



# **HIGH COURT OF MADHYA PRADESH**

**PRINCIPAL SEAT – JABALPUR**

**No. Reg(IT)(SA)/2020/848 Jabalpur, Dated:-02-07-2020**

## **// CLARIFICATION //**

**Subject:-** The matter regarding to publish the clarification / reply of Pre-Bid meeting dated: 15<sup>th</sup> June, 2020 regarding the tender for Comprehensive Annual Maintenance Contract of Video Conferencing Equipments and peripherals installed at the High Court of Madhya Pradesh and Subordinate Courts in the State of Madhya Pradesh with reference to tender no. Reg(IT)(SA)/2020/716, Dated:23.05.2020.

**Ref: -** Pre-Bid Meeting dated: 15<sup>th</sup> June, 2020.

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

<b>Qu ery No.</b>	<b>RFP Refer ence (Secti on No. /Page No.)</b>	<b>Pa ge No .</b>	<b>Content of RFP Requiring Clarification</b>	<b>Query of the bidder / remarks of the bidder</b>	<b>Reply / clarificati on to the query /remarks by the High Court</b>
1.	-----	---	-----	We are in receipt of open tender for "Comprehensive Annual Maintenance Contract of the Video Conferencing equipments & peripherals installed at the High Court of Madhya Pradesh and Subordinate Courts in the State of Madhya Pradesh" Tender # Reg(IT)(SA)/2020/716 Dated: 23-05-2020, due for submission on 08/07/2020. Pls provide list of updated serial numbers of all Polycom equipments mentioned in the scope at the earliest.	Serial number attached.
2.	Section -1	4	Last date and time for submission of 08th July, 2020 before 06:00 PM	Due to Covid 19 there is lockdown and offices are closed so Last date to be extended as government allows private office to work So Request you to extend Last day for 15 more days.	Date has been extended by two weeks.
3.	2.8 Bid Validity:-	Page 7 of 41	"The bids shall remain valid for the period of 150 days from the "last date of	THIS DEPEND ON OEM - POLYCOM AUTHORIZSIATION LETTER	No change.



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			submission of the tender document.		
4.	3.3 PAYMENT TERM S:-	Page 16 of 41	Payments will be made in Indian Rupees only. The bills on quarterly basis are to be submitted by the contractor to the High Court of Madhya Pradesh for release of PAYMENT.	AS POLYCOM AMC ARE BACK TO BACK WITH OEM SO REQUEST YOU TO MAKE PAYMENT 100% OR 50%	No change.
5.	4.3	Page 20 of 41	CONSIGNEE AND SECURITY OF MATERIAL:- Security of all material at the site where the work is in progress shall be the contractor's responsibility and he shall arrange to guard the same from theft/pilferage/vandalism. In the event of any loss the contractor shall be responsible for the same. Any stores lost, prior to formally taking over by the Employer, shall be made good by the contractor at no cost to the Employer.	PLS CHANGE THIS POINT VENDOR CANNOT TAKE SECURITY OF MATERIAL NOR APPOINT GUARD ,HIGH COURT HAS TO TAKE OWNERSHIP	No change
6.	4.4 4.4.3	Page 20 of	4.4 Other terms and conditions:- Payment of contractual	PLS DEFINE	The performance of the vendor to be



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		41	value, in appropriate proportion, shall be released every quarter (3 months) based on the performance and services of the contracting firm.		satisfactor y at the location where video conferencing equipmen t are installed/ working.
7.	4.4.5	--	In case of pecuniary loss suffered by any of the users/beneficiaries of the High Court of Madhya Pradesh and Subordinate Courts and attributed to the Contractor, the Registrar General, High Court of Madhya Pradesh will have the right to forfeit the Security Deposit and in case the Security Deposit falls short to match the pecuniary loss being insufficient, such balance will be recovered from	PLS NOTE VEDNOR IS NOT LAIBLE FOR PECUNIARY LOSS TO CUSTOMER  PLS REMOVE THIS POINT	No change.



