

Pre-Bid Queries-Response

Tender Reference No : TPCODL/P&S/100000077/2021-22

Tender Name : Rate Contract for Supply of Bluetooth Printer with Accessories

Sr. No.	Detailed Reference to Tata Power Technical Document. Please specify Document No / Clause No / Page	Description as per Bid Document	Remarks - Query / Clarification	TPCODL Response
1	Document No:Qualification Criteria / Clause No:1.7/ Page No 6	The supplier should have supplied at least 500 nos. of Bluetooth thermal printer either through one single order or in multiple orders in last one year. Minimum quantity supplied in at least one order should be 200 nos. Purchase order/Delivery challan copy to be submitted by vendor.	Considering on going Covid pandemic situation from last one year request you to accept purchase orders with any Printer in last 3 years in place of specific Bluetooth thermal printers in one year.	As per tender terms.
2	1.7.1 on Pg. no 6	The supplier should have supplied at least 500 nos. of Bluetooth thermal printer either through one single order or in multiple orders in last one year. Minimum quantity supplied in at least one order should be 200 nos. Purchase order/Delivery chalan copy to be submitted by vendor.	(1) Please ask P.O Copy from only Government Organization so genuine bidder will bid and department will get Quality of Product as well as services from contractor. (2) Here it ask that P.O Copy in last one year so please clarify that it is from publish date or Bid end date ? Please clarify same.	As per tender terms.
3	1.7.2 on Pg. no 6	The Supplier/Manufacture should have service centre in Bhubaneswar, Cuttack, Dhenkanal, Paradeep or should have tie up with any service centre for maintenance. Address of service center to be submitted	Please allow Bidder to Open or tie up with any service center for maintenance when Bid is awarded to Bidder.	Ok. Bidder to submit undertaking regarding tie up with service center alongwith bid submission. Within 1 week of award of rate Contract, bidder to submit a copy of tie up agreement.
4	Document No:Special Conditions of Contract / Clause No:7.1/ Page No 13	Delivery period shall be 15 days from date of receipt of release order.	Considering on going Covid pandemic situation request you to allow the delivery within 6 weeks from date of receipt of release order	As per tender terms.
5	Technical Specifications/ANNEXURE II/Page No:16	Paper dimension/Width: <b>55 mm or higher</b>	Request to keep it 58 mm for Better Print Quality and No Paper Jamming	As per tender terms.
6	Technical Specifications/ANNEXURE II/Page No:16	Interface: <b>802.a/b/g/n &amp; Bluetooth 3.0 or above</b>	This is a brand specific specification.Request you to accept Bluetooth Connectivity V4.0	As per tender terms.
7	Technical Specifications/ANNEXURE II/Page No:16	Print Speed Max.: <b>90 mm/sec or higher</b>	This is a brand specific specification.Request you to accept 80 mm/sec	As per tender terms.
8	Technical Specifications/ANNEXURE II/Page No:16	Power: <b>Min. 18 hour run on full charge</b>	Request to change it to Min. 24 hour run on full charge (Stand By) 2.1 Hours for full charging battery, continue 3 hours printing for Longer Battery Life.	As per tender terms.
9	Technical Specifications/ANNEXURE II/Page No:16	Supported OS: <b>Mobile iOS,Android and Windows (Vendor to provide drivers for supporting all the required OS)</b>	This is a brand specific specification.Mobile iOS is not available and relates to specific brand	As per tender terms.
10	Technical Specifications/ANNEXURE II/Page No:16	ROM: <b>64 KB or more</b>	Request you to make it 256 KB Flash ROM for Better memory for future	As per tender terms.
11			<b>Make In India Preference Policy</b> 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.	As per tender terms.

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12	3.9 on Pg. no. 11	The type tests specified in TPCODL specifications should have been carried out in certified Test Laboratories during the period not exceeding 5 years from 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.	Tender Items belongs under ISI 13052 safety items ( please refer our Central government attach documents) so as per Government of India Guide line Thermal Printer must be B.I.S Certified and safety test report carried out from NABL Lab . 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.	As per tender terms.
13	7.1 on Pg. no 13	Delivery period shall be 15 days from date of receipt of release order.	Considering Last one to one half Scenario and Current situation it is kindly request to extend delivery time 45 days instead of 15 days. Also give tentative quantity for First lot so we can Match our delivery period.	As per tender terms.
14	7.4 on Pg. no 13	The Warranty shall be valid for a period of 1 year from the date of delivery. Warranty shall be comprehensive onsite. Warranty is inclusive of parts and services (both software and hardware related).	Which kind of software warranty you need ? Please explain as Billing Application is not in our scope.	Only hardware warrenty considered. Billing software will be provided by TPCODL so no need any warrenty for software. Integration with billing application support will be required for aligment after delivery.