Responses to Pre-bid Queries

Bid for Purchase of Desktops & Other peripherals on behalf of Office of the Director of Primary Education, Education Department, Government of Gujarat (Tender No. HWT040917456)

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Venders	Responses to Vendors
	Page No./Section No./ Clause No.	Tender Description		
1	Page No.14, Form No.T2 (Technical Specification)	Certifications - RoHS , UL/CE/FCC or equivalent third party certification from reputed Agency, Windows 10 Certification, Energy Star, EPEAT Gold	Please Remove EPEAT Gold Our Desktops are Energy Star certified which is also attributes to green environment. Only MNC Brands carries EPEAT Gold certificates, which will provably prevent Domestic brand to quote in the tender. We are quite hopeful to get the positive response so that Domestic brands could also get the fair chance to participate.	See the changes in Corrigendum.
2	Page No.14 & 15, Form No.T2 (Technical Specification) Sr.No.2, Line 3	Copy -14 CPM for A4 Size	Pls Change to Copy -18 CPM for A4 Size As per Industry Standard Print Speed & Copy speed are Same and available with majority of Vendors. This Is Beneficial to Customer in copying faster.	See the changes in Corrigendum.
3	Page No.14 & 15, Form No.T2 (Technical Specification) Sr.No.2, Line 4	600*400 dpi Resolution	Pls Change to 600 * 600 dpi resolution As per Industry Standard Resolution should be 600 * 600 dpi and the Same is available with majority of Vendors. Better Resolution will give Better output and the same is Beneficial to Customer.	As per Bid
4	Page No.14 & 15, Form No.T2 (Technical Specification) Sr.No.2, Line 5	Minimum 8 MB RAM	Pls Change to Minimum 128 MB RAM Please Change to 128 MB RAM which is Generic & Available with all the Vendors. With Higher Memory , printing of bigger files will be faster & saves time lost in spooling.	See the changes in Corrigendum.
5	Page No.14 & 15, Form No.T2 (Technical Specification) Sr.No.2, Line 9	Minimum 400 MHZ printer Processor	Pls Change to 350MHZ Printer Processor In this category 400MHz is available with Specific Vendor . Please Change to 350 Mhz, as all the OEM's Source Different Processors & they do not effect the capabilities of the printer. also this is Generic Specification & Available with all the Vendors. Hence Department will get Maximum Benefit from a healthy competition as more OEM will be able to Participate.	See the changes in Corrigendum.
6	Page No.14 & 15, Form No.T2 (Technical Specification) Sr.No.2, Line 10	OS Compatibility : Windows, Linux, Mac	Pls Remove Mac As the printers are to be used with Windows based Desktop , Mac OS in Printer will Unnecessarily increase the cost. Pls Remove Mac so all the vendors can quote & Department will get Maximum Benefit from a healthy competition as more OEM will be able to Participate.	As per Bid
7	Page No.14 & 15, Form No.T2 (Technical Specification) Sr.No.2, Line 11	Full Toner (No Starter Toner)	Pls Change , with Factory Fitted Starter Toner & 1 Extra Genuine Full Toner. As per Industry Standard all the Printers come with a factory Fitted Starter Toner of approx 1000 pages Yeild. As the full toner with a yeild of Approx 2500 pages are not Factory Fitted , the Starter toner will be Removed & full toner will be Supplied by adding Cost of Full toner. Customer will Lose the Benefit of Getting the Free of cost starter toner which is factory Fitted.	See the changes in Corrigendum.
