

Rate Contract to supply IT hardware
Tender Reference No.: DGRPG/IT_Hardware/2024/1

Rate Contract to supply IT hardware Tender Reference No.: DGRPG/IT_Hardware/2024/1						
SN	Tender Clause No.	Page No.	Response to Queries (RTQ) Tender clause details/specification	Tender Reference No.: Amendment Sought / Suggestion	DGRPG/IT_Hardware/2024/1 Justification	DGRPG response
1	Eligibility Criteria 5.2.2 S. No. 4	9	The bidder should have successfully completed "Similar Works" worth 50 crores (in aggregate) in Central government / State government / Large private organizations during the last three years ending 31.12.2023.	The bidder should have successfully completed "Similar Works" worth 25 crores (across 10 orders) in Central government / State government / Large private organizations during the last five years	Approx value of the RFP.	Refer Corrigendum
2	Eligibility Criteria 5.2.2 S. No. 5	9	The bidder should have a minimum annual average turnover of Rs. 100 crores, in any three of the last five financial years for which the bidder's accounts have been audited.	The bidder should have a minimum annual average turnover of Rs. 30 crores, in any three of the last five financial years for which the bidder's accounts have been audited.	Approx value of RFP	Refer Corrigendum
3			b. Up to 50 units of a particular item - Within 7 days of issue of work order.	b. Up to 50 units of a particular item - Within 30 days of issue of work order.	Orders at special prices of RC are executed back to back by OEM. Else DGR should release Letter of Intent for next 3 months which can be stocked by Bidder.	Refer Corrigendum
4	11.1	38	Display 21.5 inch	We request to change Display size to 23.8 inch as per latest industry standards in All- in-One Desktops. It is also available with all leading OEM' s.		Refer Corrigendum
5	11.2	39	Display 21.5 inch	We request to change Display size to 23.8 inch as per latest industry standards in All- in-One Desktops. It is also available with all leading OEM' s.		Refer Corrigendum
6	11.9. Printer - MFP - Mono - 20 ipm	41	Type of Machine - Multifunction Network Laser or Ink Tank Printer	We request to remove Ink Tank Printer technology from this category as MFP Mono printer asked in this category and Ink Tank Printer is colored printer technology.		As per Tender
7	11.9. Printer - MFP - Mono - 20 ipm	41	Print Technology -Laser / Ink-tank	We request to remove Ink Tank Printer technology from this category as MFP Mono printer asked in this category and Ink Tank Printer is colored printer technology.		As per Tender
8	11.9. Printer - MFP - Mono - 20 ipm	41	Cartridge Technology- For laser printer: Toner cartridge or For ink-tank printer: Ink	We request to remove Ink Tank Printer technology from this category as MFP Mono printer asked in this category and Ink Tank Printer is colored printer technology.		As per Tender
9	11.9. Printer - MFP - Mono - 20 ipm	41	Yield of Cartridge/Ink Tank/ Ink supplied with Machine as per ISO/IEC: 19752/2004(E) -5000	We request to asked for 1500 Yield of cartridge as it is standard yield for MFP Mono printer in this category.		Refer Corrigendum

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10	11.10. Printer - SFP - Mono - 20 ipm	42	Yield of Cartridge/Ink Tank/ Ink supplied with Machine as per ISO/IEC: 19752/2004(E) - 5000	We request to asked for 1000 Yield of cartridge as it is standard yield for SFP Mono printer in this category.		Refer Corrigendum
11	11, Minimum Technical Qualification	38-41	Display	The asked 21.5 inch is non generic in Current MII and DIPP scenario as almost all reputed OEM's have shifted to 23.8 as the standard size for AIO Systems post covid. So we humbly request to change Display size to 23.8 inch as per latest industry standards. It is available with all leading OEM's and shall allow fair bidding.		Refer Corrigendum
12	11.10 Printer - SFP - Mono - 20 ipm	42-48	Yield of Cartridge/Ink Tank/ Ink supplied with Machine as per ISO/IEC: 19752/2004(E) - 5000	The Yield of Cartridge/Ink Tank/ Ink supplied with Machine shall be changed to 1000 or more as most laser printers are shipped with 1000 or more page inbox toner cartridge.		Refer Corrigendum
13	5.2 Eligibility / pre-qualification criteria Page no.9	9	The bidder should have successfully completed "Similar Works" worth 50 crores (in aggregate) in Central government / State government / Large private organizations during the last three years ending 31.12.2023	We would request to relax /amend the clause and consider as mentioned below: The bidder/OEM should have successfully completed "Similar Works" worth 50 crores (in aggregate) in Central government / State government / Large private organizations during the last three years ending 31.12.2023 OR The bidder should have successfully completed IT/ICT/IT&ES Project. "Similar Works" worth 50 crores (in aggregate) in Central government / State government / Large private organizations during the last three years ending 31.12.2023	We intent to participate in your valuable tender and as per present clause is restricting us to participate ,hence we would request to relax and consider our request for larger participation and healthy competition	Refer Corrigendum
14	Technical Specifications (All in One computer)	38	Display - TCO Certified	Remove TCO Certificate	Requesting the dept. to update the specification as proposed to qualify AMD based systems	As per Tender
15	Technical Specifications (All in One computer)	38	Connectivity - Bluetooth 5.3	Connectivity - Bluetooth 5.2	Requesting the dept. to update the specification as proposed to qualify AMD based systems.	Refer Corrigendum