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			the payments due to the Contractor.		
8.	4.4.14	Pa ge 22 of 41	The Registrar General, High Court of Madhya Pradesh  reserves right to increase or decrease the number of Video  Conferencing equipments & other peripherals at its  discretion under the maintenance contract	NOTE POSSIBLE AS VC /MCU ARE BACK TO BACK WITH OEM	No change.
9.	4.4.16	Pa ge 22 of 41	The Registrar General High Court of Madhya Pradesh,  Jabalpur reserves the right to review the performance  whenever so desires, and also to terminate the contract at  any point of time during the tenure of the contract in case  the performance	NOTICE TO BE GIVEN IN WRITTEN 30 -45 DAYS BEFORE	The contract shall be terminate d by giving 30 days notice time.



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			and the service rendered by the  contracting firm is found to be unsatisfactory. The decision  of the Registrar General shall be binding on the Contractor.  Contract can also be terminated at any point of time if the above mentioned work is no more required.		
10.	4.4.17	Page 23 of 41	The Registrar General, High Court of Madhya Pradesh, Jabalpur reserves the right to vary, amend or alter any  terms and conditions of the tender document at the time of  execution of the Maintenance Contract	NOT POSSIBLE PLS GIVE DETAILS BEFORE START OF THIS TENDER OR AMC	No change
11.	5.3	Page 24 of 41	It must be noted that number of Video Conferencing equipments &	NOTE : BOQ OR LIST OF EQUIPMENTS ALONG WITH SR.NO ARE REQUIRED AND CANNOT BE CHANGED  AS THERE IS B2B AMC WITH	No change



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			accessories items and other peripherals may  increase or decrease at the sole discretion of the High Court of Madhya Pradesh, Jabalpur. In that case, payment will increase/decrease proportionately.	OEM AND PAYMENT HAS TO BE MADE 100% ADVANCE TO POYCOM	
12.	5.4	Page 24 of 41	Any other work of similar nature assigned by the Registrar  General, High Court of Madhya Pradesh, Jabalpur.	PLS CALRIFY NATURE OF WORK /SCOPE OF WORK BEFORE CONTRACT START	Yes the scope of the work shall be decided before the start of contract.
13.	5.7	Page 24 of 41	The maintenance contract will include necessary repairs to the installed Video Conferencing equipments & peripherals and replacement of defective/damaged parts, components and other accessories	AMC INCLUDES REPAIR OF FAULTY PARTS /NOT WORKING ,PLS NOTE DAMAGED PARTS ARE NOT COVERED IN AMC BY ANY COMPANY /OEM  NON WORKING PARTS WILL BE COVERED IN AMC ,ALL WORKING MACHINES WILL BE TAKEN  UNDER AMC ,CUSTOMER HAS TO GIVE ACCESSS OF ALL VC /MCU TO CHECK HEALTH OF VC PRDCTS .CABLES /CONSUMABLES LIKE GLASS PARTS ,REMOTE BATTRIES ,CABLES etc	Yes only those equipments shall be brought under the contract which is in working condition and not damaged. The equipment which are physically damage or brunt



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			free of cost.	<p>LED /LCD /TFT PANEL ARE NOT COVERED IN AMC</p> <p>The defects caused due to misuse of the equipment, improper power supply or any other calamities etc will not be covered.</p> <p>The contract doesn't cover systems damaged by being operated with unapproved consumable items, software, accessories or damaged by electromagnetic or electrostatic interference or power disturbances etc</p>	shall not be covered under the maintenance contract.
14.	3.6.2	Page 17 of 41	Termination on account of Force Majeure: Either party shall have the right to terminate the Contract on account of Force Majeure.	<p>No liability shall devolve on Contractor for failure to render services on the scheduled time due to acts of God (Earthquake, Floods, Fire etc.), War, Strikes etc. Contractor shall also not be liable for loss/damage arising out of fire, electric short circuit, voltage fluctuations, improper or no earthing, lightning, thundering, accidental handling, water, damage caused due to rodents, pests and natural calamities.</p> <p>ALL PICS OF SR.NO AND REMOTE ACCESS TO SYSTEM TO BE GIVEN FOR CHECKING HEALTH OF VC</p>	Yes changed, but in this regard the decision of the High Court shall be final.
15.	5.9	Page 24 of 41	The contractor to look after all types of problems which are faced by the end-users of the High Court and	<p>PLS CARIFY ,NETWOK /SERVICE PROVIDER WORK IS NOT IN VENDORS SCOPE</p>	The contractor has to look after all equipment and peripheral devices covered



