

Pre-Bid Queries for Procurement Project - Supply and maintenance of Printers and Cartridges (Inkjet/ LaserJet under No Buy/Rental- Pay Only cartridge scheme with No minimum commitment for printing volume) across SEBI offices– Responses to pre-bid queries

S.No.	Bid Section	Existing Clause	Clarification sought by the bidder	Response from SEBI	Amended Clause
1	Regarding Cartridges to be supplied by the bidder	<p>2.9 Scope of Work The details of scope of work and deliverables for supply and maintenance of printers and original/ compatible toner cartridges are hereby mentioned in this document below.</p> <p>2.9.1.13. SEBI will pay the cost of consumables (original/ compatible toner cartridges) of the printers, either owned by SEBI or provided by Bidder, at all locations of SEBI, cost of deployment of one Onsite Support Engineer and service charge. No other charges are payable by SEBI, against the proposed Printer Maintenance contract. Taxes (GST) would be paid at actual.</p> <p>2.9.1.14. Successful bidder shall supply original and compatible toner cartridges for the existing printers owned by SEBI and for the printers to be supplied by the bidder.</p> <p>2.9.1.20. Proof of Concept: The bidder will have to arrange for a demonstration of the printers (Inkjet / LaserJet) and original/ compatible toner cartridges as mentioned in the list of deliverables, if desired by SEBI.</p> <p>2.9.1.22. Performance: The performance of the original/ compatible toner cartridges shall be reviewed by SEBI periodically with the help of user's feedback for better printing output & quality. Faulty toner cartridges if any shall be replaced at free of cost. If any printer is damaged due to use of faulty toner cartridges supplied, the same shall be repaired/ replaced at the cost of bidder. Further to the above, SEBI may ask bidder to deploy a team to assess and submit the printer deployment status and site wise printer services support quality.</p> <p>2.9.3. List of Deliverables In addition to maintenance and supply of original/ compatible cartridges for printers owned by SEBI as mentioned at Clause 2.9.3 Table 2 , the bidder has to supply printers (Inkjet / LaserJet) free of cost, on the basis of "No Buy/Rental – Pay only for Cartridge" scheme, with "No Minimum Commitment for printing volume", at all the SEBI locations, as and when required and provide maintenance for these printers.</p> <p>2.9.3. List of Deliverables Table No. 2 – SEBI owned printers for which original and compatible toner cartridge supply and AMC of the printers to be provided by the successful bidder</p> <p>Appendix V Table No. 2 – SEBI owned printers for which original and compatible toner cartridge supply and AMC of the printers to be provided by successful bidder</p>	Bidder requested to allow only Original cartridges in the bid document.	SEBI will incorporate following changes in the bid document.	<p>2.9 Scope of Work The details of scope of work and deliverables for supply and maintenance of printers and original toner cartridges are hereby mentioned in this document below.</p> <p>2.9.1.13. SEBI will pay the cost of consumables (original toner cartridges) of the printers, either owned by SEBI or provided by Bidder, at all locations of SEBI, cost of deployment of one Onsite Support Engineer and service charge. No other charges are payable by SEBI, against the proposed Printer Maintenance contract. Taxes (GST) would be paid at actual.</p> <p>2.9.1.14. Successful bidder shall supply original toner cartridges for the existing printers owned by SEBI and for the printers to be supplied by the bidder.</p> <p>2.9.1.20. Proof of Concept: The bidder will have to arrange for a demonstration of the printers (Inkjet / LaserJet) and original toner cartridges as mentioned in the list of deliverables, if desired by SEBI.