

HIGH COURT OF MADHYA PRADESH: JABALPUR

// CLARIFICATION //

No. Reg(IT)(SA)/2024/1604

Jabalpur, Dated: 25.10.2024

Sub:- Clarifications /reply of pre-bid meeting dated: 18th October, 2024 regarding the “Supply, Installation, Commissioning and Maintenance of MFD Machines with Full Service Maintenance Agreement (FSMA) under buyback option of old MFD Machines at High Court and District Courts in the State of Madhya Pradesh” with reference to tender no. Reg(IT)(SA)/2024/1457, dated: 03.10.2024.

Ref: - Pre-Bid Meeting dated: 18th October, 2024.

Reply / clarification to the pre-bid queries

On the basis of queries submitted by the bidders, the detailed reply /clarifications are 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.
1. Veltronics India Pvt. Ltd. &EPSON INDIA PVT. LTD.				
1	Amendment to Clause 2.15.3 (Experience)	The current clause refers to the experience required for Supply, Installation, Commissioning, and Maintenance of Digital Multifunctional Copier Machines/MFDs/MFPs/MFD Printers during the	Proposed Amendment: 2.15.3 Experience in Supply, Installation, Commissioning, and Maintenance of Digital Multifunctional Copier Machines/MFDs /MFPs /MFD Printers/Printers/IT Products during the last five years ending the last day of the month prior to the publication of this tender, should be as follows:	Yes accepted as Supply, Installation, Commissioning, and Maintenance of Digital Multifunctional Copier Machines /MFDs /MFPs /MFD Printers/Printers/ IT

		last five years. We request that the clause be amended to include Printers and IT Products as well, in line with the industry standards.		Products during the last five years ending the last day of the month prior to the publication of this tender.
2		Increase in Budget Allocation by around 50 % as per your requirements	Based on our best assessment, the current budget for this tender may need to be increased to ensure that high-quality, technically advanced, and commercially competitive products can be sourced. An enhanced budget would allow for better procurement options, leading to improved outcomes for the project.	Yes increased to approximately Rs. 10 Crore with buyback option of old machines.
3			Delivery time to increase by 90 Days.	Yes increased to 75 days.
4			You may add trolley price to bid along with copier.	Trolley to be provided.
5			EMD to be consider in form of PBG.	Yes accepted.
6	Minimum Specification 4 Copy/Print Process	Indirect Electrostatic Photographic Method (Dry Process) /laser technology or equivalent	Request includes "Precision Core Print head Technology".	Yes included.
7	Minimum Specification 8 Copying Speed	Minimum 25 CPM /PPM	Request to consider Copy speed Simplex: 22 CPM/IPM or higher.	No change.
2. Sharp Business Systems (India) Private Limited				
1	Sec No 2.15.3/ Experience Criteria / Page 11	Either Bidder or OEM experience criteria must be included in PQ	There are very limited bidders and very limited bulk comes in Madhya Pradesh that is why there are very limited firm who will fulfill experience criteria, that is why OEM experience must also be considered.	No change. The bidder experience already changed above in the clarifications.
2	Sec.No-7/Minimum Specification-A/ SI No-9/Page-33	Standard Memory: 1 GB	There is standard memory of 1 GB in 25 CPM category, all OEMs make 1GB RAM in 25CPM, but in bid minimum specification for standard memory is mentioned 2 GB, only 2 OEM come in this	Yes changed to 1GB.

