

HIGH COURT OF MADHYA PRADESH: JABALPUR

// CLARIFICATION //

No. Reg(IT)(SA)/2024/101

Jabalpur, Dated:17.01.2024

Sub:- The matter regarding to publish the clarifications / reply of pre-bid meeting dated: 08th January, 2024 regarding the Supply, Installation, Commissioning and Maintenance of Laptop Computers at High Court and District Judiciary in the State of Madhya Pradesh with reference to tender no. Reg(IT)(SA)/2023/1561, dated: 22-12-2023.

Ref:- Pre-Bid Meeting dated: 08th January, 2024.

Reply / clarification to the pre-bid queries

On the basis of query submitted by the bidders, the detailed reply / clarifications is 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. |
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| M/s VSN International Pvt. Ltd. | | | | |
| 1 | 4.8 TIME SCHEDULE TO COMPLETE THE CONTRACT :- (Page no.28) Clause no. | The successful bidder shall complete the assignment within 30 days from the date of issue of Letter of Acceptance / Letter of Intent. | As per the clause these are the commercial Laptops which OEM provides on Back to Back order basis only. OEM usually takes minimum 4 weeks to deliver the ordered material. | 45 to 60 days. |

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| | 4.8.1 | | Hence, we would like to request you to kindly amend the clause to "The successful bidder shall complete the assignment within 60 days from the date of issue of Letter of Acceptance / Letter of Intent." | |
| 2 | Section – VII "SPECIFICATION –A" LAPTOP COMPUTER (Page no.43), Point no.6 | Random Access Memory 8 GB DDR4 RAM 3200 MHz or above expandable up to 32 GB RAM | As per the clause we would like to request you to kindly amend the clause to "Random Access Memory: 8 GB DDR4 RAM 3200 MHz or above expandable up to 64 GB RAM." This will provide you better expandability. Justification: All 13th Gen. Laptops are capable to support 64 GB RAM by asking to 32 GB RAM Expandability you might find low quality local products being offered. Whereas by making it 64 GB expandable, you will not be increasing your price but will get better products. | Yes changed to 16 GB DDR4 RAM 3200 MHz or above expandable up to 32 GB RAM. |
| 3 | Section – VII "SPECIFICATION –A" LAPTOP COMPUTER (Page no.43), Point no.8 | Weight Less than 2 kg | As the requirement of laptop is for Hon'ble Judges we would suggest to amend the clause to " Weight: Less than 1.6 kg". | No change |

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| 4 | <p>Section – VII “SPECIFICATION –A” LAPTOP COMPUTER (Page no.43), Point no.10</p> | <p>I/O (Input / Output) Ports Minimum three USB ports (2x USB 3.2 or higher) , Audio/Mic Combo,1 HDMI 2.1, at least 1 USB type C with power delivery etc.</p> | <p>We would request to generalize the specifications. THE RFP specifically says HDMI 2.1 which is restrictive for all OEMS as they do not publish the version of HDMI also the HDMI Connectivity on the display side is HDMI 1- 1.4. Now in case of specific HDMI 2.1 there might be backward compatibility issue, specially in the Linux. Hence we request to amend the clause to "I/O (Input / Output) Ports Minimum three USB ports (2x USB 3.2 or higher) , Audio/Mic Combo,1 HDMI, at least 1 USB type C with power delivery etc." This will provide better competitive Bids.</p> | <p>I/O (Input / Output) Ports Minimum three USB ports (2x USB 3.2 or higher) , Audio/Mic Combo,1 HDMI , at least 1 USB type C with power delivery etc.</p> |
| 5 | <p>Section – VII “SPECIFICATION –A” LAPTOP COMPUTER (Page no.43), Point no.17</p> | <p>Latest Energy Star certification / BEE versions. EPEAT registered</p> | <p>As per the clause we would like to request you to kindly amend the clause to " Latest Energy Star certification / BEE versions. EPEAT India registered. Justification: You have not specifically ask for EPEAT certificate for India or global. We would request you to ask for EPEAT India Registered to make</p> | <p>Quote as per tender document. The vendor can quote higher side certificates.</p> |

