

HIGH COURT OF MADHYA PRADESH: JABALPUR

// CLARIFICATION //

No. Reg(IT)(SA)/2021/547

Jabalpur, Dated: 06-04-2021

Sub:- The matter regarding to publish the clarification / reply of pre-bid meeting dated: 22nd March, 2021 regarding the tender for the Supply, Installation, Commissioning, Maintenance of Laptop Computers for Judges of District Judiciary in the State of Madhya Pradesh with reference to tender no. Reg(IT)(SA)/2021/372, dated: 08-03-2021.

Ref: - Pre-Bid Meeting dated: 22nd March, 2021.

Reply / clarification to the pre-bid queries

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	Page - 4, Section 1	EMD- Rs. 20 Lakh	Request you to reduce EMD Cost Rs. 5 Lakh	No change
2	Page-8, Section 2.8- Bid validity	The bids shall remain valid for the period of 180 days from the date of last submission.	Request to make validity 120 days	No change
3	Page-11, Section 2.15.1- Eligibility Pre-Qualification Criteria	Average Annual Financial turnover of the bidder during last 3 financial years, ending 31st March of previous financial year i.e. 2019-2020 should be at least Rs. 05 Crore.	Considering the complexity of the project we request to make Annual Financial Turnover of the bidder during last 3 financial years should be Rs. 50 Crore	No change
4	Page - 12, Section 2.16-Schedule of Events-Pt 3	Last date and time of submission of hardcopy of proposal (mandatory).	Request to Accept Online submission & exempt hardcopy submission	No change
5	Page-14, Section 2.19.6	The Registrar General, High Court of Madhya Pradesh, Jabalpur may award the entire contract to a single firm or to multiple firms depending upon rates available with the bid	Request to confirm before submission whether the contract will be awarded to Single or Multiple Vendor/Bidder	Single vendor
6	Page-19, Section 4.2.1-Performance	The Successful Bidder will be	Request to make it 3% of the contract value as	No change

	Guarantee	required to furnish performance guarantee in the form of unconditional Bank Guarantee issued by a Nationalized / Scheduled Bank in India equivalent to 10% of the Contract Value valid for a period of 62 months within 30 days from the date of issue of Letter of Award / acceptance	per circular from Govt. of India Office Memorandum Govt. of India, Ministry of Finance dated 12th Nov 2020. Also, request to Bang Guarantee from Scheduled Commercial Bank	
7	Page 22, Section 4.5.1.1- Payment Terms	80% of total price against delivery of the equipments at the site after submitting the duly verified delivery challan of the site / locations certified by the Office of District and Session Judge of District Courts	Request to make 90% against delivery & 10% against successful installation	No change
8	Page 22, Section 4.6- Prices	The contract price of quoted items shall be valid for the period of 01 year from the date of agreement/ contract.	Please clarify if this will be a Rate Contract or Single Purchase Order, Request to consider price validity for 90 days	Single purchase order.
9	Page 23, Section 4.8.1- Time Schedule to Complete the Contract	The successful bidder shall complete the assignment within 60 days from the date of issue of Letter of Acceptance / Letter of Intent	Request to consider supply & installation within 12 weeks	The successful bidder shall complete the assignment within 12 weeks from the date of issue of Letter of Acceptance / Letter of Intent.
10	Page 23, Section 4.8.2- Time Schedule to Complete the Contract	In case the purchase order is received directly from the District Court then the period of supply and installation will be 30 days	Request to consider supply & installation within 12 weeks	In case the purchase order is received directly from the District Court then the period of supply and installation will be 12 weeks.
11	Page-24, Section 4.9, Liquidated Damages	If the Bidder fails to deliver any or all of the equipment or to perform the services within the time period(s) as mentioned in tender document. Registrar General, High Court of Madhya Pradesh shall without prejudice to its other remedies under the contract, deduct	Request to consider a sum equivalent to the 0.5% of the undelivered hardware for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price	Yes changed to 0.5% per week on contract price up to maximum deduction of 10% of the contract price. Rest condition of LD will remain same.