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			Subordinate Courts for use of VC system.		under maintena nce contract. The network shall be look after by the technical team of the High Court and District Courts.
16.	5.2	Pa ge 25 of 41	INSTALLATION PRACTICE AND METHOD OF WORK:-	THIS IS NOT INSTALLATION WORK THIS IS AMC SO THIS POINT IS NOT APPLICABLE  IF REINSTALLATION IS REQUIRED SAME WILL BE CHARGED EXTRA AT ACTUAL AT THAT TIME	No change.
17.	5.3	Pa ge 25 of 41	5.3 SERVICE LEVEL REQUIREMEN TS – SLA:-	5.3.1 Service Hours:- SERVICE WINDOW SHOULD BE CHANGED TO 8X5 ( 10AM TO 5 PM )	The service hour has been changed to 09:00 A.M. to 06:00 P.M. on all working days.
18.	5.3.2	Pa ge 25 of 41	5.3.2 Scheduled Downtime:-	THIS AMC IS B2B WITH OEM AND REPALCEMENT IS AVAIALBE FROM OEM AFTER RMA  SO THIS HAS TO BE REMOVED AND IT SHOULD BE DEPEND ON POLYCOM /OEM  Penalties: TIME FRAME TO BE REWORK AS PER OEM	No change.





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19.	6.2	Page 28 of 41	6. Duties and responsibilities: - 6.2 Protection of equipments & maintaining the system in perfect working condition	PROTECTION OF EQUIPMENT IS NOT VENDORS SCOPE	It means that while maintenance of the system, proper protection of the equipments is to be maintained by the vendor.
20.	6.3	Page 28 of 41	To attend the complaints without fail within the shortest possible time and to solve the complaints immediately, in no case shall exceed 24 Hour down time.	TRAVEL TIME TO BE CONSIDER AND CHANGE THIS POINT	72 hours.
21.	6.5	Page 28 of 41	To replace all such parts which are damaged / malfunctioned and which cannot be repair to keep the Video Conferencing equipments & peripherals in perfect working condition	DAMAGE IS NOT COVERED IN AMC AND SAME WILL BE CHARGED EXTRA AT ACTUAL AT THAT TIME	No change.
22.	6.8	Page 28 of 41	The contractor shall ensure availability of all IT services in the High Court and	OEM /POLYCOM CAN TAKE REMOTE ACCESS OF VC /MCU AT ANY TIME IF REQUIRED	Yes change.



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			Subordinate Courts.						
23.	6.9	Page 28 of 41	The contractor shall be responsible for installation and configuration of software like open office, firebox etc.	THIS AMC IS FOR VC /MCU AND NOT IT SERVICES	The vendor has to manage/provide IT services /maintenance which is required for 100% functioning of video conferencing equipment/ system.				
24.	6.13	Page 28 of 41	All other duties and responsibility as assigned by the High Court and Subordinate Courts on time to time basis to the contractor.	PLS GIVE DETAILS IN ADVANCE TO AVOID FURTHER JOB RESPONSIBILITIES	No change.				
25.	--	--	---	<p>This is regarding the EOL (end of Life) of below item in the list no.10 in Section-VII.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Confere ncing recordin g unit and video streami ng server</td> <td style="width: 15%;">RSS4 000</td> <td style="width: 5%;">1</td> <td style="width: 50%;">C825M0B06 L20251</td> </tr> </table> <p>The above item unit is EOL and taken over by HARMAN and need to be replaced by Harman recording solution. We request you to please confirm that the above device will arrange by you or we will add the cost in our tender.</p>	Confere ncing recordin g unit and video streami ng server	RSS4 000	1	C825M0B06 L20251	The vendor has to arrange the device, if required and the cost of the same is to be quoted in the tender document
Confere ncing recordin g unit and video streami ng server	RSS4 000	1	C825M0B06 L20251						