</p> <p>2.9.1.22. Performance: The performance of the original toner cartridges shall be reviewed by SEBI periodically with the help of user's feedback for better printing output & quality. Faulty toner cartridges if any shall be replaced at free of cost. If any printer is damaged due to use of faulty toner cartridges supplied, the same shall be repaired/ replaced at the cost of bidder. Further to the above, SEBI may ask bidder to deploy a team to assess and submit the printer deployment status and site wise printer services support quality.</p> <p>2.9.3. List of Deliverables In addition to maintenance and supply of original cartridges for printers owned by SEBI as mentioned at Clause 2.9.3 Table 2 , the bidder has to supply printers (Inkjet / LaserJet) free of cost, on the basis of "No Buy/Rental – Pay only for Cartridge" scheme, with "No Minimum Commitment for printing volume", at all the SEBI locations, as and when required and provide maintenance for these printers.</p> <p>2.9.3. List of Deliverables Table No. 2 – SEBI owned printers for which original toner cartridge supply and AMC of the printers to be provided by the successful bidder</p> <p>Appendix V Table No. 2 – SEBI owned printers for which original toner cartridge supply and AMC of the printers to be provided by successful bidder</p>
2	Regarding refilling of the Ink	2.9.1.15. The cartridge should be filled to its maximum capacity during replacement of empty cartridge. SEBI at its discretion may verify the quantity of refilled ink inside the cartridges.	Bidder requested clarification on clause related to ink refilling	The Clause pertains to SEBI-owned printers only and the bid document will be revised and same will be mentioned in the bid document.	2.9.1.15. For SEBI owned printers, the cartridge should be filled to its maximum capacity during replacement. SEBI at its discretion may verify the quantity of refilled ink inside the cartridges.
3	Home Office Visit	2.9.5.13.1. The bidder shall have to provide the support to home office printers provided to SEBI officials at various locations.	Bidder requested clarification regarding home office visits.	The clause applies to SEBI owned printers deployed at the residences of ED and above officials for which support has to be provided by the bidder at the residences of the SEBI officials.	No change in the Bid Document clause
4	Exemption to Startups and MSEs	Page no. 1 of the bid document. MSE Exemption for Years Of Experience and Turnover Startup Exemption for Years Of Experience and Turnover	Bidder requested for removal of exemptions for Startups and MSEs	The exemptions are applicable as per GeM terms and conditions and No changes can be made in the Bid document.	No change in the Bid Document
5	Penalty amount for absence of engineer	Appendix IX A. Penalties during the contract period: Onsite Support Engineer. SLA Penalty - Rs.3,000/- per day absence of a single personnel	Bidder requested to reduce penalty amount for absence of engineer.	No changes will be made to the penalty clause in the bid document.	No change in the Bid Document
6	SLA terms for regional offices.	Appendix IX B.Penalties during the contract period: Deployed Printers	Bidder requested to modify SLA terms for regional offices.	The SLA terms for printers are modified and attached at Annexure - PB1	The SLA terms for printers are modified and attached at Annexure - PB1
7	Wi-Fi specifications for Printers	Appendix VII: Functional and Technical Specification- S.No. 2 - 6.b. Wi-Fi 802.11 b/g/n/ac S.No. 4 - 6.c. Wi-Fi 802.11 b/g/n/ac	Bidder requested to remove 'ac' from Wi-Fi specifications (b/g/n/ac).	The printer should support minimum Wi-Fi 802.11 b/g/n.	Appendix VII: Functional and Technical Specification- S.No. 2 - 6.b. Wi-Fi 802.11 b/g/n (minimum) S.No. 4 - 6.c. Wi-Fi 802.11 b/g/n (minimum)

