

Pre-Bid Queries: "RC for Supply of BT Printers & Associated Services" (Tender no. - TPCODL/ P&S/ 100000622/ 2023-24)

S No	Page No.	Tender Clause	Content of the Clause	Bidder Query	TPCODL Reply
1	Page 1 of 24	Procedure to Participate in Tender	EMD (Rs.) : 50,000 Last Date and Time for payment of Tender Participation Fee: 27.03.2024, 17.00 Hrs	As the document was published in the portal on dated 27.03.24, we request to extend the payment date of EMD and Tender fee till the bid submission date 06.04.2024 and allow us to participate in the bid. Also we request to confirm on the EMD amount as it is mentioned as Rs50000/- in the Procedure to Participate in Tender details and Rs 200000 at 1.0 Event Information table of 1.1 Scope of work , please clarify. as also it is mentioned with "Please note that corresponding details mentioned in this document will supersede any other details mentioned anywhere else in the Tender Document." Also please clarify EMD 50,000Rs.is mention on page no -1, please confirm value of EMD 2, 00,000 or 50,000.	Applicable EMD amount is Rs. 50,000/- and shall be submitted within within the due date of submission of Bid i.e 06/04/2024. "Please note that corresponding details mentioned in this document will supersede any other details mentioned anywhere else in the Tender Document."
2	Page 1 of 24	Procedure to Participate in Tender	* EMD is exempted for MSMEs registered in the State of Odisha.	We request to consider both Tender fee and EMD exemption for all the Companies having valid MSME certificate from all the states <u>and not restrict only with from Odisha.</u> As per GOI &MSME Rules any MSME Manufacturer of require product from any state of India will get Exemption of EMD so please give relaxation EMD Exemption for MSME Manufacturer of require product from any state of India..	Exemption of submission of EMD is applicable for those MSMEs registered in the State of Odisha only.
3	Page 3 of 24	1.1 Scope of work	Battery Replacement Service (7.4V, 2000mAH) - 500nos	We request to inform us with the Make and Model along with the interface / connector details of the existing Battery Replacement Service (7.4V, 2000mAH) in the scope of work, so as to have with the best competitive commercials.	We have old bluetooth repairable thermal printers with different type of battery configuration (cylindrical with connector & Presbatic type both in equal qty). Bidder has to quote common rate covering both type of battery. Depending upon requirement, TPCODL will ask to replace battery for old printers not supply by bidder under the contract.
4	Page 3 of 24	1.1 Scope of work	Battery Replacement Service (7.4V, 2600mAH) - 500nos	We request to inform us with the Make and Model along with the interface / connector details of the existing Battery Replacement Service (7.4V, 2600mAH) in the scope of work, so as to have with the best competitive commercials.	We have old bluetooth repairable thermal printers with different type of battery configuration (cylindrical with connector & Presbatic type both in equal qty). Bidder has to quote common rate covering both type of battery. Depending upon requirement, TPCODL will ask to replace battery for old printers not supply by bidder under the contract.

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5	Page 5 of 24	1.7 Qualification Criteria	The bidder should be either a manufacturer or authorized dealer/distributor of the Original Equipment Manufacturer (OEM) for the equipment to be supplied i.e Bluetooth Printer. Selfundertaking in this regard shall be submitted by the manufacturer. In case the OEM chooses to participate through its authorized dealer/distributor, a copy of authorization to participate in this particular tender should have been accompanied with the bid document while submitting the tender. TPCODL reserve the right to confirm the manufacturing facility by visiting bidder's plant / works	We request you to amend this provision so that only OEMs can participate in the bidding so that good services can be provided to the department after sale and the department can get commercial benefits.	Not Acceptable
6	Page 5 of 24	1.7 Qualification Criteria	The participating bidder should have minimum average annual turnover of Rs. 50.00 Lakhs in last three years (FY 20-21, FY 21-22 and FY 22-23). Copy of Audited balance sheet, profit and loss account and auditors report from the statutory auditors of the company required.	The estimated value of the bid is much more than Rs 50 lakh, hence it is requested to keep the minimum turnover at Rs 5 crore so that only financially strong bidders can bid and the department does not face any inconvenience in the matter of hardware supply and service after sales.	No change in minimum average annual turnover of Rs. 50.00 Lakhs
7	Page 5 of 24	1.7 Qualification Criteria	The supplier (OEM and/or authorized dealer/distributor) should have successfully executed the supply of minimum 1000 Nos.	We request you to ask for the Minimum 80 % experience of yearly require tender quantity which should be supplied in the power sector of India which ensure department will get proven quality product as well as Bidder Services .	To be complied as per tender requirement.
8	Page no-	2.0 Evaluation Criteria	The bids will be evaluated commercially on overall lowest cost Line Item Basis as calculated in Schedule of Items.	Please explain in detail or with example of this condition "overall lowest cost Line Item Basis".	<p>The Schedule of Items in Annexure-I (Price Bid) has 5 nos. Line items.</p> <p>Item-1 & 2 are supply items, price shall be decided based on lowest quoted overall price for both line items (Item 1 & 2) among the bidders.</p> <p>Item 3 is for repairing services for other vendor provided BT Printers available with TPCODL.. During repairing if replacement of battery is required same shall be provided by the servicing agency. The bidder is required to quote the price for battery against Line item 4 &5. The line item 3, 4 &5 shall be evaluated combinedly on lowest cost basis.</p> <p>The bidder may quote for line item 1&2 or 3,4&5 or both i.e 1&2 (for supply) and 3,4&5 (for service)</p>