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| | | | product more relevant to Indian EPEAT environment and will also insure compliance to India's local environmental conditions of Heat, Dust, and Moisture. | |
| 6 | Section – VII “SPECIFICATION –A” LAPTOP COMPUTER (Page no.43), Additional Certifications to be added | | Certifications: BIS Certified, UL, FCC, RoHS, CE, MIL-STD 810H (Min. 16 basic tests passed) or better, ISO 9001 : 2008 or better. | Yes, the BIS certification is added. |
| 7 | Section – VII “SPECIFICATION –A” LAPTOP COMPUTER (Page no.43), Additional Point to be added | | Support: OEM must have online system hardware diagnostics facility and facility to download updates of software, device drivers, and firmware on its website Specifications and warranty of the offered Desktop should be available through serial number search / tracking on the website of the OEM. | No change |
| 8 | Section – VII “SPECIFICATION –A” LAPTOP COMPUTER (Page no.43), Additional Certifications to be added | | OS Certification: The quoted model should be a Microsoft certified hardware and Ubuntu certified hardware and the same to be verified from Ubuntu Linux Website. Justification - You have request for | No change |

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| | | | dual booting of laptops on both Windows as well as Ubuntu. If you do request for product to be certified on Microsoft as well as Ubuntu there might be issues regarding product not complying/working on upgraded OS of Ubuntu and Microsoft in near future and long run. Also when the product is certified on both the Os's then it is the responsibility of the OEM to ensure compatibility and continuity on the upgraded OS Versions. | |
| 9 | Section – VII “SPECIFICATION –A” LAPTOP COMPUTER (Page no.43), point no. 5 | Webcam FHD camera with temporal noise reduction and integrated dual array digital microphones | We would request to generalize the specifications to HD camera from FHD Camera as FHD camera will unnecessarily increase the overall cost of the laptop. | Yes changed to HD or better. |
| 10 | Section – VII “SPECIFICATION –A” LAPTOP COMPUTER (Page no.43), point no. 3 | Display The screen to be non-touch with 14" Diagonal FHD (1920x1080) Antiglare Display with Metallic Hinges. | As per the clause, we would request you to ask for Metallic body along with metallic Hinges to insure ruggedness of the product. Kindly amend the clause to "The screen to be non-touch with 14" Diagonal FHD (1920x1080) Antiglare Display with Metallic | No change. The vendor can quote higher side. |

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| | | | body and Metallic Hinges." | |
| M/s Veltronics India Pvt. Ltd | | | | |
| 1 | | Wi-Fi 6 (2x2), 802.11AX and Bluetooth 5.2 combo or better | Bluetooth 5.2 is not available in most of the laptop models. Request you to please change this to BT 5.1 or better. | Yes changed to 5.1 or above. The vendor can quote higher side. |
| 2 | | Webcam : FHD camera with temporal noise reduction and integrated dual array digital microphones | Camera privacy shutter is important security feature - This shutter prevents unintentional capture of images: i.e., accidental or through spyware/malware that may try to use your camera without your knowledge. Request you to please add camera shutter. | Privacy shutter may be provided but it is not mandatory for pre-qualification. |
| 3 | | Battery : Up to 6 Hrs. (maximum at optimum performance) | Battery backup asked is 6 hours is very low for continuous usage in the field. | No change |
| 4 | | Weight less than 2 KG | The asked weight is very high field usage/mobility Weight of 1.5 Kg or less is ideal weight for laptop | No change |
| M/s Technosys Integrated Solutions Private Limited | | | | |
| 1 | Section – II 2. INSTRUCTIONS TO BIDDERS Page No. 8 | 2.5 EARNEST MONEY DEPOSIT (EMD):- 2.5.1 The proposal should be submitted along with only online | As the project is cost intensive and to ensure the uninterrupted cash flow, We request you to kindly amend the clause as: 2.5 EARNEST MONEY DEPOSIT | No change |