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16	11.1,11.2,11.3,11.4 Minimum Technical specifications All in One computer	38-39	Display: 21.5 Inches	23.8 inches in lieu of 21.5 inches		Refer Corrigendum
17	Page No.43 (11.11-Printer - Colour - 7 ipm)	43	Print Output-Monochrome	Color		Refer Corrigendum
18	Eligibility Criteria 5.2.2 S. No. 4	9	The bidder should have successfully completed "Similar Works" worth 50 crores (in aggregate) in Central government / State government / Large private organizations during the last three years ending 31.12.2023.	The bidder should have successfully completed "Similar Works" worth 25 crores (across 10 orders) in Central government / State government / Large private organizations during the last five years	Approx value of the RFP.	Refer Corrigendum
19	Delivery (Timeline) 6.4.1 S. No. 1	24	1. Orders with lower quantity: a. Up to 10 units of a particular item - Within 3 days of issue of work order.	1. Orders with lower quantity: a. Up to 10 units of a particular item - Within 30 days of issue of work order.	Orders at special prices of RC are executed back to back by OEM. Else DGR should release Letter of Intent for next 3 months which can be stocked by Bidder.	Refer Corrigendum
20			c. Up to 100 units of a particular item - Within 10 days of issue of work order.	c. Up to 100 units of a particular item - Within 45 days of issue of work order.	Orders at special prices of RC are executed back to back by OEM. Else DGR should release Letter of Intent for next 3 months which can be stocked by Bidder.	Refer Corrigendum
21			2. Bulk Orders (>100 units of a particular item): a. Up to first 500 units within 15 days of issue of work order	2. Bulk Orders (>100 units of a particular item): a. Up to first 500 units within 45 days of issue of work order	Orders at special prices of RC are executed back to back by OEM. Else DGR should release Letter of Intent for next 3 months which can be stocked by Bidder.	Refer Corrigendum
22			b. Additional 500 units (or part thereof) shall be supplied in additional 15 days.	b. Additional 500 units (or part thereof) shall be supplied in additional 60 days.	Orders at special prices of RC are executed back to back by OEM. Else DGR should release Letter of Intent for next 3 months which can be stocked by Bidder.	Refer Corrigendum

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23	Installation (Timeline) 6.4.1 S. No. 2	24	1. Orders with upto 100 quantity: Within 1 week of supply	1. Orders with upto 100 quantity: Within 3-4 week of supply	Multilocation orders require more time than single location orders.	As per Tender
24			2. Orders more than 100 quantity: within 2 weeks of supply	2. Orders more than 100 quantity: within 4 weeks of supply	Multilocation orders require more time than single location orders.	As per Tender
25	SLA & Penalties 7.11 S. No. 3	26	Supply of Hardware (All in One Computer, Laptop, Printer and UPS) :0.2% per day of the cost of delayed quantities.	Supply of Hardware (All in One Computer, Laptop, Printer and UPS) :0.2% per week of the cost of delayed quantities.	Requested to consider the same	As per Tender
26	SLA & Penalties 7.11 S. No. 4	26	Installation of Hardwrae (All in one Computers, UPS and Printer) : 0.2 % per day of the cost of delayed quantities.	Installation of Hardwrae (All in one Computers, UPS and Printer) : 0.2 % week of the cost of delayed quantities.	Requested to consider the same	As per Tender
27	5.2.2.(4)	9	The bidder should have successfully completed "Similar Works" worth 50 crores (in aggregate) in Central government / State government / Large private organizations during the last three years ending 31.12.2023.	We request that you please amend this clause with the bidder/OEM as it is very difficult for every bidder residing in Tricity and Punjab. As 50Cr is a huge amount and difficult for those bidders who wants to participate in single product .		Refer Corrigendum
28	5.2.2.(5)	9	The bidder should have a minimum annual average turnover of Rs. 100 crores, in any three of the last five financial years for which the bidder's accounts have been audited.	We request to bring down the Average annual turnover to 20 Cr, as this is restricting other bidders who are capable of doing business		Refer Corrigendum

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29	6.4.	24	<p>Delivery / Supply of Hardware (Laptop, All in One computer, Printer, UPS, as the case may be)</p> <p>1. Orders with lower quantity:</p> <p>a. Up to 10 units of a particular item - Within 3 days of issue of work order. b. Up to 50 units of a particular item - Within 7 days of issue of work order. c. Up to 100 units of a particular item - Within 10 days of issue of work order.</p> <p>2. Bulk Orders (>100 units of a particular item):</p> <p>a. Up to first 500 units within 15 days of issue of work order b. Additional 500 units (or part thereof) shall be supplied in additional 15 days. For example: For an order of 1100 units of UPS, first 500 units must be supplied within 15 days of issue of work order. Next 500 units must be supplied within 30 days of issue of work order and the remaining 100 units must be supplied within 45 days of issue of work order</p>	Kindly amend this clause with 3-4 weeks for delivery as some components are B2B and need 3-4 weeks of time to deliver the order		Refer Corrigendum
30	5	9	The bidder should have a minimum annual average turnover of Rs. 100 crores, in any three of the last five financial years for which the bidder's accounts have been audited	The bidder should have a minimum annual average turnover of Rs. 150 crores, in any three of the last five financial years for which the bidder's accounts have been audited		Refer Corrigendum
31	5.4	12	The bidder shall furnish EMD through online mode	can we submit the EMD in the form of PBG..		As per Tender
32	6.4.1 (a)	24	Up to 10 units of a particular item - Within 3 days of issue of work order	Request to chage the delivery time up to 3- weeks days		Refer Corrigendum
33	6.4.1 (b)	24	Up to 50 units of a particular item - Within 7 days of issue of work order.	Request to chage the delivery time up to 4- weeks		Refer Corrigendum
34	6.4.1 (c)	24	Up to 100 or >100 units of a particular item - Within 10 days of issue of work order	Request to chage the delivery time up to 45 days		Refer Corrigendum
35	11.1 Minimum Technical Specifications	38	Pre-installed Genuine Microsoft Windows 11 Professional (64 bit) with recovery partition / Online / Cloud	We request to asked for OEM Factory Pre-installed Windows 11 Professional to have genuine Operating System.		Refer Corrigendum