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9	Page 5 of 24	1.7 Qualification Criteria	4. The Supplier should have service center in Bhubaneswar, Cuttack, Dhenkanal and Paradeep or should have tie up with any service center for maintenance. Address of service centers should be submitted with the bid. The onsite support in case issue in printer to be provided.	<p>we request to allow us to participate in the bid with a declaration that " The Supplier should open a service center within 30 days from the date of LOI in Bhubaneswar, Cuttack, Dhenkanal and Paradeep or should have tie up with any service center for maintenance. Address of service centers should be submitted with in 30 days from the date of go live. The onsite support in case issue in printer to be provided and a declaration has to be submitted by the bidder in this respect.</p> <p>We request department to allow declaration in this point as if we will be L 1 bidder will appoint the dedicated service center as per RFP within 15 days from the Purchase Order.</p>	<p>4. The Supplier should have service center in Bhubaneswar, Cuttack, Dhenkanal and Paradeep or should have tie up with any service center for maintenance. Address of service centers should be submitted with the bid. The onsite support in case issue in printer to be provided.</p> <p>Bidder may submit an undertaking to establish service centers as per tender requirement within 15 days from the Purchase Order.</p>
10	Page 10 of 24	4.7 Reverse Auctions	TPCODL shall conduct the reverse auction for the products/ services being asked for in this tender. The terms and conditions for such reverse auction events shall be as per the Acceptance Form attached as Annexure VI of this document. The bidders along with the tender document shall mandatorily submit a duly signed copy of the Acceptance Form attached as Annexure VI as a token of acceptance for the same.	Please clarify with on the evaluation of this bid will be with RA or with overall lowest cost Line Item Basis as mentioned in page 5 of 24 - 2.0 Evaluation Criteria: The bids will be evaluated commercially on overall lowest cost Line Item Basis as calculated in Schedule of Items [Annexure I] .TPCODL reserves the right to split the order line item wise, maximum Three (03) Nos. Bidder. Hence all bidders are advised to quote their most competitive rates.	<p>There shall be two separate RA conducted</p> <p>1) RA shall be done combinedly for Line item 1&2 for supply.</p> <p>2) RA shall be done combinedly for Line item Line item 3 ,4 & 5 for service.</p>
11	Page no- 13	7.0 Post Award Contract Administration(d)	Delivery period shall be 15 days from date of receipt of release order.	15 days is very less timing for delivery of approx.2800 Nos printers, so request you to allow the delivery within 30 to 45 days from date of receipt of release order.	RC shall be placed for the required quantities for 1 year. Concerned USER team shall issue RO time to time based on requirement. Firm has to provide the material as per RO within 15 days.
12	Page no- 13	7.0 Post Award Contract Administration(f)	Once every three month, bidder has to arrange camp in each 20 divisions or at location mutually agree between bidder and TPCODL to resolve minor issue in printers to increase life of printer. Bidder should do any other make of printers servicing during camp or handover by Head Quarter and claim under services. Bidder should first ask concern officer of Head Quarter before repairing of other model of printer and after confirmation repairing can be done & for battery replacement estimate to be submitted to store and after approval replacement can start and claim as per agreed rate in PO. Repairing warranty should be 6 months.	<p>As per RFP, the bidder has to maintain other types of printers to be serviced during the camp. You are requested to share the below mentioned parameters for that printer with the bidder.</p> <ol style="list-style-type: none"> 1. Date of supply, 2. Make 3. Model, 4. Whether the battery is LI Iron or LI Polymer, 5. Battery connection diagram and connector. <p>This will help the bidder to bid technically and commercially.</p>	TPCODL has procured portable bluetooth printer for spot billing at field after electricity meter reading. All bluetooth printer procured in TPCODL having LI Iron battery only and make of the printers are GVM, NESS, Analogic, Amigo, PHI. All cylindrical battery has 2 pin JST connector.

