



HIGH COURT OF MADHYA PRADESH

PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2025/1961

Jabalpur, Dated: 27/11/2025

// CLARIFICATION //

Sub:- Publication of clarification /reply of Pre-Bid meeting dated: 14th November, 2025 regarding tender for “Supply, Installation, Commissioning and Maintenance of Laser Jet Printers at District Courts in the State of Madhya Pradesh” with reference to tender no. Reg(IT)(SA)/2025/1806, Dated: 01.11.2025.

Ref: - Pre-Bid Meeting dated: 14th November, 2025 and tender no. Reg(IT)(SA)/2025/1806, Dated: 01.11.2025.

Reply / clarifications to the pre-bid queries

On the basis of queries submitted by the bidders, the reply /clarifications are enumerated as per details given below for reference and further necessary action at vendor side:-

Query No.	RFP Reference (Section No. /Page No.)	Content of RFP Requiring Clarification	Query of the bidder / remarks of the bidder	Reply / clarification to the query /remarks by the High Court
1. M/s Veltronics India Pvt. Ltd.				
1	Section -VII - Specifications of Duplex LaserJet Printers with latest tank technology, Page no-29	Minimum Specifications of Duplex LaserJet Printers with latest tank technology	Kindly amend it to Minimum Specifications of Duplex LaserJet Printers / latest tank technology / Ink tank technology as laser tank technology available with particular OEM.	Quote as per the tender document.
2	Section -VII - Specifications of Duplex LaserJet Printers with latest tank technology, Page no-29	Print and copy: 22 ppm or better	Amend it to 20 PPM (so that maximum OEM will qualify).	Quote as per the tender document.
2. M/s Epson India Pvt. Ltd.				
1	Page no. - 30 Section - VII	Duplex laserjet printers with latest tank technology	We request you to please make this as - Duplex laserjet printers with latest tank technology / Inktank technology Currently Inktank technology os	Quote as per the tender document.



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			on boom these days due low print cost and power consumption. Such machines in laser takes 250 watts of electricity consumption during print, but in Inktank it takes 15 - 20 watts during print operation. In Laser print cost will be Rs. 0.70 for A4 text print (include tonner / cartridge / drum / fuser etc.) whereas in Inktank print cost will be Rs. 0.20 for A4 text (including ink / MB etc.)	
2	Additional Point	Request you to please add below point - OEM should supply bundled ink / cartridge which should give min. 5000 pages yield (same has to be mentioned in OEM MAF)	Bundled ink / cartridge will give easiness to user and user will get free from multiple time refilling. Same asking in MAF will give authenticity of consumables.	Quote as per the tender document.
3	Additional Point	Request you to please add below point - Print cost should not be more then Rs. 0.35 per page for A4 text for entire warranty period (OEM has to give declaration in same)	Low print cost during entire warranty period will ensure low running cost and directly same money of department. In some other reference cases, it observed that initial print cost was low but after 1 year it got increase drastically.	Quote as per the tender document.
3. M/s Canon India Pvt. Ltd.				
1	Section – VII Technical specification / Page29	Minimum Specifications of Duplex LaserJet Printers with latest tank technology	As discussed in Pre-Bid, Laser Tank is a specific brand technology, requesting you to please change it to Laser technology or Laser technology with composite cartridge.	Quote as per the tender document.
2	Section – VII Technical specification/Memory /Point.4/ Page29	64 MB RAM	Considering the courts printing work-load 64MB RAM is considered to be an insufficient memory for printing of office workload, the spooling of prints will take time resulting in increased 1st print out time (FPO)	64 MB RAM or above.



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			hence we recommend to change the same to Min. 256MB or more	
4. M/s Team Computers Pvt. Ltd.				
1	Section – VII Page No 29	Duplex LaserJet Printers with latest tank technology	We respectfully request you to kindly allow the participation of Duplex LaserJet Printers with a separate drum unit, in addition to the latest tank technology printers as mentioned in the tender. At present, the tank technology is being offered by only one OEM, which limits fair competition and restricts multiple bidders from participating. LaserJet printers with a separate drum and toner mechanism also meet the required performance, durability, and cost-efficiency standards and are widely available from multiple reputed OEMs. We further request you to allow Inkjet printer technology as well, which is also capable of delivering the required print quality, reliability, and monthly duty cycle as per tender requirements. Enabling all three technologies—Tank, LaserJet with separate drum, and Inkjet—will ensure wider bidder participation, improved competition, and better value for the department.	Quote as per the tender document. The bidder can provide better technology.
2	Section- VII Clause No 04 Page No 29	RAM- 64 MB RAM	We respectfully request you to kindly increase the RAM requirement from 64 MB to 512 MB for the proposed printers. Considering the critical and high-volume nature of operations in the Hon'ble High Court, higher RAM will ensure faster processing, smoother performance, and improved efficiency during peak workloads. Enhanced memory will significantly contribute to reliable printing operations and will better support the technical requirements of the esteemed High Court.	64 MB RAM or above.