8	Physical dimensions of the printers	Appendix VII: Functional and Technical Specification- S.No. 1 - 9. Physical Dimensions (approximate) S.No. 2 - 10. Physical Dimensions (approximate) S.No. 3 - 10. Physical Dimensions (approximate) S.No. 4 - 10. Physical Dimensions (approximate)	Bidder requested for changes in physical dimensions of printers.	The physical dimensions mentioned in the bid document are approximate. SEBI will revise the bid document and mention that approximate refers to $\pm 20\%$ of the dimensions mentioned.	Appendix VII: Functional and Technical Specification- S.No. 1 - 9. Physical Dimensions (approximate -> $\pm 20\%$ of the below mentioned dimensions) S.No. 2 - 10. Physical Dimensions (approximate -> $\pm 20\%$ of the below mentioned dimensions) S.No. 3 - 10. Physical Dimensions (approximate -> $\pm 20\%$ of the below mentioned dimensions) S.No. 4 - 10. Physical Dimensions (approximate -> $\pm 20\%$ of the below mentioned dimensions)
9	Fax feature in the printer specifications	Page no. 14 Table No. 1 – Printers to be deployed by successful bidder (Office Location Wise Printer Deployment Count - S.No. 4. Multifunction machines (Print,Scan, Copy,Fax). Color, WiFi, USB port, Auto duplex, ADF (Automatic Document Feeder) printers.Ink Tank based. Appendix V Table No. 1 – Printers to be deployed by successful bidder (Office Location Wise Printer Deployment Count - S.No. 4. Multifunction machines (Print,Scan, Copy,Fax). Color, WiFi, USB port, Auto duplex, ADF (Automatic Document Feeder) printers.Ink Tank based. Appendix VII: Functional and Technical Specification- S.No. 4- 1. Functions: Print (Colour & Black & White), Scan, Copy & Fax	Bidder requested to remove fax feature from printer specifications.	SEBI will revise the bid document and keep the requirement of fax feature as optional.	Page no. 14 Table No. 1 – Printers to be deployed by successful bidder (Office Location Wise Printer Deployment Count - S.No. 4. Multifunction machines (Print,Scan, Copy,Fax (Optional)). Color, WiFi, USB port, Auto duplex, ADF (Automatic Document Feeder) printers.Ink Tank based. Appendix V Table No. 1 – Printers to be deployed by successful bidder (Office Location Wise Printer Deployment Count - S.No. 4. Multifunction machines (Print,Scan, Copy,Fax (Optional)). Color, WiFi, USB port, Auto duplex, ADF (Automatic Document Feeder) printers.Ink Tank based. Appendix VII: Functional and Technical Specification- S.No. 4- 1. Functions: Print (Colour & Black & White), Scan, Copy & Fax (Optional)
10	Commercial bid regarding Black and White and Colour Cartridges	Commercial Bid Excel Sheet - Page no. 4 of the bid document.	Bidder requested for separate commercial columns for colour and black & white cartridges.	The revised commercial bid document is attached at Annexure - PB2	The revised commercial bid document is attached at Annexure - PB2
11	Regarding PBG and EMD Exemption	2.3 PBG and EMD 2.3.1. The successful Bidder shall at his own cost and expense furnish within 21 (Twentyone) days from the notification of award, an unconditional and irrevocable performance bank guarantee for 5% (Five Percent) of the value of the contract, in favor of SEBI, from a scheduled commercial Bank, in the format prescribed in Appendix I of the Bid Document, for safeguarding the interest of SEBI in all respect. 2.3.4. Bidders shall submit, along with their Proposals, an EMD of Rs. 5,76,000 /- (Rupees Five Lakhs Seventy-Six Thousand only), in the form of Demand Draft/ pay order/ Bankers Cheque of a Scheduled commercial bank, EMD in the form of Bank Guarantee (Appendix II), insurance security bond, payments can also be made through NEFT/RTGS mode in favour of "Securities and Exchange Board of India": Payable at Mumbai. Suitable proof of transfer of funds viz. UTR etc. shall be enclosed at the time of submission of bid. Cheques/ cash for EMD will not be accepted. (Except for the exempted category of bidders as per GeM portal terms and conditions).	Clarification regarding PBG and EMD exemption across bidder categories.	1. For PBG - The successful Bidder shall at his own cost and expense furnish within 21 (Twenty-one) days from the notification of award,an unconditional and irrevocable performance bank guarantee for 5% (Five Percent) of the value of the contract, in favor of SEBI, from a scheduled commercial Bank, in the format prescribed in Appendix I of the Bid Document, for safeguarding the interest of SEBI in all respect. 2. EMD payable by different entities - a) MSE and Startups - 100% Exemption b) MSMEs - 50% Exemption c) Other entities - Rs. 5,76,000/-	2.3 PBG and EMD 2.3.1. The successful Bidder shall at his own cost and expense furnish within 21 (Twentyone) days from the notification of award, an unconditional and irrevocable performance bank guarantee for 5% (Five Percent) of the value of the contract, in favor of SEBI, from a scheduled commercial Bank, in the format prescribed in Appendix I of the Bid Document, for safeguarding the interest of SEBI in all respect. 2.3.4. Bidders shall submit, along with their Proposals, an EMD of Rs. 5,76,000 /- (Rupees Five Lakhs Seventy-Six Thousand only), in the form of Demand Draft/ pay order/ Bankers Cheque of a Scheduled commercial bank, EMD in the form of Bank Guarantee (Appendix II), insurance security bond, payments can also be made through NEFT/RTGS mode in favour of "Securities and Exchange Board of India": Payable at Mumbai. Suitable proof of transfer of funds viz. UTR etc. shall be enclosed at the time of submission of bid. Cheques/ cash for EMD will not be accepted. (Except for the exempted category of bidders - Exemption of 50% to MSME and 100% to MSE and Startups).

