

Pre-Bid Queries & Clarification				
SUPPLY OF TABLETS WITH ACCESSORIES AND MDM SOFTWARE				
e-tender(NIT) Reference No.- Reference No. BRLPS/Proc/188/17 [Vol. II] dated 13-04-2026 (Eproc 2.0 tender id- 128934)				
Sl. No.	RFP Reference No.	Bid Provision/Justification from Bidders	Queries Raised	Clarification Given
1.		While we acknowledge that the current selection process is based on the 'Least Cost Selection' (LCS) method for the entire quantity, we want to bring to your attention the ongoing global shortages in the electronics and tablet market. Relying on a single supplier for the entire quantity of 13,227 tablets may pose a significant risk of delivery delays, which could impact JEEVIKA's project timelines.	To ensure a timely and robust supply chain, we earnestly request the department to consider splitting the order in a 70:30 ratio between the L-1 and L-2 bidders, provided the L-2 bidder agrees to match the L-1 rates. We note that the tender document already mentions that if L-1 fails to supply, the supply may be taken from L-2 at L-1 rates. Implementing this split proactively will mitigate the risk of supply disruptions and ensure the successful completion of the distribution.	It is clarified that 100% order may be given to L-1 bidder. However, for timely supply of tablets, supply may be divided into 75:25 ratio with the consent of L-1 bidder subject to acceptance of L-1 rate by L-2 bidder and so on with similar specification.
2.	Section III Qualification Criteria for Bidder Clause 7	The bidder should have undertaken supplies of major IT/ICT Products i.e. Tablets/PC for a value of Rs. 10 Crore in any one financial year in the last 5 financial years (Between 01st April, 2020 to 31st March, 2025) for the State Govt./ Central Govt. /PSU in India/Local Bodies.	The bidder should have undertaken supply, installation, testing and commissioning of IT/ICT Products and Solutions — including but not limited to Tablets, PCs/CPU/Servers, Display Screens (LED/LCD/LFD/Videowall), Projectors, Networking Equipment, Audio-Visual Systems (including Audio Guide Systems), and Immersive Technology Devices (including VR/AR Hardware) — for a cumulative value of Rs. 10 Crore in any one financial year in the last 6 financial years (Between 01st April, 2020 to 31st March, 2026) for State Govt./ Central Govt./ PSU in India/ Local Bodies.	It is clarified that bidder should have undertaken supplies of major IT/ICT Products i.e. Tablets/PC/ Laptop for a value of Rs. 10.0 Crore in any one financial year in the last 5 financial years (Between 01st April, 2020 to 31st March, 2025) to the State Govt./ Central Govt. /PSU in India/Local Bodies.
3.	RAM Size	Min. 4 GB	Min. 6GB or Higher TAB performance totally	Not Accepted. However, higher RAM size will

			depends on CPU and Memory resources available in the system 4GB is under configured memory for the ask tab configuration. We request to change you to 6GB RAM which will help you with best utilization of all tab resources to fuller extent.	also be accepted.
4.	Internal Storage	Min. 64 GB	Min. 128GB or Higher currently all top OEM in the market offered 128 GB Internal Storage in their TABs. we request to you please increase the Internal Storage to 128GB to get the bet space utilization in the asked TAB	Not Accepted. However, higher internal storage size will also be accepted.
5.	Processor	Octa Core with 2.0 GHz or higher Mediatek/Exynos/Qualcomm/ Snapdragon /Unisoc or equivalent	Octa Core with 2.2 GHz or higher (Mediatek/Exynos/Qualcomm) There are good higher performance CPU available in current generation TAB with all the OEM we request you to change the CPU to 2.2 GHz, this will help you get best and Latest technology	No Change. Same as per Bid.
6.	Rear Camera (MP)	Min. 8 MP	13MP with Auto Flash 8MP is very less camera resolution for TAB requirements all top OEM have TAB supporting camera resolution 13 MP or Higher, we request to you change camera Resolution to 13 MP with Auto Flash technology.	Not Accepted. However, higher MP will also be accepted.
7.	Front Camera (MP)	Min. 5 MP	8M with face unlock 5MP is very less camera resolution for TAB requirements all top OEM have TAB supporting camera resolution 8 MP or Higher, we request to you change camera Resolution to 8 MP with Face unlock technology.	Not Accepted. However, higher MP will also be accepted.
8.	Brightness	Min. 300 Nits.	Min. 400 nits in the current scenario a brightness level 300 Nits is	Not Accepted. However, higher brightness