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13		7.4 Guarantee Period	<p>The supplier shall give Guarantee for the satisfactory functioning of the material / equipment as per specification, for a minimum period of 12 months from the last date of receipt of material in good condition at designated store for each consignment. The bidder shall be liable to undertake the replacement or rectify defects of the material failed during the guarantee period at his own cost within mutually agreed timeframe.</p> <p>Warranty shall be comprehensive onsite. Warranty is inclusive of parts and services (both software and hardware related).</p>	Which kind of software warranty you need? Please explain, as Billing Application is not in our scope.	Integration of printer with TPCODL billing application through bluetooth connectivity is the requirement. We don't require any billing software but for integration, TPCODL IT department may require support at initial stage and during contract period when billing application change.
14	Page no- 11	3.9 Type test	The type tests specified in TPCODL specifications should have been carried out within five years prior to the date of opening of technical bids and test reports are to be submitted along with the bids. If type tests carried out are not within the five years prior to the date of bidding, the bidder will arrange to carry out type tests specified, at his cost. The decision to accept/ reject such bids rests with TPCODL.	<p>As per Government of India Guide line Thermal Printer must be B.I.S Certified and safety test report carried out from NABL Lab. Also in same G.R it is maintain that without BIS Can not be sell / Import / Sell. If require we will also share same G.R with department. Considering this our suggestion to give amendment that Offer Product with B.I.S certificate and Test report must be carried out from NABL Lab.</p> <p>Make In India Preference Policy As per PMO's directive, Make In India Products to be given preference which will promote Local Manufacturing.We earnestly request you to include MII clause stating Preference only to Class 1 & Class 2 suppliers.</p>	To be complied as per tender requirement.
15	Page 14 of 24	ANNEXURE I Schedule for Items	3. Bluetooth Thermal Printer Repairing Service Charges (other than vendor provided printer) 1000nos	We request to inform us with the Make and Model of the existing BT Printer that are for Repairing & Service in the Schedule for Items , so as to have with the best competitive commercials.	Make of the printers in TPCODL are GVM, NESS, Analogic, Amigo, PHI. All cylindrical battery has 2 pin JST connector.
16	Page 14 of 24	Schedule for Items	4. Bluetooth Printer DC 7.4V portal Rechargeable Battery (2000mAh) replacement charges (other than vendor provided printer)	We request to inform us with the Make and Model along with the interface / connector details of the existing Battery Replacement Service (7.4V, 2000mAh) in the Schedule for Items , so as to have with the best competitive commercials.	Make of the printers in TPCODL are GVM, NESS, Analogic, Amigo, PHI. All cylindrical battery has 2 pin JST connector.
17	Page 14 of 24	Schedule for Items	5. Bluetooth Printer DC 7.4V portal Rechargeable Battery (2600mAh) replacement charges (other than vendor provided printer)	We request to inform us with the Make and Model along with the interface / connector details of the existing Battery Replacement Service (7.4V, 2600mAh) in the Schedule for Items , so as to have with the best competitive commercials.	Make of the printers in TPCODL are GVM, NESS, Analogic, Amigo, PHI. All cylindrical battery has 2 pin JST connector.

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18	Page 14 of 24	Schedule for Items	NOTE: ☑ The overall period of the rate contract shall be for a period of 1 years and prices shall be firm till the validity of contract. Release order shall be issued as per requirement of TPCODL.	Please clarify as in the schedule of items it is as for two years : 1. Supply of Bluetooth Thermal Printer in Year-1 - 2892 nos and 2. Supply of Bluetooth Thermal Printer in Year-2 - 2892 nos	The Rate Contract is for 2 Years. RC shall be initially placed for one year and based on performance the 2nd year RC shall be awarded.
19	Page 21 of 24	Annexure VII (a)	Preferential Norms for Procurement from MSMEs Registered in the State of Odisha	we request to give the Preferential Norms for Procurement from MSMEs Registered in all the States having with valid certificate, to have competitive bids.	Not Acceptable
20	Page 2 of 3	ANNEXURE-II TECHNICAL SPECIFICATION	6.Print Speed Max. : 90 mm/sec or higher	we request to consider as 6.Print Speed Max. : 60 mm/sec or higher , for having better life span for printer and to have the competitively available printers in the market.	Not Acceptable
21	Page 2 of 3	ANNEXURE-II TECHNICAL SPECIFICATION	8. Battery Requirement : 2600mAh or higher (battery cover lock should be proper), lithium ion battery	We request to consider minimum as 1500mah or higher and make point 7 Power: Min. 18 hour run on full charge as a min standard requirement for consideration, keeping in view of the dependencies on the size & content of the bill to be print.	Not Acceptable
22	Page 2 of 3	ANNEXURE-II TECHNICAL SPECIFICATION	15. Connectivity: Bluetooth 4.0, WIFI and NFC (optional)	This specification have a difference in understanding with the specification as mentioned in point 5. Interface: Bluetooth + USB 802.11a/b/g/n & Bluetooth 3.0 or above, please clarify. As BT Thermal printers generally are not equipped with Wi-Fi provision due to cost variations.	bluetooth & USB connectivity is mandatory with Android,ios operating system and WIFI/NFC is optional.
23	Page 2 of 3	ANNEXURE-II TECHNICAL SPECIFICATION	20. Charger: Suitable C type / USB Charger with Cable	please consider as : Suitable C type / USB Charger with Cable / 9V 1A Charger.	Suitable C type / USB charger with cable along with printer as per printer specification. Bidder may consider accordingly.
24	New addition				Sample of complete set (printer, cover, charger with cable, operating guidance to be submitted at TPCODL contract team before 10th April'24 for technical evaluation of product.