Annexure-PB1

SLA Parameters for Printers

S/N	Parameter/Location	Baseline time to resolve complaint	Penalty if not resolved within Time limit	Penalty Charges in basis points
1	Printer Cartridge replacement- Head Office Mumbai	1 hr	0 hr to 1 hr	NIL
			1 hr to 4 hrs	5 basis point
			4 hrs to 12 hrs	10 basis point
			12 hrs to 24 hrs	15 basis point
			24hrs and above	20 basis point for crossing in every 24 hrs
2	Any printer related issue- Head Office Mumbai	1 hr	0 hr to 1 hr	NIL
			1 hr to 4 hrs	5 basis point
			4 hrs to 12 hrs	10 basis point
			12 hrs to 24 hrs	15 basis point
			24hrs and above	20 basis point for crossing in every 24 hrs
3	New printer request- Head Office Mumbai	3 hrs	0 hr to 3 hrs	NIL
			3 hrs to 6 hrs	
			6 hrs to 12 hrs	10 basis point
			12 hrs to 24 hrs	15 basis point
			24hrs and above	20 basis point for crossing in every 24 hrs
4	Printer replacement-Head Office Mumbai	3 hrs	0 hr to 3 hrs	NIL
			3 hrs to 6 hrs	5 basis point
			6 hrs to 12 hrs	10 basis point
			12 hrs to 24 hrs	15 basis point
			24hrs and above	20 basis point for crossing in every 24 hrs
5	Spare part replacement for SEBI owned printers and bidder supplied printers	24 hrs	0 hr to 24 hrs	NIL
			24 hrs and above	20 basis point for crossing in every 24 hrs
6	Printer-related issue at SEBI Senior official home (like ED, WTM, Chairman)	3 hrs from scheduled appointment at the senior official's home	0 hr to 3 hrs	NIL
			3 hrs to 12 hrs	5 basis point
			12 hrs to 24 hrs	10 basis point
			24 Hrs and above	20 basis point for crossing every 24 Hrs
7	Spare part replacement for printers at SEBI Senior official home (like ED, WTM, Chairman)	Within 24 hrs from the time engineer identifies the need for spare part replacement	0 hr to 24 hrs	NIL
			24 hrs and above	20 basis point for crossing in every 24 hrs
8	Printer Cartridge replacement at Regional Offices	If call is logged before 12:00 PM: Resolve by 05:00 PM same day	Delay up to 2 hrs	5 basis point
			2 hrs to 6 hrs	10 basis point
			6 hrs to 24 hrs	15 basis point

		If call is logged after 12:00 PM: Resolve by 12:00 PM next day	24 Hrs and above	20 basis point for crossing in every 24 hrs
9	Any issues related to printers at Regional Offices	If call is logged before 12:00 PM: Resolve by 05:00 PM same day	Delay up to 2 hrs	5 basis point
			2 hrs to 6 hrs	10 basis point
			6 hrs to 24 hrs	15 basis point
		If call is logged after 12:00 PM: Resolve by 12:00 PM next day	24 Hrs and above	20 basis point for crossing in every 24 hrs
10	New printer request at Regional Offices	If call is logged before 12:00 PM: Resolve by 05:00 PM same day	Delay up to 3 hrs	5 basis point
			3 hrs to 9 hrs	10 basis point
			9 hrs to 24 hrs	15 basis point
		If call is logged after 12:00 PM: Resolve by 12:00 PM next day	24 Hrs and above	20 basis point for crossing in every 24 hrs
11	Printer replacement at Regional Offices	If call is logged before 12:00 PM: Resolve by 05:00 PM same day	Delay up to 3 hrs	5 basis point
			3 hrs to 9 hrs	10 basis point
			9 hrs to 24 hrs	15 basis point
		If call is logged after 12:00 PM: Resolve by 12:00 PM next day	24 Hrs and above	20 basis point for crossing in every 24 hrs