			category, request for amendment in standard memory from 2 GB to 1 GB by which all 8-9 OEM could participate and respected high court could get competitive price and handsome buyback. There is no difference in performance under 1 GB RAM and 2 GB RAM	
3	Section-VIII- B/Cost of Printing per page/Page-36	Only consumables FSMA with approx. copy count of 5 lacs& L1 should be considered with machine cost under buyback + FSMA amount for 5 lacs.	As BID is with 5 years warranty & additional FSMA has been asked, which contradicts to each other, as under warranty all spares included, that is why it is requested to clearly mention in BID that consumable FSMA must be quoted, also added with 5 lacs copies, this over all FSMA cost must be considered in L1 evaluation. (Machine cost + FSMA for 5 years), this will give competitive price of machine, buyback amount and FSMA cost.	Yes included /added. Evaluation will be on basis of Machine cost + FSMA of 5 years with average 03 Lakh copies per machine during the period of 05 years.
3. M/s Xerox India Limited				
1	Pre-qualification criteria 2.15/2.15.1/2.1 5.2/2.15.3/page no11	Turnover Past Experience	It Should be amended as both like other bids OEM/Bidders.	No change.
2	7/02/Page No 33	Reverse Automatic Document Feeder (RADF)	SPDF helps in scanning old duplex documents without any damage, scan once, and both the sides. This also helps you in case you want to archive. (e-Office application)	The vendor can quote higher side.
3	7/20/Page No 34	Paper Type	Please add No trays & paper capacity per tray. Recommend single tray with minimum 500 sheets capacity	Paper tray with minimum 250 sheets capacity or above.
4	7/28/Page No 34	Warranty	3. FSMA and comprehensive 5 years warranty a. In case high court decides for FSMA then warranty is always comprehensive for 5 years. b. Clarification on 5 years comprehensive warranty	Already clarified.

			4. Evaluation criteria to be clarified because the equipment & FSMA costs are asked separately. 5. If combined, what is the tentative volume at which L1 will be decided?	
4. Canon India Pvt. Ltd.				
1	Section – I Notice Inviting Tender/ Page3	Project Cost/5.66Cr	As discussed in Pre-Bid-BID, the project cost is around 38K per machine, which is too low for the required specifications, requesting you to please make around 13CR.	Yes increased to approximately Rs. 10 Crore with buyback option of old machines.
2	2.15 Eligibility/ Pre-Qualification Criteria:- Point 2.15.3 A/B/C/Page 11-12	Work Experience similar	For the work experience, requesting you to please consider the order received or executed through any other computer vendor by our authorized dealer.	Already clarified in this clarification.
5. VSN INTERNATIONAL PVT. LTD.				
1	Section – I Notice Inviting Tender, Page no.03	Estimated Project Cost :- 5.66 Cr.	As per the discussion held in the pre-bid meeting, the estimated project cost is very low as per the required specification. We would request to increase the estimation of the tender to at least 14 Cr.	Yes increased to approximately Rs. 10 Crore with buyback option of old machines.
2	2.15 Eligibility/ Pre-Qualification Criteria:- Page no. 11-12	2.15.3 Experience in Supply, Installation, commissioning, Maintenance of installation of Digital multifunctional copier machines /MFD's /MFP /MFD Printers during last 5 years ending last day of month previous to the month of publication of this tender, should be following: (a) Three similar completed work costing not less than	As per the clause we would request to Include IT hardware articles (Servers, Computers, printers and UPS system & other related IT equipments.) in the experience as specific Digital multifunctional copier machines /MFD's /MFP /MFD Printers orders of such high value might not be available with all the competitive bidders. This will allow better competition in the bid. Kindly amend the clause as below:- 2.15.3 Experience in Supply, Installation, commissioning, Maintenance of installation of	Already clarified on page no. 01.

		<p>the amount equal to 40% of the estimated cost. OR (b) Two similar completed work costing not less than the amount equal to 50% of the estimated cost. OR (c) One similar completed work costing not less than the amount equal to 80% of the estimated cost. Similar works means: Supply, Installation, Commissioning and Maintenance of Digital multifunctional copier machines /MFD's /MFP /MFD Printers at Government Organization/ Public Sector Companies and reputed private organizations.</p>	<p>Digital multifunctional copier machines /MFD's /MFP /MFD Printers /IT hardware articles (Servers, Computers, printers and UPS system & other related IT equipments.) during last 5 years ending last day of month previous to the month of publication of this tender, should be following: (a) Three similar completed work costing not less than the amount equal to 40% of the estimated cost. OR (b) Two similar completed work costing not less than the amount equal to 50% of the estimated cost. OR (c) One similar completed work costing not less than the amount equal to 80% of the estimated cost. Similar works means: Supply, Installation, Commissioning and Maintenance of Digital multifunctional copier machines /MFD's /MFP /MFD Printers/IT hardware articles (i.e. Desktop, Printer, Laptop, UPS, Servers etc.) at Government Organization/ Public Sector Companies and reputed private organizations.</p>	
3	Annexure - 3 Format For Bidders To Submit Pre-Bid Query, Page no.42	Note: - In case any e-mail of the vendor received in the junk/spam mail shall not be considered for reply by the High Court.	As per the clause there is no control of the bidder over the e-mail received in the span/junk mail. Earlier it was happened in one of the high court tender where the Prepaid queries was sent timely on the provided mail Id's but, unfortunately the mail was received in span/junk mail and were not considered. We would request Hon'ble High Court to check all the possible folders where the mail can be received.	The vendor has to intimate the office and to submit the hardcopy, If they do not receive reply on email.