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26.	--	--	--	<p>With Reference to your Tender, Ref No. Reg(IT)(SA)/2020/716 dated on 23-05-2020, we need some clarification on the same.</p> <p>We are a Young and Vibrant Startup commencement on 25/07/2018.</p> <p>Our Expertise is in Video Conferencing, Video Wall Solutions, IP Telephony, PBX Solutions, etc.</p> <p>We have a Experienced Team of Engineers to deploy various solutions according to the Clients Requirement.</p> <p>In the tender, you had mentioned Turnover and number of years (Experience), if you could add Start Up India and MSME in the same, it would be really helpful.</p> <p>As GOI also, regularly promotes Start Up India and MSME Firms.</p> <p>We are a Certified Firm from Start Up India and we do have the MSME Certificate.</p>	No change.
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**Note:-**

1. All the pages of the bids and Annexure's are to be sealed and signed by the authorized officers of the company / vendor.
2. The Registrar General, High Court of Madhya Pradesh has full rights to accept or reject any bid, without assigning any reason.
3. All Prospective bidders are requested to submit the bid with all relevant documents and product brochures / catalogues in sequenced manner.
4. The above clarifications / addendum are for all the prospective bidders' for tender reference and necessary action.



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5. On introduction of new levy / taxes / duties the rate / price of items shall be change in same proportionate.
6. The online tender submission date be extended to 27<sup>th</sup> July, 2020 before 06:00 P.M.; hardcopy submission is to be made up to 28<sup>th</sup> July, 2020 before 05:00 P.M. and technical bid of the tender shall be opened on 29<sup>th</sup> July, 2020 at 11:00 A.M.

**Sd/-**

**REGISTRAR GENERAL**



13	Datia	1	8212190F1954CN			1	111PMHW04948 1								
14	Dewas	1	8212190F156BCN					1	205KCRN8Y278						
15	Dhar	1	8212510FC71BCN					1	206PLWR014641						
16	Dindori	1	821314403A0BCN			1	110PMWU04125 7								
17	Khandwa	1	8212190F199FCN	1	821221048283C5					1	205KCHE8Y329				
18	Guna	1	8212190F1964CN	1	821208044C9C5			1	206PLUH019614						
19	Gwalior	1	8212190F18B8CN	1	8212210484F0C5					1	205KCAS8Y272	1	8500 6437 20	1	JBL Control 23 U1111 19897 B
20	Harda	1	8212200F1A6CCN			1	110PMVP041551								
21	Hoshangabad	1	8212060EDB5BNC	1	821221048283C5					1	205KCZP8Y309				
22	Indore	1	8212190F197ECN	1	8222104848					1	205KCRN8Y278	1	8500 6438 83	1	u-111- 119895 -B
23	Jabalpur	1	8212200F1A59CN	1	82122104845CC5					1	205KCLH61232	1	8500 6437 44	1	U-111- 119898 -B
24	Jhabua	1	8212200F1A01CN			1	110PMXY041354								
25	Katni	1	8212190F199FCN (S/N			1	110PMZR041605								