			consider a low requirement; therefore, you should increase it to 400 Nits to ensure you get adequate brightness.	(Nits) will also be accepted.
9.	Appendix – A (Technical Specifications)	Capacity – Minimum 7000 mAh	Request to revise battery capacity from 7000 mAh to 5100 mAh Standard industry tablets (Lenovo, Samsung etc.) come with ~5000–5100 mAh. Current spec is restrictive and limits competition. Request to revise to ≥5100 mAh or equivalent.	No Change. Same as per Bid.
10.	Appendix - A, Note Point 1, Page 19	The tablet to have Rugged and tempered glass screen protector. Back cover for the tablet is also required.	The tender specifies that the tablet should be rugged. But none of the reputed OEMs offer rugged tablets in the 10-inch segment. This condition is therefore highly restrictive in nature and will result in limited or no participation, defeating the purpose of competitive procurement. Rugged tablets are designed for specialized use cases for use by police, defence forces, and field agencies operating in extreme environmental conditions. Since the present procurement does not involve use of tablets in such extreme conditions, tempered glass and back cover can adequately ensure device protection without restricting competition. It is requested that the department ask for - "The tablet to have tempered glass screen protector. Back cover for the tablet is also required."	It is clarified that the tablet to have tempered glass screen protector. Back cover for the tablet is also required.

11.	Section - III, Sl. No. 1, Page 14	<p>The bidder/OEM should be an established entity under the Company's Act 1956/2013, or Partnership Act 1932, or</p> <ul style="list-style-type: none"> • Limited Liability Partnership Act 2008 and should be 5 years old entity. • The Bidder should be a business entity and registered for supply of IT/ITES/IT Services/ Information technology products business in India. <p>Documentary evidence required: For Company/OEM: Copies of the certificate of Incorporation, issued by the Registrar of Companies (Roc) under the Companies 1956/2013 Act along with copies of the Memorandum of Association (MoA) and Articles of Association(AoA)</p> <p>For Partnership Firm – Copy of Partnership deed under the partnership Act 1932.</p> <p>For Limited Liability Partnership (LLP) firm- Copy of the Certificate of Incorporation issued by the registrar of Firms Firm under</p>	<p>The current clause does not allow Proprietorship firms to take part in the bidding process. This will not only restrict participation from capable proprietorship firms who could execute the project but also create a competitive disadvantage to the department. Allowing proprietorship firms would enhance competition, ensure wider participation and result in better value for money.</p> <p>It is requested that the department ask for -</p> <p>"• The bidder/OEM should be an established entity under the Company's Act 1956/2013, or Partnership Act 1932, or</p> <ul style="list-style-type: none"> • Limited Liability Partnership Act 2008 or • Proprietorship firm • The Bidder should be a business entity and registered for supply of IT/ITES/IT Services/ Information technology products business in India. <p>Documentary evidence required: For Company/OEM: Copies of the certificate of Incorporation, issued by the Registrar of Companies (Roc) under the Companies 1956/2013 Act along with copies of the Memorandum of Association (MoA) and Articles of Association (AoA)</p> <p>For Partnership Firm – Copy of Partnership deed under the partnership Act 1932.</p> <p>For Limited Liability</p>	No. Proprietorships firms are not allowed to participate in the bid.
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			Partnership (LLP) firm- Copy of the Certificate of Incorporation issued by the registrar of Firms Firm under the Limited Liability Partnership Act 2008 For Proprietorship Firm - Declaration for Proprietorship"	
12.	Section III -Point No. 16	The OEM must have an operational spare part warehousing facility located in Bihar to ensure timely support and service for the offered Tablets / PCs. Undertaking from OEM Should be submitted.	We have service centre base across Bihar. It is requested that instead of asking for Warehousing Facility for Spare parts, the service centre support and undertaking shall be asked.	No Change. Same as per Bid.
13.	Point no 3	Display Size	We request to consider display size 8, 8.7 or higher to wider participation and this is easy to operate and in competitive price	No Change. Same as per Bid.
14.	Point no13	Battery size	We request to consider the battery mAh is 5000 or higher to ensure good performance and with 4G, 4/64 configuration 8.7-inch screen size and 5000 mAh battery is standard specification. And 5000 mAh is also last for full day.	No Change. Same as per Bid.
15.	point no 15	FCC certificate	As FCC is foreign certificate and according to guidelines issued by MeitY only BIS, SAR, RoHS is mandatory certificate to ask in any bid.	Accepted. Read as Certification – RoHS, BIS, SAR, GMS will be required.
16.	SECTION – III, Qualification Criteria for Bidder- Page no.- 14, Point No.-3	The bidder must have Minimum Average Annual Turnover of Rs. 25.00 Crore during the last three financial years (FY: 2022-23, 2023-24, 2024-25). The bidder should provide CA Certificate having UDIN number /self-attested copies of the audited Profit & Loss Account of the company and Certificate from the Chartered Accountant	Kindly request to incorporate the changes: The bidder must have Minimum Average Annual Turnover of Rs. 20.00 Crore during the last three financial years (FY: 2022-23, 2023-24, 2024-25). The bidder should provide CA Certificate having UDIN number /self-attested copies of the audited Profit & Loss Account of the company and	It is clarified that the bidder must have Minimum Average Annual Turnover of Rs. 20.00 Crore during the last three financial years (FY: 2022-23, 2023-24, 2024-25). The bidder should provide CA Certificate having UDIN number /self-attested copies of the audited Profit & Loss Account of the company and Certificate from the Chartered Accountant (mentioning UDIN) clearly