			This situation is beyond the control of any bidder sending query mail and should not be the case not to consider the queries.	
4	“Minimum Specifications– A” - Heavy Duty Digital Multifunctional Device (MFD) Machine, Page no.33, S.No.09	Std Memory of machine: Minimum 2GB or above	Standard memory required should be 512 MB. We would request to amend the clause to 512 MB.	1GB.
5	“Minimum Specifications– A” - Heavy Duty Digital Multifunctional Device (MFD) Machine, Page no.34, S.No.23	Std Scan: TWAIN compliant, Scan to PC, Email and FTP	As per the clause, We would request to remove the FTP from the clause as this is not required.	Yes FTP removed.
6	“Minimum Specifications– A” - Heavy Duty Digital Multifunctional Device (MFD) Machine, Page no.34, S.No.24	Resolution: 300 dpi, 600 dpi or better	As per the clause this point no. 24 is conflicting with the point no. 6. We would request to kindly remove point no. 24	It is scanning resolution.
6. HP India Sales Pvt. Ltd.				
1	“Minimum Specifications– A” - Heavy Duty Digital Multifunctional Device (MFD) Machine	Std Memory of machine: Minimum 2GB or above	512 MB	1GB.
2	“Minimum Specifications– A” - Heavy Duty Digital Multifunctional Device (MFD) Machine	Std Scan: TWAIN compliant, Scan to PC, Email and FTP	Remove FTP	Yes removed.
3	“Minimum Specifications–	Resolution: 300 dpi, 600 dpi or better	Kindly remove	It is scanning resolution.

	A” - Heavy Duty Digital Multifunctional Device (MFD) Machine			
4	Additional Point	Kindly help to include scan with 33 IPM	Kindly help to include scan with 33 IPM	No change.
5	“Minimum Specifications – A” Heavy Duty Digital Multifunctional Device (MFD) Machine	Scanning Resolution- 600 x 600 dpi or better	Please change the same to 1200* 1200 DPI	No change. The vendor can quote higher side.
6	“Minimum Specifications – A” Heavy Duty Digital Multifunctional Device (MFD) Machine	Printing Resolution- 600 x 600 dpi or better	Please change the same to 1200* 1200 DPI	No change. The vendor can quote higher side.
7. KYOCERA Document Solutions India Private Limited				
1	Specifications- A (Heavy Duty Digital Multifunction Device MFD), Sr.No.09, Page no. 33	Standard Memory of machine: 2gb or above	Request to consider standard memory as 1 GB to enhance participations. As machine of these category comes with 1 GB as standard with Major OEMS.	Yes changed to 1GB.
2	Specifications- A (Heavy Duty Digital Multifunction Device MFD).	Minimum Print Volume FSMA to be defined for calculation of per print cost	Request to consider minimum 200000 Lakh copies per machine for calculating per click charges in FSMA.	300000 copies per click per machine under FSMA shall be considered for evaluation. The final evaluation will be machine cost + FSMA cost of 5 years.
3	Specifications- A (Heavy Duty Digital Multifunction	Paper Tray Capacity	Please consider to include minimum tray capacity as 500 sheets.	Yes already clarified as single paper tray with minimum