		from the contract price, as liquidated damages, a sum equivalent to the 1% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price. Once the maximum is reached, Registrar General, High Court of Madhya Pradesh may consider termination of the contract.		
12	Page 34, MTTR-6.7.4-6.7.4 The various Service Level Requirements and related penalties for default are given below:-	(i) For High Severity events, Rs.1000/-. (ii) For Low Severity events, Rs.500/- Delay will be counted in steps of one hour	(i) For High Severity events, Rs.500/-. (ii) For Low Severity events, Rs.100/- Delay will be counted in steps of one day	Yes change to (i) For High Severity events, Rs. 500/-. (ii) For Low Severity events, Rs.200/- Delay will be counted in steps of one day.
13	Page 34, MTTR-6.7.4-6.7.4 The various Service Level Requirements and related penalties for default are given below:-	Penalty of 0.5 % per week or part thereof on late delivered and installed Desktop PCs at particular location will be levied to the extent of 10% of the total cost of items pertaining for that location	Please consider Penalty 0.5% to max 5% on undelivered items pertaining to Branch Location	Yes changed to 0.5% per week on contract price up to maximum deduction of 10% of the contract price. Rest condition of LD will remain same.
14	Payment Location	Payment Location not mentioned	Request to clarify the location (Centralized or District Courts) from where the payment will be made	The payment will be made by the High Court of Madhya Pradesh, Jabalpur (centralized)
15	Page No. 37 Laptop Computer	Display The screen to be non-touch with 14" to 14.9' Diagonal FHD (1920x1080) Antiglare Display and scratch resistant with Metallic Hinges.	Request you to Please remove Scratch resistant	Yes changed, Display The screen to be non-touch with 14" to 14.9' Diagonal FHD (1920x1080) Antiglare Display with Metallic Hinges.
16	Page No. 37 Laptop Computer	Webcam 5.0 MP-HD with Dual Microphone	Request you to change HD camera in place 5 MP with Dual Microphone	Webcam: HD with single Microphone
17	Page No. 37 Laptop Computer	Random Access Memory 8 GB DDR4 RAM 3200 MHz expandable up to 16 GB RAM.	Request you to change as 8 GB DDR4 RAM 3200 MHz expandable up to 64 GB RAM in place of 16GB	Yes changed, Random Access Memory 8 GB DDR4 RAM 2666 MHz or above expandable up to 32 GB RAM.

18	Page No. 37 Laptop Computer	I/O (Input/ Output) Ports Minimum three USB ports (2 x USB 3.0 & x 2.0I ,Audio/Mic Combo ,1 HDMI	I/O (Input / Output) Ports Minimum three USB ports (2x USB 3.0 or higher) , Audio/Mic Combo,1 HDMI	I/O (Input / Output) Ports Minimum three USB ports (2x USB 3.0 or higher) , Audio/Mic Combo,1 HDMI etc.
19	Page No. 37 WARRANTY	The Bidder is required to provide on-site comprehensive warranty valid for 60 months for all supplied Laptop Computers from the date of installation.	Warranty: On-site 5 year comprehensive warranty for laptop and 3 year warranty for battery	Five year comprehensive warranty on Laptop Computers & Adaptors and two years warranty on Batteries.
20	Page No. 37 Laptop Computer	New Point	Request to pl mention as Ubuntu Certificate of Laptop model is to be submit at the time of bidding only (no undertaking) by the bidder.	NA. The OEM should submit declaration that the supplied Laptop Computers will support Ubuntu Linux Operating System.
21	Page No. 23 TIME SCHEDULE TO COMPLETE THE CONTRACT	4.8.1 The successful bidder shall complete the assignment within 60 days from the date of issue of Letter of Acceptance /Letter of Intent. 4.8.2 In case the purchase order is received directly from the District Court then the period of supply and installation will be 30 days.	Request to pl change time schedule as 10 weeks to 12 weeks for both points (4.8.1 & 4.8.2)	The successful bidder shall complete the assignment within 12 weeks from the date of issue of Letter of Acceptance / Letter of Intent.
22	-	-	This is with reference to your above Tender Enquiry No. Reg(IT)(SA)/2021/372, we request you to kindly allow us to pay EMD in the Form of Bank Guarantee also and kindly reduce the EMD Amount	No change
23	-	-	I humbly request you to kindly grant EMD exemption to all those MSME registered vendors in the state.	No change
24	Specification-A	Processor: Intel Core i5 Processor with minimum 10 th generation or higher, Integrated Graphics, memory Card Reader or above.	Processor: Intel Core i5 Processor with minimum 10 th generation or higher or AMD Ryzen 5 processor , Integrated Graphics, memory Card Reader or above. Although it is mentioned at the end of the specifications, "Note: All specification to be read as equivalent or better."	Yes changed, Processor: Intel Core i5 10 th generation Processor 10210 U (6 MB Smart Cache, Base Frequency 1.60 GHz up to 4.20 GHz) Integrated Graphics OR better OR higher OR equivalent.

