

RESPONSES TO PRE-BID QUERIES

TENDER NO. 042026/UHC/IT/PHOTOCOPIER/2026 DATED 29-04-2026

SN	SECTION NO.	CLAUSE NO.	REFERENCE / SUBJECT	CLARIFICATION SOUGHT	REPLY / CLARIFICATION
1	SECTION IV: ELIGIBILITY AND QUALIFICATION CRITERIA	1	The bidder must have an office in Uttarakhand for proper implementation of the project.	Request to remove the clause as it restricts participation of bidders outside Uttarakhand.	The clause has been incorporated to ensure timely installation, prompt after-sales support, quick response for breakdown/service requirements, and effective coordination during the contract period. Considering the critical operational requirements of the Hon'ble High Court and subordinate courts, the condition shall remain unchanged.
2	SECTION III: BID DATA SHEET & TENDER INFORMATION SUMMARY (TIS)	12 & 14	EMD Amount	Clarification sought regarding discrepancy in EMD amount mentioned under Clause 12 and Clause 14.	It is clarified that the Earnest Money Deposit (EMD) amount shall be Rs. 1,05,000/- (Rupees One Lakh Five Thousand only) in the form prescribed in the tender document. The mention of Rs. 1,50,000/- may be treated as typographical/inadvertent error.
3	Section V: TECHNICAL SPECIFICATIONS 75-80 PPM Machine (B&W)	3	Print Speed – Minimum 75–80 Pages per Minute (A4)	Request to reduce print speed specification for B&W machine from 75–80 PPM to 70 PPM.	The specification has been framed considering the anticipated high-volume printing requirements and operational workload of the Hon'ble High Court and reducing speed by 5 PPM will not affect significantly hence request may be accepted and clause be modified as under:- Print Speed – Minimum 70–80 Pages per Minute (A4)
4	Section V: TECHNICAL SPECIFICATIONS 75-80 PPM Machine (B&W)	5	Warm up time – 30 seconds or less	Request to remove warm-up time criteria of 30 seconds or less for B&W machine.	Tender term shall prevail.
5	Section V: TECHNICAL SPECIFICATIONS 75-80 PPM Machine (B&W)	11	Automatic Document Feeder (ADF) – Minimum 100 sheets DSPF	Suggestion to increase ADF capacity from minimum 100 sheets DSPF to 200-sheet SPDF for B&W machine.	The specification prescribes minimum requirements only. Bidders are free to offer higher specifications/features, including higher ADF capacity, provided all other tender conditions are complied with. Hence, no change is required in the tender specification.

6	Section V: TECHNICAL SPECIFICATIONS 75-80 PPM Machine (B&W)	14	Scan Speed – Minimum 140 ipm simplex / 240 ipm duplex	Request to reduce scan speed specification for B&W machine from minimum 140 ipm simplex / 240 ipm duplex to lower specifications.	The scan speed requirement has been specified considering large-scale digitization, scanning, and document management requirements of the courts. The request may be accepted and clause be modified as under:- Scan Speed – Minimum 120-140 ipm simplex / 220-240 ipm duplex
7	Section V: TECHNICAL SPECIFICATIONS 75-80 PPM Machine (B&W)	20	Memory – Minimum 5 GB	Suggestion to increase memory from minimum 5 GB to 6 GB and include processor benchmark specifications.	The tender specification prescribes minimum technical requirements considered adequate for the intended purpose. Bidders may offer higher memory and better processor specifications; however, inclusion of additional mandatory processor benchmarks is not considered necessary at this stage. Tender term shall prevail.
8	Section V: TECHNICAL SPECIFICATIONS 30-35 PPM Machine (Color)	5	Warm up time – 40 seconds or less	Request to remove warm-up time criteria of 40 seconds or less for 30–35 PPM color machine.	Tender term shall prevail.
9	Section V: TECHNICAL SPECIFICATIONS 30-35 PPM Machine (Color)	11	Automatic Document Feeder – Minimum 50 sheets RSPF	Request to increase ADF capacity from minimum 50 sheets RSPF to 200 sheets for color machine.	The tender specification prescribes minimum requirements only. Bidders may offer higher ADF capacity and additional features, if available. Therefore, no amendment in the specification is considered necessary. Tender term shall prevail.
10	Section V: TECHNICAL SPECIFICATIONS 30-35 PPM Machine (Color)	14	Scan Speed – Minimum 70 ipm	Request to reduce scan speed specification for color machine from minimum 70 ipm.	The scan speed specification has been determined keeping in view the anticipated workload and digitization requirements. However minor variation may be accepted and clause be modified as under:- Scan Speed – Minimum 60-70 ipm
11	Section V: TECHNICAL SPECIFICATIONS 30-35 PPM Machine (Color)	20	Memory – Minimum 5 GB	Suggestion to increase memory from minimum 5 GB to 6 GB and include processor benchmark specifications for color machine.	The minimum memory specification mentioned in the tender is considered adequate for the intended operational requirements. Bidders are at liberty to offer higher memory and enhanced processor configurations. However, the existing specification shall remain unchanged. Tender term shall prevail.