8	Page No.9, Terms & conditions, Sr.No.41, Maintenance/Warranty Period Penalty	During warranty Period Compliant Resolution within 48 Hours , from Time of Reporting of The Compliant.	Pls Change to , During warranty Period Compliant Response within 48 working Hours and Resolution within 120 working hours , from Time of Reporting of The Compliant. Considering the Remote Locations of the Schools pls change as requested.	As per Bid
9	Termination for Default Clause 21.1/Page 5	The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Bidder (after providing notice/cure period of 30 days), terminate the Contract in whole or part:	We request that upon termination, GIL/Purchaser shall pay Bidder for all the products delivered and services rendered up to the effective date of termination.	As per Bid
10		a) if the bidder fails to deliver any or all of the Goods within 45 working days from the date of purchase order, or within any extension thereof granted by the Purchaser or		As per Bid
11		b) if the Bidder fails to perform any obligation(s) under the Contract/Purchase order.		As per Bid
12		c) If the Bidder, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.		As per Bid

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13	Price Clause 22 & 23/Page 5	Price shall be inclusive of all Duties, freight, forwarding, transit insurance and installation charges.	1) We understand the cost of Training will be included in the product cost. Kindly confirm.	Yes
14		Prices shall be in Indian Rupees. The prices shall strictly be submitted in the given format. The tax (GST) components as applicable shall be mentioned separately in the respective columns.	2) Any variation in rate of tax or any new tax (like GST) will be to customers account/borne by the customer. Kindly confirm.	We have asked in the bid that the prices shall strictly be submitted in the given format. The tax (GST) components as applicable shall be mentioned separately in the respective columns.
15	Clause 30/Page 6 Electronics & IT/ITeS Start-up Policy	As per the provision in Electronics & IT/ITeS Start-up Policy Resolution No. ITS/10/2015/5284/IT dated 6th June, 2016 issued by Department of Science & Technology; in e-Governance project undertaken by Government Departments or its Boards, Corporations or parastatal bodies getting grants from the Government, the chosen solution provider or system integrator will pass on job work or will outsource part of the work of a value ranging between 5% to 10% of the contract value to the eligible start-ups and to students of shortlisted Technical Colleges in Gujarat. In such arrangements, the responsibility of meeting SLAs (Service Level Agreements) will continue to belong to the solution provider or the system integrator.	Kindly provide more clarity on this clause, in relevance to current Tender.	As per Bid
16	Payment Clause 42/Page 9	Payment for Goods and Services shall be made by the indenting department in Indian Rupees as follows:	1) Kindly confirm if the payment release will be from GIL or from Director of Primary Education, Education Department?	Office of the Director of Primary Education, Gandhinagar
17		42.1 No advance payment will be made.	2) Kindly confirm that the bill submission and payment release will be from a single centralised location.	Yes Single location Office of the Director of Primary Education, Gandhinagar
18		42.2 90% payment after successful inspection and delivery of the ordered goods. The inspection will be done as decided by GIL.	3) We propose to include a payment period of 30 days form date of bill submission along with supporting documents.	As per Bid
19		42.3 10% payment will be done after successful installation, commissioning & functional training of the ordered goods		As per Bid
20	Technical Printer Page 15	Full Toner (No starter toner), Genuine printer toner certificate of OEM is required to be submit by bidder.	Diffirent OEMs have different defination of full / starter toner capacity. For example 700 pages may be full toner for one OEM and same 700 pages toner can be starter toner for another OEM. Hence we request you to please specify / add as under seperately: "Commercial Cartridge for printing total 15,000 pages for above Multifunction Laser Printer (please submit Model / Part no. of quoted Commercial Cartridge on OEM letterhead)" The net evaluation price shall be such that it comprises printer cost along with toner/cartridge cost to print 15000 pages. This is inline with other printer tenders and printer RC tender and will facilitate common evaluation platform for all OEMs/bidders.	See the changes in Corrigendum.
21		(Note : Quoted Printer must be supplied along with composite cartridge (No drum toner separate))	Different OEMs have different designs. As such separate drum toner or composite catridge will not make any different in terms of performance. Hence we request you to please delete the clause and consider both non-composite and composite designs.	See the changes in Corrigendum.
22		Print – Min 18 ppm for A4 size	We request to increase the ppm to 20 ppm or higher to have better speed.	See the changes in Corrigendum.
23		Min. 8 MB RAM	RAM requirement of 8MB RAM is very old and with changing technology w.r.t desktops the RAM shall be increased to 64 GB or higher. The desktop specs have gradually enhanced while 8GB RAM printer shall accordingly enhance.	See the changes in Corrigendum.
24		Minimum 400 MHZ Printer Processor	With the kind of desktops are purchased the printer specs shall accordingly enhanced in terms of processor. We request to please increase the same to 600 Mhz or higher.	See the changes in Corrigendum.