			Mentioning AMD Ryzen 5 processor will give a clarity to the bidder for quoting the laptop with AMD processor also. Card reader option is becoming obsolete these days and is not available in most of the mainstream notebooks. Hence we request you to make it either optional or completely remove it for a better and healthy competition.	
25	Specification-A	Webcam: 5.0 MP-HD with Dual Microphone	Webcam: 5.0 MP -HD with Dual Microphone The terminology for webcams in standard laptops is measured by the resolution that it supports which in this case is already mentioned i.e. HD. Hence we request you to remove 5.0MP as it is not available with the OEMs in the integrated webcam in laptop.	Webcam: HD with single Microphone
26	Page No. 37, TECHNICAL SPECIFICATIONS:-, SPECIFICATION – “A”, Point-5	Webcam 5.0 MP-HD with Dual Microphone	Request you to kindly modify the clause as "Webcam HD Camera with Single Microphone" Justification- No laptops comes with 5 MP Camera, as usually the laptops are used for video conferencing only and not for photography thus what matters is the quality of video. Also we suggest single microphone only as there is a big gap in pricing between dual and single microphone, also single microphone is more than sufficient for High Court usage.	Webcam: HD with single Microphone
27	Page No. 37, TECHNICAL SPECIFICATIONS:-, SPECIFICATION – “A”, Point-6	Random Access Memory 8 GB DDR4 RAM 3200 MHz expandable up to 16 GB RAM.	Request you to kindly modify the clause as "8GB DDR4 RAM 2667 MHz Non-ECC RAM expandable upto 32GB RAM" Justification- The 10th Gen Laptops supports upto 2667 Mhz only and also 10th Gen laptop doesn't provide 3200 MHz RAMs.	Yes changed, Random Access Memory 8 GB DDR4 RAM 2666 MHz or above expandable up to 32 GB RAM.
28	Page No. 37, TECHNICAL SPECIFICATIONS:-, SPECIFICATION – “A”, Point-8	Weight Preferable less than 2.5 kg	Request you to kindly modify the clause as "max weight should be 1.5 Kg" Justification- Now the laptops have become more thinner and have a very light weight thus we suggest to opt for laptops with	No change

			max 1.5 kg weight only.	
29	Page No. 11,	<p>2.15.2 (ii) Experience in Supply, Installation, commissioning, Maintenance of Laptop Computers, Servers, Desktop Computers, Printers, UPS systems during last 5 years ending last day of month previous to the month of publication of this tender (31st March, 2021), should be either of the following:-</p> <p>(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.</p>	<p>We have executed order of MP High Court for supply 1077 Desktop valued 3 Cr. in year 2018. We have executed single order of MCTE Mhow for supply of IT Hardware valued 10.20 Cr. in year 2015. We are submitting purchase order for your ready reference. We request you to kindly allow 7 years past experience instead of 5 years for supply of similar products. This will enable maximum bidders for bidding in the said tender to have healthy competition.</p>	<p>The vendor may quote experience of more than 05 years (work order/purchase orders copies of five year is required from the bidder).</p>
30	Technical Specification A	1. Point No. 5 "Webcam 5.0 MP-HD with Dual Microphone" :	Please consider as HD camera with single microphone.	Webcam: HD with single Microphone
31	Technical Specification A	2.Point No. "Random Access Memory 8 GB DDR4 RAM 3200 MHz expandable up to 16 GB RAM." :	Please consider as 8GB DDR4 RAM 2667 MHz Non-ECC RAM expandable upto 32GB RAM.	Yes changed, Random Access Memory 8 GB DDR4 RAM 2666 MHz or above expandable up to 32 GB RAM.
32	2.8	The bid shall remain valid for the period of 180 days from the date of last submission.	We request you to relax the Bid validity period to 90 days.	No change
33	2.15.2(A)	(a)Three similar completed work costing not less than the amount equal to 40% of the estimated cost	We request you to relax the criteria to experience of private organizations for amounting to Rs.45,00,000 and above.	Quote as per the tender document.
34	2.20.3	Successful bidder must ensure his establishment in India and in the State of Madhya	We would like to inform that currently we do not have establishment in M.P., we will do the needful once we sign the	Before execution of contract the successful bidder has to

