

Format for Pre-Bid Queries

Tender Reference No

TPNODL / IT / 2021-22 / 008

Tender Name

Rate contract for Supply of Printers & Scanners at TPNODL Locations

Bidder :

COMMERCIAL QUERY

Sr. No.	Detailed Reference to Tata Power Technical Document. Please specify Document No / Clause No / Page No	Description as per Bid Document	Remarks - Query / Clarification	TPCODL Response
1	Document No:Payment Terms / Clause No:7.2/ Page No 13	100% payment shall be made to BA within 45 days on receipt of Bills subject to successful delivery & installation.	Request you to make the payment terms as 30 days.	Not Acceptable
2	Document No:Delivery Terms / Clause No:7.3/ Page No 13	The material shall be delivered within 4-6 weeks from issue of release order against the Rate contract.	Due to covid pandemic situation there is a huge shortage of components.Hence,request you to allow the delivery within 8-10 weeks from date of receipt of release order	It is required to deliver the material with in 4-6 weeks. However, keeping in view of Pandemic situation, bidder is required to deliver the 50% of quantity with in 6 weeks and balance 50% can be allowed to supply with in 8 weeks.
3	Document No:Scope of Work & Service Level Agreement/ Clause No:3/ Page No 25	Vendor will deliver the Printer & scanner against delivery instruction issued by TPNODL Employee. The Printer & scanner should be installed within 2-3 weeks upon intimation by TPNODL.	At the time of issuance of RO,Please share us all the details related to delivery of materials i.e contact persons and delivery locations.	TPNODL shall to provide the details before receipt of delivery of materials.
4	Document No:Scope of Work & Service Level Agreement/ Clause No:3/ Page No 25	Supplier shall also rectify all the problems arising due to printer software.	Please allow us the rectify the software related issue over telephone or through remote software.	Issue has to be reosolved as per SLA and any secured machanism for resolution can be accomodated.
5	Document No:Scope of Work & Service Level Agreement/ Clause No:3(ii)b/ Page No 26	<ul style="list-style-type: none"> • 4 Hour Response Time During Prime Hours (8AM – 8PM Monday to Saturday) • 8 hours Resolution Time (Including Response Time) for Configuration Issues for critical locations like Corporate office, Circle/ division/ MRT/ Store/ MMG. • 24 Hours Resolution Time (Including Response Time) for Configuration Issues for other than critical locations. • 2 Working days Resolution Time (Including Response Time) in case spare is required. 	<ul style="list-style-type: none"> • 4 Hour Response Time During Prime Hours (9AM – 7PM Monday to Friday) • 8 hours Resolution Time (Including Response Time) for Configuration Issues for critical locations like Corporate office, Circle/ division/ MRT/ Store/ MMG. • 24 Hours Resolution Time (Including Response Time) for Configuration Issues for other than critical locations. • 4 Working days Resolution Time (Including Response Time) in case spare is required. 	<ul style="list-style-type: none"> • 4 Hour Response Time During Prime Hours (9AM – 7PM Monday to Friday) • 8 hours Resolution Time (Including Response Time) for Configuration Issues for critical locations like Corporate office, Circle/ division/ MRT/ Store/ MMG. • 24 Hours Resolution Time (Including Response Time) for Configuration Issues for other than critical locations. • 2 Working days Resolution Time for Town/urban offices and 3 working days for rural areas offices (Including Response Time) in case spare is required.
Technical query				

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Technical Specifications for Printers				
1	Point no:5	Memory:At least 2 MB	Request to keep memory as 64 MB for smooth functioning of print speed.	The specified is at least 2 MB and will remain same. Bidder can provide best fit and competitive.
2	Point no:6	Print Speed:Min 14 ppm	Request to keep print speed as 20 PPM & Above	Specified is Min. 14 ppm and will remain same. Bidder can provide best fit and competitive.
3	Point no:7	Monthly Duty Cycle:4500 pages or more	Request to keep as 10000 Pages & Above	Specification will remain same. Bidder can provide best fit and competitive.
4	Point no:9	Input Sheet Capacity:>= 100	Request to keep 150 & Above	Specification will remain same. Bidder can provide best fit and competitive.
5	Point no:18	Cost of Cartridge:	Request to go for Composite Cartridge which may help in efficiency in operation and maintenance. Sheet attached	Bidder can provide best fit and competitive.
6	Tender Enquiry No.TPNODL/IT/2021-22/008/Annexure II- Technical Specifications for Printer + Scanner + Copy/Point 5 - Memory/Page No.19	At least 256 MB	Keep memory as 1.25 GB and above, As the Printer Spec is for Highend Machine, So suggested High RAM Considering Hard Disk feature	Specification will remain same. Bidder can provide best fit and competitive.
7	Tender Enquiry No.TPNODL/IT/2021-22/008/Annexure II- Technical Specifications for Printer + Scanner + Copy/Point 7 - Print Speed/Page No.19	Min. 40 ppm A4 size & above	Kindly mention Black (A4, normal): Up to 38 ppm; Black (letter, normal): Up to 40 ppm; Black (A4, duplex): Up to 38 ipm; Black (letter, duplex): Up to 40 ipm	This can be considered as Min. 38 ppm A4 size & above
flat bed Scanner				
1	Point no:5		Request to include the paper path U .	Not Clear
Network connected Printer+ Scanner+ Copy				
1	Point no:5	Memory:At least 256 MB	Request to keep memory as 1.25 GB and above for better operation of printer.	Specification will remain same. Bidder can provide best fit and competitive.
2	Point no:11	Paper Trays:Double tray with By pass (Min. 500 sheets *2 or better, One tray to have A4 size and one tray for A 3 size paper. Bypass tray: Min. 100 sheets	The shared Specification is for A4 Color Printer, So request to remove A3 tray from the specification.	Printer+Scanner +Copy is for A4 & A3 both. Hence, Specification will remain same. Bidder can provide best fit and competitive.
3	Point no:12	Interface:Touch screen	Request to keep as 8" color touchscreen for user convenience	Specification will remain same. Bidder can provide best fit and competitive.

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4	Point no:22	Scan speed (normal, A4):Up to 19 ppm (black & white), up to 14 ppm (color)	Request to Keep as Up to 43 ppm/43 ipm (b&w), up to 38 ppm/38 ipm (color)	Specification will remain same. Bidder can provide best fit and competitive.
5	Point no:25	Copy speed (normal):Black: Up to 40 ppm 20	Request to Keep as Black & Color 38 PPM and Duplex 38 PPM	This can be considered as Copy speed (normal):Up to 38 ppm
6	Point no:26	Copies, maximum:Up to 99 copies	Request to keep as 9999	Specification will remain same. Bidder can provide best fit and competitive.
7	Point no:28		Request to go for Composite Cartridge which may help in efficiency in operation and maintenance. Sheet attached	Bidder can provide best fit and competitive.