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36	11.1	38	Webcam HD webcam integrated with display	We request to change HD webcam to FHD 5MP Webcam to have better resolution display as it is mandatory for online meetings.		As per Tender
37	11.2	39	Pre-installed Genuine Microsoft Windows 11 Professional (64 bit) with recovery partition / Online / Cloud	We request to asked for OEM Factory Pre-installed Windows 11 Professional to have genuine Operating System.		Refer Corrigendum
38	11.2	39	Webcam HD webcam integrated with display	We request to change HD webcam to FHD 5MP Webcam to have better resolution display as it is mandatory for online meetings.		As per Tender
39	11.5 Laptop (Intel i5 - 16GB)	39	Pre-installed Genuine Microsoft Windows 11 Professional (64 bit) with recovery partition / Online / Cloud	We request to asked for OEM Factory Pre-installed Windows 11 Professional to have genuine Operating System.		Refer Corrigendum
40	11.5 Laptop (Intel i5 - 16GB)	39	Storage Disk 512 G SSD	We request to change 512 GB SSD to 512 GB PCIe NVMe SSD as data transfer speed of PCIe NVMe SSD is much faster than normal SSD.		As per Tender
41	11.5 Laptop (Intel i5 - 16GB)	39	Ports 1 x Type – C	We request to asked for 2 x Type- C ports in Laptops as Type-C ports is used for connectivity purpose of many items.		As per Tender
42	11.5 Laptop (Intel i5 - 16GB)	39	Battery Li-ion, 3 Cell 50 Whr. with a minimum back up of 8 hrs	We request to asked for minimum 12 hours as it is very important parameter in Laptops.		As per Tender
43	11.6. Laptop (Intel i7 - 16GB)	41	Pre-installed Genuine Microsoft Windows 11 Professional (64 bit) with recovery partition / Online / Cloud	We request to asked for OEM Factory Pre-installed Windows 11 Professional to have genuine Operating System.		Refer Corrigendum
44	11.6. Laptop (Intel i7 - 16GB)	41	Storage Disk 512 G SSD	We request to change 512 GB SSD to 512 GB PCIe NVMe SSD as data transfer speed of PCIe NVMe SSD is much faster than normal SSD.		As per Tender
45	11.6. Laptop (Intel i7 - 16GB)	41	Ports 1 x Type – C	We request to asked for 2 x Type- C ports in Laptops as Type-C ports is used for connectivity purpose of many items.		As per Tender
46	11.6. Laptop (Intel i7 - 16GB)	41	Battery Li-ion, 3 Cell 50 Whr. with a minimum back up of 8 hrs	We request to asked for minimum 12 hours as it is very important parameter in Laptops.		As per Tender
47	11.7. Laptop (Ryzen 5 - 16GB)	41	Pre-installed Genuine Microsoft Windows 11 Professional (64 bit) with recovery partition / Online / Cloud	We request to asked for OEM Factory Pre-installed Windows 11 Professional to have genuine Operating System.		Refer Corrigendum
48	11.7. Laptop (Ryzen 5 - 16GB)	41	Storage Disk 512 G SSD	We request to change 512 GB SSD to 512 GB PCIe NVMe SSD as data transfer speed of PCIe NVMe SSD is much faster than normal SSD.		As per Tender

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49	11.7. Laptop (Ryzen 5 - 16GB)	41	Ports 1 x Type – C	We request to asked for 2 x Type- C ports in Laptops as Type-C ports is used for connectivity purpose of many items.		As per Tender
50	11.7. Laptop (Ryzen 5 - 16GB)	41	Battery Li-ion, 3 Cell 50 Whr. with a minimum back up of 8 hrs	We request to asked for minimum 12 hours as it is very important parameter in Laptops.		As per Tender
51	11.8. Laptop (Ryzen 7 - 16GB)	41	Pre-installed Genuine Microsoft Windows 11 Professional (64 bit) with recovery partition / Online / Cloud	We request to asked for OEM Factory Pre-installed Windows 11 Professional to have genuine Operating System.		Refer Corrigendum
52	11.8. Laptop (Ryzen 7 - 16GB)	41	Storage Disk 512 G SSD	We request to change 512 GB SSD to 512 GB PCIe NVMe SSD as data transfer speed of PCIe NVMe SSD is much faster than normal SSD.		As per Tender
53	11.8. Laptop (Ryzen 7 - 16GB)	41	Ports 1 x Type – C	We request to asked for 2 x Type- C ports in Laptops as Type-C ports is used for connectivity purpose of many items.		As per Tender
54	11.8. Laptop (Ryzen 7 - 16GB)	41	Battery Li-ion, 3 Cell 50 Whr. with a minimum back up of 8 hrs	We request to asked for minimum 12 hours as it is very important parameter in Laptops.		As per Tender
55	11.9. Printer - MFP - Mono - 20 ipm	41	Minimum Speed per Minute as per ISO/IEC 24734 standard in A4 - 20 ipm	We request to asked for minimum 35 PPM speed for MFP printer to have better product.		As per Tender
56	11.9. Printer - MFP - Mono - 20 ipm	41	6 Duty Cycle 20, 000 pages	We request to asked for 80, 000 pages as it is minimum duty cycle required in this category.		As per Tender
57	11.10. Printer - SFP - Mono - 20 ipm	42	Type of Machine - Single Function Laser or Ink Tank Printer	We request to remove Ink Tank Printer technology from this category as SFP Mono printer asked in this category and Ink Tank Printer is colored printer technology.		As per Tender
58	11.10. Printer - SFP - Mono - 20 ipm	42	Print Technology - Laser / Ink-tank	We request to remove Ink Tank Printer technology from this category as SFP Mono printer asked in this category and Ink Tank Printer is colored printer technology.		As per Tender
59	11.10. Printer - SFP - Mono - 20 ipm	42	Cartridge Technology - For laser printer: Toner cartridge or For ink-tank printer: Ink	We request to remove Ink Tank Printer technology from this category as SFP Mono printer asked in this category and Ink Tank Printer is colored printer technology.		As per Tender

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60	11.10. Printer - SFP - Mono - 20 ipm	42	Memory (RAM) 256 MB	We request to asked for 64 MB Memory for SFP printer as it is sufficient for this printer category.		As per Tender
61	11.10. Printer - SFP - Mono - 20 ipm	42	Minimum Speed per Minute as per ISO/IEC 24734 standard in A4 - 20 ipm	We request to asked for minimum 29 PPM speed for SFP printer to have better product.		As per Tender
62	5.2.2. Table SN 1 Eligibility Criteria	9	Bidder should be either: ● A company registered under the Indian Companies Act, 2013 / 1956 OR ● A partnership firm registered under the Limited Liability Partnerships (LLP) Act, 2008 OR ● A partnership firm registered under the Indian Partnership Act, 1932	As per GOI Rules- "It is not mandatory to register a partnership firm as per the provisions of the Partnership Act, 1932" so exemption of registration shall be given to "Partnership Firms"		As per Tender
63	5.2.2. Table SN 4 Eligibility Criteria	9	The bidder should have successfully completed "Similar Works" worth 50 crores (in aggregate) in Central government / State government / Large private organizations during the last three years ending 31.12.2023.	The Bidder Turnover/value of similar works completed shall please be lowered in proportion to the approx value of the type of product to be procured by the buyer & being quoted by that bidder i.e. category wise value shall be asked in past performance. (currently asked 50 Cr is on a very higher side)		Refer Corrigendum
64	5.2.2. Table SN 5 Eligibility Criteria	9	The bidder should have a minimum annual average turnover of Rs. 100 crores, in any three of the last five financial years for which the bidder's accounts have been audited.	The Bidder Turnover/value of similar works completed shall please be lowered in proportion to the approx value of the type of product to be procured by the buyer & being quoted by that bidder i.e. category wise value shall be asked in past performance. (currently asked 100 Cr is on a very higher side) e.g. Many reputed OEM's under DIPP/MII for UPS category itself have only 10-20 Cr OEM turnover so no one shall be able to qualify.		Refer Corrigendum
65	5.2.2. Table SN 6 Eligibility Criteria	10	The OEM of the proposed product(s) should have a minimum annual average turnover of Rs. 1,000 crores, in the last five financial years in India for which the OEM's accounts have been audited	It Shall also be lowered in proportions please		As per Tender
66	5.3.2, Technical Evaluation Criteria	11	The bidders would be required to submit a compliance sheet of the technical specifications for the items quoted by them	Compliance of technical specification shall please be asked on respective OEM Letterhead to avoid any wrong decelerations on any part.		As per Tender