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3	Section- VII Clause No 04 Page No 29	Duty Cycle-Minimum 8000 pages per month	We also request you to kindly revise the monthly duty cycle requirement to 30,000 pages per month, ensuring that the printers can efficiently handle the high-volume and continuous workload of the Hon'ble High Court.	No change.
4	-	Toner Yield	We also request to please add the Toner yield clause which should be minimum 3000 pages.	Quote as per the tender document.
5. M/s Computer Bazar & M/s Brother International India Pvt. Ltd.				
1	7 / Specifications of Duplex LaserJet Printers with latest tank technology / 29	WARRANTY	Warranty required 5 Years. Request to change to 3 Years.	No change. Quote as per the tender document.
2	7 / Specifications of Duplex LaserJet Printers with latest tank technology / 29	COMPREHENSIVE WARRANTY	Consumables (Toner/Drum) and Periodic Parts do not cover in Warranty.	Quote as per the tender document.
3	6.6.1 / Service Hours and Preventive Maintenance / 27	Preventive Maintenance	As we offer onsite service support in warranty period whenever machine get down. Request you to remove yearly preventive maintenance.	Yes removed.
4	6.6.1 / Service Hours and Preventive Maintenance / 27	Service window for the Laser Jet Printers and accessories would be 24x07x365	Please change service hour with day working Hours, because as per holiday norms- Sunday, National holiday and public holiday is non-working days for employees.	Yes changed to day working hours.
5	7 / Specifications of Duplex LaserJet Printers with latest tank technology / 29	Specifications of Duplex LaserJet Printers with latest tank technology	In Laser only one brand given his few sku name to Laser Tank technology, Please change it to Laser or also allow to Laser technology	Quote as per the tender document. The bidder can provide better technology.
6	7 / Specifications of Duplex LaserJet Printers with latest tank technology / 29	Print and copy speed	Request to increase Print speed to 34 PPM	Quote as per the tender document.
7	7 / Specifications of Duplex LaserJet Printers	Resolution	300 x 300 dpi is very less, please increase resolution DPI to 1200 X 1200	The machine is to be used for home segment and not



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	with latest tank technology / 29			commercial use.
8	7 / Specifications of Duplex LaserJet Printers with latest tank technology / 29	Memory 64 MB RAM	64 MB is very low. Please increase memory to 256 MB	64 MB RAM or above.
9	7 / Specifications of Duplex LaserJet Printers with latest tank technology / 29	duty cycle Minimum 8000 pages per month	8000 Pages monthly duty cycle is very less, please increase to 35000 Pages Monthly duty Cycle	Quote as per the tender document.
10	7 / Specifications of Duplex LaserJet Printers with latest tank technology / 29	Cartridge Yield	Cartridge yield not mentioned in Specification. Request you to mention minimum inbox yield of Cartridge 2600- 3000 Pages	Quote as per the tender document.
11	Section - VIII / Part B / 30	Cost of Printing / copy per image A4 / Legal size (single side)	As some brand may provide less cost for Cartridge but their Yield could be also less. So please ask a clear declaration from every OEM to ensure the printer's consumables actual cost & yield. If it is Separate toner and drum Technology then ask Toner and Drum both cost and yield separately, Yield accordance with ISO/IEC 19752	Yes accepted.
12	Section - VIII / Part B / 30	Cost of Printing / copy per image A4 / Legal size (single side)	Few OEM provide starter toner with the machine. Output of toner supplied with Machine – There should be declaration for toner yield shipped along with printer inbox.	Yes accepted.
13	Section - VIII / Part B / 30	Cost of Printing / copy per image A4 / Legal size (single side)	Demonstration of product – Every OEM /bidder printer's demonstration should be arranged before finalizing the order to check product performance, specifications running cost of the machine etc.	Shall be decided by the committee.
14	Section - VIII / Part B / 30	Cost of Printing / copy per image A4 / Legal size (single side)	To declare per page printing cost with original toner – brother printers is providing a wide range of products with aggressive	Yes accepted.



