



HIGH COURT OF MADHYA PRADESH

PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2025/618

Jabalpur, Dated: 07/04/2025

// CLARIFICATION //

Sub:- Publication of clarification /reply of Pre-Bid meeting dated: 03rd April, 2025 regarding tender for Comprehensive Annual Maintenance Contract of the Computer Hardware items and other IT Peripherals installed at the High Court of Madhya Pradesh and District Courts in the State of Madhya Pradesh with reference to tender no. Reg(IT)(SA)/2025/489, Dated: 20.03.2025.

Ref: - Pre-Bid Meeting dated: 03rd April, 2025 and tender no. Reg(IT)(SA)/2025/489, Dated: 20.03.2025.

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:-

Que ry 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 VCARE InfoTech Solutions & Services Pvt. Ltd.				
1	5.8 Page 27	The maintenance contract also includes removal of virus, software patch updating, HDD crash recovery, system administration, network administration, software support /troubleshooting and Network maintenance & management in order to keep the computer system fully operational	Is there any antivirus Software available for removal of virus or Contractor has to provide the same? Which level HDD crash recovery is required? Additionally, please mention if there is any data loss, it will be solely responsibility of the user.	1. Antivirus Software shall be provided by the High Court for the computer systems. 2. Low level HDD recovery.
2	5.11 Page 28	Three of the resident engineers shall stay at the High Court of Madhya Pradesh, Jabalpur and two	Is this the additional requirement? Apart from the Manpower requirement of 14 which is mentioned in Section	No; Quote as per tender the document.



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		each resident at its Bench at Indore and Gwalior.	D page No 39.	
3	5.14 Page 30	The parts /components /sub-assemblies used for repair/ replacement by the contractor will be of the same /equivalent or higher make and functional capability as originally available in the systems. Except consumables like cartridges ribbons, laser printer's toner, CDs, the contractor will arrange all other parts /components /sub-assemblies including fuser assembly of laser jet printers free of cost for maintaining the system in perfect working condition	Please include USB cable, Ethernet cable, Power cords, Keyboard and mouse as consumable	USB cables, Ethernet cables, Power cords are included as consumable items. Rest as per the tender document.
4	6.12 Page 34	The contractor must provide and install its own web-based complaint handling system for lodging and maintaining of computer hardware of the High Court and District Courts.	If there is existing complaint handling system, can we use that?	We can share the same, but the contractor has its own web based system as per the tender document.
5	10 Page 38	In the installed printers of High Court and District & Tehsil Courts are used only original cartridges. No Refilling / compatible tonners / cartridges used by the users. Refilling is prohibited of toners /cartridges & not recommended by OEM.	As tonners / cartridges are consumable So it is the responsibility of High court to provide the same. Please advise.	Yes.



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6	14 Page 41	List of clients with name, complete address and contact person with telephone number where the company is currently maintaining or maintained more than 100 computers on LAN at single location and executed annual maintenance of more than 2000 IT equipment's in a single work order as per the Performa. Copies of Five such work orders and contract executed accordingly or any other documentary evidence from Govt. Departments /Public Sector Undertakings / reputed Private Organizations to be enclosed.	<p>Need clarification on 05 work order? As this requirement is contradictory to the PQ clause of 80% single valued order, 70% two orders and so on. We can fulfil the requirement in single work order. Please Advice if we can use the same.</p> <p>Also, we are an MSME company so please let us know if we can get any relaxations here.</p>	Quote as per the tender document.
2. M/s Spring World Enterprises				
1	Page No. – 38 Point No. 8	The bidder shall not be blacklisted on account of unsatisfactory services / poor performance during last three years.	Request you to please increase up to 5 Years as you asked for 5 years' experience.	Quote as per the tender document.
2	Page No. - 35	Lexmark B2236dw Service Support.	There is unavailability of spares in market. Hence request you to please allow us to support on best efforts only. Request you to please approve for remove those hardware's from AMC if parts not available in market.	Yes; allowed but full efforts are to be made by the vendor for service support for this particular item.