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67	5.3. Technical Evaluation Criteria:	11	Pre-Qualification/ Technical Bid Timelines	Please allow at least 2/3 more weeks for each stage so as to allow all interested bidders to fulfill all the bid requirements in time and allow maximum participations		As per Tender
68	6.4. Delivery & Installation:	24	Delivery & Installation:	As Most of the products are manufactured B2B by the OEM's so the current timelines shall please be extended to "Minimum 45 to 60 days for Delivery of all Items".		Delivery refer Corrigendum and for Installation as per Tender
69	11, MInimum Technical Qualification	38-39	11.1 to 11.4 For All Types of AIO Computers (AMD/Intel Variants'):	The requests are as per Current Make in India initiative and Land Border sharing Implementations' of Govt. of India		As per Tender
70	11, MInimum Technical Qualification	38-40	Operating System	Only OEM Factory Pre- installed OS (Windows 11 Professional) shall be allowed (to avoid counterfeit OS supply)		Refer Corrigendum
71	11, MInimum Technical Qualification	38-42	HD webcam integrated with display	We request to change HD webcam to FHD 5MP Webcam to have better resolution display as it is mandatory for online meetings/ VC in modern age requirements.		As per Tender
72	11, MInimum Technical Qualification	38-43	11.5.to 11.8 For All Types of Laptops (AMD/Intel Variants'): Operating System	Only OEM Factory Pre- installed OS (Windows 11 Professional) shall be allowed (to avoid counterfeit OS supply)		Refer Corrigendum
73	11, MInimum Technical Qualification	38-44	Storage Disk	We request to change 512 GB SSD to 512 GB PCIe NVMe SSD as data transfer speed of PCIe NVMe SSD is much faster than normal SATA SSD and without any cost difference.		As per Tender
74	11, MInimum Technical Qualification	38-45	Ports	We request to asked for 2 x Type- C ports in Laptops as Type-C ports is replacing standard USB ports and is being used for connectivity purpose of all Peripherals and functions.		As per Tender
75	11, MInimum Technical Qualification	38-46	Battery	We request to change to minimum 12 hours battery backup as backup time is very important parameter		As per Tender

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76	11.9 Printer - MFP - Mono - 20 ipm	41-42		We request to remove "Ink Tank Printer technology" from this category as MFP Mono printer are being asked in this category but Ink Tank Printer is "colored printer technology". The speed shall be changed to "PPM- pages per minutes rather than currently asked "ipm- images per minutes". The Yield of Cartridge/Ink Tank/ Ink supplied with Machine shall be changed to 1000 or more as most laser printers are shipped with 1000 or more page inbox toner cartridge.		As per Tender/Refer Corrigendum
77	11.10 Printer - SFP - Mono - 20 ipm	42-43	Type of Machine Single Function Laser or Ink Tank Printer	We request to remove "Ink Tank Printer technology" from this category as Single Mono printer are being asked in this category but Ink Tank Printer is "colored printer technology.		As per Tender
78	11.10 Printer - SFP - Mono - 20 ipm	42-44	Print Technology - Laser / Ink-tank	We request to remove "Ink Tank Printer technology" from this category as Single function Mono printer are being asked in this category but Ink Tank Printer is "colored printer technology.		As per Tender
79	11.10 Printer - SFP - Mono - 20 ipm	42-45	Cartridge Technology - For laser printer: Toner cartridge or For ink-tank printer: Ink	We request to remove "Ink Tank Printer technology" from this category as Single Mono printer are being asked in this category but Ink Tank Printer is "colored printer technology		As per Tender
80	11.10 Printer - SFP - Mono - 20 ipm	42-46	Memory (RAM) 256 MB	Please change of 32mb or Higher as its an industry standard and more than sufficient.		As per Tender
81	11.10 Printer - SFP - Mono - 20 ipm	42-47	Minimum Speed per Minute as per ISO/IEC 24734 standard in A4 - 20 ipm	The speed shall be changed to "PPM- pages per minutes rather than currently asked "ipm- images per minutes"- ppm shall be 28 or more as per latest available products in market		As per Tender
82	Technical Specifications (All in One computer)	38	Ports - 4 x USB 3.0 Gen 1	Ports - 4 x USB Ports (2 USB 3.0 Gen 1 + 2 USB 2.0)	Requesting the dept. to update the specification as proposed to qualify AMD based systems.	Refer Corrigendum
83	11.1,11.2,11.3,11.4 Minimum Technical specifications All in One computer	38-39	Processor	13th Generation Intel Core i5		As per Tender

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84	11.1,11.2,11.3,11.4 Minimum Technical specifications All in One computer	38-39	Display: TCO Certified	TCO 9.0 Certification for All in one in lieu of Certificate for Display		As per Tender
85	11.1,11.2,11.3,11.4 Minimum Technical specifications All in One computer	38-39	Connectivity: Bluetooth 5.3	Bluetooth 5.2 in lieu of Bluetooth 5.3		Refer Corrigendum
86	11.5,11.6,11.7, 11.8 Minimum Technical specifications Laptops	39,40,41	Chassis Material & Hinges: Metallic	ABS Plastic in lieu of Metallic		As per Tender
87	11.5,11.6,11.7, 11.8 Minimum Technical specifications Laptops	39,40,41	Memory (RAM)	Ram expandibility of 64GB to be specifie		As per Tender
88	11.5,11.6,11.7, 11.8 Minimum Technical specifications Laptops	39,40,41	Connectivity: Bluetooth 5.3	Bluetooth 5.2 in lieu of Bluetooth 5.3		Refer Corrigendum
89	11.5,11.6,11.7, 11.8 Minimum Technical specifications Laptops	39,40,41	Display: IPS/VA	Please include TN panel as well		As per Tender

