

**REPLY TO BIDDER'S PRE-BID QUERIES**



**HIRING OF CENTRALIZED MANAGED PRINT SERVICES (MPS) FOR VARIOUS LOCATIONS**

**Owner: INDRAPRASTHA GAS LTD**

**BID DOCUMENT NO. IGL/ET2/CP/CM18332**

Sl No	Section	Clause No. & Description	Tender Requirement	Bidder's Query	IGL's Reply
1	Section I	Clause no. 7.1 (I) of IFB (Page no. 8 of 85)	Bidder should have executed at least one similar work order of MPS (Managed Print Services) of minimum value of Rs. 4,83,741/- during preceding 7 years reckoned from the date of issue of tender.	<p><b><u>Change:</u></b></p> <p>We request you to kindly modify the existing clause as:</p> <p>The bidder should have executed any one of the following similar works in the preceding seven years in India as on the date of opening of Techno Commercial proposal:                      "Three similar works costing not less than equal to 40% of the estimated cost (Rs.2.27 cr) which is Rs.0.91 Cr."                      or                      "Two similar works costing not less than equal to 50% of the estimated cost (Rs.2.27 cr) which is Rs.1.14 Cr."                      or                      "One similar work costing not less than equal to 80% of the estimated cost (Rs.2.27 cr) which is Rs.1.82 Cr."</p>	Tender condition prevails
2	Section I	Clause no. 7.1 (II) of IFB (Page no. 8 of 85)	Bidder shall be an OEM / authorized partner for the offered MPS (Managed Printing Services) / printing system shall have full back to back support for services & spares during the contract period. In this regard, valid partnership certificate shall be provided by the bidder.	<p><b><u>Clarify:</u></b></p> <p>Who will Provide the Engineers during full back to back support for services and spares OEM Or Bidder?</p>	<p>Tender Conditions Prevail</p> <p>Bidder (OEM / Authorized Partner of OEM) shall be responsible for hardware and software support.</p>
3	Section III	Clause no. 22.0 of GCC (Page no. 36 of 85)	PRICE REDUCTION SCHEDULE (PRS)	<p><b><u>Change:</u></b></p> <p>We request you to kindly modify the existing clause as:</p> <p>If the Contractor fails to complete the work within the stipulated Contractual Completion period, except in cases of Force Majeure as defined herein or delays caused by the Owner, the Contractor shall compensate the Owner for the delay. This compensation will be calculated at the rate of 0.05% of the value of the delayed portion of the work for each full week of delay, up to a maximum of 2.5% of the total contract value. This compensation is for the delay and not intended as a penalty.</p>	Tender condition prevails
4	Section IV	Clause no. 6.0 of SCC (Page no. 51 of 85)	The contract shall be valid for a period of 03 (three) years from the date of issue of first notification of award / Letter of Acceptance (LOA) which includes mobilization period of 10 days.	<p><b><u>Clarify &amp; Change:</u></b></p> <p>We request to kindly define and elaborate the "Mobilization Period" and Kindly extend it from 10 days to 30 days.</p>	<p>Tender Conditions Prevail</p> <p>The printers should be installed within the mobilization period, which will start from the date of issue of the first notification of award / Letter of Acceptance (LOA).</p>
5	Section IV	Clause no. 6.0 of SCC (Page no. 51 of 85)	The contract shall be valid for a period of 03 (three) years from the date of issue of first notification of award / Letter of Acceptance (LOA) which includes mobilization period of 10 days.	<p><b><u>Change:</u></b></p> <p>We request you to kindly extend the Mobilization period from 10 days to 30 Days.</p>	Tender Conditions Prevail
6	Section IV	Clause no. 7.0 of SCC (Page no. 51 of 85)	CONTRACT PERFORMANCE BANK GUARANTEE	<p><b><u>Change:</u></b></p> <p>We request you to kindly reduce the PBG from 2.5% to 1%.</p>	Tender Conditions Prevail
7	Section IV	Clause no. 14.0 of SCC (Page no. 52 of 85)	Termination for Default	<p><b><u>Remove:</u></b></p> <p>We sincerely request the removal of the termination clause from the RFP, as the project requires a significant investment. Termination should not be exercised at the convenience of the customer to ensure fairness and safeguard the bidder's substantial commitments.</p>	Tender Conditions Prevail

