

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

Sl. No.	Bid Reference	2 nd Query	2 nd Clarification
1.	Technical Specifications	<p>As we have highlighted in our queries earlier, these international certificates are not relevant to any government procurement in India, but still, the same was asked in the Tender. In the clarifications, the BRLPS have retained those certificates, and in addition to those, BIS and ROHS have been asked. There is no guideline by any Govt department in India which mandates these certificates.</p> <p>These certificates are available with the global brand, which operate in other countries apart from India, like Samsung.</p> <p>However, these certificates are not required for brands operating only in India. These certificates have tilted the whole Tender in favour of Samsung. Therefore, we again request that BRLPS kindly remove these international certificates and ask for BIS, ROHS and SAR certificates. We would like to request kindly mention the Make in India % as per the Govt of India Notification.</p>	<p>Clarification.</p> <p>This is a World Bank Project and bidding is open for all eligible bidders. around the World, hence, International Certifications cannot be removed. However, upon request in pre bid meeting, RHOS & BIS certification has been added.</p>
2.	Technical Specifications	<p>In our submission, we requested the BRLPS for Govt working hours support, as the same was asked in the last Tender. Currently, 5500 smartphones that are being used have the support of Govt working hours. BRLPS never increased its time duration since the Tender was executed. But asking for 24x7 support for the tablets, which would be used for the same purpose, makes this Tender highly restrictive. All the troubleshooting would be done during working hours. Moreover, the bidder would be submitting an Escalation Matrix also. Importantly, If it was removed in the last Tender, why has this been asked again in the current Tender? If the usage of the devices are same, then why is BRLPS changing its specifications so that the whole Tender is getting rigged in favour of one OEM? So we again request BRLPS to kindly ask for Govt</p>	<p>Clarification.</p> <p>The Smartphone will be used by the field staff who most of the time work beyond normal office working hours and in case of any technical help, service support will be required by them during any hours so to start the work next days with resolved issues.</p>

		<p>Working Hours support, which they are already using for the last 2 years. This will make this tender fair for all the brands.</p>	
3.	MDM	<p>As we highlighted in our representation sent on 4-11-2022, this secure chat feature is highly restrictive.</p> <ol style="list-style-type: none"> 1. This feature is available with Samsung's partner MDM companies which do not work with any other brand due to their associations. 2. This feature was not asked in the earlier Tender floated for smartphones; currently, 5500 smartphones are being used without this facility. The tablets would be used for the same work so asking for such a feature becomes irrelevant. 3. Currently, many end-to-end encrypted chat applications are free and can be used for sharing messages, files, media and calling. So asking for such a specific chat feature restricts our and many other brands' participation in the Tender. <p>Importantly, If this feature was not asked in the last Tender, why has this been asked again in the current Tender? If the usage of the devices are same, then why is BRLPS changing its specifications so that the whole Tender is getting rigged in favour of one OEM?</p> <p>This would restrict the participation of many reputed brands. As we have highlighted in other queries, only one OEM will participate with multiple bidders, thus extracting the full budget of the BRLPS.</p>	<p>Clarification.</p> <p>MDM license has to be provided by the OEM of the quoted product/third party and it is available in open market.</p>
4.	Change in the World Bank's standard format for Manufacturer's Authorization	<p>The document has been revised, but there is still one big issue with the new MAF format. As already mentioned in our earlier letter, the last Tender's MAF ensured multiple brands' participation.</p> <p>However, this MAF has excluded one-OEM & one-Bidder clause. The Tender is already favoring only one OEM-Samsung. So, with this MAF, there would be no control over one OEM participating with multiple bidders, thus forming a cartel and extracting the full budget from BRLPS.</p>	<p>Clarification.</p> <p>This is a standard format of the World Bank available in the bidding document which cannot be altered by any project.</p>

		Therefore, we request that BRLPS kindly retain the earlier clause of One-OEM and One-Bidder so that the Tender is fair for all brands.	
5.		OEMs to provide the functionalities through an App. as mentioned. It is open to all OEMs.	Clarification. The Tabs are to be used in rural areas of Bihar and the user should have maximum number of support features through OEMs Android App.(chat, toll free) to get the redressal of the problem.
6.	Processor core- Min octacore or higher	We recommend to allow Quad Core processor also.	Not Accepted. More than one OEM have Octa Core Processor.
7.	Display (Horizontal-HD + [Minimum 1340 x 800 or higher]	We recommend to allow 1280*800 or higher	Not Accepted. Same as per bid.