

Prebid Queries/Clarification: Response (No Change/Amendments in the tender documents have been approved)

Ref. no & Page in Tender Document	Tender Content	Request/Query	Published RFP Clause/Content	Decision Taken	Modified RFP Clause/Content
Pg. No 09	Introduction	In introduction the tender document mentions about custom duty exemption. Please confirm under which notification this exemption is applicable?	Keeping in view of the Holistic approach and objective of promoting innovation in MediElectronics sector, the MedTech-CoE invites turnkey proposals from the bidders such that the maximum benefits in terms of custom duty exemption, special educational and other discounts etc. may be extended to the MedTech-CoE to empower young researchers and budding entrepreneurs in medical electronics and health Informatics sector	This clause is Introduction of MedTechCoE and the mentioned benefits are applicable for startups of CoE not to the participating bidders.	NO change
Pg. No 10	Bidders Eligibility Criteria	System Integration projects are not regular in nature. Hence it will be difficult to submit 2 work orders within three years. Moreover last 18 months all the establishments are either lockdown or partially working. Hence, we request you to amend it to within	Copies of minimum two purchase orders of similar nature, executed by the bidder during FY 2017-18, 2018-19 and 2019-20. The submitted copies of work order should not be altered, redacted or tempered with in any manner. The copies must clearly mention description and scope of order, name of client,	Three years have been taken in consideration excluding the lockdown/pandemic period i.e. FY 2020-21. The desired (Minimum Two) works orders are required from FY 2017-18 to 2019-20. However one more year may be considered hence bidders will be required to submit	Copies of minimum two purchase orders of similar nature, executed by the bidder during FY 2016-17, FY 2017-18, 2018-19 and 2019-20. The submitted copies of work order should not be altered, redacted or tempered with in any manner. The copies must clearly mention description and scope of order, name of client, order number and date, order amount, delivery period, etc

		five years. In bidders eligibility criteria – you have requested for two work order copies in last three years, we request to amend it for 5 years	order number and date, order amount, delivery period, etc	minimum two work orders during FY 2016-17 to FY 2019-20.	
Pg. No 14	Payment Terms	Payment terms – Majority of the equipment are imported and all the payment has to be made in advance. We request to amend the payment term as under 80% - against supply of material 15% - against installation & commission of the equipment Balance 5% against PBG of 3% of order value. It can also be modified as 17% against installation & commission and 3% against submission of Performance Bank Guarantee.	The payment will be released through online bank transfer after the submission of invoice. · 10% payment will be released after successful delivery of complete bill of material mentioned in the order and based on Delivery Acceptance Report. · 80% of payment will be released after completion of supply, installation & commissioning within 30 days and submission of warranty certificates of 5 years. · Remaining 10% amount will be paid to the bidder after the end of applicable warranty.	No Changes	No Changes
Pg. no .19 & 20	Scope of Works	Demonstration required for 15 days twice in the year. Our recommendation is to amend to twice a year for 5 days each applicable only for first year.	The supplier shall organize technical training on the operations of all the equipment after installation and commissioning has been completed. 15 days (twice in year) onsite/offsite training about the working,	The bidder should provide training for 15 days (twice in year) offsite/onsite about the working, operations and routine maintenance for all the equipment and /or tools as may be required for its	The supplier shall organize technical training on the operations of all the equipment after installation and commissioning has been completed. 15 days (twice in year) onsite/offsite training about the working, operations and routine maintenance for all the equipment and /or tools as may be required for its safe and normal operations for first year on free of cost

			operations and routine maintenance for all the equipment and /or tools as may be required for its safe and normal operations. The supplier must provide all the training material in both hard and soft copies (10 sets each).	safe and normal operations for the first year on free of cost basis.	basis. The supplier must provide all the training material in both hard and soft copies (10 sets each).
Pg. no. 17	Delivery of Equipments	Due to the Covid-19 and lockdown all over the world, there is shortage of raw material/semiconductor components and the deliveries are very late & erratic. Under the circumstances it is absolutely not feasible to supply the tendered equipment within a period of 8 weeks. Request you to kindly amend the delivery period to 20 -24 weeks	The delivery, installation, testing and commissioning of the equipment and afterwards demo/training are to be done at "MedTech-CoE", 3rd Floor, New Library Building Centre of Excellence, SGPGI, Raibareli Rd, Lucknow, Uttar Pradesh 226014 and should be completed within 8 weeks from the date of award of contract.	As this MedTech CoE is a priority project hence delivery of equipments need to be completed at the earliest that's why delivery schedule within 8 weeks from the date of award of contract has been mentioned in RFP. However it may be extended maximum up to 16 weeks.	The delivery, installation, testing and commissioning of the equipment and afterwards demo/training are to be done at "MedTech-CoE", 3rd Floor, New Library Building Centre of Excellence, SGPGI, Raibareli Rd, Lucknow, Uttar Pradesh 226014 and should be completed within 16 weeks from the date of award of contract.
Pg. no 15	PERFORMANCE SECURITY	Performance bank guarantee will be applicable only after supply and acceptance of the product and not from the date of award of the contract. Kindly amend the tender accordingly. the condition that BG from a reputed Nationalized bank needs to be deleted or following	Within 7 days of award of the work, the successful bidder shall furnish Performance Security @ 3% of the total value of order amount by way of irrevocable and unconditional Bank Guarantee (BG) from a reputed Nationalized Bank in favour of STPI.	Scheduled Bank may be included in the clause, however at which stage, performance bank guarantee has to be taken depends on tender to tender basis.	Within 7 days of award of the work, the successful bidder shall furnish Performance Security @ 3% of the total value of order amount by way of irrevocable and unconditional Bank Guarantee (BG) from a reputed Nationalized Bank/Scheduled Bank in favour of STPI.

