



## **BIHAR VIKAS MISSION**

(Under Cabinet Secretariat Department, Government of Bihar)  
Bihar State Building Construction Corporation campus,  
Hospital Road, Rajvanshi Nagar, Patna – 800023  
Telephone No – 0612-2285262

Memo. No.: BVM / आदि. (उपस्कर AMC) - 03/2021 - 395

Date: 01/04/21

### **Important Notice**

#### **Regarding response to pre-bid queries received for Tender No. BVM(Pro)/AMC-01/2021**

Bihar Vikas Mission has published Tender No.: BVM(Pro)/AMC-01/2021 for "Empanelment of AMC service provider agencies and selection of Agency for AMC of computers, laptops, printers, UPS, photocopier and other electronic & electrical items installed in different offices of Bihar Vikas Mission located in Patna".

It is hereby informed to all concerned that response to pre-bid queries received till 26<sup>th</sup> March 2021 through email as well as during pre-bid meeting is enclosed with this notice.

Chief General Manager

Memo No. – BVM / आदि. (उपस्कर AMC) - 03/2021 - 395 Patna, Date: 01/04/21

Copy to: IT Manager, Cabinet Secretariat Department, Bihar, Patna – For uploading on the official website of Cabinet Secretariat Department / IT Manager, Bihar Vikas Mission, Patna – For uploading on the official website of Bihar Vikas Mission.

Chief General Manager

Memo No. – BVM / आदि. (उपस्कर AMC) - 03/2021 - 395 Patna, Date: 01/04/21

Copy to: All members of Tender Evaluation Committee, Bihar Vikas Mission for kind information

Chief General Manager

Memo No. – BVM / आदि. (उपस्कर AMC) - 03/2021 - 395 Patna, Date: 01/04/21

Copy to: Member Secretary, Bihar Vikas Mission – For your kind information please.

Chief General Manager

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BVM response to pre-bid queries for Tender No. - BVM(Pro)/AMC-01/2021

Name of Agency	Sl. No.	Pre-Bid Query	BVM Response
AVA India Services (P) Ltd.	1	All Product Model No. & Make of all enlisted Products Required	The details are enclosed as Annexure - A to this response.
	2	Year of installation of all the enlisted products?	Date of purchase of all items are enclosed as Annexure - A to this response.
	3	Configuration of all the Desktop and Laptops?	Configuration of the Desktop / Laptop may be referred from Serial number of the product. The details are enclosed as Annexure - A to this response.
	4	Model wise quantities and KVA of all the UPS?	The details are enclosed as Annexure - A to this response.
	5	Make, Model & Year of Manufacturing of LED TV?	The details are enclosed as Annexure - A to this response.
	6	Stabilizer KVA?	The details are enclosed as Annexure - A to this response.
	7	Water purifier consumable cover in AMC or not (like carbon & memran)	As per industry norms, all filters and membranes are covered under AMC for Water Purifier. Therefore as part of AMC services, carbon filter and membranes are covered under scope of AMC service under this tender.
	8	It is requested to bill the spare parts and chemicals used while servicing of enlisted items as per actuals	All spare parts, chemcials or any other material / equipement required for providing the services shall be included in the cost itself and shall not be billed seperately. As per tender - clause B(4) - "Maintenance of the computer, printer, UPS and other items mentioned in the list above shall include all charges such as service charges, labour charges, supply and replacement of parts free of cost, except consumable items."
RASPL	9	Make & Model no of all product.	The details are enclosed as Annexure - A to this response.
	10	Basic configuration of all laptop/desktop & all in one.	Configuration of the Desktop / Laptop may be referred from Serial number of the product. The details are enclosed as Annexure - A to this response.
	11	KVA of UPS model & quanty wise.	The details are enclosed as Annexure - A to this response.
	12	Installation year of all product	Date of purchase of all items are enclosed as Annexure - A to this response.
	13	Stablizer KVA	The details are enclosed as Annexure - A to this response.

