

Replies to the pre bid queries

Annexure-I

Tender No. I/MR/Tender/2021-22/07 Dated 02.Aug.2021

Query No.	Details in tender	Mentioned in tender	Query	Reply
1	Not mentioned	Not mentioned	No Details of Laptop Battery. It's also consumable and will depend on use. Request you to please add in consumable	Please refer Section IV Clause 2, batteries to be repaired/replaced by the vendor (if required)
2	Not mentioned	Not mentioned	Can we do Health Checkup of all the hardware after AMC award. Because we want all the parts should in working condition at the time AMC and if found than those will be repair on chargeable only.	Vendor may conduct the site visit for equipment health check-up during office hours before the deadline of the bid submission.
3	Not mentioned	Not mentioned	No clause for Damaged and Burn parts. Request you to please mentioned the same for chargeable in this condition.	No such clause can be incorporated
4	Page No. 35, Point No. 2	All the Plastic parts will cover	As all the Plastic parts and sensors covered in the AMC so it's mandatory to use original Toner and Cartridge in IIM. Please confirm about the same. Because while using compatible / refilled toner and cartridges, plastic parts and sensors get damaged and decrease the life of spares. Suggested to you for use only original cartridges only	We are using Original toner and Cartridges only
5	Page No. 7, Point no. 1,2,3	EMD and Tender Fees	We are MSME company and Registration attached. Please confirm we are exempted or not.	Please refer the page no.07 & 13 of the tender document. It is clearly mentioned that exemption is allowed against the valid MSME/NSIC certificate
6	Page No. 35, Point no. 2	Data Backup	For Data There is no guarantee for data back in condition of damage / fault in HDD. Request you to please remove the data back clause.	Section IV Clause 2, may be read as: "Maintenance includes repairing/replacement/reviving of each and every malfunctioning part of Computer, Laptop, Printers and related items like (but not limited to) Hard Disk, CD/DVD Reader/Writer, Mother Board, Keyboard, Mouse, Fuser, assembly, Drums/Drum Unit, Film assembly, Pickup and Separation Roller, data cables, scanning unit, switch, power supply, display card etc. and all the plastic parts except Printer Toner and Cartridges under this AMC by the Contractor. In case of Damaged/Corrupted Hard disc, the contractor should provide a similar capacity Hard Disk within the time as specified under the Clause 20.1 of Section III and try to restore and transfer data with the best of their ability for retrieving of such data. The vendor must return the original Corrupted/Crashed Hard Disk to IIM Raipur immediately."
7	Page No. 35, Point No. 2	Drum / Drum Unit will cover	Drum/ Drum Unit is consumable only and will depend on photo copy of number of pages only. Request you to please add in consumable.	Please refer Section IV Clause 2, Drum/ Drum Unit to be repaired/replaced by the vendor (if required)
8	Page No. 35, Point No. 7	13 laptop of ASUS and 01 PRINTER of Canon are under warranty and this is likely to increase further	13 laptop of ASUS and 01 PRINTER of Canon price will different as quoted for other make and model. Please share the details and start date so that we can quote prorata basis. Request you to please add the same in Price quote with prorata basis.	Please refer Section IV Clause No. 6: The Vendor has to liaison with the OEM for necessary repairing/ replacement