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| | | <p>application fee of Rs.5,000/- (Rupees Five Thousand only) and Earnest Money Deposit (EMD) of Rs.5,00,000/- (Rupees Five Lakh Only) in the form of online mode through e-procurement tender portal www.mptenders.gov.in valid for the period of 6 month in favour of “Registrar General, High Court of Madhya Pradesh, Jabalpur”. The Bid submitted without EMD and/or the application fee shall be summarily rejected.</p> | <p>(EMD):- 2.5.1 The proposal should be submitted along with only online application fee of Rs.5,000/- (Rupees Five Thousand only) and Earnest Money Deposit (EMD) of Rs.5,00,000/- (Rupees Five Lakh Only) in the form of online mode/BG/FDR/DD through e-procurement tender portal www.mptenders.gov.in valid for the period of 6 month in favour of “Registrar General, High Court of Madhya Pradesh, Jabalpur”. The Bid submitted without EMD and/or the application fee shall be summarily rejected.</p> | |
| 2 | <p>Section – II 2. INSTRUCTIONS TO BIDDERS Page No. 14</p> | <p>2.16 SCHEDULE OF EVENTS:- 3 Last date and time of submission of hardcopy of proposal (mandatory). 30th Jan 2024 before 05:00 P.M.</p> | <p>As submission of hardcopy in the office based in Jabalpur is very difficult on the part of the bidders, So we request you to kindly allow us to submit the hardcopy till 1st Feb 2024, as the due date of submission of the bid is 29th Jan 2024 before 06:00 P.M.</p> | No change |

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| 3 | Section – II 6.7 WARRANTY SERVICE LEVEL REQUIREMENTS – SLA:- Page No. 39 | 6.7.2 Mean Time To Resolve / solve the problem (MTTR) :- 6.7.3.1 The Successful Bidder needs to maintain the Service 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 | The SLA for the given tender is very critical so we suggest you to kindly amend the clause as: 6.7.2 Mean Time To Resolve / solve the problem (MTTR) :- 6.7.3.1 The Successful Bidder needs to maintain the Service Levels as follows: (a) 99% 96% of the times for the MTTR of High Severity Events (b) 95% 92% of the times for the MTTR of Low Severity Events | Yes changed to 96% and 92% respectively. |
| 4 | Section – VII 7. TECHNICAL SPECIFICATIONS:- Page No. 43 | “SPECIFICATION –A” LAPTOP COMPUTER | The Technical Specification of Laptop Computer asked in the Tender Document are proprietary, that is, only a single OEM of Laptop Computer is technically complied to bid, which is against the spirit of free and competitive bidding. Therefore we request you to kindly dilute the specification so that the other OEMs /Bidders can also participate. | The vendor can quote higher or better specifications |
| 5 | Section – II 2.15 ELIGIBILITY/PRE-QUALIFICATION CRITERIA:- Page No. 13 | 2.15.2 (ii) Experience in Supply, Installation, commissioning, Maintenance of Laptop Computers, | Kindly clarify the Experience of the bidder asked, under which you have asked the vendor has to quote experience of minimum 05 years, in this regard, the | Quote as per tender document. The minimum 05 Years of experience is required. In |

