

Pre-Bid Queries & Clarification
Supply of Tabs
Tender Notice No: IN-BRLPS-320337-GO-RFB

Sl. No.	Bid Reference	Queries	Request for Change	Clarification
1.	ITB(19.1)	INR – 13.0 lakh (Rupees Thirteen Lakh Only) to be paid through e-payment mode (i.e. NEFT/RTGS, Credit Card/Debit card/Internet Banking).	Request for EMD Submit as BG Format should also added.	Bid Security is not to be submitted through online mode. Bidder have to submit bid security in the form of Bank Guarantee/DD in favor of Bihar Rural Livelihoods Promotion Society, Patna. Scanned copy of Bank Guarantee/DD should be uploaded with the Technical Bid and hard copy of the same should be submitted at BRLPS Office on or before the opening of Technical Bid, otherwise, bid will be treated as non-responsive.
2.	GCC(16.1)	10% advance with equal BG	Request for 50% advance with equal BG	No Change Same as per bid.
3.	GCC(18.1)	PBG 5%	Request for PBG 3%	No Change Same as per bid.
4.	GCC(27.1)	LD 10% MAXIMUM	Request For LD 5% MAXIMUM	No Change Same as per bid.
5.	Technical Specifications	CE Certification Yes CB/UL Certification Yes FCC Certification Yes ROHS Certification Yes	Remove Foreign Certificates under MSME circular As per Emphasize / mandate certifications for BIS, MSME, EPR only and optional for UL/CB and FCC, CE, ROHS for the below reasons and encourage Make in India tablet computes in line with notification Policy No. FP-20013/2/2017-FP-PNG dated	In addition to these, RHOS & BIS certification has already been asked in the bid Specification. Bidder may also submit ROHS and BIS Certification.

			<p>17.11.2020 issued by MoP & NG. Allow any INDIAN Certificates and optional as the certificates like the UL/CB, FCC, CE, ROHS certificates only available with the MNC OEMs and are only valid for the products used or sold in the US market. Also, the International Agencies are only authorized to issue these certificates</p> <p>Here we would like to bring to your kind attention that the being an INDIAN OEM our product is neither sold nor used in the US Market.</p> <p>Certifications UL/CB, FCC, this is again a restrictive condition suitable to only MNC OEM's, as UL/CB are only mandates for OEM having their operations in Europe and the American Subcontinent. Being an Indian company and having our operations only in India we have all the necessary certifications as</p>	
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			per Indian Standard. Like, BIS, MSME, EPR etc	
6.	Technical Specifications	Service details-OEM should have atleast two (02) 24 x 7 Tollfree Helpdesk Numbers (manned support, IVR support at night shall not be accepted) operational in minimum two (02) lanauges i.e., Hindi & English. Tollfree number should be indicated in OEM website.	Allow 1 Toll-free No. We are interested to participate in the subject bid. However as per the specification of the tender, we would request department to allow One(24 x 7) Toll free Helpdesk number Operational in two languages i.e., Hindi & English Toll-free number indicated in our website.	Modified – Service Details: OEM should have at-least one (01) 24 x 7 Toll free Helpdesk Numbers (manned support, IVR support at night shall not be accepted) operational in minimum two (02) languages i.e., Hindi & English. Tollfree number should be indicated in OEM website.
7.	Specifications	Add MSME Exemption & MII 50% Class-I Category	Allow MSME Certificates & MII 50% content for OEM. We would request department to allow MSME Certificates & MII 50% content for OEM	This procurement is under the World Bank Project and is open to all eligible bidder across the world. Hence, no exemption is allowed.
8.	Operating system auto upgradable to next level		Sir, our model comes with android 12, hence these are already one level upgraded. Therefore, this feature does not apply to us. We request you to kindly make this feature as optional.	No Change

