

**Tender - Purchase of Kiosk, AIO Desktops, Thermal Printers and UPS**  
**Sansthan Reponses to queries raised by bidders in Pre-Bid Meeting held on 27/12/2023**

S.N.	Page and Clause	Clause In tender	Request by Bidder	Sansthan Response
1	General	L1 bidder finalization process	Elaborate the L1 finalization process	Tender is on GeM as well as Maharashtra government tenders website. Bidder should participate in any one among above two options. L1 will be finalized among all bidders participating on both the platforms.
2	Page 2 Clause 2.0 (b)	<b>Earnest Money Deposit (EMD):</b> Rs:1,70,000 (One Lakh Seventy Thousands Only)	To give benefits under MSME scheme	No change in Tender Clause.
3	Page 3 Qualification Criteria 4	For Kiosk – Bidder have to give demonstration of their product with our application.	Need date to demonstrate the Kiosk	After technical qualification of bidder, Trust will share the dates for Kiosk demonstration.
4	Page 4 4.1 (b)	If Bidder/Supplier fails to deliver/install material within stipulated time, 0.5% amount of the awarded cost will deducted per week from EMD.	To change 0.5% to 0.3%	No change in tender Clause
5	Page 4 4.0 a-	Kiosk: a) 90% after supply, successful Installation and inspection. b) 10% will be paid in equal <b>five instalments</b> yearly from completion of 1 year of installation.	10% amount of Kiosk should be refunded in equal 3 instalments, as warranty of Kiosk is 3 years	<b>Amended as</b> Kiosk: a) 90% after supply, successful Installation and inspection. b) 10% will be paid in equal <b>Three instalments</b> yearly from completion of 1 year of installation.
6	General	NA	Allow to participate Item wise.	Allowed, bidder need to enter 0 (zero) value for items which he is not willing to participate. Such Items will be assumed as NULL

202


4

S.N.	Page and Clause	Clause In tender	Request by Bidder	Sansthan Response
7	Page 7 Annexure B	BOQ	Allow 10 <sup>th</sup> Generation processor for Kiosk	No change in Tender Clause
8	Page 7 Annexure B	BOQ	Allow Windows 10 Enterprise Version instead of Windows 11 Pro	No change in Tender Clause
9		General	Tender document fees of 17K is required in which format?	Online
10		General	Tender Document fees is refundable or not?	Non-Refundable
11		General	EMD amount of 1.70L can be submitted in BG format with 120 days validity? Please confirm	No change in tender clause.
12		General	If bidder only wants to bid for KIOSKs, then what will be the EMD amount as the amount of 1.70 L is applicable for total Kiosk + AIO pc + Printers and UPS also.	EMD amount is same for total items. No change in tender clause.
13	Page 4 4.0	Point no. 4.0 – Payment terms – Kiosk payment terms mentions 90% after supply, installation and inspection, and balance 10% in equal 5 instalments from completion of 1 yr of installation Request you to Keep Kiosk payment terms as ; 90% after supply, installation and inspection by SSST , and balance 10% within 1 month of installation	This are the standard market terms and we cannot have your requested extended/prolonged payment terms as the kiosk is a low margin product	10% amount will be refunded in equal instalment based on warranty period (i.e. if warranty is 5 years then 5 instalments, if warranty is 3 years then 3 instalments).
14		General	Since payment terms is also linked to inspection. Please elaborate your inspection terms (virtual or physical?, internal or 3 <sup>rd</sup> party inspection, inspection after delivery or factory inspection? )	Product demo will be taken after technical qualification. Inspection will be internal.
15		Point no. 6 – Delivery schedule - your lead time mentions 6 weeks.	Request you to amend lead time to "8-10 weeks" from the date of confirmed PO and	No change in tender clause.



S.N.	Page and Clause	Clause In tender	Request by Bidder	Sansthan Response
			go-ahead by SSST tech team (including application testing)	
16		General	Installation time mentioned is 2 weeks. However it should be based on site readiness. Any delay due to site not ready by customer should not be counted in delay.	No change in tender clause.
17		General	Tender document does not mention customer scope: eg. All civil work, cabling (LAN and Power) till Kiosk has to be in customer scope. Pls specify in tender document	Civil work, cabling (LAN & Power) in Sansthan scope
18	BOQ	BOQ	Kiosk specification (Annexure B) mentions 600 VA UPS inside cabinet Request : 1. First of all UPS inside the kiosk is never recommended as it changes the heat dynamics of the kiosk and affects the performance Request 2 : the requested kiosks dimension of H 1500 mm x W 600 mm x D 600 mm , will in any case not be able to accommodate the 600 VA UPS inside the Kiosk Request 3: keeping the 600 VA ups inside the Kiosks will change its looks and design appeal and will also make it look bulky in appearance. Hence request you to keep UPS outside of Kiosk , and keep 40 nos of 600 UPS outside of kiosk scope( add 40 UPS in item no 5 in annexure B)	No change in Tender Clause. While demonstration it can be decided.
19	Annexure C	Annexure C – point no. 5. Mentions that bidder has to give demo of Kiosk	Since Kiosk is customised product, kiosk if made for demo for SSST will not be able to	After technical evaluation, demo of all bidder will be taken.

S.N.	Page and Clause	Clause In tender	Request by Bidder	Sansthan Response
		with SSST application.	sell to any other customer and it is an added cost to the supplier. Hence please confirm if the Demo kiosk will be asked only to the L1 bidder after thorough technical evaluation of bidder? Or after receipt of PO to the L1 bidder? Request 2 : please add clause of OEM/factory inspection and evaluation to shortlist the kiosk vendor ( in place of demo kiosk as it is a huge cost to the supplier)	
20		General	Tender doc does not mention any detail of SSST application which will run on the KIOKS . please share details of your application	Its web base single form application for ticketing of Darshan.
21		General	Please mention in detail the exact scope of "application integration in kiosk " as the cost of integration varies as per the scope.	Its web base single form application for ticketing of Darshan.

  
21.12.23  
 Tukaram Hulawale  
 I/c Chief Executive Officer  
 Shri Saibaba Sansthan trust Shirdi

 23/12/23  
 