

Responses to the queries (18.10.2025)

S.No	RFP Document Reference(s) (Clause & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Responses to the Queries
1	Technical Minimum Specifications (Page -13) A4 Size Mono Laser Duplex Printers	Memory: 256 MB	Pl. accommodate 128 MB RAM (Memory) printers in this category to enable us to participate and do make this competitive on economy front too, sufficient to fulfil users requirement.	No Change. As per RFP
2	Addition of OPEX Cost (Consumables Cost)	Last year GEM R/C tender OPEX cost was taken into calculation, making this cost effective for all departments fixing consumables cost for 3 years. Capex is one time cost and Opex is actual cost which normally remains multiple times of Capex. Hence, freezing of Opex saves huge on overall cost on printer and in addition it keeps INTACT WARRANTY as due to higher pricing of consumables departments go for cheaper solutions and get warranty void on printers.	Pl. accommodate CAPEX + OPEX cost criterion to determine L1 and not only save huge cost but users get tension free for life time (warranty years).	No Change. As per RFP
3	Page No. 13, Item No. 1 – A4 Mono Laser Duplex Printer	Memory: 256 MB	Request to revise minimum RAM to 1 GB	No Change. As per RFP
4	Page No. 13, Item No. 1 – A4 Mono Laser Duplex Printer	Print Speed: 25 PPM	Request to revise speed to 35 PPM	No Change. As per RFP
5	Page No. 13, Item No. 2 – A4 MFP Mono Laser Duplex Printer	Memory: 256 MB	Request to revise minimum RAM to 1 GB	No Change. As per RFP
6	Page No. 13, Item No. 2 – A4 MFP Mono Laser Duplex Printer	Print Speed: 20 PPM	Request to revise speed to 35 PPM or above	No Change. As per RFP
7	Page No. 13, Item No. 3 – A4 Color Laser Duplex Printer	Memory: 256 MB	Request to revise minimum RAM to 1 GB	No Change. As per RFP
8	Page No. 13, Item No. 3 – A4 Color Laser Duplex Printer	Print Speed: 18 PPM	Request to revise speed to 35 PPM	No Change. As per RFP
9	Page No. 3, Point Past Performance (Bidder).	1)Minimum cumulative quantities required for each item category are as follows: For A4 size Mono Laser Duplex Printer: 3,000 qty For A4 size Multi-Function Mono Laser Duplex Printer: 3,000 qty 2)For A4 size Duplex Scanner: 280 qty	It has asked different qty. asked for different category, we herewith request you to consider Mono Laser Duplex Printer & Multi-function Mono laser Printer, as one category only as both are laser printer only. Request to Bidder/OEM for scanner past performance	No Change. As per RFP
10	Page No 10. Point No.8: Delivery & Installation	Within 45 Working days from the date of purchase order/work order of Indenting Dept. Note: site	Requesting you to kindly help change the same to 60 working days considering larger Qty and turnaround time for manufacturing to getting material at Gujarat location. This is applicable for order Qty. 500 or more.	No Change. As per RFP

S.No	RFP Document Reference(s) (Clause & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Responses to the Queries
11	Page no 11. Payment	100% payment after successful inspection of GIL, and after completion certificate of delivery & installation of the ordered goods by indenting Dept. In case site is not ready, Department / Office may release the payment at its discretion.	Requesting to kindly also incorporate maximum number of days to release the payment by indenting Dept or GIL. (similarly, like LD charges)	No Change. As per RFP
12	Page No. 5 Eligibility Criteria for the bidder:	OEM must have Min. 3 Functional Service in different Cities in Gujarat. Bidder will have to submit details of OEM service centers with address, telephone no., contact person phone no., email id etc. at the time of bidding.	OEM must have a minimum of 4 Functional Service Centres in different Cities in Gujarat. The centers should be operational for at least the last 2 years. Bidder/OEM must submit supporting documents proving 2 years of operation.	No Change. As per RFP
13	Page No. 13 & 14 Technical Minimum Specifications of Printer and Scanner	On Site OEM Warranty (Year) : 3 or higher	On Site OEM Warranty (Year) : 5 or higher	No Change. As per RFP
14	Page No. 13 & 14 Technical Minimum Specifications A4 size Mono Laser Duplex Printer & A4 size Multi Function Mono Laser Duplex Printer & A4 size Color Laser Duplex Printer & A4 size Color Laser Duplex Printer	Cartridge Technology: Any Value	Cartridge Technology: Composite Only	No Change. As per RFP
15	Past Performance OEM Criteria	For Make in India OEMs, Past Performance (Bidder) criteria. For Make in India OEMs, Past Performance (OEM) criteria will be same as Past Performance (Bidder) criteria.	It should be the same as other non MII Brands	No Change. As per RFP
16	Warranty	3 Years	5 Years on all Laser models	No Change. As per RFP
17	Cartridge Technology	Any Value	Composite technology for Laser Printer	No Change. As per RFP