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| | | <p>Servers, Desktop Computers, Printers, UPS systems during last 5 years (The vendor has to quote experience of minimum 05 years, in this regard, the work /purchase orders copies of five years is required from the bidder) ending last day of month previous to the month of publication of this tender (31st March, 2023), should be either of the 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</p> | <p>work/purchase orders copies of five years is required, kindly elaborate if the department is asking the WO/PO within 5 years or the WO/POs copies of the same for the respective years.</p> | <p>support of this the documents i.e. copies of work orders / purchase orders duly attested to be enclosed with the bid document.</p> <p>The vendor has to quote experience of minimum 05 years, in this regard, the work /purchase orders copies of last five years are required from the bidder, ending last day of month previous to the month of publication of this tender (30th November, 2023). The rest of the terms of the tender will remain same.</p> |
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| | | amount equal to 80% of the estimated cost. Similar works means: Supply, installation and System Integration of Laptop Computers, Servers, Computers, printers, UPS systems and other related IT Equipments. | | |
| 6 | Section – II 2.15 ELIGIBILITY/ PRE- QUALIFICATION CRITERIA:- Page No. 13 | 2.15.2 (ii) Experience in Supply, Installation, commissioning, Maintenance of Laptop Computers, Servers, Desktop Computers, Printers, UPS systems during last 5 years (The vendor has to quote experience of minimum 05 years, in this regard, the work /purchase orders copies of five years is required from the bidder) ending last day of month previous to the month of publication of this tender (31st | Sir, As the Similar works definition given in the tender is very specific, which involves the accessories with main component of Laptop Computers. Sir, it is not possible for each bidder to have Supply, installation and System Integration of Laptop Computers, Servers, Computers, printers, UPS systems and other related IT Equipments. in a single work order. Hence we kindly request you to amend the clause as: 2.15.2 (ii) Experience in Supply, Installation, commissioning, Maintenance of Laptop Computers, Servers, Desktop | Quote as per tender document. The minimum 05 Years of experience is required. In support of this the documents i.e. copies of work orders / purchase orders duly attested to be enclosed with the bid document. The vendor has to quote experience of minimum 05 years, in this regard, the work / purchase |

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| | | <p>March, 2023), should be either of the 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 and System Integration of Laptop Computers, Servers, Computers, printers, UPS systems and other related IT Equipments.</p> | <p>Computers, Printers, UPS systems during last 5 years (The vendor has to quote experience of minimum 05 years, in this regard, the work /purchase orders copies of five years is required from the bidder) ending last day of month previous to the month of publication of this tender (31st March, 2023), should be either of the 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 and System Integration of Laptop Computers, along with Servers/</p> | <p>orders copies of last five years are required from the bidder, ending last day of month previous to the month of publication of this tender (30th November, 2023). The rest of the terms of the tender will remain same.</p> |
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| | | | Computers/printers/ UPS systems/and other related IT Equipments. | |
| M/s Tekno Solutions Pvt. Ltd. | | | | |
| 1 | Page No.43 Sno.1 | Processor:- Intel Core i5 13th generation Processor 1335U/1345U (12 MB L3 Smart Cache, 10 cores, 12 threads, upto 4.40 GHz turbo) or better with Integrated Graphics | Change to 12th Gen 1235U. Rest specs are ok like core, thread, Ghz, cache etc. This will allow maximum OEM to Participate. | No change |
| 2 | Page No.43 Sno.5 | Webcam FHD camera with temporal noise reduction and integrated dual array digital microphones | Change to HD Camera. Add privacy camera shutter. If they insist for FHD then suggest them to mention FHD IR Camera. Also add AI based noise reduction technology for both HD /FHD IR Camera. This will allow maximum OEM to Participate | Yes changed to HD or better with temporal noise reduction and integrated dual array digital microphones. |
| 3 | Page No.43 Sno.6 | Random Access Memory - 8 GB DDR4 RAM 3200 MHz or above expandable up to 32 GB RAM. | Suggest them for 16GB RAM. Although we do not have issue on 8GB. It is for better performance. For Better performance of Laptop | Yes changed to 16 GB DDR4 RAM 3200 MHz or above expandable up to 32 GB RAM. |