25	Page No.14 Form No.T2 (Technical Specification) Sr.No.1, Line 2	6th Generation Intel® Core™ i5 (6M Cache, 3.00 GHz) or higher	Intel 7th Generation Intel Core i5 7400 processor or higher Since 7th generation processor are latest and avaiable requesting to ask for min. 7th gen processor	As per Bid

Sr. No.	Tender Reference - Page No./Section No./Clause No.	Tender Reference - Tender Description	Query / Clarification / Suggestions from the Venders	Responses to Vendors
26	Page No.14 Form No.T2 (Technical Specification) Sr.No.1, Line 2	AMD A10 Processor (3M Cache, 3.20 GHz) or higher	AMD A10 9700 Processor (2M Cache, 3.50 GHz) or higher Request to change to AMD new generation processor	See the changes in Corrigendum.
27	Page No.14 Form No.T2 (Technical Specification) Sr.No.1, Line 3	For (Intel H110 chipset or better) For AMD (AMD A78 chipset or better)	For (Intel B series chipset or better) For AMD (AMD B series chipset or better) Request to ask for latest chipset . H110 and AMD A78 are outdated chipset now.	See the changes in Corrigendum.
28	Page No.14 Form No.T2 (Technical Specification) Sr.No.1, Line 5	Min. 4 GB DDR3 @ 1600 MHz/DDR4 @ 1866 MHz RAM (Single Module Should be supplied) with 1 DIMM slot free.	Min. 4 GB DDR4 @ 1866 MHz RAM (Single Module Should be supplied) with 1 DIMM slot free. Request to ask for latest DDR4 memory only. DDR3 memory is outdated.	As per Bid
29	Page No.14 Form No.T2 (Technical Specification) Sr.No.1, Line 9	Total 6 USB ports with at least 2 USB 3.0 ports (min at front), VGA/HDMI, Microphone, Headphone	Total 6 USB ports with at least 4 USB 3.0 ports (min at front), VGA/HDMI, Microphone, Headphone Since most of the OEM has four USB in front avaiable requesting you to ask for min. four USB at front	As per Bid
30	Page No.14 & 15, Form No.T2 (Technical Specification) Sr.No.2, Line 3	Copy -14 CPM for A4 Size	Pls Change to Copy -18 CPM for A4 Size As per Industry Standard Print Speed & Copy speed are Same and the Same is available with majority of Vendors. This Is Beneficial to Customer in copying faster.	See the changes in Corrigendum.
31	Page No.14 & 15, Form No.T2 (Technical Specification) Sr.No.2, Line 4	600*400 dpi Resolution	Pls Change to 600 * 600 dpi resolution As per Industry Standard Resolution should be 600 * 600 dpi and the Same is available with majority of Vendors. Better Resolution will give Better output and the same is Beneficial to Customer.	As per Bid
32	Page No.14 & 15, Form No.T2 (Technical Specification) Sr.No.2, Line 5	Minimum 8 MB RAM	Pls Change to Minimum 128 MB RAM Please Change to 128 MB RAM which is Generic & Available with all the Vendors. With Higher Memory , printing of bigger files will be faster & saves time lost in spooling.	See the changes in Corrigendum.
33	Page No.14 & 15, Form No.T2 (Technical Specification) Sr.No.2, Line 9	Minimum 400 MHZ printer Processor	Pls Change to 350MHZ Printer Processor In this category 400MHz is available with Specific Vendor . Please Change to 350 Mhz, as all the OEM's Source Different Processors & they do not effect the capabilities of the printer. also this is Generic Specification & Available with all the Vendors. Hence Department will get Maximum Benefit from a healthy competition as more OEM will be able to Participate.	See the changes in Corrigendum.
34	Page No.14 & 15, Form No.T2 (Technical Specification) Sr.No.2, Line 10	OS Compatibility : Windows , Linux, Mac	Pls Remove Mac As the printers are to be used with Windows based Desktop , Mac OS in Printer will Unnecessarily increase the cost. Pls Remove Mac so all the vendors can quote & Department will get Maximum Benefit from a healthy competition as more OEM will be able to Participate	As per Bid
35	Page No.14 & 15, Form No.T2 (Technical Specification) Sr.No.2, Line 11	Full Toner (No Starter Toner)	Pls Change , with Factory Fitted Starter Toner & 1 Extra Genuine Full Toner. As per Industry Standard all the Printers come with a factory Fitted Starter Toner of approx 1000 pages Yeild. As the full toner with a yeild of Approx 2500 pages are not Factory Fitted , the Starter toner will be Removed & full toner will be Supplied by adding Cost of Full toner. Customer will Lose the Benefit of Getting the Free of cost starter toner which is factory Fitted.	See the changes in Corrigendum.