S.No	RFP Document Reference(s) (Clause & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Responses to the Queries
18	Other		Request to clarify on below points as well.. 1. How would be the 50:30:20 will be divided amongst L1:L2:L3. 2. What if any customer denied buying that particular brand ? What if they denied Canon brand even then ? 3. Request to disclose the Value addition to describe in MII brands 4. Will there any be further negotiation after opening commercial and will it be amongst all technical qualifies or L1-L3 only ?	No Change. As per RFP
19	Technical Minimum Specifications A4 size Mono Laser Duplex Printer A4 size Multi Function Mono Laser Duplex Printer Page 13	Memory: 256 MB	Request the department to consider the below and enable our participation. Memory: 64 MB	No Change. As per RFP
20	Technical Minimum Specifications A4 size Multi Function Mono Laser Duplex Printer Page 13	Minimum Speed Per Minute As Per ISO::IEC 24734 In A4 Size-Mono: 20 or higher	Request the department to consider below and enable our participation. Minimum Speed Per Minute As Per ISO::IEC 24734 In A4 Size-Mono: 25 or higher	No Change. As per RFP
21	Technical Minimum Specifications A4 size Color Laser Duplex Printer Page 13	Print Speed Per Minute As Per ISO::IEC 24734 In (A4) Size – Mono : 18 or higher	Request the department to consider below and enable our participation. Minimum Speed Per Minute As Per ISO::IEC 24734 In A4 Size-Mono: 25 or higher	No Change. As per RFP
22	Technical Minimum Specifications All printers Page 13, 14	On Site OEM Warranty (Years) : 3 or higher	Request the department to consider below and enable our participation. On Site OEM Warranty (Years) : 5 or higher	No Change. As per RFP

S.No	RFP Document Reference(s) (Clause & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Responses to the Queries
23	Technical Specifications All printers Page 13, 14	Minimum Additional point: Warranty should be OEM provided and should be reflected on OEM website.	Request the department to consider below and enable our participation. Warranty: Warranty should be OEM provided and should be reflected on OEM website	No Change. As per RFP
24	Technical Specifications All printers Page 13, 14	Minimum Additional point: Wireless Connectivity: Yes	Request the department to consider below and enable our participation. Wireless Connectivity: Yes	No Change. As per RFP
25	Technical Specifications All printers Page 13, 14	Minimum Additional Point: PCL Language	Request the department to consider below and enable our participation. Printer Language: PCL	No Change. As per RFP
26	Technical Specifications A4 size Mono Inkjet Duplex Printer A4 size Multi Function Mono Inkjet Duplex Printer Page 13, 14	Minimum Type of Printing : Mono	Request the department to change the printer from Mono to Color and enable us for participation Type of Printing : Color	No Change. As per RFP
27	Technical Specifications A4 size Mono Inkjet Duplex Printer Page 13	Minimum Automatic Duplexing feature : Yes	Request the department to consider below and enable us for participation: Automatic Duplexing feature : Any value	No Change. As per RFP
28	A4 size Mono Inkjet Duplex Printer		Printer speed not mentioned request you to consider 20 PPM or Higher	No Change. As per RFP
29	A4 size Multi-Function Mono Inkjet Duplex		Printer speed not mentioned request you to consider 20 PPM or Higher	No Change. As per RFP
30	A4 size Duplex Scanner		Printer speed not mentioned request you to consider 30 PPM or Higher	No Change. As per RFP
31			MII, MSE, and Startup bidders may kindly be granted exemption from OEM turnover and past performance criteria.	No Change. As per RFP

S.No	RFP Document Reference(s) (Clause & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Responses to the Queries
32			For Item No. 1 & 2 (Mono Single Function and MFM), the required quantity is 7,500 units, whereas the past performance requirement has been mentioned as 9,300 units (approximately 120%). We request that the same may please be revised to 80%, as was applicable in the previous year.	No Change. As per RFP
33			For past performance, separate quantities have been mentioned for both items, although both fall under the same or similar product category. We therefore request that the past performance quantity be considered cumulatively for Mono single Printer and MFM printers.	No Change. As per RFP