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| 4 | Page No.43 Sno.7 | Battery :Up to 6 Hrs. (maximum at optimum performance) | Suggest them to mention battery capacity – 3 Cell 50 Whr battery with 8.5 hours backup. For Maximum Back Up. | No change |
| 5 | Page No.43 Sno.10 | I/O (Input / Output) Ports Minimum three USB ports (2x USB 3.2 or higher) , Audio/Mic Combo,1 HDMI 2.1, at least 1 USB type C with power delivery etc. | Minimum 4 USB ports (3x USB 3.2 or higher) Audio/Mic Combo,1 HDMI 2.0, at least 1 USB type C with power, display and data transfer upto 40GBPS. This will allow maximum OEM to Participate | I/O (Input / Output) Ports Minimum three USB ports (2x USB 3.2 or higher) , Audio/Mic Combo,1 HDMI , at least 1 USB type C with power delivery etc. |
| 6 | Page No.43 Sno.17 | Latest Energy Star certification / BEE versions. EPEAT registered | Add EPEAT GOLD India Certification. This is a latest certification. | The vendor can quote higher or better certifications. |
| M/s Dell Technologies | | | | |
| 1 | | | Processor:- Intel Core i5 13th generation Processor 1335U/1345U (12 MB L3 Smart Cache, 10 cores, 12 threads, upto 4.40 GHz turbo) or better with Integrated Graphics | - |
| 2 | | | Operating System:- Windows 11 Professional (64 bit) Operating System & Ubuntu Linux OS 20.04 (Dual Bootable) or better | - |

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| 3 | | | Display The screen to be non-touch with 14" Diagonal FHD (1920x1080) Antiglare Display with Metallic Hinges. | - |
| 4 | | | Keyboard Yes, Spill resistant. | - |
| 5 | | | Webcam - FHD camera with temporal noise reduction and integrated dual array digital microphones | Already above mentioned. |
| 6 | | Random Access Memory - 8 GB DDR4 RAM 3200 MHz or above expandable up to 32 GB RAM. | Random Access Memory - 8 GB DDR4 RAM 3200 MHz or above expandable up to 64 GB RAM. Request for neutral specifications | Yes changed to 16 GB DDR4 RAM 3200 MHz or above expandable up to 32 GB RAM. The vendor can quote higher side. |
| 7 | | | Battery - Up to 6 Hrs. (maximum at optimum performance) | - |
| 8 | | Weight - Less than 2 kg | Weight - Less than 1.6 kg | The vendor can quote better. |
| 9 | | | WLAN - 802.11 b/g/n/ac and integrated module with Bluetooth | - |
| 10 | | I/O (Input / Output) Ports Minimum three USB ports (2x USB 3.2 or higher) , Audio/Mic Combo,1 HDMI | I/O (Input / Output) Ports Minimum three USB ports (2x USB 3.2 or higher) , Audio/Mic Combo,1 HDMI 1.4, at least 1 USB type C with power delivery etc. | I/O (Input / Output) Ports Minimum three USB ports (2x USB 3.2 or higher) , |

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| | | 2.1, at least 1 USB type C with power delivery etc. | Request for neutral specifications | Audio/Mic Combo,1 HDMI , at least 1 USB type C with power delivery etc. |
| 11 | | | Storage: - 512 GB PCIe Nvme M.2 SSD expandable up to 1 TB | - |
| 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 | | | Wi-Fi 6 (2x2), 802.11AX and Bluetooth 5.2 combo or better | Already above mentioned. |
| 16 | | | Antivirus of reputed brand (Quick Heal, Norton, McAfee or better) with Five years validity and support. | - |
| 17 | | | Latest Energy Star certification / BEE versions. EPEAT registered | - |
| 18 | | Certifications: BIS Certified, UL, FCC, RoHS, CE, Energy Star Certificate, MIL-STD 810H (Min. 16 basic tests passed) or better, EPEAT India | To be added to qualify reliable and durable products | Already above mentioned. |

