



HIGH COURT OF MADHYA PRADESH

PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2023/1032 Jabalpur, Dated:- 11-08-2023

// CLARIFICATION //

Subject:- The matter regarding to publish the clarification / reply of Pre-Bid meeting dated: 02nd August, 2023 regarding tender for annual maintenance of computer hardware articles installed at High Court of Madhya Pradesh, Jabalpur and Bench at Indore & Gwalior and District Judiciary in the State of Madhya Pradesh with reference to tender no. Reg(IT)(SA)/2023/950, Dated: 21-07-2023.

Ref: - Pre-Bid Meeting dated: 02nd August, 2023 and tender no. Reg(IT)(SA)/2023/950, Dated: 21-07-2023.

Reply / clarification to the pre-bid queries

| Qu ery 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 |
|-----------------------------------|--|---|---|---|
| M/s Aforeserve.com Limited | | | | |
| 1 | Page No. -12 Point No. 2.15 | Eligibility / Pre- qualification Criteria | As per the market scenario and bad practice some bidder who have already Blacklisted / Terminated due to very poor services and quoting again in other tenders. For the uninterrupted and satisfactory services, requesting you to please add the term in eligibility criteria: The Bidder / Vendor should not be Blacklisted / Terminated / Unsatisfactory services from any organization in last 5 years. | The bidder shall not be blacklisted on account of unsatisfactory services / poor performance during last three years. |
| 2 | Page No. 30 Point No. 5.14 | OEM Hardware | There is unavailability of spares in market of some OEM and we can't replace | Back to back support arrangements |



HIGH COURT OF MADHYA PRADESH

PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2023/1032

Jabalpur, Dated:- 11-08-2023

| | | | | |
|---|-------------------------------|---|---|--|
| | | | with compatible parts because of monopoly of OEM like <i>ACR, DELL</i> etc. Request you to please approve for remove that hardware from AMC if parts not available in market. | are to be made by the vendor for replacement of parts with respective OEM's. |
| 3 | Page No. 30 Point No. 5.14 | Cartridges | As per the OEM, please use the original cartridges only instead of Refilling of toner. Using of refilling of toner will impact the life of Printers and also increase breakdowns of Printers due to leakage. Refilling of cartridge is damaged printer gears & other parts like Teflon & pressure roller etc. | Original cartridges shall be used by the users of the High Court and District Courts in the printers installed at High Court and District Courts in the State of Madhya Pradesh. |
| 4 | Page No. 44, Point no 44 | 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 as per the Performa. Copies of Five such work | Only 2 or 3 vendors are fulfilling these criteria. For the healthy competition, request you to please either reduce PO quantity from 5 no. to 3 no. or reduce Equipment quantity from 2000 to 1000. | No change. Quote as per the tender document. |



HIGH COURT OF MADHYA PRADESH

PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2023/1032

Jabalpur, Dated:- 11-08-2023

| | | | | |
|-------------------------------|---|--|---|---|
| | | orders and contract executed accordingly or any other documentary evidence from Govt. Departments/Public Sector Undertakings / reputed Private Organizations to be enclosed. | | |
| 5 | Page No. 48 at Point no. 2 | If our Bid is accepted, we will obtain the unconditional performance guarantees of a Nationalized/Scheduled Bank for a sum 10% of the purchase / contract value. | Request you to please consider 3% Performance Bank Guarantee. | Yes changed to 5% PBG of total contract value. |
| 6 | Page No. 42 at Section – VII , (D) Manpower | Manpower | As per location & asset quantity this is a big project for any vendor and handle to this project required more manpower's request to you kindly increase the manpower quantity for better services support to courts. | Yes, numbers of Resident Engineers are increased to 13. |
| M/s Puthur Infotech Pvt. Ltd. | | | | |
| 7 | Page no. 8, Point no.- 2.5.1 | Regarding submission of EMD of Rs. 2L while bidding. | Request for exemption of EMD for firms registered under MSME/NSIC. | No change |
| 8 | Page no. 30, Point no.-5.14 | Laser Printer spares like Teflon, pressure roller, fuser assembly | As these mentioned parts are covered, so to reduce the failure of printers spares toner refilling need to be restricted. Original | Yes |



HIGH COURT OF MADHYA PRADESH

PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2023/1032

Jabalpur, Dated:- 11-08-2023

| | | | | |
|------------------------------|---|--|--|---|
| | | covered under AMC. | manufacturer also instruct to use new cartridge instead of refilling. | |
| 9 | Page no.18/25/48 Point no.-5.14 | Performance Bank Guarantee (Security Deposit) – PBG/SD | Vendor should be required to furnish Unconditional Bank Guarantee equivalent to 3% only. | Yes changed to 5% PBG of total contract value. |
| 10 | Page no. 12, Point no.- 2.15/2.16.1 | Eligibility Prequalification Criteria | Request you to add clause that The bidder should not be blacklisted/banned/ debarred/ terminated by any organization due to service issues during last 5 years (as required for service experience). This clause will help to get vendor support with minimum backlogs. | The bidder shall not be blacklisted on account of unsatisfactory services / poor performance during last three years. |
| 11 | Page no. 33, Point no.- 5.3.4.4 | Maintaining adequate spare stock at DC store. | Last year spare consumption details if possible to be shared, to let us know the most and frequent required parts, to factor cost in bidding. | |
| 12 | Page no. 3, Point no.- 1 | Estimated /Approximately project cost | As per the current service scenario, engineers salary structure and cost of spares, we request to kindly increase the estimated tender value from 1 cr. | This is an estimated value. |
| M/s Spring World Enterprises | | | | |
| 13 | Page No. -12 Point No. 2.15 | Eligibility / Pre-qualification Criteria | As per the market scenario and bad practice some bidder who have already Blacklisted / Terminated due to very poor services and quoting again in | The bidder shall not be blacklisted on account of unsatisfactory |