	Section IV	13	Criteria 2 Experience and Past Performance	As per tender the bidder have experience during last 5 year. So request kindly ask the experience either bidder or OEM	Tender Term shall prevail.
13	Section V	Technology	Laser / Dry Electrostatic Transfer	KINDLY ALLOW OLED ALSO	Accepted and clause be modified as under:- Laser / Dry Electrostatic Transfer/ OLED or better technology
		Print Speed	Minimum 75-80 Pages per Minute (A4)	Kindly allow +- 10%	The specification has been framed considering the anticipated high-volume printing requirements and operational workload of the Hon'ble High Court and reducing speed by 5 PPM will not affect significantly hence request may be accepted and clause be modified as under:- Print Speed – Minimum 70–80 Pages per Minute (A4)
		Scan Speed	Minimum 140 ipm simplex/240 ipm duplex	Kindly allow +-10%	The scan speed requirement has been specified considering large-scale digitization, scanning, and document management requirements of the courts. The request may be accepted and clause be modified as under:- Scan Speed – Minimum 120-140 ipm simplex / 220- 240 ipm duplex
		Memory (RAM)	Minimum 5 GB	Kindly allow RAM 3.5 GB	The minimum memory requirement has been prescribed to ensure smooth processing and multitasking capability during high-volume operations. However, the required machine is having 30-35 PPM hence lower RAM may also accepted and clause be modified as under:- Memory (RAM)- Minimum 3.0 GB
		Duty Cycle	Minimum 1,50,000 copies per month	Kindly allow +- 10%	The prescribed duty cycle requirement has been assessed considering anticipated monthly workload and continuous usage requirements, However minor variation may be accepted and clause be modified as under:- Duty Cycle: Minimum 1,30,000 copies per month

	<p>SECTION IV: SCOPE OF WORK & Section V: GENERAL AND SPECIFIC CONDITIONS OF CONTRACT</p>	<p>18 & 26</p>	<p>All photocopier machines supplied under this arrangement must be relatively new, with an age not exceeding three (3) years from the date of manufacture or initial installation. The machines should be in excellent working condition, free from any defects, damage, or performance issues that could affect their efficiency or output quality. They must be fully functional and capable of delivering consistent, high-quality copies without frequent breakdowns or maintenance interruptions. All essential components, including the scanning unit, printing mechanism, control panel, and paper handling system, should operate smoothly and reliably.</p>	<p>which is stated that three years machine age is acceptable for contract, but in this case only unauthorized channel will participate in this bid which are not trained and doesn't have direct connect for spares and services support with OEM so they will use non genuine spares and consumable for increase their margins and compromise with the machine functionality . Our suggestion is to consider the new machines only because machine life is not more than 5 years, as per tender contract period is 3 year which can increase up to 5 years so old machines doesn't work in this scenario. New machines have latest features for better productivity, Consistent print quality, near zero downtime as the machines start fresh and complete reliability. A 3-year-old machine, even under TG, may not match the performance, speed, and reliability of a new machine. With a new installation, your team will experience smooth and uninterrupted workflow from day one.</p>	<p>All photocopier machines supplied under this arrangement shall be brand new, unused, and of the latest available model/technology at the time of supply. Refurbished, second-hand, or previously installed machines shall not be accepted under any circumstances. The bidder shall ensure that the machines are sourced directly from the Original Equipment Manufacturer (OEM) or its authorized channel partners. Bid Specific Authorization from OEM must be enclosed with bid. The machines must be in excellent working condition and fully capable of delivering consistent, high-quality printing, copying, and scanning performance without frequent breakdowns or operational interruptions. All components, including the printing engine, scanning unit, automatic document feeder, control panel, paper handling mechanism, duplex unit, and network interface, shall function smoothly and reliably in accordance with OEM specifications. The supplied machines shall be free from manufacturing defects, physical damage, excessive noise, performance issues, or any deficiency that may affect productivity or output quality. The equipment must conform to the latest industry standards and support efficient day-to-day office operations. The supplier shall be solely responsible for maintaining the machines in optimal working condition throughout the contract period, including preventive maintenance, timely servicing, replacement of defective or worn-out parts, firmware/software updates, and prompt resolution of technical complaints. In case of repeated malfunctioning or unsatisfactory performance, the supplier shall replace the machine with another new machine of equivalent or higher specifications without any additional cost to the purchaser.</p>
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