Annexure - PB2

Format for Commercial bid

S. No.	Item/ Details of Printer	Make & Version of proposed printer	Quantity (no.of printers)	Approx. numbers of cartridges/Black ink bottle (135 ml) consumed per annum (Black)	Approx. numbers of cartridges/set of coloured ink bottle* consumed per annum (Colour)	Offered Cartridge/set of ink bottles specification/ Model No.	Unit Price of Offered Original cartridges/Black ink bottle (135 ml) consumed per annum (Black)	Unit Price of Offered Original cartridges/set of coloured ink bottle* consumed per annum (Colour)	Total Price of cartridges/ set of ink bottles consumption for period of 3 years (Rs.)	Applicable Taxes (GST)	Total Price of cartridges/ set of ink bottles consumption for period of 3 years (Rs.) (Inclusive of GST)			
(A)	(B)	(C)	(D1)	(D2)	(E)	(F1)	(F2)	(G) =((D1*F1) + (D2*F2)) x 3	(H)=(G)*0.18	J= G + H				
Part 1 – SEBI Owned Printers (I)														
1	Multifunction machines Canon G7070 (Print, Scan, Copy,Fax (Optional)).Color, WiFi, USB port, Auto duplex, ADF (Automatic Document Feeder) printers.Ink Tank based.	Canon G7070	12	12	12	Black:G170B Color:G170 CYM or equivalent								
Part 2- Bidder owned printers to be deployed at SEBI (II)														
2	Multifunction (Print, Scan, Copy). Color, USB port Inkjet/ Laser/ Ink Tank	Mention Specifications and Model	208	540	540	Mention Original Caltridge Specifications								
3	Multifunction (Print, Scan, Copy). Color, WiFi, USB port, Auto duplex. Inkjet/ Laser/ Ink Tank	Mention Specifications and Model	88	540	540	Mention Original Caltridge Specifications								
4	Black and White laser printers. Duplex, Network.	Mention Specifications and Model	105	360	N/A, (D2=0)	Mention Original Caltridge Specifications								
5	Multifunction machines (Print, Scan, Copy, Fax(Optional)). Color, WiFi, USB port, Auto duplex, ADF (Automatic Document Feeder) printers. Ink Tank based	Mention Specifications and Model	28	120	120	Mention Original Caltridge Specifications								
Sub Total (I + II)									(G1)	(H1)	(J1)			
Part 3 – Salary for Onsite Support Engineer (III)														
	Category of Onsite Support Engineers	No. of Onsite Support Engineer	1st Year cost of engineer (R1)	2nd Year cost of engineer (R2)	3rd Year cost of engineer (R3)	Total cost of engineer (Rs) R=(R1)+(R2)+(R3)	Applicable Taxes (GST) (R4)=R*0.18	Total cost of engineer (Rs) (inclusive of GST) (R5)=R+(R4)						
6	Onsite FMS Support for 3 (three) years	1												
Part 4-Service Charges (IV)														
	Category of Support	1st year Service charge (S1)	2nd Year service charge (S2)	3rd Year service charge (S3)	Total cost of service charge (Rs) S=(S1)+(S2)+(S3)	Applicable Taxes (GST) (S4)=S*0.18	Total cost of service charge (Rs) (inclusive of GST) (S5)=S+(S4)							
7	Service Charge including home office visit charges													
Grand Total Cost of the Project (I+II+III+IV) in Rs. [Part 1 + Part 2 + Part 3 + Part 4]						Total cost of cartridges/ set of ink bottles consumption + engineer + service charge (T) = (G1) +(R)+(S)	Applicable Taxes (GST) (T1)=T*0.18	Total cost of cartridges/ set of ink bottles consumption + engineer + service charge (inclusive of GST) (T2)=T + (T1)						

* Set of coloured ink bottle includes - Yellow (70 ML), Magenta (70 ML), Cyan (70 ML)

Note: The quantity of cartridges/ink bottles mentioned above is approximate and based on past consumption trends. Actual usage may vary. In the event of increased requirements or higher consumption during the contract period, the bidder shall be required to supply additional cartridges/ink bottles at the same quoted rate.