you have asked for either USB 3.2/USB 2.0/ Ethernet. Justification: These scanners will be deployed in the offices which a have multiple computers and will have perhaps only one scanner. Having a Ethernet for network connectivity on their scanner will give access to all the computers in the office and thereby making the scanners being more useful. Also, since USB pen drives are restricted in the court ecosystem, having Ethernet connectivity on your scanner will insure that USB I/o's are restricted. If you do not make Ethernet mandatory then all the bidders will offer products with USB connectivity only. We request to Amend the clause to "USB 3.2/USB 2.0, Integrated Ethernet"	Yes changed as USB 3.2 / USB 3.0 / USB 2.0 (Ethernet is made optional).
6	Output Format, Page no. 39, Point no. 11	PDF,JPEG,PNG, BMP,TIFF, TXT (Text), RTF (Rich Text), searchable PDF and PDF/A advance or	As per the clause TXT (Text), RTF (Rich Text), PDF/A formats are supported in windows environment only and not in Linux	Text and Rich Text output format is removed. Rest all parameters to

		equivalent	environment, We would request to remove TXT (Text), RTF (Rich Text), PDF/A formats from your requirement. This will allow better participation.	be complied as per tender document.
<b>M/s EPSON INDIA &amp; M/s Veltronics India Pvt. Ltd.</b>				
1		Recommended - 4000 Pages per day or Higher (Expected daily Volume)	Change daily duty cycle: 5000 pages or higher. Scanners with higher daily duty cycle can reliably handle maximum number of pages per day. Higher duty cycle ensures durability in demanding scanning environments.	No Change
2		Paper Capacity - 50 plus sheets ADF (20lb / 80g/ m2) paper or Higher	ADF capacity min 100 sheets. Higher ADF capacity allows for more documents to be loaded at once, improving efficiency and reducing manual intervention during large document scanning tasks.	No Change
3		Interface - USB 3.2 / USB 2.0 / Ethernet	Please amend to USB 3.0 / USB 2.0 / Ethernet (Optional) Change interface type: USB 3.0 or higher "USB 3.2 is just an extension of USB 3" Ethernet is optional as per pre bid discussion.	Yes changed as USB 3.2 / USB 3.0 / USB 2.0 (Ethernet is made optional).
4		Delivery Time	8 to 12 weeks	Already changed above.

5		Comprehensive Warranty	Please exclude "Paper Pickup Roller" from warranty, as roller kit is a consumable part that needs to be replaced as and when required.	No change
<b>M/s Team Computers Private Limited</b>				
1	Page no. 39, Scan Tyoe	color & B/W ADF - Sheet Fed & Flat Bed, Integrated Sheet Fed & Flat Bed with ADF	This will help in terms of scanning multiple size documents separately and also will be able to scan confidential documents on the flat bed	Quote as per tender document. It is Color & B/W ADF Scanner with duplex.
2	Page no. 39,Interface	USB 3.2 / USB 2.0 /Ethernet - USB Interface:- OK. Network Interface:- Ethernet 10/100, Integrated Ethernet 10/100, Integrated Ethernet 10/100/1000 Or higher	Multiple Users scan at one go	Already changed as mentioned above.
<b>M/s Veltronics India Pvt. Ltd.</b>				
1	2.15.1	(i) Average Annual Financial turnover of the bidder during last 3 financial years, ending 31st March of previous financial year i.e. 2022-23 should be at least Rs.10 Crore	We request you to reduce Bidder Turnover as per GEM or reduce it from 10 Cr to 8.5 Cr [From GEM "Bidder Annual Turnover : Average annual turnover requirement should be less than or equal to 40% of estimated bid value / bid estimated value rounded to nearest lakhs. (ii) Average annual turnover of OEM (As per GeM, Average annual turnover of OEM requirement should be less."]	The average annual financial turnover is changed to Rs. 5 Crore in place of Rs. 10 Crore.



2	2.15.2	Considering the unique circumstances that affected our ability to close larger projects in the past 5 years, we kindly request you to consider the aforementioned orders as qualifying experience for the tender.	Alternatively, we propose an extension of the validity of experience from 18-19 onwards to encompass our sustained engagement with your organization.	Quote as per tender document.
3		Delivery	Please amends delivery time 8 to 12 weeks	60-75 days.
<b>M/s Lipi Data Systems Ltd</b>				
1	Refer Page No.17, 2.22	mentioned regarding DPIIT registration is mandatory	Request to kindly remove this clause or make it optional since Document Scanner I suppose doesn't come under DPIIT clause.	Quote as per tender document.
2	Page No. 25	30 days from the date of issue of Letter of Acceptance / Letter of Intent.	Request to consider for 60-90 days from issue of LOA/LOI	60 to 75 days to complete the project from date of LOA.

**Note:-**

1. The delivery and installation time has been extended to maximum 75 days to complete the project from date of LOA.
2. The specifications mentioned in the tender document are minimum and vendor can quote higher side.
3. The above clarifications are for all the prospective bidders' for their tender reference and necessary action.
4. All future correspondence/ clarifications/ addendum/ corrigendum shall be available on the website of the High Court of Madhya Pradesh i.e. [www.mphc.gov.in](http://www.mphc.gov.in) and Government e-procurement portal [www.mptenders.gov.in](http://www.mptenders.gov.in).

5. All the pages of the bids and Annexure's are to be sealed and signed by the authorized officers of the company / vendor.
6. All prospective bidders are requested to submit the bid with all relevant documents in sequenced manner, without fail.
7. The decision of the High Court of Madhya Pradesh in selection/ finalization of firm/vendor shall be final and no objection in this regard shall be entertained.

**Sd/  
REGISTRAR GENERAL**