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Rapidtech IT services Pvt Ltd.	14	<p>Page No. - 7, Point G - Award of Work - Work order will be awarded item wise to the L1 bidder. Who has quoted the lowest amount for the particular item, subject to fulfillment of all the terms and conditions of the tender.</p> <p>Query: Sir, please help to clarify if any bidder awarded single or multiple line item as L1, then how can it possible to arrange manpower onsite to Bihar Vikas Mission. We would request to either change L1 criteria as L1 bidder or help to as more line item as residence / onsite engineer.</p>	<p>Refer sub-clause 1 of section A - General terms and Conditions of Annexure - I to this tender.</p> <p>The L1 agency is required to designate one person as contact person who shall be based at Patna and shall visit BVM office to attend complaints raised by BVM.</p> <p>The L1 agency is not required to provide full-time onsite / residence engineer.</p>
	15	<p>Page No. - 3, Point No. - 2 - Sir, we would request to please help to share:</p> <p>i) Desktop / Laptop make &amp; model ii) Online UPS Make &amp; model along with Capacity</p>	The details are enclosed as Annexure - A to this response.
	16	<p>Page No. - 6 Technical Bid, Point No. - 3 Para - 2 MSME copy - Sir, as of now MSME certificate expired and new certificate Udayam issued by MSME. We would request to please add Udyam certificate also.</p>	Valid Udyam Certificate shall be considered.
	17	<p>Page No. - 6 Technical Bid, Point No. - 3 Para No. - 4, Turnover Sir, We would request to mention turnover from AMC of Computer Hardware &amp; peripheral because this is service tender publish by Department.</p>	<p>The query is not clear.</p> <p>Turnover requirement is already mentioned in the tender notice.</p>
	18	<p>Page No. 7, Point No. G Work order will be awarded item wise L1 bidder Sir, we would request to please change this as follows: Work order will be awarded L1 Bidder.</p>	<p>No change.</p> <p>As per the tender document.</p>

Alpine Infosystem Pvt. Ltd.	19	Page 3, Point No. - 2 - Please arrange complete details of product with Sl. No., Purchase date or Installation Year (lumsun)	The details are enclosed as Annexure - A to this response.
	20	Page - 3, Point No. - 4 - List of consumable items be provided.	Only the following items shall be treated as consumables: • Batteries (UPS / Laptop). • Cartridge / Toner / Drum for printers. • Pre-mix powder for coffee vending machine. All other items are to be covered under AMC.
	21	Page - 7, G1 - L1 decision should be taken on total value not itemwise.	No change. As per the tender document.
Megamax Services Pvt. Ltd.	22	Date / Year of procurement of the mentioned items	The details are enclosed as Annexure - A to this response.
	23	Capacity, make and model of off line and online UPS	The details are enclosed as Annexure - A to this response.
	24	Clarity on consumable parts which will not be covered under scope of work. As per standard norms the following items are considered as consumables : UPS batteries, Laptop batteries and Power adapter, Fuser units Drum-tonner-cartridges-plastic parts of printers. Physical damage, burnt, rodent, missing or theft parts are not covered under scope of work.	Only the following items shall be treated as consumables: • Batteries (UPS / Laptop). • Cartridge / Toner / Drum for printers. • Pre-mix powder for coffee vending machine. All other items are to be covered under AMC.  All damages or burns arising out of normal usage of equipments shall be covered under AMC. Only such damage / burn which are caused to external action shall not be covered under scope of work.
	25	Make, model and configuration of Laptops	Configuration of the Desktop / Laptop may be referred from Serial number of the product. The details are enclosed as Annexure - A to this response.
	26	Capacity of Stabilizer	The details are enclosed as Annexure - A to this response.
	27	Consumable parts of Water purifier like carbon & merman should not be covered under scope as these are consumables parts.	Refer response to query at Sl. No. 7 above.



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28	Picture tube of CRT (if Any) should not be covered under scope of work.	There is no such item mentioned in the list under clause B(2).
29	There is no mention of dedicated resident engineer/'s in the RFP for this particular AMC contract. We suggest that one dedicated resident engineer should be asked and deployed in order to smooth functioning of the department.	Refer response to query at Sl. No. 14 above.