36	Page No.9, Terms & conditions, Sr. No. 41, Maintenance/Warranty Period Penalty	During warranty Period Compliant Resolution within 48 Hours , from Time of Reporting of The Compliant.	Pls Change to , During warranty Period Compliant Response within 48 working Hours and Resolution within 120 working hours , from Time of Reporting of The Compliant. Considering the Remote Locations of the Schools pls change as requested.	As per Bid
37	Page No.14 & 15, Form No.T2 (Technical Specification) Sr. No. 2, Line 9	Minimum 400 MHZ Printer Processor	System processor utilization	See the changes in Corrigendum.
38	Page No.14 & 15, Form No.T2 (Technical Specification) Sr. No. 2, Line 11	Full Toner (No starter toner), Genuine printer toner certificate of OEM is required to be submit by bidder.	Request you to specify Minimum yield capacity ,instead of full tonner as yield of full tonner vary from OEM to OEM (eg. 1500 pages yield to 2400 pages yield)	See the changes in Corrigendum.

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	Page No./Section No./ Clause No.	Tender Description		
39	Section - 2 - Form T2 of Serial No. 1 - CPU	AMD A10 Processor (3M Cache, 3.20 GHz) or higher	AMD A10 9700 Processor (2M Cache, 3.50 GHz) or higher We request change in AMD processor as requested since; current series are in phase-out mode and is coming up with new Bristol Ridge technology which has better processing performance but with less Cache than earlier CPU. Required processor bench mark can be shared on demand. In view of above changes by processor manufacturer we request acceptance in line with same.	See the changes in Corrigendum.
40	Section - 2 - Form T2 of Serial No. 1 - Motherboard	For AMD (AMD A78 chipset or better)	For AMD (B350 chipset or better) AMD is in mode of shifting the existing platform of AM2 to AM4 and going forward chipset available will be B350 only which has even better performance. Thus, in view of same it is recommended to have the necessary changes as per manufacturer roadmap.	As per Bid
41	Section - 2 - Form T2 of Serial No. 1 - Memory	4 GB DDR3 @ 1600 MHz/DDR4 @ 1866 MHz RAM with 1 DIMM slot free. (Single Module Should be supplied)	4 GB DDR4 @ 2133 MHz with 2 DIMM slot free. (Single Module Should be supplied) As asked platform has shifted and support DDR4 @ 2400MHz. Thus, it is strongly recommended to ask for the latest supported Memory technology instead old generation.	As per Bid
42	Section - 2 - Form T2 of Serial No. 1 - Monitor	19.5" or higher wide screen LED Backlit based TFTs, Contrast Ratio – 1000:1 or better, Resolution – 1360 x 768 or better, TCO Displays 6.0 certified or better; Monitor should be of same make of offered PC Brand	19.5" or higher wide screen LED Backlit based TFTs, Contrast Ratio – 1000:1 or better, Resolution – 1366 x 768 or better with 5ms response time with internal speakers, TCO Displays 5.0 certified or better; Should be of same brand as offered PC Lesser the response time gives faster up time and better performance in real time situation to users. Thus, it is strongly recommended to continue the same as it is and same is available with all the OEMs as a standard product portfolio.	As per Bid
43	Section - 2 - Form T2 of Serial No. 1 - OS	Pre-loaded licensed Microsoft Windows 10 Pro. National Academic edition (under shape the future program) Operating System with Latest service pack. Restore/ Recovery CD/ Self Mechanism	Request to share the LOE for STF	STF approval from Microsoft is uploaded on website See the changes in Corrigendum.