			0F1997)											
26	Mandla	1	821344412A81PN			1	110PMJQ041332							
27	Mandsaur	1	8212510FC778CN					1	206PLFJ014691					
28	Morena	1	<b>8210190C931DCN</b>	1	8212210484D9C5					1	<b>205KCRN8Y302</b>			
29	Narsinghpur	1	<b>8212100f09b8pn</b>			1	<b>909PLYZ00081DIN (LG LK-5260-PTA 43" LED TV - Replaced on 11/02/2020)</b>							
30	Neemuch	1	8212200F1A67CN			1								
31	Panna	1	8221200F1A17CN			1	110PMQG041604							
32	Raisen	1	8212190F17C5CN			1	111PMMC049563							
33	Rajgarh	1	8212200F1A51CN			1	111PMYH049410							
34	Ratlam	1	<b>8209260BD447CN</b>					1	<b>707PLLQ150832 Model 49LJ523T-TB</b>					
35	Rewa	1	8212190F1978CN	1	8212210484EFC5					1	205KCDG8Y266			
36	Sagar	1	8210280CB6A8PN	1	82122204870DC5					1	205KCPY8Y304	1	8500 6438 02	1 U-111- 119896 -B
37	Satna	1	8212200F1A39CN					1	206PLAG014616					
38	Sehore	1	8212080EDF01CN					1	205PLKW026173					

39	Seoni	1	8212190F1746CN			1	110PMPF041504								
40	Shahdol	1	<b>8212190F1903CN</b>			1	<b>111PMTL049417</b>								
41	Shajapur	1	8212190F1902CN			1	111PMRX049574								
42	Sheopur	1				1	110PMKT041181								
43	Shivpuri	1	<b>8212190F1588CN</b>					1	<b>206PLLQ14658</b>						
44	Sidhi	1	8210280CB69DPN			1	110PMJQ041260								
45	Singrauli (Waidhan)	1	8211130DDDADCN			1	15909710171002 TRGLJL(old TV Replaced dated 09-04-2018)								
46	Tikamgarh	1	8212200F1A26CN			1	111PMGJ049439								
47	Ujjain	1	8211450E79A5CN	1	8212180469B9C5					1	205KCTB8Y193 MODEL- (55LM6700-TA)	1	NA	1	NA
48	Umaria	1	8211280E2A83PN			1	110PMND041183								
49	Vidisha	1	8212190F17AECN and 97441992	1	821221048391C5			1	206PLYC014647						
50	Mandleshwar	1	8213144039D0CN			1	110PMPF041216								
	<b>Total</b>	<b>50</b>		<b>12</b>		<b>30</b>		<b>10</b>		<b>10</b>		<b>6</b>		<b>6</b>	

**Note:-In above serial number there may be some minor changes depending upon site condition.**



**High Court and Madhya Pradesh Jabalpur**

S. No.	High Court and MPSJA	HD single End point 10 x camera	Serial No.	Multi Directional Desk Micro Phone	Serial No.	LED "LG" 42 "	Serial No.	LED "LG" 46 "	Serial No.	LED "LG"5 5"	Serial No.	Amplifier	Serial No.	FOH Speaker	Serial No.
1	JABALPUR HC	NA		NA						NA		NA		NA	
2	GWALIOR HC	NA		NA						NA		NA		NA	
3	INDORE HC	NA		NA						NA		NA		NA	
4	MPSJA	4	8212290F4914 CN, 8212190F18FD CN, 8211080D8D74 CN, 8212190F1965 CN	3	82122204871 AC5, 821221048449 C5, 8212220486D DC5	4	504PLZU044 805, 504PLDX044 810, 504PLFJ0448 19, 504PLWR044 817			4	205KCBDBY301,205KCFT8Y275, 205KCTB8Y265, 205KCGW61231	3	8500643695,8500643731, 8500643800	3	u-109-11792 3-B,u-111-11989 3-B,U-111-11989 4-B
	TOTAL	4		3		0		0		3		3		3	

**Note:-In above serial number there may be some minor changes depending upon site condition.**

Additional Serial Number

S.No.	Name of Hardware items	Quantity	Serial number	Location
1.	Bridge MCU 1080p – RMX 4000 IP only 60HD 1080p / 120HD720p/240 SD/360CIF resource configured & licensed system equipped with four (4) MPMx-D Media Processing Modules <b>Make and Model Polycom RMX 4000</b>	1	VR4120427652	High Court Jabalpur
2.	Conference recording unit and Video Streaming Server <b>RSS 4000</b>	1	C825M0V37L20031	High Court Jabalpur