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8	Section V	Point no. 1 of Software (Page no. 59 of 85)	Offline Authentication: Ability to define Offline Authentication. Even in case of MPLS down or Central Server failure, printing services should not be impacted. Authentication for print, copy and scan should work fine.	<p><b><u>Bidder's Comment:</u></b></p> <p>When the device is offline, the following features will be affected:</p> <ul style="list-style-type: none"> <li>• Copy: The copy function will not be available while the device is offline.</li> <li>• Scan: Scanning documents will not be possible without an internet connection.</li> </ul> <p>However, despite these restrictions, one feature remains operational:</p> <ul style="list-style-type: none"> <li>• Print: Printing documents will still be available even when the device is offline.</li> </ul> <p>Authentication Requirement To ensure the security of these features when the device is online, authentication will be required. This measure is put in place to protect sensitive information and prevent unauthorized access.</p> <p>In summary, while offline, only the printing feature is available.</p> <p>Upon reconnecting the device to the internet and completing authentication, all three features—copy, scan, and print—will be accessible.</p>	<p>Tender Conditions prevail</p> <p>Even in case of MPLS down or Central Server failure, printing services should not be impacted.</p> <p>There should be a feature available in software for ability to define offline authentication.</p>
9	Section V	Point no. 1 of Software (Page no. 59 of 85)	Offline Authentication: Ability to define Offline Authentication. Even in case of MPLS down or Central Server failure, printing services should not be impacted. Authentication for print, copy and scan should work fine.	<p><b><u>Bidder's Comment:</u></b></p> <p>During the pre-bid session, you have confirmed that more than 1 Server could be added if required and IGL will support for the additional servers and hardware which is required for this purpose . Kindly confirm on this</p>	<p>Tender Conditions Prevail</p> <p>Bidder understanding is correct. The printing software &amp; solutions shall be implemented on IGL Server/s.</p>
10	Section V	Point no. 6 of Software (Page no. 59 of 85)	Centralized Monitoring Dashboard: Ready to monitor the working status of all printing devices through central dashboard. The service provider shall ensure centralized monitoring of all printing devices.	<p><b><u>Bidder's Comment:</u></b></p> <p>During the pre-bid session, it is clarified by IGL that they will provide print server for print management software and a user PC/ Laptop/Desktop for monitoring tool.</p>	<p>Tender Conditions Prevail</p> <p>Bidder understanding is correct, that IGL will provide print server for print management software.</p> <p>The monitoring dashboard tool should be web url based, which should have the feature to access the server for dashboard monitoring from any IGL domain system (i.e PC/Laptop/Desktop).</p>
11	Section V	Point no. 7 of Software (Page no. 59 of 85)	<p>Comprehensive MIS Report: Ready to prepare comprehensive MIS reports through central dashboard for print, copy &amp; scan jobs with details like username, date &amp; time, department, printer wise etc.</p> <ul style="list-style-type: none"> <li>• The service provider shall ensure weekly/monthly scheduling of MIS reports to be received by Administrator automatically.</li> <li>• The service provider shall ensure a SLA based report provided monthly.</li> <li>• The service provider shall ensure to configure &amp; provide hardware based actual usage report (print &amp; copy volume) monthly.</li> </ul>	<p><b><u>Bidder's Comment:</u></b></p> <p>During the pre-bid session, we have got a confirmation by IGL that only the user summary report should be automatic rest can be extracted manually. Kindly share the confirmation on the same.</p>	<p>Tender Conditions Prevail</p> <p>All the MIS reports mentioned in the scope of work should be auto generated seperately and schedule as per given timeline.</p>