	Device MFD),			250 sheets capacity.
4	Specifications-A (Heavy Duty Digital Multifunction Device MFD), Sr.No.30, Page No. 34	Energy Start Certified/BEE Certified/BIS certified	Consider to have this entire certificate mandatory as all these certificates have their own specific benefits as below. Energy start: Rating for Energy Efficiency. BEE: Parameter for performance and electrical usage. BIS: Assurance of product quality, Reliability and safety of the customer.	No change.
8. Kairee Systems Pvt. Ltd.				
1	Section – I Page No 3 Notice Inviting Tender Page No 3	Estimated Project Cost - 5.66 Cr	Qty required - 1592 and Project cost - 5.66 Cr. Considering the above data Per Unit cost arrives up to Rs 38K. Which is too low for the required specifications? Requesting you to please make around 14 Cr. Reasoning - To Match the specifications the estimated cost has to increase.	Yes increased to Approximately Rs. 10 Crore with buyback option of old machines.
9. Konica Minolta Business Solutions India Pvt. Ltd.				
1	2.18.3 Page no -13	High Court will decide the total cost including Machine, Buyback and FASMA cost.	Please specify the Print Volume per machine in 5 years for the calculation purpose of FASMA rate. Expected 5 lacs print volume was decided during the pre bid meeting for per machine. I.e. TCO= Capex + Print Volume* FASMA	Yes accepted. Also clarified in this clarification.
2	4.8.1 Page no - 22	Complete the assignment within 60 days of contract	Request for the delivery period extension to 90 days.	Yes increased to 75 days.
3	Section 04, Clause 07 “Minimum Specifications– A” Page no 33	Sr No- 8 Copying Speed - Minimum 25 CPM/PPM	Since Your print volume is low 5 Lacs for 5 years, we recommend reducing the speed to 22 CPM/PPM as existing machines are also from same speed.	No change.
4	Section 04, Clause 07 “Minimum Specifications	Sr No- 9 Std memory required 2 GB or above	Request to Increase the RAM from 2 GB to 4 GB. Spooling time reduces for heavy print volume. Higher RAM can help improve the	1GB RAM.

	– A” Page no 33		ability to handle complex documents. High Court at times prints heavy files of 2-3 GB.	
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Note:-

1. The delivery and installation time increased to 75 days to complete the project from the date of **Letter of Acceptance**.
2. The specifications mentioned in tender document are minimum and the vendor may quote equivalent or higher specifications for the MFD machine in the tender document.
3. The trolley to be provided along with MFD machine and the cost of same to be included in the cost of machine.
4. The bidder should quote only for the specific reputed brands/models giving details of specification etc.
5. The total price of commercial bid inclusive of all taxes & expenses for 05 (Five) years on-site maintenance & support + FSMA cost of 05 years with approximately **3 Lakh copies** per machine shall be taken as the basis for evaluation of commercial bids. In case of any discrepancy in the tax factor, the basic product price shall be taken into consideration for finalization of bids. The decision of the High Court of Madhya Pradesh in evaluation of bids and finalization of vendor shall be final.
6. The cost quoted should include the cost of software (*if any*) media, installation etc. at onsite.
7. Since, the estimated cost of MFD machine has been increased to Rs. 10 crore and therefore EMD has been changed to Rs. 20,00,000/- (Rupees Twenty Lakh Only). Accordingly, condition 2.15.3 will be changed as per the estimated project cost.
8. The EMD to be submitted in the form of demand draft / pay order / FDR / unconditional Bank Guarantee drawn in favour of “Registrar General, High Court of Madhya Pradesh, Jabalpur” of any Nationalized / Scheduled bank payable at Jabalpur. The photocopy of the said EMD is to be attached / enclosed in the tender portal i.e. www.mptenders.gov.in. The

Bid submitted without EMD and/or the application fee shall be summarily rejected. The original EMD is to be submitted along with technical bid, without fail.

9. The above clarifications are for all the prospective bidders for their tender reference and necessary action.
10. 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 and Government e-procurement portal www.mptenders.gov.in.
11. All the pages of the bids and Annexure's are to be sealed and signed by the authorized officers of the company / vendor.
12. All prospective bidders are requested to submit / enclosed the bid with all relevant documents, product literature / catalogues in sequenced manner, without fail.
13. 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.
- 14. Only queries received till on 21st October, 2024 has been taken into consideration as per discussion held in pre-bid meeting dated: 18.10.2024.**
- 15. In case of any further clarifications, the vendor can visit High Court of Madhya Pradesh, Jabalpur.**

PRINCIPAL REGISTRAR (V)