9.	MDM	<p>MDM license should be provided. MDM enrolment should happen automatically through Google Zero-touch or OEM equivalent Zero-touch platform. MDM needs to provide Secure Team Chat with the following features –</p> <p>Secured chat only between authorized departmental personnel through IMEI numbers. No outsider should be allowed to join the chat. Team chat with ability to create groups, should be able to share contents, should support voice calls through IMEI number. Chat to be end-to-end encrypted with encryption to be At-rest and In-transit.</p> <p>Bidder must submit a MAF and compliance from OEM of the MDM. MDM to be provided in cloud based environment.</p>	Please allow third party integration for MDM	<p>The clause shall be read as</p> <p>MDM license to be provided by the OEM of the quoted device / 3rd party. MDM enrolment should happen automatically through Google Zero-touch or OEM equivalent Zero-touch platform. MDM needs to provide the following features –</p> <p>Organization should be able to create multiple groups at required levels. The group size may vary. The groups should support text msg, image, video file and data-based calling features. The groups should be formed using IMEI numbers of the devices of all devices. There can be minimum one group to connect with all devices mentioned. The communication between devices should be end-to-end encrypted with encryption to be At-rest and In-transit. The group to share text msg., image, video files and databased calling functionalities.</p> <p>Bidder must submit a MAF and compliance from OEM of the MDM. MDM to be provided in cloud-based environment.'</p>
10.	Change in the World Bank's standard format for Manufacturer's Authorization	This is an astounding change in this Tender to favour one particular OEM (Samsung) and the entire bidding process.		<p>The MAF is standard format of the document of the World Bank. This document is revised by the World Bank time to time.</p> <p>The MAF available in the floated bid document is part of</p>

		<p>Furthermore, this will completely ensure that the Tender will operate in a monopolistic process, and BRLPS requires no other brand's participation. In the previous RFP, the Manufacturer's Authorization was requested in the World Bank's standard format, which made it obvious that an OEM would authorize just one bidder to participate in that RFP. Therefore, it is clarified that this para cannot be altered/ modified as it is a standard format of bidding document of the World Bank," BRLPS said in the explanatory note in response to requests from several bidders for changes.</p> <p>That ensured the Tender couldn't happen unless many different brands participated in the procurement. However, BRLPS astonishingly deleted that World Bank's condition from this Tender, indicating their</p>		<p>standard bidding document of the World Bank.</p>
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		<p>confidence that just one brand will participate. Because this goes against World Bank criteria and norms, BRLPS should follow the standard MAF structure of the World Bank and only allow one OEM and one Bidder in this Tender.</p>		
11.	<p>Storage Expandable upto (in GB): 1 TB</p>	<p>In the Tender, BRLPS has asked for an extremely stringent 1 TB of expansion of Internal Storage. There is just one OEM- Samsung that offers such extensibility. The Department just needs a tablet with 256 GB of internal storage as MDM will restrict the installation of unwanted apps, which saves internal storage. We want to draw your attention to the fact that the BRLPS has requested MDM, which would limit third-party software installations, including those for social media and adware. As a result, 256 GB of storage space is adequate, and expansion to 512 GB is unnecessary. The BRLPS will not need 1TB</p>		<p>Smartphone Storage Expandable up to (in GB) - Min. 256 GB or Higher. Rest content remains the same as original bid document.</p>

		SD cards; hence this unnecessary requirement that gives an unfair advantage to one brand must be amended so that all brands have a fair chance of participation in the Tender.		
12.	OEM should have their own Android service application wherein details of tollfree numbers should be mentioned, and the application should have a minimum of six support features, including the following three (03) features- <ul style="list-style-type: none"> · Service Centre Locator Book a repair Feedback 	There is just one OEM- Samsung that provides this kind of service application. Every original equipment manufacturer (OEM) is different regarding Android servicing apps and features. That's why all OEMs have different application features designed according to their capabilities and features. Accordingly, given these requirements of android service applications, none of the other OEMs other than Samsung will participate in this Tender because all OEMs work with different Android apps. This application features are very specific to Samsung's		No Change. Clarification – OEMs to provide the functionalities through an App. as mentioned. It is open to all OEMs.