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12	Section V	Point no. 2 of Mono (B/W) Printers - Page no. 59 of 85	Min. 7 - inch smart touch screen	<b>Change:</b> We would like to inquire if it would be acceptable to propose a 4.3-inch smart touch screen panel as an alternative, as we believe it would still meet the functionality and performance requirements of the tender.	Tender conditions prevail
13	Section V	Point no. 2 of Mono (B/W) Printers - Pge no. 59 of 85	Min. 7 - inch smart touch screen	<b>Bidder's Remark:</b> 8-in (20.3 cm) touchscreen, XGA Color Graphic Display (CGD)	Tender conditions prevail
14	Section V	Point no. 3 of Mono (B/W) Printers - Page no. 59 of 85	Standard PCL 6	<b>Bidder's Remark:</b> HP PCL 5e, HP PCL 6, HP Postscript level 3 emulation, PDF (v 1.7), AirPrint™ compatible	Tender conditions prevail
15	Section V	Point no. 6 of Mono (B/W) Printers - Page no. 59-60 of 85	Min 500 Pages * 1 tray The main input tray should be able to handle A3 size prints	<b>Change:</b> 100-sheet multi-purpose tray, 2 x 520-sheet input tray	Tender conditions prevail
16	Section V	Point no. 6 of Mono (B/W) Printers - Page no. 59-60 of 85	Min 500 Pages * 1 tray The main input tray should be able to handle A3 size prints	<b>Change/Addition:</b> 100-sheet multi-purpose tray, 2 x 500-sheet input tray (One for A3 Prints and another for A4 Prints)	Tender Conditions Prevail
17	Section V	Point no. 9 of Mono (B/W) Printers - Page no. 60 of 85	Scan to Email / Folder.	<b>Bidder's Remark:</b> Yes, single pass duplex scanning	Tender conditions prevail
18	Section V	Point no. 2 of Colour Printer - Page no. 60 of 85	Min. 7 - inch smart touch screen	<b>Change:</b> We would like to inquire if it would be acceptable to propose a 4.3-inch smart touch screen panel as an alternative, as we believe it would still meet the functionality and performance requirements of the tender.	Tender Conditions Prevail
19	Section V	Point no. 2 of Colour Printers - Page no. 60 of 85	Min. 7 - inch smart touch screen	<b>Bidder's Remark:</b> 8-in (20.3 cm) touchscreen, XGA Color Graphic Display (CGD)	Tender conditions prevail
20	Section V	Point no. 3 of Colour Printers - Page no. 60 of 85	Standard PCL 6	<b>Bidder's Remark:</b> HP PCL 5e, HP PCL 6, HP Postscript level 3 emulation, PDF (v 1.7), AirPrint™ compatible	Tender conditions prevail
21	Section V	Point no. 5 of Colour Printers - Page no. 60 of 85	Min. 15 PPM The printer should be able to min. 15 ppm A4 size color prints.	<b>Change/Addition:</b> 15 PPM is quite low speed, requesting to match with Mono Device Speed or Minimum 20 PPM	Tender Conditions Prevail
22	Section V	Point no. 6 of Colour Printers (Page no. 60 of 85)	Min 500 Pages * 2 tray, The main input tray should be able to handle A3 size prints	<b>Change:</b> 100-sheet multi-purpose tray, 2 x 520-sheet input tray	Tender conditions prevail The both main input trays should be able to handle A3 size prints