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3	Page No. - 19 Point No. 3.2.1	The Successful Bidder will be required to furnish performance guarantee in the form of unconditional Bank Guarantee 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 Work Order.	Request you to please provide reduce the Period from 60 months to contract period. Because RFP is for only 2 Years.	PBG valid for the period of one year from the date of contract in place of 60 months / 05 years.
4	NA	Call login software	As discussed in Prebid meeting that High Court need Software for call login with 13 User ID. Request you to please add in your RFP so that we can arrange and quote accordingly	The price of the call logging software to be included in the existing BOQ / Financial Sheet.
5	NA	Serial Numbers of all hardware	Request you to please provide Assets serial numbers so that we can ask support from OEM.	It shall be provided during the execution of contract.
6	NA	Hardware Physical Asset Verification	Request you to please provide time after release PO for Physical Asset verification at all courts so that we can support from day first and provide satisfactory services	45 days.
7	NA	Old pending Calls of current vendor	Please confirm about old pending calls of current vendor after allotment of PO to new vendor	Pending calls shall be closed by the existing vendor.
8	NA	Engineer's minimum wages	Request you to please mentioned minimum wages of RE.	Quote as per the tender document.



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3. M/s Armtech Computer Services Pvt. Ltd.				
1	Page No. 19 Clause No. 3.2.1	PBG Duration is 60 Months	PBG for 24 Months.	12 Months.
2	Page No. 27 Clause No. 5.8	Antivirus & OS Support	License to be provided by MPHIC.	Yes.
3	Page No. 35, 36 Clause No. 12,8	Lexmark Printer having frequent failure issue	Need Relaxation on SLA - will be repaired on best effort basis.	Yes.
4	Page No. 41 Clause No. 15	MAF/Authorization for All Assets not to be asked	Only OEM Partnership certificate/letter for Servers to submit - No MAF.	No MAF is required. The vendor should be capable to solve the issues as per the tender document. In case of servers the OEM partner / support is required.
5	Page No. 35, 36	Assets Details - Serial No.	Serial Number of All Assets Required to log and track the complaint.	It shall be provided at the commencement (as far as possible) of the contract in co-ordination with IT Wing.
6	Page No. 35, 36	Assets Details	Pre-AMC Failure & Physical Damaged to repaired on paid services basis.	Yes.
4. M/s HTIS Telecom Pvt. Ltd.				
1	Page No. 22 Section / Clause No. 4.2 - 4.2.1, 4.2.2	Hardware inventory	The complete Inventory with make, model & serial no (95 %) because 5 % adjustable only, because my software (Incident Management & Inventory Management) totally depend on inventory.	Ok.
2	Section – VII	(D) Manpower	After 14 manpower (additional) how is responsible for pay, I think 3 manpower are	No change. Quote as per the tender document.



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			more required for other side. This is request for add manpower.	
3	-	-	Kindly Absolute Lexmark Printer. Kindly escalate matter dot matrix printer not support by OEM properly.	The support for Lexmark printers to be done on best effort basis. No Dot Matrix Printer is under AMC.

APPROXIMATE UPDATED LIST OF COMPUTER HARDWARE ITEMS / ARTICLES & OTHER IT PERIPHERALS

LIST – “A”

High Court of Madhya Pradesh, Jabalpur and its Bench at Indore & Gwalior including Madhya Pradesh State Judicial Academy, Jabalpur.

S. N.	Name of Hardware items	Configuration / Details of the Hardware	Approximate Numbers of Items	Rate per item	Taxes per item	Total rate per Hardware item	Total Amount (inclusive of all taxes and duties)
A	B	C	D	E	F	G= E+F	H=DXG
1	Server	Dell Power Edge R730/R530 /R720	6				
2	Server	HP ProLiant DL380	7				
3	Server	Dell Power Edge T420	4				
4	Server (MPSDC Bhopal)	ProLiant DL560Gen9	2				
5	Server (MPSDC Bhopal)	ProLiant DL560Gen10	2				
6	Desktop Computers	Dell Vostro 3470SFF	80				
7	All-in-One-Computers	Optiplex 7470 AIO	4				
8	All-in-One-Computers	Lenovo Thinkcenter M820Z	133				
9	Laser Printers	Canon LBP151dw	21				
10	Laser Printers	Laserjet Pro M202dw	180				