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90	11.5,11.6, 11.7, 11.8 Minimum Technical specifications Laptops	39,40, 41	Battery: Li-ion, 3 Cell 50 Whr. with a minimum back up of 8 Hrs.	4 Cell 49 Whr in lieu of 3 Cell 50 Whr. with a minimum back up of 8 Hrs.		As per Tender
91	11.7,11.8, Minimum Technical specifications Laptop AMD	41	Weight: Not more than 1.5 kg	1.65kg In Lieu of 1.5 kg		Refer Corrigendum
92	Additional			Please include Make in India Preference clause		As per Tender
93	Additional			GFR clause needs to be Included		As per Tender
94	Page No.9 (Eligibility criteria, point 5)	9	The bidder should have a minimum annual average turnover of Rs. 100 crores, in any three of the last five financial years for which the bidder's accounts have been audited.	Request to reduce the Minimum Annual Average turnover to 25Cr of the bidder in lieu of 100Cr in any three of the last 5 financial years. As we have already working with the prestigious dept and won the 4156 AIO order ref. gem bid number GEM/2023/B/3983736 in which dept asked for 10Cr average turnover only for the bidders. Our humble submission is to reduce the bidder turnover so that other bidders can get chance to participate in this tender and department will get healthy competition.		Refer Corrigendum
95	Page No.9 (eligibility criteria) point no 3	9	The bidder should be in operation for at least three years as on 31.12.2023.	We request to ask for "bidder should be in operation for atleast 5 years as on 31.12.2023".		As per Tender
96	Page No.9 (eligibility criteria) point no 4	9	The bidder should have successfully completed "Similar Works" worth 50 crores (in aggregate) in Central government / State government / Large private organizations during the last three years ending 31.12.2023.	We request to ask worth for 25Cr successfully completion in similar works in aggregate in Central government / State government / Large private organizations during the last three years ending 31.12.2023.		Refer Corrigendum
97	Page No.12 (5.4 EMD)	12	The bidder shall furnish EMD through online mode, as part of the Eligibility Criteria. The item wise EMD amount	We request to the department please ask for consolidated EMD for AIO and Laptops, And same for Printers & UPS instead of item-wise. Make group A for Laptops & AIO, B group for Printers and C group for UPS.		As per Tender

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98	Page No.19 (5.16 EMD)	19	Performance Security	We request to the department please ask for consolidated Performance security for AIO and Laptops, And same for Printers & UPS instead of item-wise. Make group A for Laptops & AIO, B group for Printers and C group for UPS.		As per Tender
99	Page No.24 (6.4 Delivery & Installation-), point 1	24	1. Orders with lower quantity: a. Up to 10 units of a particular item - Within 3 days of issue of work order. b. Up to 50 units of a particular item - Within 7 days of issue of work order. c. Up to 100 units of a particular item - Within 10 days of issue of work order.	Request to the department to increase the units slab minimum of 50 units with the delivery schedule of 30days.		Delivery: Refer Corrigendum and Installation: as per Tender
100	Page No.24 (6.4 Delivery & Installation-), point 1	24	Bulk Orders (>100 units of a particular item): a. Up to first 500 units within 15 days of issue of work order b. Additional 500 units (or part thereof) shall be supplied in additional 15 days. For example: For an order of 1100 units of UPS, first 500 units must be supplied within 15 days of issue of work order. Next 500 units must be supplied within 30 days of issue of work order and the remaining 100 units must be supplied within 45 days of issue of work order	For bulk orders delivery schedule should be 60days.		Delivery: Refer Corrigendum and Installation: as per Tender
101	Page No.26 (7 SLA & Penalties- point no-3 and 4)	26	Supply of hardware and installation	We request to put 0.1 % per week of delayed delivery and installation of hardware.		As per Tender
102	Page No.44 (11.2-UPS- 650va)	44	Point no-4 Inverter Efficiency- 70% or better	We request to ask for 60% standard efficiency in lieu of 70%.		As per Tender
103	Page No.44 (11.2-UPS- 650va)	44	Point no- 6 Backup- Minimum 30 minutes on full load	Ask for upto 15 minutes backup.		As per Tender
104	Page No.41 (11.9- Printer - MFP - Mono - 20 ipm)	41	Cartridge Technology- For laser printer: Toner cartridge or For ink-tank printer: Ink	Please include composite Cartridge also.		As per Tender
105	Page No.41 (11.9- Printer - MFP - Mono - 20 ipm)	41	Minimum Speed per Minute as per ISO/IEC 24734 standard in A4- 20ipm	13 ipm or higher		As per Tender

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106	Page No.41 (11.9- Printer - MFP - Mono - 20 ipm)	41	Memory (RAM) 256 GB	128 MB or higher		As per Tender
107	Page No.41 (11.9- Printer - MFP - Mono - 20 ipm)	41	Main Tray Capacity-100 pages	250 pages		As per Tender
108	Page No.41 (11.9- Printer - MFP - Mono - 20 ipm)	41	Yield of Cartridge/Ink Tank/ Ink supplied with Machine as per ISO/IEC: 19752/2004(E)-5000	6000 pages or higher		Refer Corrigendum
109	Page No.41 (11.9- Printer - MFP - Mono - 20 ipm)	41	Duty Cycle 20,000 pages	15000 or higher		As per Tender
110	Page No.41 (11.9- Printer - MFP - Mono - 20 ipm)	41	Warranty 1 Year onsite comprehensive warranty	1 year standard onsite OEM warranty		As per Tender
111	Page No.42 (11.10- Printer - SFP - Mono - 20 ipm)	42	Cartridge or refill type- For laser printer: Toner cartridge or For ink-tank printer: Ink tank	Please ask for Composite Cartridge also.		As per Tender
112	Page No.42 (11.10- Printer - SFP - Mono - 20 ipm)	42	Memory (RAM) 256 MB	Please include Memory 128 MB		As per Tender
113	Page No.42 (11.10- Printer - SFP - Mono - 20 ipm)	42	Minimum Speed per Minute as per ISO/IEC 24734 standard in A4-20ipm	13 ipm or higher		As per Tender