		<p>Android application. The same feature was also there in last (Bid Reference: IN-BRLPS-165493-GO-RFB) "Features should include FAQs, Call to CS Support Center, Remote Control Support, and Listing of Service Locations" which was later made "OPTIONAL." In the Tender, BRLPS has already asked for a support escalation matrix complete with phone numbers, which directly contradicts what is needed for an Android service app. When a user is experiencing issues with the application, they should use the escalation matrix instead of trying to figure it out on their own by using such applications.</p> <p>As a result, we'd like to ask the BRLPS to remove this clause, as it doesn't add any value and makes the Tender unfairly biased against one particular</p>		
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		tablet manufacturer- Samsung.		
13.	ITB 4.1	Maximum number of members in the Joint Venture (JV) shall be: Joint Ventures and Consortium is not allowed	Please allow consortium.	Not Allowed Same as per bid
14.	ITB 32.1	The bidder must have Average Annual Turnover of a minimum of Rs. 10.0 crore during the last 03 financial years ending on 31st March 2021.	Please it's request to make it RS. 5 Crore, so we can participate.	No Change Same as per bid
15.		Operating system: Min Androi 11	Min Android 11 GMS certified	Operating system: Min Android 11
16.		Chipset: Qualcomm / Mediatech / Apple / Exynos / Snapdragon / Spreadtrum / Unisco	Qualcomm/ MediaTek / Apple / Exynos / Snapdragon/ Spreadtrum / Unisoc	Chipset: Qualcomm / Mediatek / Apple / Exynos / Snapdragon / Spreadtrum / Unisoc
17.		Touch Suport : Multi Touch	Touch Support: Multi-Touch	Touch Support: Multi-Touch
18.		In the RFP document, (Section IX – Special Conditions of Contract, GCC 18.1) the department is asking for the bid performance security (PBG) of 5% of the contract value. To overcome the countrywide financial crisis due to Covid-19, the Ministry of Finance, Department of Expenditure Procurement Policy Division published an	So, we request that, please ask for a 3% of bid performance security (PBG) instead of the 5%.	No Change Same as per bid

		<p>Office Memorandum (OM No. F.9/4/2020-PPD, dated 12th November 2020) to reduce the Performance security 0-3% of the contract value from the existing 5-10%. Another Office Memorandum (OM No. F. 9/4/2020-PPD dated 30 December 2021) by the Ministry of Finance, Department of Expenditure Procurement Policy Division extended the validity of the (OM No. F.9/4/2020-PPD, dated 12th November 2020) till 31st march 2023. We have also attached both Office Memorandums for your kind reference. Hence until 31st March 2023, all tenders/ contracts issued should also have the provision of reduced Performance Security</p>		
19.	<p>The department has asked for 13,00,000/- (INR 13 Lakhs) as bid security. Due to the financial crisis,</p>	<p>We request that to please ask for 5,00,000/- (5 Lakhs) as bid security it will help more bidders to</p>		<p>No Change Same as per bid</p>

	it is difficult to submit IN 13 lakhs as the bid security.	participate in the tender.		
20.	In the RFP document (Section VIII - General Conditions of Contract, 9. Governing Law) the Contract shall be governed by the laws of the Purchaser's Country.	As per Rule 144 (xi) of GFR 2017 released by the Ministry of Finance Department of Expenditure Public Procurement Division - any bidder from a country that shares a land border with India will be eligible to participate in a tender if they are registered with the competent authority. This clause is mandatory for all bids in India.	So, we request that, please mention the GFR Rule 144 in the bid.	This procurement is under the World Bank Project. Under the World Bank Procurement Guidelines, the bid is open to all the prospective bidder across world. However, as per Govt. of India Notification, any bidder/product from a country which shares a land border with India will be eligible to bid only, if the bidder/product is registered with the competent authority in India. Such bidders have to upload scanned copy of such registration certificate with their technical bid.
21.		The Ministry of Commerce and Industry Department of Promotion of Industry and Internal Trade published an order to give purchase preference to Make in India (No. P-45021/2/2017-PP (BE-II) Dated 4 th June 2020). As per the order, the bid must give purchase preference for class-1 local suppliers.	So, we request that to please mention in the bid, the purchase is only from class-1 local suppliers.	This procurement is under the World Bank Guidelines which is open to all bidders across the world.
22.		In the RFP document, the department has asked to complete the delivery within 30 days. Due to	So, we request that, please extend the delivery days from 30 days to 120 days.	It is clarified that delivery should be completed within 45 days from the date of contract.

