

Queries and Clarifications

S.No	Bid Ref. No.	Provision as per Bid	Query	Clarification
1.	Technical Specification – Service Detail	24/7 Toll Free number for service support with minimum of following languages – English & Hindi	Request is for toll free support during working hours- 9AM to 6PM on all working days. In addition to this our suggestion is for inclusion of service repair time of 3-4 working days for Smart Phones.	It is clarified that Minimum availability should as per Govt. organizations working hours and Days. Similarly flexibility given by Govt. time to time under current situations. Toll free number is Mandatory, as mentioned above.
2.		Availability of Customer Service Android application for remote support. Features should include FAQs, Call to CS Support Center, Remote Control Support and Listing of Service Locations.	This is again a restrictive clause. Such application is futile since the service support is always required when a smart phone is either defected or damaged/breakage. In both cases, such application becomes inaccessible and the device has to be taken to service centre. It is requested that this criterion may be withdrawn from the tender.	It is clarified that availability of application support is optional.
3.	Technical Specification – Display Protection	Corning Gorilla Glass 3 or equivalent	Kindly ask for Corning Gorilla Glass/Ion Strengthened Glass as both have same application. Kindly ask for Corning Gorilla Glass/Ion Strengthened Glass/Scratch Resistance Glass or equivalent as all have same application.	It is clarified that in display protection it will be Corning Gorilla Glass 3, Ion Strengthened Glass or equivalent.
4.	Technical Specification –	Carry-in	Kindly ask for Carry –in/onsite warranty at district headquarter as	No change

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	Warranty Service		<p>onsite is always beneficial because in this case, as whenever a defect arises in the device, the end user just has to log a call at the toll free number and has to submit the defective at the district headquarter office.</p> <p>We request that if the bidder/OEM is providing onsite service then the requirement of service centres should not be applicable. The same is recognised by GeM portal also.</p>	
5.	Technical Specification – Camera Resolution	<p>Rear Camera Resolution (Mega Pixel) – Minimum 12</p> <p>Front Camera Resolution (Mega Pixels) – Minimum 08</p>	<p>As per the standard specification, resolution of Rear Camera is higher than the front camera. As per the current revised specification, both the front and rear cameras are 8 Mega pixel.</p> <p>The resolution of the rear camera is reduced from 12 MP to 8 MP, hence, in the ratio, the resolution of front camera should also be reduced from 8 MP to 5 MP.</p>	It is clarified that Front Camera Resolution will be of Min 5 MP
6.	Serial Number 44 of Queries & Clarifications	Last date for online submission of bid is extended till 30/07/2020 till 04.00 PM.	As the lock down is imposed upto 31 st July 2020 in Bihar, we would request you to kindly extend the same by at least 7 days once the lock down is over.	Last date for online submission of bid is extended up to 07/08/2020 till 04.00 PM.