HIGH COURT OF MADHYA PRADESH

PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2023/1032

Jabalpur, Dated:- 11-08-2023

| | | | | |
|----|-------------------------------|--|--|--|
| | | | other tenders. For the uninterrupted and satisfactory services, requesting you to please add the term in eligibility criteria: The Bidder / Vendor should not be Blacklisted / Terminated / Unsatisfactory services from any organization in last 5 years. | services / poor performance during last three years. |
| 14 | Page No. 30 Point No. 5.14 | OEM Hardware | There is unavailability of spares in market of some OEM and we can't replace with compatible parts because of monopoly of OEM. Request you to please approve for remove that hardware from AMC if parts not available in market. | Back to back support arrangements are to be made by the vendor for replacement of parts with respective OEM's. |
| 15 | Page No. 30 Point No. 5.14 | Cartridges | As per the OEM, please use the original cartridges only instead of Refilling of toner. Using of refilling of toner will impact the life of Printers and also increase breakdowns of Printers due to leakage. | Yes |
| 16 | Page No. 44 at point no 44 | 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 | Only 2 or 3 vendors are fulfilling these criteria. For the healthy competition, request you to please either reduce PO quantity from 5 no. to 3 no. or reduce Equipment quantity from 2000 to 1000. | No Change |



HIGH COURT OF MADHYA PRADESH

PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2023/1032

Jabalpur, Dated:- 11-08-2023

| | | | | |
|--|-------------------------------|---|--|--|
| | | location and executed annual maintenance of more than 2000 IT equipments 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. | | |
| 17 | Page No. 48 at Point no. 2 | If our Bid is accepted, we will obtain the unconditional performance guarantees of a Nationalized/Scheduled Bank for a sum 10% of the purchase / contract value. | Request you to please consider 3% Performance Bank Guarantee. | Yes changed to 5% PBG of total contract value. |
| M/s. Armtech Computer Services Pvt. Ltd. | | | | |
| 18 | Page no.- 30, Point no.- 5.14 | Fuser Assembly is covered in AMC | Fuser Assembly will be covered but Refilling is prohibited of toner cartridge, refilling is the main cause of failure of printer fuser assembly and other parts. | Yes |



HIGH COURT OF MADHYA PRADESH

PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2023/1032

Jabalpur, Dated:- 11-08-2023

| | | | | |
|------------------------------------|---|--|---|---|
| | | | Refilling is also not recommended by OEM | |
| 19 | Page no.- 43, Point no.- 10 | Experience Certificates | Bidder should not be blacklisted/terminated from any Organization in last 5 Years, this need to be added as the service provider, have track record of good service delivery need to participate in Tender | The bidder shall not be blacklisted on account of unsatisfactory services / poor performance during last three years. |
| 20 | Page no.- 37,38,40 Point no.- 24,15,15 | ACER Make Hardware | Part Availability of ACER Make assets is very less/rear hence ACER Asset's Tickets should have relaxation in SLA OR need to be repair on best effort basis. | Back to back support with OEM is to be made by the bidder. In case of issue of part replacement , then relaxation shall be made accordingly . |
| 21 | Page no.- 18,25,48 Point no.- 3.1, 4.4.10, 2 | Performance Bank Guarantee(Secu rity Deposited) | Only the 3% Unconditional Performance Bank Guarantee to obtain from Successful Bidder | Yes changed to 5% PBG of total contract value. |
| M/s Bharat IT Services Ltd. | | | | |
| 22 | - | - | We have suggested that It should be mandatory that in each and every printers the cartridge should be used only original not refilled as printer parts get faulty by using the refilled cartridge. So it is better to use the original cartridge for better use/life of every printer. | Yes. |
| M/s Transline Technologies Limited | | | | |



HIGH COURT OF MADHYA PRADESH

PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2023/1032

Jabalpur, Dated:- 11-08-2023

| | | | | |
|----|---|---|---|--|
| 23 | - | - | Please share the serial number of all the devices (i.e., Servers, Desktop / laptop Computers, Printer (Dot matrix + Laser), UPS System. So that we can take support from OEMs and full fill the RFP requirement accordingly. | Kindly coordinate with IT cell of the High Court for getting serial number of devices. |
|----|---|---|---|--|

Note:-

1. The vendor has to maintain adequate spare parts at every District Headquarter level.
2. In the complaint management system of the High Court, the vendor has to manage call login details and rectification details.
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 and necessary action.
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.

**Sd/-
REGISTRAR GENERAL**