		Pradesh for post installation services and support of the Laptop Computers	contract.	establish office setup in the State of Madhya Pradesh preferably at State Capital OR at Jabalpur/Indore / Gwalior for post installation services and support of the Laptop Computers.
35	4.2.1	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 10 % of the contract value valid for a period of 62 months within 30 days from the date of issue of Letter of Award/ acceptance	As the entire support and services would be ensured by through OEM with a supply of original spares and genuine support, hence we request you to omit performance guarantee amount condition.	No change
36	6.7.2	(c) The maximum scheduled downtime for any equipment would be 2 days in every calendar month.	As the entire support and services would be ensured by us through OEM with a supply of original spares and genuine support, hence we request you to relax the condition as Max Downtime period to 96 working Hours for software related issues.	The maximum scheduled downtime for any equipment would be 3 days in every calendar month.
37	6.7.3	The Successful Bidder needs to maintain the Services Levels as follows: (a) 99% of the times for the MTTR of High Severity Events. (b) 95% of the times for the MTTR of Low Severity Events.	As the entire support and services would be ensured by us through OEM with a supply of original spares and genuine support, hence we request you to not to distinguish the issues as High / Low severity level. Also, we will handle each and every issue through a dedicated process.... Need not be tagged as High / Low severity. Request you to omit the Penalty condition.	No change
38	4.4.6	The Bidder shall, at the time of submitting the bid submit the Technical Proposal specifying how the bidder proposes to carry	As the entire support and services would be ensured by us through OEM with a supply of original spares and genuine support, and requirement of SPARE PARTS CAN NOT BE FORCECASTED.	No change, quote as per tender document. The vendor must be asked to ensure availability of adequate spare parts at nearest location of different sites.

		out repair under Warranty. The Bidder shall also indicate what spares will be kept for immediate replacement. The infrastructure planned to be created by the Bidder to fulfill his obligations under Warranty and his action plan to deal with the various situations arising out of hardware and software faults shall be clearly indicated.	Hence, we request you to omit this condition.	
39	6.7.1	The service window for all the equipments would be all working days from 09:00 A.M. to 06:00 P.M.	Working days..... May we presume it to be Monday to Friday, 9 AM to 6 PM ? Kindly clarify.	Yes changed to Monday to Friday, 9 A.M. to 6 P.M.
40	-	-	Earnest Money Deposit :- EMD of Rs.20,00,000/- (Twenty Lakhs only) has be proposed by you. As we are NSIC & MSME bidders request for exemption of payment of EMD @ Rs.20,00,000/- as all Government departments give exemption to promote MSME Sector.	No change
41	-	-	Payment terms : Payment terms has been mentioned as 80% on delivery of the equipments at the site after submitting the duly verified delivery challan of the site / locations certified by the Office of District and Session Judge of District Courts & 20% of total price against successful installation and getting Sign-off from all the District Courts. Request you to consider payment terms as 90% on delivery and Testing of equipments and balance 10% on successful installation and Submission of Performance Bank Guarantee within 30 days.	No change
42	-	-	Delivery period: Delivery period has been mentioned as 60 days please note due to Covid	

			Pandemic factories are working at 50% capacities, due to which production has been affected. Request you to consider delivery period for 90 days.	
43	4.9 LIQUIDATED DAMAGES (LD)		Liquidated Damages: liquidated damage as 1% as per tender of contract price for every week. Please consider LD charges as 0.5% per week.	Yes changed to 0.5% per week on contract price up to maximum deduction of 10% of the contract price. Rest condition of LD will remain same.
44	-	-	Tender submission : Please confirm whether Technical bid has to be submitted physically or is all process online.	In both mode viz. hardcopy as well as online mode (but financial bid is to be submitted in only online mode)
45	-	-	Price Validity : you have asked for price validity for 180 days. As currently supply of critical major components of laptops are in short supply due to which rate are increasing month on month. Request you to amend price validity upto 60 days.	No change
46	-	-	Warranty : You have asked for 5 years onsite warranty, please confirm as standard OEM practice warranty of 5 years will be given on Laptop only and 1 years warranty will be given for Battery and adaptor. Please confirm your exact warranty requirement.	Five year comprehensive warranty on Laptop Computers & Adaptors and two years warranty on Batteries.
47	-	-	According to Sr. No. 5, 5.0 MP Camera & Dual Microphone does not come in NB, request you to change it to HD Camera and single microphone.	Webcam: HD with single Microphone
48	-	-	According to Sr. No. 6, Increase RAM Expandability from 16GB to 32GB and "Random Access Memory 8 GB DDR4 RAM 3200 MHz expandable up to 16 GB RAM. To be changed to "Random Access Memory 8 GB DDR4 Non-ECC RAM 2667 MHz expandable up to 32 GB RAM	Yes changed, Random Access Memory 8 GB DDR4 RAM 2666 MHz or above expandable up to 32 GB RAM.
49	-	-	According to Sr. No. 8, NB Weight should be below 2.0 KG.	No change