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Response to pre-bid queries - Annexure A

Details of equipments listed under clause B(2) of the tender BVM(Pro)/AMC-01/2021

1	2	3	4	5
Sl. No.	Description of Assets	Qty	Model	Date of Purchase
1	Bajaj Blower	15	Blow hot room heater 267240, 2000w	02.01.2018
2	Oil Radiator Heater 9 Fins (Usha)	6	OFR 3609/11/13 FW, 220-240V AC, 2000W	02.01.2018
	Oil Radiator Heater 13 Fins (Usha)	2	OFR 3609/11/13 FW, 220-240V AC, 2000W	02.01.2018
	Oil Radiator Heater 9 Fins (Usha)	3	OFR 3609 FS PTC, 220-230V AC, 2000W	08.01.2019
	Oil Radiator Heater 11 Fins (Usha)	2	OFR 3811 F, 230V AC, 2000W	08.01.2019
3	HP Scanner	1	SCANJET 5590	21.06.2017
4	Online UPS (Numeric)	1	ONFINITI 6KVA FM C 220VAC- 220VAC, 6000VA/4800W, Sl. No V160804082	Installed in BVM office since June, 2016. (No document available regarding installation)
	Online UPS (Luminous)	1	LD2000, Input 220AVC-240VAC, 2000VA/1600W, Sl. No 83221606101264	21.06.2017
5	UPS (Numeric)	10	Digital 600EX-V Double, 220-240Vac, 600VA/360W	06.07.2016
	UPS (APC)	1	BX1100C-IN, 1100VA/660W	21.07.2016
	UPS (APC)	1	BX1100C-IN, 1100VA/660W	28.07.2016
	UPS (Consul Neowatt)	14	TML11X00P6340K98 600VA, 24VDC, 7AH, BP 2No	18.11.2016
	UPS (APC)	2	BX1100C-IN, 1100VA/660W	26.10.2016
	UPS (Numeric)	1	Digital 1000 Plus-V, 1000VA/600W	21.02.2017
	UPS (Powerone)	12	SUN0160102, 600VA	26.12.2018
	UPS (Luminous)	2	LB 600PRO, 600VA/360W	29.05.2018
	UPS (Zebronics)	4	ZEBU725, 600VA/360W	10.07.2018
	UPS (Zebronics)	1	ZEBU740, 600VA/360W	26.10.2018
	UPS (Zebronics)	10	ZEBU740, 600VA/360W	17.12.2018
	UPS (Numeric)	5	Digital 1000 Plus-V, 1000VA/600W	20.01.2020
6	LED TV (Sony)	1	KD-65X7002E, Sl. No 3001042	25.09.2017
	LED TV (LG)	1	43SE3KB-BE, 43", BTASLJL, Sl. No 702PMND005311	Installed in BVM office since June, 2016. (No document available regarding installation)
7	Coffee Vending Machine	1	Double Option (Nestle)	01.09.2016
	Coffee Vending Machine	1	Double Option (Nestle)	26.09.2016
	Coffee Vending Machine	1	Double Option (Nestle)	06.03.2018

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**Response to pre-bid queries - Annexure A**