44	Terms & Condition Point No. 40 - Warranty	Comprehensive onsite warranty for 3 years from the date of installation for all line items.	Comprehensive onsite warranty for 60 months from the date of installation / 61 months from the date of delivery for all line items. Since; the project is meant for school where the hardware would be used at least for next 5 years and to ensure smooth support it is recommended to have 5 years warranty. Subsequently, it has been observed that many a times installation get delay for the reason attributed to user / dept by month or 2 from the date of delivery and basis of which it is difficult for us same carry forward the warranty for indefinite period. Thus, it is recommended to have 1 month additional warranty from the date of delivery.	See the changes in Corrigendum.
45	Page No. 2 Eligibility Criteria for the bidder:	The bidder should have an average annual turnover of Rs. 10 Crore (Minimum) during the last three financial years as on 31.03.2016. (Form no. E-1)	The bidder should have an average annual turnover of Rs. 15 Crore (Minimum) during the last three financial years as on 31.03.2016. (Form no. E-1)	As per Bid
46	Page No. 8 Terms & Condition Point No. 40 Warranty:	Comprehensive onsite warranty for 3 years from the date of installation for all line items.	Comprehensive onsite warranty for 5 years from the date of installation for all line items.	As per Bid
47	Page No. 14 Technical Desktop	Motherboard For (Intel H110 chipset or better) For AMD (AMD A78 chipset or better)	Our Submission Intel Q Series Chieset, Attach Intel Roadmap	As per Bid

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Venders	Responses to Vendors
	Page No./Section No./ Clause No.	Tender Description		
48	Page No. 15 Technical Printer	Full Toner (No starter toner), Genuine printer toner certificate of OEM is required to be submit by bidder.	Diffirent OEMs have different defination of full / starter toner capacity. For example 700 pages may be full toner for one OEM and same 700 pages toner can be starter toner for another OEM. Hence we request you to please specify / add as under seperately: "Commercial Cartridge for printing total 15,000 pages for above Multifunction Laser Printer (please submit Model / Part no. of quoted Commercial Cartridge on OEM letterhead)" The net evaluation price shall be such that it comprises printer cost along with toner/cartridge cost to print 15000 pages. This is inline with other printer tenders and printer RC tender and will facilitate common evaluation platform for all OEMs/bidders.	See the changes in Corrigendum.
49		(Note : Quoted Printer must be supplied along with composite cartridge (No drum toner separate))	Different OEMS have different designs. As such separate drum toner or composite catridge will not make any different in terms of performance. Hence we request you to please delete the clause and consider both non-composite and composite designs.	See the changes in Corrigendum.
50		Print – Min 18 ppm for A4 size	We request to increase the ppm to 20 ppm or higher to have better speed.	See the changes in Corrigendum.
51		Min. 8 MB RAM	RAM requirement of 8MB RAM is very old and with changing technology w.r.t desktops the RAM shall be increased to 64 GB or higher. The desktop specs have gradually enhanced while 8GB RAM printer shall accordingly enhance.	See the changes in Corrigendum.
52		Minimum 400 MHZ Printer Processor	With the kind of desktops are purchased the printer specs shall accordingly enhanced in terms of processor. We request to please increase the same to 600 Mhz or higher.	See the changes in Corrigendum.