50	-	-	According to tender Sr. No.16 "Energy Star certification 5.0 or above / BEE version 1.0 or above". To be changed to Energy Star certification 5.0 or above/ BEE Version 1.0 or Above and MIL-STD 810G certified.	No change
51	-	-	Delivery time should be 8-10 weeks.	The successful bidder shall complete the assignment within 12 weeks from the date of issue of Letter of Acceptance / Letter of Intent.
52	-	-	According to tender Sr. No. 2.5, Earnest Money should be 2% of the tender value.	No change

On the basis of queries of various bidders/ OEM, the overall final technical specifications for compliance are updated /modified as under:-

**“SPECIFICATION –A”
LAPTOP COMPUTER**

S.No.	Minimum Specifications	Changes made in Specifications	Compliance YES/ NO (to be filled by bidder)	Remarks
1.	Processor Intel Core i5 Processor with minimum 10 th generation or higher, Integrated Graphics, memory Card Reader or above.	Yes changed, Processor: Intel Core i5 10 th generation Processor 10210 U (6 MB Smart Cache, Base Frequency 1.60 GHz up to 4.20 GHz) Integrated Graphics OR better OR higher OR equivalent.		
2.	Operating System Windows 10 Professional (64 bit) Operating System & Ubuntu Linux OS (<u>Dual Bootable</u>)			
3.	Display The screen to be non-touch with 14" to 14.9' Diagonal FHD (1920x1080) Antiglare Display and scratch resistant with Metallic Hinges.	Display The screen to be non-touch with 14" to 14.9' Diagonal FHD (1920x1080) Antiglare Display with Metallic Hinges.		
4.	Keyboard Yes, Spill resistant.			
5.	Webcam 5.0 MP-HD with Dual Microphone	Webcam: HD with single Microphone		
6.	Random Access Memory 8 GB DDR4 RAM 3200 MHz expandable up	Random Access		

	to 16 GB RAM.	Memory 8 GB DDR4 RAM 2666 MHz or above expandable up to 32 GB RAM.		
7.	Battery Up to 6 Hrs. (maximum at optimum performance)			
8.	Weight Less than 2.5 kg			
9.	WLAN 802.11 b/g/n/ac and integrated module with Bluetooth 5.0			
10.	I/O (Input / Output) Ports Minimum three USB ports (2 x USB 3.0 & x 2.0) ,Audio/Mic Combo ,1 HDMI	I/O (Input / Output) Ports Minimum three USB ports (2x USB 3.0 or higher) , Audio/Mic Combo,1 HDMI etc.		
11.	Storage: 512 GB SSD			
12.	LAN Port Gigabit LAN port 10/100/1000.			
13.	Ethernet Native RJ45 using Ethernet Connector			
14.	Audio Integrated Multimedia capabilities with Speaker (preferable dual speaker).			
15.	Antivirus of reputed brand (Quick Heal, Norton, McAfee or better) with Five years validity and support.			
16.	Energy Star certification 5.0 or above / BEE versions 1.0 or above.			

Note:- All of the above specifications should be read as equivalent or better/higher side.

1. The specifications mentioned in tender document are minimum and vendor may quote better or higher specifications.
2. All the pages of the bids and Annexure's are to be sealed and signed by the authorized officer/person of the company / vendor.
3. The bidder has to quote only 01 product of single make / brand at a time and not multiple brands for same item.
4. The Original equipment manufacturer (OEM) may authorize more than one partner for participation in the bid.
5. **Back-to-Back support letter is to be submitted by OEM regarding support of the quoted products.**
6. The High Court of Madhya Pradesh has full rights to accept or reject any bid, without assigning any reason.
7. The High Court of Madhya Pradesh have right to alter the scope of work as per the requirement.
8. All Prospective bidders are requested to submit the bid with all relevant documents and product brochures / catalogues.

9. The above clarifications / addendum are for all the prospective bidders' for tender reference and necessary action.
10. On introduction of new levy / taxes / duties the rate / price of items shall be change in same proportionate.
11. ***The bidder at the time of filling of technical compliance sheet should fill the sheet that is mentioned above in the clarifications.***
12. If any variations in specifications then please mention the same in compliance sheet.
13. The decision of the High Court in selection / finalization of items / products shall be final and no objection in this regard shall be entertained.
14. All future clarification / corrigendum shall be made available in the official website of the High Court.

**Sd/-
REGISTRAR GENERAL**