**Details of equipments listed under clause B(2) of the tender BVM(Pro)/AMC-01/2021**

1	2	3	4	5
Sl. No.	Description of Assets	Qty	Model	Date of Purchase
8	Projector (Sony)	1	VPL-EX145	25.05.2016
	Projector (Sony)	2	VPL-DX142	25.11.2016
9	One plus One Phone	1	B-77, BeeTel	22.10.2018
	One plus One Phone	1	M-78, BeeTel	21.02.2020
10	Stablizer (Venus)	1	2KVA	10.11.2016
	Stablizer (Venus)	1	2KVA	23.10.2017
	Stablizer (Venus)	2	2KVA	11.07.2016
11	Water purifier with water cooler	3	Purifier - Livpure RO Water Purifier Water Cooler - Usha SP4080	Installed in BVM office since June, 2016. (No document available regarding installation)
12	Dell desktop	1	Vostro 3250 (Sl. No. - H5KWXC2)	21.07.2016
	Dell desktop	1	Vostro 3250 (Sl. No. - H5MHH92)	27.07.2016
	Dell desktop	1	Optiplex 9020 (Sl. No. - CLCVFD2)	28.07.2016
	Dell desktop	14	Optiplex 7040 (Sl. No. - 788412861960010, 788412861960006 - All the units are of same make, model and configuration)	04.10.2016
	Dell desktop	2	Vostro 3250 (Sl. No. - H5N1N62 All the units are of same make, model and configuration)	26.10.2016
	Dell desktop	1	Optiplex 7040 (Sl. No. - 4LOYQG2)	20.11.2016
	Dell desktop	2	Optiplex 5040 (Sl. No. - H4RBNK2, H64CNK2)	29.05.2018
13	Laptop Lenovo	1	V110 - 15ISK Type 80TL (Sl. No. - R9OLF8KV)	21.06.2017
	Laptop Lenovo	1	V310 - 14IKB Type 80T2 (Sl. No. - R0AXM8G)	10.07.2018
14	Desktop Lenovo	5	510S-08ISH, Type - 90FN (Sl. No. - PG00W9P8 - All the units are of same make, model and configuration)	21.06.2017
15	Lenovo All in One PC	1	AIO 520-22IKU, Type FOD5 (Sl. No. - MP1AWYN7)	22.10.2018
16	DESKTOP ACER i3	12	M2640G (Sl. No. - MMTAMSS00174501A293E00 - All the units are of same make, model and configuration)	04.01.2018
	DESKTOP ACER i5	4	ACER VERITON M 200 CORE i5 7th GEN 18.5" (Sl. No. - UXB1JSIY11I2034517 - All the units are of same make, model and configuration)	13.09.2018
	DESKTOP ACER i5	4	M4650G (Sl. No. - MMT1KSS0138160CC004216 - All the units are of same make, model and configuration)	23.11.2018
17	DESKTOP HP	10	HP 280 G2 (Sl. No. - INA631V509 - All the units are of same make, model and configuration)	06.07.2016
	DESKTOP HP	1	HP PRODESK 600 G3 (Sl. No. - INA815XSBT)	10.07.2018
18	LAPTOP HP	9	HP 240 G5 NOTEBOOK PC (Sl. No. - 5CG6313QY2 - All the units are of same make, model and configuration)	06.07.2016
19	Ricoh Photocopier	1	MP 5054 SP	11.07.2016
	Ricoh Photocopier	1	MP 5054 SP	10.11.2016
20	Ricoh Photocopier	1	MPC 2003 SP	11.07.2016
21	Ricoh Printer	10	SP 212SNW	06.07.2016
	Ricoh Printer	14	SP 212SNW	10.11.2016
22	Canon Photocopier	1	Canon IR ADV 4245	21.10.2017

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## Response to pre-bid queries - Annexure A

## Details of equipments listed under clause B(2) of the tender BVM(Pro)/AMC-01/2021

1	2	3	4	5
Sl. No.	Description of Assets	Qty	Model	Date of Purchase
23	Canon Printer	1	MF 4750	17.11.2016
	Canon Printer	1	251DW	21.06.2017
24	Lexmark Printer	7	MS312dn	22.10.2018
25	HP Printer	1	HP Laserjet P3015	25.05.2016
	HP Printer	1	HP Laserjet 1536dnf MFP	25.05.2016
	HP Printer	1	Hp 1020	21.07.2016
	HP Printer	1	Hp 1005	21.07.2016
	HP Printer	1	Hp 1005	25.07.2016
	HP Printer	2	Hp 1005	26.10.2016
	HP Printer	2	Hp 1005	29.05.2018
	HP Printer	2	Hp Pro M154NW	04.01.2019
	HP Printer	1	Hp Pro M154NW	01.03.2019
	HP Printer	12	HP LaserJet Pro MFP M227fdn	22.02.2018

BVM has taken all efforts to ensure correctness of details. E&OE.

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