		the ongoing Global chipset shortage, it is very difficult to complete the delivery within 30 days. The chipset Global chipset shortage maybe ends in the year 2024 or 2025.		
23.	Processor core- Min octa core or higher	We recommend to allow Quad Core processor also.	Current speck is favour single OEM	No Change It is clarified that more than on OEM have octa core processor.
24.	Display size (in Inch)- 8.5"		We recommend to allow 8" or Higher	Accepted Display size (in Inch)- min. 8.0" or higher
25.	Display (Horizontal-HD + [Minimum 1340 x 800 or higher]		We recommend to allow 1280*800 or higher	No Change
26.	Sunlight Readability (Nits)- Min 400		We recommend to allow 350 or Higher	Accepted Sunlight Readability (Nits)- Min 350
27.	Dual (SIM + SIM + Memory Card Slot)		We recommend to allow Single SIM + Memory card slot	Accepted Single SIM + Memory Card Slot
28.	Wi-fi Connectivity 802.11 a/b/g/n/ac 4G+5G or higher		We recommend to allow 4G or Higher	Accepted. It should be 4G or higher.
29.	OEM Warranty for Tabs 3Year		We recommend to allow 2year or more	Accepted OEM Warranty for Tabs 2 Years
30.	OEM Warranty for Battery 3Year		We recommend to allow 2year or more	Accepted OEM Warranty for Battery 2 Years
31.		The department is asking for the bid performance security of 5% of the contract value. As per the circular	So, we request you to please ask for Performance Security - 3% of the contract value.	No Change Same as bid

		published by the Department of Expenditure, Procurement Policy Division, Ministry of Finance (OM No. F.9/4/2020-PPD, dated 12th November 2020 and 30th December 2021) in every bid published in India the performance security of the bid should be 0-3% and it is valid till 31st March 2023.		
32.		The department had asked for a demo unit from the successful bidder/OEM. If the successful bidder is not able to submit the demo unit or the demo unit submitted is not fully configured that will lead to the failure of the project and it will waste time and money for the department.	So, we request you to please ask for the Demo unit at the time of technical bid submission.	During technical evaluation, BRLPS may ask any bidder for Demo of the product they have quoted.
33.		The department has asked for INR 13,00,000/- (13 Lakh) as bid security amount. The bid security amount asked by the department is a huge amount. As a bidder, it is difficult to pay the amount and the cost will get transferred to the quotation amount which	So, we request that to please ask for 6,00,000/- (6 Lakhs) as bid security it will help more bidders to participate in the tender.	No Change Same as bid

		will increase the price per unit.		
34.	Operating System	Min Android 11	Android 10 and above Most of the OEM's have Android 10	No Change Same as bid
35.	Operating system auto upgradable to next level	Yes	1 upgrade from launched OS of the device	No Change Same as bid
36.		<p>The Bid shall comprise two Parts, namely the Technical Part and the Financial Part. These two Parts shall be submitted simultaneously in two separate sealed envelopes (two envelope Bidding process).</p> <p>And</p> <p>The Bidder shall deliver the Bid in two separate, sealed envelopes (the Technical Part and the Financial Part). These two envelopes shall be enclosed in a sealed outer envelope marked "ORIGINAL BID".</p>	<p>The two-envelope bidding process involves offline bid submission of technical and financial bid in sealed envelopes. However, public procurement has shifted from paper-based bidding to e-tender mode which reduces our dependency on papers. All the departments today are proceeding with online mode of bid submission. In order to have hassle-free, environment and cost friendly tender process, it is recommended to take technical and financial bid submission in an online mode.</p> <p>Hence, kindly ask for "online submission of technical and financial bid."</p>	<p>It is clarified that this is a Two-Envelope Bidding Process through e-Procurement as mentioned in the bidding document. The e-Procurement portal used for this procurement is https://www.eproc.bihar.gov.in</p> <p>It is further clarified that this is not an offline bidding process whereas the bidding document used is standard bidding document of the World Bank.</p>