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			Tender clause details/specification	Amendment Sought / Suggestion	Justification	
114	Page No.42 (11.10- Printer - SFP - Mono - 20 ipm)	42	Main Tray Capacity-100 pages	250 pages or higher		As per Tender
115	Page No.42 (11.10- Printer - SFP - Mono - 20 ipm)	42	Yield of Cartridge/Ink Tank/ Ink supplied with Machine as per ISO/IEC: 19752/2004(E)-5000 pages	Request to ask for 6000 pages		Refer Corrigendum
116	Page No.42 (11.10- Printer - SFP - Mono - 20 ipm)	42	Duty cycle-10000 pages	15000 pages		As per Tender
117	Page No.42 (11.10- Printer - SFP - Mono - 20 ipm)	42	Warranty-1 year onsite comprehensive warranty	1 yr standard onsite warranty		As per Tender
118	Page No.43 (11.11- Printer - Colour - 7 ipm)	43	Minimum Speed per Minute as per ISO/IEC 24734 standard in A4 (Color)- 7 ipm	13ipm		As per Tender
119	Page No.43 (11.11- Printer - Colour - 7 ipm)	43	Print Output-Monochrome	Color		Refer Corrigendum
120	Page No.43 (11.11- Printer - Colour - 7 ipm)	43	Minimum Speed per Minute as per ISO/IEC 24734 standard in A4 (Color)- 7 ipm	If print output is monochrome, color speed is 0		As per Tender
121	Page No.43 (11.11- Printer - Colour - 7 ipm)	43	Minimum Speed per Minute as per ISO/IEC 24734 standard in A4 (Mono)-15ipm	13 ipm		As per Tender

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			Tender clause details/specification	Amendment Sought / Suggestion	Justification	
122	Page No.43 (11.11- Printer - Colour - 7 ipm)	43	Main Tray Capacity-100 pages	250 pages		As per Tender
123	Page No.43 (11.11- Printer - Colour - 7 ipm)	43	Yield of Ink Tank/ Ink supplied with Machine as per ISO/IEC: 19752/2004€-5000 pages	6000 Black		Refer Corrigendum
124	Page No.43 (11.11- Printer - Colour - 7 ipm)	43	Duty cycle-5000pages	15000 pages		As per Tender
125	Page No.43 (11.11- Printer - Colour - 7 ipm)	43	Warranty- 1 year onsite comprehensive warranty	Standard warranty		As per Tender
126	Page no 38,39- 11.1,11.2,11. 3,11.4	38-39	Minimum Technical specifications All in One computer- Display: 21.5 Inches	23.8 inches in lieu of 21.5 inches		Refer Corrigendum
127	Page no- 38,39-- 11.1,11.2,11. 3,11.4	38-39	Minimum Technical specifications All in One computer -Processor	Please include Generation 12th or Higher		As per Tender
128	Page no- 38,39-- 11.1,11.2,11. 3,11.4	38-39	Minimum Technical specifications All in One computer -Display: TCO Certified	TCO 9.0 Certification for All in one in lieu of Certificate for Display		As per Tender
129	Page no- 38,39-- 11.1,11.2,11. 3,11.4	38-39	Minimum Technical specifications All in One computer Connectivity: Bluetooth 5.3	Bluetooth 5.2 in lieu of Bluetooth 5.3		Refer Corrigendum
130	Page no- 39,40,41-- 11.5,11.6, 11.7, 11.8	39, 40, 41	Minimum Technical specifications Laptops -Chassis Material & Hinges: Metallic	ABS Plastic in lieu of Metallic		As per Tender

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131	Page no-39,40,41--11.5,11.6,11.7, 11.8	39, 40, 41	Minimum Technical specifications Laptops -Memory (RAM)	Ram expandibility of 64GB to be specified		As per Tender
132	Page no-39,40,41--11.5,11.6,11.7, 11.8	39, 40, 41	Minimum Technical specifications Laptops - Connectivity: Bluetooth 5.3	Bluetooth 5.2 in lieu of Bluetooth 5.3		Refer Corrigendum
133	Page no-39,40,41--11.5,11.6,11.7, 11.8	39, 40, 41	Minimum Technical specifications Laptops -Display: IPS/VA	Please include TN as well		As per Tender
134	Page no-39,40,41--11.5,11.6,11.7, 11.8	39, 40, 41	Minimum Technical specifications Laptops -Battery: Li-ion, 3 Cell 50 Whr. with a minimum back up of 8 Hrs.	4 Cell 49 Whr in lieu of 3 Cell 50 Whr. with a minimum back up of 8 Hrs.		As per Tender
135	Page no-41--11.7,11.8,	41	Minimum Technical specifications Laptop AMD - Weight: Not more than 1.5 kg	1.65kg In Lieu of 1.5 kg		As per Tender
136	Technical Specifications (All in One computer)	Page No - 38	Display - TCO Certified	Please Remove TCO Certificate	<p>TCO Certification for IT products drives social and environmental sustainability throughout the IT product life cycle and compliance. This Development is owned by the Swedish Confederation of Professional Employees headquarter in Stockholm, Sweden as on date.</p> <p>There is no equivalent Indian Certifications are available.</p> <p>Currently, TCO certified AMD based platforms are not available in India and this clause will restrict us to participate. Requesting the dept. to remove this clause as proposed to qualify AMD based systems.</p>	As per Tender