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			hardware prices & low running cost i.e., 54 paisa(approx.) per page Yield accordance with ISO/IEC 19752, so there should be a clear declaration from every OEM to ensure the printer's consumables actual cost & yield separately for Toner and Drum.	
6. M/s VSN International Pvt. Ltd.				
1	Section – VII Technical specification Page No.29	Specifications of Duplex LaserJet Printers with latest tank technology	<u>Request for change:-</u> We would request to amend the clause to "SPECIFICATIONS of Duplex LaserJet Printers with Laser Technology or Laser Technology with Composite Cartridge" <u>Justification:-</u> Laser Tank belongs to a specific brand and is not a universally available laser printing technology. Keeping this specification limits the participation to one OEM, restricting fair competition. Standard Laser Technology and Laser Technology with Composite Cartridge are widely available, meet the same functional requirements, and ensure broader bidder participation as per procurement norms of fairness and non-restrictiveness.	Quote as per the tender document.
2	Section – VII Technical specification, Point No.02, Page No.29	Print and copy: 22 ppm or better	We would request to amend the clause to "Print and copy: 25 ppm or better" <u>Justification:-</u> Higher print speed of 25 ppm will directly improve operational efficiency and reduce queue time. This minor enhancement ensures faster document processing and aligns with modern LaserJet standards with no major cost impact.	Quote as per the tender document.
3	Section – VII Technical specification, Point No.03,	Resolution: 300 x 300 dpi and above	We would request to amend the clause to "Resolution: 600 x 600 dpi and above" <u>Justification:-</u> Increasing to 600 dpi ensures professional-grade	Quote as per the tender document.



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	Page No.29		output, better legibility, and compliance with modern printing expectations. Also, this also avoids quality issues in long-term record-keeping.	
4	Section – VII Technical specification, Point No.04, Page No.29	Memory: 64 MB RAM	We would request to amend the clause to " Memory: 256 MB RAM or more " Justification:- Considering the courts printing work-load 64MB RAM is considered to be an insufficient memory for printing of office workload, the spooling of prints will take time resulting in increased 1st print out time (FPO) hence we request to change the same to Min. 256MB or more	64 MB RAM or above.
5	Section – VII Technical specification, Point No.05, Page No.29	duty cycle: Minimum 8000 pages per month	We would request to amend the clause to " duty cycle:Minimum 15000 pages per month " Justification:- 8000-page duty cycle may cause frequent maintenance issues, downtime, or premature wear and tear. A minimum 15000-page duty cycle ensures that the printer can reliably sustain heavy usage, reduces maintenance frequency, and improves overall device life and performance.	Quote as per the tender document.

All above specifications mentioned above, should be read as equivalent or better / higher side. The vendor may quote equivalent or better / higher specifications and please mention the same in compliance column of compliance sheet. In finalization of specifications' the decision of the High Court of Madhya Pradesh, Jabalpur will be final and binding on all.

Note:-

1. The High Court of Madhya Pradesh shall have full rights to accept or reject any bid, without assigning any reason thereof.
2. The above clarifications / addendum are for all the prospective bidders' for their tender reference.
3. All future correspondence/ clarifications/ addendum/ corrigendum shall be available on the website of the High Court of Madhya Pradesh i.e.



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www.mphc.gov.in and Government e-Procurement portal
www.mptenders.gov.in.

4. All the pages of the bids and Annexure's are to be sealed and signed by the authorized officers of the company / vendor.
5. All prospective bidders are requested to submit the bid with all relevant documents in sequenced manner, without fail.
6. In case of further query /clarification, please visit at High Court of Madhya Pradesh, Jabalpur.
7. On introduction of new levy / taxes / duties the rate / price of items shall be changed in same proportionate.
8. The total price of commercial bid inclusive of all taxes & expenses for 05 (Five) years on-site maintenance & support 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 in to consideration for finalization of bids.
9. **Tender to be submitted along with all requisite documents. If any of the required documents are not found along with the bid, then the same shall be summarily rejected.**

Sd/-
REGISTRAR GENERAL