53	Page No. 14 & 15 Technical Printer	Current Multifunctional Laser Printer (Print, Scan, Copy) Specification In tender Print – Min 18 ppm for A4 size, 1200 dpi effective resolution; Copy – 14 cpm for A4 size, 600*400 dpi resolution, Min. 8 MB RAM; Scan – 600*600 dpi optical resolution, Flatbed Scan & color scanning should be possible, USB connectivity Minimum 400 MHZ Printer Processor OS Compatibility : Windows, Linux, Mac	Please Include Mono Inkjet Technology . GIL Asked only Laser. Following features are there in latest inkjet printer. 1. Speed is better than laser 2. Cost per print is lower than laser. 3. Print resolution is higher than laser. 4. Easily Refillable 5. Power Consumption is lower than laser. 6. Recurring cost of replacing the accessories	As per Bid
54		Print – Min 18 ppm for A4 size, 1200 dpi effective resolution; Copy – 14 cpm for A4 size, 600*400 dpi resolution, Min. 8 MB RAM; Scan – 600*600 dpi optical resolution, Flatbed Scan & color scanning should be possible, USB connectivity Minimum 400 MHZ Printer Processor OS Compatibility : Windows, Linux, Mac Full Toner (No starter toner), Genuine printer toner certificate of OEM is required to be submit by bidder. (Note : Quoted Printer must be supplied along with composite cartridge (No drum toner separate))	Ref: Bid for Purchase of Computer hardware & other peripherals for Ashramshala within the state of Gujarat on behalf of Tribal Development Department, Gandhinagar & Social Justice & Empowerment Department,Gandhinagar Tender No. HWT210217415 Print – 18 ppm for Laser / 30 ppm for Inkjet for A4 size, 600 dpi resolution; Copy – 14 cpm for Laser / 30 cpm for Inkjet for A4 size, Scan – 600*600 dpi optical resolution, color scanning should be possible, Automatic Duplex printing-(Optional) USB connectivity OS Compatibility : Windows, Linux Consider the same specification in Primary Education tender.	As per Bid
55		Please upload the OEM under taking letter which clarify that cartridges to be supplied with the printer is starter or full with no. of Pages can print.	Commercial Cartridges for quoted Multifunction Mono Printer which can print total 5,79,000 pages (please submit Model / Part no. of quoted Commercial Cartridge on OEM letterhead) Calculation for 5,79,000 printing cost for 386 Qty Printer in 3 years means per printer 1498 Print out will be taken in 3 years(1050 Days). Changes Require- follow the same calculation 1498 pages 3468 Qty Printer= 51,91,596 pages. Print cost should be declared by OEM.	See the changes in Corrigendum.

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Venders	Responses to Vendors
	Page No./Section No./ Clause No.	Tender Description		
56	Page No. 15 600 VA Line Interactive UPS (with 15 minutes Battery backup)	Battery make - Exide/Quanta/CSB/Panasonic /Yuasa(Battery Sr. No on OEM Letter Head with Warranty Assurance of 1 years)	No, We are bundling LEOCH battery	As per Bid
57		Minimum Battery AH - 600 VA UPS – 84 VAH – 15 minutes Battery Back Up	600VA, 84 VAH, 19 min at 25% load / 5 min at 50% load	As per Bid
58	Page No. 15 Item No 2. Multifunctional Laser Printer (Print, Scan, Copy)	Print – Min. 18 ppm for A4 size, 1200 dpi effective resolution; Copy – 14 cpm for A4 size, 600*400 dpi resolution, Min. 8 MB RAM; Scan – 600*600 dpi optical resolution, Flatbed Scan & color scanning should be possible, USB connectivity Minimum 400 MHZ Printer Processor OS Compatibility : Windows, Linux, Mac	We request authority to amend "Mono Inkjet Technology" because as compared to laser printer technology there are Inkjet printers which are readily available with better features like: 1. Speed is better than laser 2. Cost per print is lower than laser. 3. Print resolution is higher than laser. 4. Easily Refillable 5. Power Consumption is lower than laser. 6. Recurring cost of replacing the accessories There will be a huge cost savings In printing if education department will consider inkjet printer in this tender.	As per Bid
59	Page No. 14 & 15 Item No 2. Multifunctional Laser Printer (Print, Scan, Copy)	Print – Min 18 ppm for A4 size, 1200 dpi effective resolution; Copy – 14 cpm for A4 size, 600*400 dpi resolution, Min. 8 MB RAM; Scan – 600*600 dpi optical resolution, Flatbed Scan & color scanning should be possible, USB connectivity Minimum 400 MHZ Printer Processor, OS Compatibility : Windows, Linux, Mac Full Toner (No starter toner), Genuine printer toner certificate of OEM is required to be submit by bidder. (Note : Quoted Printer must be supplied along with composite cartridge (No drum toner separate))	Memory Capacity from 8 MB to 64 MB Minimum RAM to be increase from 8 MB to 64 MB for faster & better performance general as per market standard	See the changes in Corrigendum.
60		Additional Request	Additional Clause for commercial toner with printer where till the hardware warranty period department may purchase toner/cartridges	As per Bid
61		Additional Request	Quoted Laser printer OEM Brand comes among Top 5 laser printer brand as per last Q2 ' 2017 shipment data as per IDC report only (Market share not less than 10% in terms of supply units)	As per Bid