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137	Technical Specifications (All in One computer)	Page No - 38	Connectivity - Bluetooth 5.3	Connectivity - Bluetooth 5.2	Requesting the dept. to update the specification as proposed to qualify AMD based systems.	Refer Corrigendum
138	Technical Specifications (All in One computer)	Page No - 38	Ports - 4 x USB 3.0 Gen 1	Ports - 4 x USB Ports (2 USB 3.0 Gen 1 + 2 USB 2.0)	Requesting the dept. to update the specification as proposed to qualify AMD based systems.	Refer Corrigendum
139	Technical Specifications (All in One computer & Laptop)	Page No - 38-41	13th Generation Intel / 7000 Series AMD	12th Generation Intel / 5000 Series AMD	In the Pre-Bid, some OEM has asked to incorporate 12th Gen Intel Processors for the procurement, if the dept. consider the same, then we would like to incorporate 12th Gen Intel / 5000-Series AMD here.	As per Tender
140	11.9. Printer - MFP - Mono - 20 ipm	41-42	Type of Machine - - Multifunction Network Laser or Ink Tank Printer	Ink Tank		As per Tender
141	11.9. Printer - MFP - Mono - 20 ipm	41-42	Print Technology -- Laser / Ink-tank	Ink Tank		As per Tender
142	11.9. Printer - MFP - Mono - 20 ipm	41-42	Print Output - - Monochrome	Monochrome		As per Tender
143	11.9. Printer - MFP - Mono - 20 ipm	41-42	Cartridge Technology- -For laser printer: Toner cartridge or For ink-tank printer: Ink	ink		As per Tender
144	11.9. Printer - MFP - Mono - 20 ipm	41-42	Memory - 256 MB	128 Mb or higher		As per Tender
145	11.9. Printer - MFP - Mono - 20 ipm	41-42	Minimum Speed per Minute as per ISO/IEC 24734 standard in A4 --- 20 ipm	13 ipm or higher		As per Tender

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146	11.9. Printer - MFP - Mono - 20 ipm	41-42	Main Tray Capacity --- 100 pages	250 pages		As per Tender
147	11.9. Printer - MFP - Mono - 20 ipm	41-42	Yield of Cartridge/Ink Tank/ Ink supplied with Machine as per ISO/IEC: 19752/2004(E) --- 5000	6000 pages or higher		Refer Corrigendum
148	11.9. Printer - MFP - Mono - 20 ipm	41-42	Duty cycle ---- 20,000 pages	15000 or higher		As per Tender
149	11.9. Printer - MFP - Mono - 20 ipm	41-42	Warranty ----- 1 year onsite comprehensive warranty	Yes; 1 year standard onsite OEM warranty		As per Tender
150	11.9 Printer - SFP - Mono - 20 ipm	41-42	Type of Machine Single / Multi Function Color Ink Tank Printer	Yes Single Function		As per Tender
151	11.9 Printer - SFP - Mono - 20 ipm	41-42	Print Output Monochrome	Monochrome		As per Tender
152	11.9 Printer - SFP - Mono - 20 ipm	41-42	Memory (RAM) 256 MB	128 MB		As per Tender
153	11.9 Printer - SFP - Mono - 20 ipm	41-42	Minimum Speed per Minute as per ISO/IEC 24734 standard in A4 (Color) ---- 7 ipm	If print output is monochrome, Color Speed is 0		As per Tender
154	11.9 Printer - SFP - Mono - 20 ipm	41-42	Minimum Speed per Minute as per ISO/IEC 24734 standard in A4 (Mono) 15 ipm	13 ipm		As per Tender
155	11.9 Printer - SFP - Mono - 20 ipm	41-42	Main Tray Capacity 100 pages	250 sheets		As per Tender
156	11.9 Printer - SFP - Mono - 20 ipm	41-42	Yield of Ink Tank/ Ink supplied with Machine as per ISO/IEC: 19752/2004€ 5,000	6000 Bk		Refer Corrigendum

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157	11.9 Printer - SFP - Mono - 20 ipm	41-42	Duty cycle 5,000 pages	15000		As per Tender
158	11.9 Printer - SFP - Mono - 20 ipm	41-42	Warranty 1 year onsite comprehensive warranty	Standard warranty		As per Tender
159	11.10. Printer - SFP - Mono - 20 ipm	42-43	Type of Machine Single Function Laser or Ink Tank Printer	Single Function Ink Tank		As per Tender
160	11.10. Printer - SFP - Mono - 20 ipm	42-43	Printer Type Laser printer / Ink-tank printer	Ink Tank		As per Tender
161	11.10. Printer - SFP - Mono - 20 ipm	42-43	Print Output Monochrome	Monochrome		As per Tender
162	11.10. Printer - SFP - Mono - 20 ipm	42-43	Memory (RAM) 256 MB	128 MB or higher		As per Tender
163	11.10. Printer - SFP - Mono - 20 ipm	42-43	Minimum Speed per Minute as per ISO/IEC 24734 standard in A4 20 ipm	13 ipm		As per Tender
164	11.10. Printer - SFP - Mono - 20 ipm	42-43	Main Paper tray capacity 100 pages	250 pages or higher		As per Tender
165	11.10. Printer - SFP - Mono - 20 ipm	42-43	Yield of Cartridge/Ink Tank/ Ink supplied with Machine as per ISO/IEC: 19752/2004(E) 5000	6000 pages		Refer Corrigendum
166	11.10. Printer - SFP - Mono - 20 ipm	42-43	Duty cycle 10,000 pages	15000 pages		As per Tender

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167	11.10. Printer - SFP - Mono - 20 ipm	42-43	Warranty 1 year onsite comprehensive warranty	1 yr standard onsite warranty		As per Tender
168	General		Comprehensive Warranty – Most of the OEMs cover standard onsite warranty in which parts i.e consumables like roller set etc are not included, breakage to the equipment etc is not included			As per Tender
169	General		Print Output – In case of MF ink tank printers, speed of color page output must be mentioned (as per the current specifications, print output is mentioned as 'MONOCHROME'). Please specify in case Laser printers are required, then print output will be monochrome.			As per Tender
170	General		Bypass Tray Yes	100 Pages To enable usage of heavier paper media upto 165 gsm		As per Tender
171	General		Economy mode printing Yes	8300 Pages To enable economic printing (in grayscale); user enabled		As per Tender
172	General		Total Paper Input Capacity 350 Pages	Yes Ability to use two different media at the same time; no need to refill paper tray again and again		As per Tender
173	11.1,11.2,11.3,11.4 Minimum Technical specifications All in One computer	38-39	Display: 21.5 Inches	23.8 inches in lieu of 21.5 inches	Since the normal standard size of all in one in the industry is 23.8 Inches which is available will all the major Oem's in the industry hence please change the display size to 23.8 inches to ensure level playing competition	Refer Corrigendum