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11	Scanner (hi-speed)	Epson DS-770	21				
12	Scanner	Scan Jet Pro 4500 FN1	2				
13	All-in-One-Computers	OptiPlex 5250 All-in-One	10				
14	Desktop Computers	Lenovo V520s SFF	200				
15	Desktop Computers	Desktop Computers	100				
16	Desktop Computers	Dell Vostro 3250	25				
17	Laser Jet Printers	Canon imageCLASS LBP6230dn	30				
18	Scanner	Kodak 1180	6				
19	Printer	HP Officejet Color Printer 8600 /8610 /8800 /8710	5				
		Total Price (A)					

(A) Total price in Rupees (in words) _____

LIST – “B”

District Courts and Family Courts in the State of Madhya Pradesh.

S. No	Name of Hardware Items	Configuration / details of the hardware items	Approximate Numbers of Items	Rate per Hardware item	Taxes Per item	Total Amount (inclusive of all taxes and duties)
A	B	C	D	E	F	G= D X (E+F)
1	Server	Dell Power Edge R730/R530/R720	72			
2	Server	HP ProLiant DL380	35			
3	Desktop Computers	Dell Vostro 3470SFF	411			
4	All-in-One-Computers	OptiPlex 5260 All-in-One	261			
5	All-in-One-Computers	Lenovo Thinkcenter M820Z	758			
6	Laser Printers	HP M202dw	240			
7	Laser Printers	HP Pro MFP M226dw	43			



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8	Laser Printers	Lexmark B2236dw	80			
9	Laser Printers	Canon LBP151dw	307			
10	Scanner (hi-speed)	Epson DS-770	35			
11	LCD Display projector	Projector Panasonic PT-LB353	50			
Total Price (B)						

(B) Total price in Indian Rupees _____

LIST – “C”

Tehsil Courts in the State of Madhya Pradesh.

S. No	Name of Hardware Items	Configuration / details of the hardware items	Approximate Numbers of Items	Rate per Hardware item	Taxes Per item	Total Amount (inclusive of all taxes and duties)
A	B	C	D	E	F	G= D X (E+F)
1	Server	Dell Power Edge R730/R530/R720	3			
2	Server	HPE ML 110 Gen10 Server	116			
3	Server	HP ProLiant DL380	24			
4	Server	Lenovo Think Server RS160	3			
5	Desktop Computers	Dell Vostro 3470SFF	474			
6	All-in-One-Computers	OptiPlex 5260 All-in-One	208			
7	All-in-One-Computers	Lenovo Thinkcenter M820Z	499			
8	Laser Printers	HP Pro MFP M226dw	26			
9	Laser Printers	Lexmark B2236dw	8			
10	Laser Printers	Canon LBP151dw	787			
11	Scanner (hi-speed)	Epson DS-770	36			
12	LCD Display Projector	Projector Panasonic PT-LB353	136			
Total Price (C)						

(C) Total price in Indian Rupees _____



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Note:-

1. The vendor has to maintain adequate spare parts at every District Headquarter for timely completion of pending calls as per SLA.
2. **Kindly coordinate with IT cell of the High Court for getting serial number of devices (i.e., Servers, Desktop / laptop Computers, Printers & other related IT articles).**
3. The High Court of Madhya Pradesh shall have full rights to accept or reject any bid, without assigning any reason thereof.
4. The above clarifications / addendum are for all the prospective bidders' for their tender reference.
5. 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.
6. All the pages of the bids and Annexure's are to be sealed and signed by the authorized officers of the company / vendor.
7. All prospective bidders are requested to submit the bid with all relevant documents in sequenced manner, without fail.
8. The decision of the High Court in selection/ finalization of Firm/Vendor shall be final and no objection in this regard shall be entertained.
9. Credentials of the deputed manpower by the vendor at the High Court and District Courts to be verified.
10. In case of further query /clarification, please visit at High Court of Madhya Pradesh, Jabalpur.

**Sd/-
REGISTRAR GENERAL**