		modification needs to be done as "Reputed Nationalized bank/ Scheduled/ Private Bank"			
Pg. no 15	Warranty	<p>WARRANTY SUPPORT</p> <p>The tendered items are high performance sophisticated products and on site repair service for these products are not technically feasible so kindly request to amend the warranty support as return to bench to the service centre.</p>	<p>Warranty support shall include free maintenance of the whole equipment supplied including free replacement of hardware parts, free software/firmware upgrades/ updates/ renewals. The defects, if any shall be attended to on immediate basis but in no case any defect should prolong for more than 48 hours. The onsite warranty support shall be for a period of FIVE YEARS from the date of acceptance of the equipment by "MedTech-CoE". The Warranty includes onsite warranty support with parts and software updates/upgrades/renewals.</p>	No Change	No Change
Pg. no 15	Warranty Support	<p>Equipment been sophisticated and customized and comprising of multiple OEMs the clause "the supplier will also provide alternate/replacement for the defective item during repair period" needs to be</p>	<p>If defective items require such type of servicing, maintenance, repair, replacement, etc. which cannot be carried out Onsite at "MedTech-CoE" and hence required to be taken offsite, the supplier will be solely responsible for logistics and safety of the item and their complete</p>	No Change	No Change

		deleted. Accessories and consumables do not carry any warranty.	repair, replacement, etc. Also, the supplier will also provide alternate/replacement for the defective item during repair period. No additional cost will be paid to the supplier for the above		
Pg. no 55		SLA These products are sophisticated testing and measuring instruments. 24/7 support is feasible and normally offered only in case of IT/Computer products by the industry. Kindly delete this clause	After commissioning & acceptance, during warranty support, the supplier shall be responsible for the uptime of the equipment and shall enter into a contract with an SLA of maintaining the setup for 95% uptime on 24x7 basis.	No Change	No Change
Pg. no 55	SLA	Supplier will respond within 48 hours of fault reporting since the installation is at Lucknow which is not a metro city.	The Supplier would need to provide resolution to the fault in the equipment within 48 hours of its reporting. The penal provisions would become applicable on violation of the SLA terms three times in an individual year	No Change	No Change
Pg No. 55	SLA	Site preparation and cabling, power etc is responsibility of STPI and the site should be made available as fully operational for the installation of sophisticated tendered equipment at the time of placement of	The bidder will carry out warranty site survey; prepare the necessary drawings, equipment layout plan, power estimation and distribution, power cabling from equipment to the power outlet, power and communication cabling plan, equipment's rack	Bidder should help STPI in preparing the site drawing , placement of power, requirement of voltage/amperes etc.	The bidder will carry out warranty site survey; and should help in preparing the necessary drawings, equipment layout plan, power estimation and distribution, power cabling from equipment to the power outlet, power and communication cabling plan, equipment's rack placement, etc. for the "MedTech-CoE" & other infrastructure in consultation with the "MedTech-CoE"

		purchase orders.	placement, etc. for the "MedTech-CoE" & other infrastructure in consultation with the "MedTech-CoE"		
Page no. 45	Note	Please clarify that all system which is used for measuring not possible to interface with Software. Main Equipment will have interface Lan,USB,RS232,GPIB with NI software and OEM software.	Equipment should have interfaces with USB (2.0/3.0) and LAN (CAT 5/CAT 6) or as per latest technology.	Already specified that equipment should have interfaces with latest technology.	No change
Page no. 20-43	Annexure-I Bill of Material	Query have been received regarding technical specification of following items: <ol style="list-style-type: none"> 1. 8 Channel DSO. 2. LCR Meter 3. Bench Top Digital Multimeter. 4. Spectrum Analyzer 13.5 GHZ. 5. Signal Generator 6 GHZ. 6. Electronic Load. 7. Network Analyzer. 8. Source Measure Unit. 9. Handheld Multimeter. 	Specifications as per List of Equipment	As the specifications of equipments have been freeze by the mentors/domain expertise of the related field on the basis of start-ups need. These equipments will be used only for creating prototypes and for use of promotion of start-ups and not for commercial use. Hence no change in specification is recommended.	No change