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| | | Registered, ISO 9001 : 2008 or better or better. OS Certification: The quoted model should be a Microsoft certified hardware and Ubuntu certified hardware and the same to be verified from Ubuntu Linux Website | | |
| 19 | | Support: - OEM must have online system hardware diagnostics facility and facility to download updates of software, device drivers, and firmware on its website. Specifications and warranty of the offered Desktop should be available through serial number search / tracking on the website of the OEM. | To be added to qualify reliable and durable products. | No change |
| M/s Acer India Pvt. Ltd. | | | | |
| 1 | | Processor:- Intel Core i5 13th generation Processor 1335U/1345U (12 MB L3 Smart Cache, 10 cores, 12 | Change to 12th Gen 1235U. Rest specs are ok like core, thread, Ghz , cache etc | No change |

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| | | threads, upto 4.40 GHz turbo) or better with Integrated Graphics | | |
| 2 | | Webcam - FHD camera with temporal noise reduction and integrated dual array digital microphones | Change to HD Camera. Add privacy camera shutter (for Security purpose). Go with the FHD IR Camera. Also add AI based noise reduction technology for both HD /FHD IR Camera | Already above mentioned. |
| 3 | | Battery - Up to 6 Hrs. (maximum at optimum performance) | 3 Cell 50 Whr battery with 8.5 hours backup. Battery capacity is count on Whr. Suggest is here to mention battery capacity – 3 Cell 50 Whr battery with 8.5 hours backup | No change. The vender can quote higher or better. |
| 4 | | I/O (Input / Output) Ports Minimum three USB ports (2x USB 3.2 or higher) , Audio/Mic Combo,1 HDMI 2.1, at least 1 USB type C with power delivery etc. | Minimum 4 USB ports (3x USB 3.2 or higher) | Already above mentioned. |
| 5 | | | Audio/Mic Combo,1 HDMI 2.0, at least 1 USB type C with power, display and data transfer upto 40GBPS | Already above mentioned. |

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| 6 | | Latest Energy Star certification / BEE versions. EPEAT registered | Add EPEAT GOLD India Certification | Already above mentioned. |
| M/s ITI Limited | | | | |
| 1 | Page No. 28 Section No. 4.8 | <p>TIME SCHEDULE TO COMPLETE THE CONTRACT:-</p> <p>4.8.1 The successful bidder shall complete the assignment within 30 days from the date of issue of Letter of Acceptance / Letter of Intent.</p> <p>4.8.2 In case the purchase order is received directly from the District Court then the period of supply and installation will be 90 days.</p> | <p>Irrespective of date from LoA and PO from District court, minimum of 90-120 days for the Laptop Computer supply and installation.</p> <p>Justification - The order of such magnitude necessitates a minimum delivery time of 90-120 days. Recognizing the challenges associated with such a large-scale operation, prominent customers such as Gujarat GIL and Kerala KITE, who frequently tender significant quantities, allow for a delivery completion period of 90 to 150 days. This information can be verified with the main component suppliers, such as Intel or AMD. The staged delivery suggested in the pre-bid meeting will not help here since the rather than the production the logistics before production is taking</p> | The time duration to complete the contract shall be 45 to 60 days. |

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| | | | more time. To prevent undue obstacles , price increases for accommodating late delivery charges and to ensure smooth operations, we propose revising the delivery schedule to a range of 90 to 120 days. | |
| 2 | Page No. 43 | “SPECIFICATION –A” LAPTOP COMPUTER - Sl.No.17-Latest Energy Star certification / BEE versions. EPEAT registered. | Indian alternative certification may be considered instead of Latest Energy Star certification, such as RoHS registered and BIS. Justification - Office Memorandum by 33(3)/2017-IPHW Government of India Ministry of Electronics and Information Technology (IPHW Division] | Yes BIS certification is added. |

Note:-

1. The above clarifications / addendum are for all the prospective bidders' for their tender reference and necessary action.
2. 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.
3. All the pages of the bids and Annexure's are to be sealed and signed by the authorized officers of the company / vendor.
4. All prospective bidders are requested to submit the bid with all relevant documents in sequenced manner, without fail.

5. 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.

**Sd/-
REGISTRAR GENERAL**