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174	11.1,11.2,11.3,11.4 Minimum Technical specifications All in One computer	38-39	Processor: 13th Generation	Intel 12th generation in lieu of 13th generation	Since currently Intel is operating at 11,12 and 13th generation only few oems have 13th generation available with them which gives them undue advantage and as per industry norm n-2 generation is always asked and considering the supply chain issues we request to amend the processor to 12th generation and above which will ensure maximum participation for the tender	As per Tender
175	11.1,11.2,11.3,11.4 Minimum Technical specifications All in One computer	38-39	Display: TCO Certified	TCO 9.0 Certification for All in one in lieu of Certificate for Display	TCO Certified is a globally recognized certification program that evaluates the environmental and social impact of IT products. Generation 9 introduces updated criteria to help manufacturers create more sustainable and ethical products. It covers a wide range of aspects, including safety, emissions, visual ergonomics, and hazardous substances. TCO 9.0 is meant for whole unit and not for Display so please ask TCO 9.0 in the certification of AIO rather than for Display	As per Tender
176	11.1,11.2,11.3,11.4 Minimum Technical specifications All in One computer	38-39	Connectivity: Bluetooth 5.3	Bluetooth 5.2 in lieu of Bluetooth 5.3	Since both the version of Bluetooth 5.3 and 5.2 have same transfer speed of 50MB/S and both have range of 200meters please change the version to Bluetooth 5.2 in lieu of 5.3 as this version is not available with all major oem as it does not have any effect on performance hence please amend the clause to Bluetooth 5.2 for better participation	Refer Corrigendum

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177	11.5,11.6, 11.7, 11.8 Minimum Technical specifications Laptops	39, 40, 41	Chassis Material & Hinges: Metallic	At least top and bottom covers should be metal in lieu of Metallic	Laptop has different covers A ,B, C and D cover out of which two cover A&D cover are significant as they cover top and bottom part of body covers which ensure in case laptop fall internal body get protected they also provide smoothness and resistance from scratches so we request you to use this nomenclature as top and bottom cover to be metallic in lieu of metallic body as this will ensure maximum participation for the tender	As per Tender
178	11.5,11.6, 11.7, 11.8 Minimum Technical specifications Laptops	39, 40, 41	Memory (RAM	Ram expandability of 64GB to be specified	Since the department is looking for future readiness of machine as rc is for one year, Ram expandability plays an important role as RAM has a major impact on performance more is the capacity of ram better will be its performance hence Ram expandability becomes critical as per industry norms RAM expandability is 64GB So please help in adding RAM expandability clause to 64GB	As per Tender
179	11.5,11.6, 11.7, 11.8 Minimum Technical specifications Laptops	39, 40, 41	Connectivity: Bluetooth 5.3	Bluetooth 5.2 in lieu of Bluetooth 5.3	Since both the version of Bluetooth 5.3 and 5.2 have same transfer speed of 50MB/S and both have range of 200meters please change the version to Bluetooth 5.2 in lieu of 5.3 as this version is not available with all major oem as it does not have any effect on performance hence please amend the clause to Bluetooth 5.2 for better participation	Refer Corrigendum

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180	11.5,11.6, 11.7, 11.8 Minimum Technical specifications Laptops	39, 40, 41	Display: IPS/VA	Please include TN as well	TN (Twisted Nematic) panels are known for their rapid response times. They can switch pixels on and off quickly, making them ideal for fast-paced activities by specifying 2 type IPS/VA gives specific advantage to few oem and limit other oem's from participation hence please include TN panel as well and amend the clause to TN/VA/IPS for level playing competition	As per Tender
181	11.5,11.6, 11.7, 11.8 Minimum Technical specifications Laptops	39, 40, 41	Battery: Li-ion, 3 Cell 50 Whr. with a minimum back up of 8 Hrs.	49 Whr in lieu of 3 Cell 50 Whr. with a minimum back up of 8 Hrs.	Battery backup is an important component of laptop as per the industry standard Minimum 45 whr is norm and every oem has different cell and different whr since Acer as oem can provide 49whr battery which still meets requirement of minimum 8 hours backup hence please amend the clause to 49whr in lieu of 3 cell 50 whr to maximize the participation and will provide equal and fair participation for all	As per Tender
182	11.5,11.6, 11.7, 11.8 Minimum Technical specifications Laptops	39, 40, 41	Additional	Fingerprint reader should be added	We would like to suggest fingerprint reader for the data security and this feature is available with all the reputed OEM's which will help the user to protect its data from vulnerability,	As per Tender

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SN	Tender Clause No.	Page No.	Response to Queries (RTQ)	Tender Reference No.:	DGRPG/IT_Hardware/2024/1	DGRPG response
			Tender clause details/specification	Amendment Sought / Suggestion	Justification	
183	11.7,11.8, Minimum Technical specifications Laptop AMD	41	Display: 14 inches	14 inches or Higher in lieu of 14 Inches	Every oem has its own GTM On different platforms we as brand Acer is having display of 14 inches or Higher on AMD platform which restrict us from participation in the given category and there are few departments which require numeric keypad as special requirement hence please amend the clause as 14 inches or Higher for AMD platform which will maximize the participation as 14 inches on AMD platform is restrictive clause	As per Tender
184	11.7,11.8, Minimum Technical specifications Laptop AMD	41	Weight: Not more than 1.5 kg	1.65kg In Lieu of 1.5 kg	As the department has asked for Metallic body which is heavier than normal ABS Plastic body, 1.5kg becomes a restrictive clause as this is available with single oem and bars other major Oem's from participation hence please amend the clause to 1.65 kg in lieu of 1.5 kg for better participation	As per tender
185	Additional			Please include Make in India Preference clause	As per the Government of India guidelines The concessions/benefits/preference to MII (Make in India) will be as per Govt. of India order no. P-45021/2/2017-BE-II dated 15.06.2017 issued by Ministry of Commerce and Industry Department of Industrial Policy and Promotion and amendment issued thereof. Please incorporate the above clause as directed by GOI	As per tender

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SN	Tender Clause No.	Page No.	Tender clause details/specification	Tender Reference No.: Amendment Sought / Suggestion	DGRPG/IT_Hardware/2024/1 Justification	DGRPG response
186	Additional			GFR clause needs to be Included	As per the Guidelines of Government of India The restriction in public Procurement from bidders/OEM of certain countries will be as per GOI Office Memorandum No. F. 6/18/2019-PPD dated 23.07.2020 issued by Ministry of Finance Department of Expenditure Procurement needs to be included since this is mandated by GOI	As per tender