37.		<p>The bidder should have experience of supplying minimum 1000 or more mobile phones/tablets in a single work order to any Government Organizations in India during the last 05 years.</p> <p>Purchase order along with completion certificate should be uploaded.</p>	<p>This is a specialized and elaborate project which requires extensive the execution capability. Past Experience is a litmus test of the OEM's capability to manufacture and supply such products. We as OEMs know our capable bidders and choose them based on their geographical capabilities.</p> <p>Hence, we request the Department to kindly ask for, "The Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied Tablets to any Central / State Govt Organization / PSU in the last three financial years. Bidder shall only submit experience of the OEM of the quoted Tablet In order to claim experience, bidders must submit PO copies of the same."</p>	<p>It is clarified that bidder/OEM should have experience of supplying minimum 1000 or more mobile phones/tablets in a single work order to any Government Organizations in India during the last 05 years.</p> <p>Purchase order along with completion certificate should be uploaded.</p>
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38.		<p>Payments shall be made promptly by the Purchaser, but in no case later than sixty (60) days after submission of an invoice or request for payment by the Supplier, and after the Purchaser has accepted it.</p>	<p>Please note that timely payments ensures that the bidders do not transfer the to-be-incurred interest cost on the quotation price.</p> <p>GeM, which is a standard procurement platform also states that 100% payment will be released within ten (10) days of issue of consignee receipt-cum-acceptance certificate (CRAC) and on-line submission of bills.</p> <p>Hence, we request the Department to kindly revise payment terms for "release of 100% payment within 15-20 days after the submission of an invoice."</p>	<p>It is clarified that 80% of the contract value will be paid after successful delivery of the materials at all locations.</p> <p>Remaining 20% will be paid after successful demonstration of the functionality of each of the Tabs at all delivery locations.</p>
39.		<p>A Performance Security shall be required 5% of the contract price will be submitted by the successful bidder as performance security. No interest will be paid on performance security amount.</p>	<p>In view of the economic slowdown as a result of the pandemic and its impact on businesses, Government of India advised buyers vide OM No. F.9/4/2020-PPD dated 12-11-2020 and 31-12-2021 by Procurement Policy Division,</p>	<p>No Change Same as bid.</p>

			<p>DoE, Ministry of Finance to ask for Performance Security of 3% of the value of contract instead of 5% of the value of contract from all participating bidders. The notifications are attached herewith for your easy reference.</p> <p>Since the pandemic, product costs have increased due to worldwide surge in fuel prices as well as increase in demand of electronic products. As bidders, we have to incorporate the ePBG value while quoting the device price, and hence in order to keep a reasonable quoted price. We request the Department to please reduce the ePBG to 3% of the contract value and almost all the State Government / Central Government / PSUs are following the above notification.</p>	
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			Hence, kindly ask the bidders to “deposit 3% of performance bank security.”	
40.		Last date for submission of online bid		It is clarified that the last date for submission of online bid is extended from 22-11-2022 to 28-11-2022 till 04.00 PM. Bids (Technical) will be opened online on 28-11-2022 at 04.30 PM. No further time will be extended.

Note: - If required, BRLPS may ask the successful agency to demonstrate the services on three to four devices or even more. This will confirm functionalities required by the organization.