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23	Section V	Point no. 9 of Colour Printers (Page no. 60 of 85)	Scan to Email / Folder.	<b>Bidder's Remark:</b> Yes, single pass duplex scanning	Tender conditions prevail
24	Section V	Point no. 5 of Terms and Conditions (Page no. 60 of 85)	The service provider shall ensure to install new printers with the same specifications along with the trolley.	<b>Change:</b> Stand/Trolley	Tender Conditions Prevail Refer point no. 5 & 6 of terms and conditions (Page no. 60 of 85)
25	Section V	Point no. 6 of Terms and Conditions (Page no. 60 of 85)	The service provider shall ensure to install new printers with the same specifications along with the trolley.	<b>Change:</b> Stand/Trolley	Tender Conditions Prevail Refer point no. 5 & 6 of terms and conditions (Page no. 60 of 85)
26	Section V	Scope of Work	MONO (B/W) PRINTERS – TECHNICAL REQUIREMENTS	<b>Change/Addition:</b> Memory - 4-6 GB	Tender Conditions Prevail
27	Section V	Scope of Work	MONO (B/W) PRINTERS – TECHNICAL REQUIREMENTS	<b>Change/Addition:</b> OCR - OCR feature	Tender Conditions Prevail
28	Section V	Scope of Work	MONO (B/W) PRINTERS – TECHNICAL REQUIREMENTS	<b>Change/Addition:</b> Scan Speed - Up to 50-60 ppm/100-120 ipm	Tender Conditions Prevail
29	Section V	Scope of Work	MONO (B/W) PRINTERS – TECHNICAL REQUIREMENTS	<b>Change/Addition:</b> ADF Sheet Capacity - 100 Sheet	Tender Conditions Prevail
30	Section V	Scope of Work	COLOR PRINTERS – TECHNICAL REQUIREMENTS	<b>Change/Addition:</b> Memory - 4-6 GB	Tender Conditions Prevail
31	Section V	Scope of Work	COLOR PRINTERS – TECHNICAL REQUIREMENTS	<b>Change/Addition:</b> OCR - OCR feature	Tender Conditions Prevail
32	Section V	Scope of Work	COLOR PRINTERS – TECHNICAL REQUIREMENTS	<b>Change/Addition:</b> Scan Speed - Up to 50-60 ppm/100-120 ipm	Tender Conditions Prevail
33	Section V	Scope of Work	COLOR PRINTERS – TECHNICAL REQUIREMENTS	<b>Change/Addition:</b> ADF Sheet Capacity - 100 Sheet	Tender Conditions Prevail
34	Section V	Scope of Work	MONO (B/W) PRINTERS – TECHNICAL REQUIREMENTS	<b>Addition:</b> Memory - 6GB	Tender conditions prevail
35	Section V	Scope of Work	MONO (B/W) PRINTERS – TECHNICAL REQUIREMENTS	<b>Addition:</b> Processor - Quad Core (1.6GHz)+Dual Core (1.4GHz)	Tender conditions prevail
36	Section V	Scope of Work	MONO (B/W) PRINTERS – TECHNICAL REQUIREMENTS	<b>Addition:</b> OCR - inbuilt	Tender conditions prevail
37	Section V	Scope of Work	MONO (B/W) PRINTERS – TECHNICAL REQUIREMENTS	<b>Addition:</b> Scan Speed - Up to 60 ppm/120 ipm (b&w), up to 60 ppm/120 ipm (color)	Tender conditions prevail

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38	Section V	Scope of Work	MONO (B/W) PRINTERS – TECHNICAL REQUIREMENTS	<u>Addition:</u> ADF Sheet Capacity - 100 Sheet	Tender conditions prevail
39	Section V	Scope of Work	COLOR PRINTERS – TECHNICAL REQUIREMENTS	<u>Addition:</u> Memory - 6GB	Tender conditions prevail
40	Section V	Scope of Work	COLOR PRINTERS – TECHNICAL REQUIREMENTS	<u>Addition:</u> Processor - Quad Core (1.6GHz)+Dual Core (1.4GHz)	Tender conditions prevail
41	Section V	Scope of Work	COLOR PRINTERS – TECHNICAL REQUIREMENTS	<u>Addition:</u> OCR - inbuilt	Tender conditions prevail
42	Section V	Scope of Work	COLOR PRINTERS – TECHNICAL REQUIREMENTS	<u>Addition:</u> Scan Speed - Up to 60 ppm/120 ipm (b&w), up to 60 ppm/120 ipm (color)	Tender conditions prevail
43	Section V	Scope of Work	COLOR PRINTERS – TECHNICAL REQUIREMENTS	<u>Addition:</u> ADF Sheet Capacity - 100 Sheet	Tender conditions prevail
44				<u>Addition:</u> We request you to kindly make the following ISO certificates mandatory for both the bidders and OEM: 1. ISO-9001 2. ISO-27000 3. ISO-20000	Tender Conditions Prevail
45				<u>Addition:</u> We request you to Kindly include the Minimum Average Annual Turnover of INR 5.0 Cr. for the Last three FY starting from FY 2021-22 as the qualifying Criteria.	Tender Conditions Prevail Financial BEC is not applicable in this tender.
46				<u>Addition:</u> The Bidder should have a positive balance sheet in the last 3 financial years.	Tender Conditions Prevail Financial BEC is not applicable in this tender.