		(mentioning UDIN) clearly stating the total turnover for FY: 2022-23, 2023-24, 2024-25	Certificate from the Chartered Accountant (mentioning UDIN) clearly stating the total turnover for FY: 2022-23, 2023-24, 2024-25	stating the total turnover for FY: 2022-23, 2023-24, 2024-25.
17.	Section III — OEM Criteria, Sl. No. 15 ISO Certifications	OEM manufacturing should have valid certificates: ISO 9001, ISO 45001/OHSAS, ISO/IEC 20000-1:2018.	(a) ISO/IEC 20000-1:2018 is an IT Service Management standard applicable to IT service organizations, not hardware manufacturers. What is its specific relevance to OEM manufacturing capability for tablets? (b) Whether this requirement can be met by the MDM solution provider forming part of the overall solution, since MDM is a service component? (c) Whether BRLPS will accept an equivalent standard relevant to hardware OEMs (e.g., ISO/IEC 27001) in place of ISO/IEC 20000-1:2018?	No Change. Clarification: - Certificates are for the OEM of Tablets.
18.	Section III — OEM Criteria, Sl. No. 16 Spare Parts Warehousing in Bihar	The OEM must have an operational spare part warehousing facility located in Bihar to ensure timely support and service for the offered Tablets/PCs.	(a) Whether a formally documented Authorized Service Partner (ASP) network covering all 38 districts of Bihar, backed by an OEM undertaking for spare parts availability, will satisfy this requirement? (b) Whether the intent is to ensure last-mile warranty serviceability in Bihar (in which case ASP-backed commitment should suffice) rather than an OEM-owned physical warehouse? (c) If OEM-owned facility is strictly required, whether a pre-delivery undertaking to establish such facility will be accepted at bid stage?	No Change. Same as per Bid.
19.	Section III — OEM Criteria, Sl. No. 12 Factory License	The OEM shall hold a valid Factory License issued by the competent statutory authority which to remain valid during the entire agreement period.	a) Whether a Factory License issued by a State authority where the OEM's manufacturing facility is located (outside Bihar) will be accepted, given that the	It is clarified the OEM should have a valid Factory License issued by the competent statutory authority of anywhere in India which should remain valid during the entire

			Factories Act 1948 is Central legislation? (b) Whether a currently valid Factory License with an OEM undertaking to maintain/renew it throughout the agreement period will be accepted, since renewal is subject to statutory authority timelines?	agreement period.
20.	Section III — OEM Criteria, Sl. No. 14 Units Manufactured & Supplied	The OEM shall have manufactured and supplied a Minimum of 100000 units of Tablets/PCs during the last five (5) completed financial year.	Whether the threshold of 1,00,000 units is: (a) Cumulative total across all 5 financial years (FY 2020-21 to FY 2024-25) combined, OR (b) Required to be achieved in any single financial year within the last 5 years? Kindly confirm so that appropriate documentary evidence can be submitted.	It is clarified that the OEM shall have manufactured and supplied a cumulative quantity of minimum of 100000 units of Tablets / PCs during the last five (5) completed financial year.
21.	GFR Rule 149 & Rule 160 Proportionality of OEM Criteria (Umbrella Query)	OEM Qualification Criteria — Section III, Sl. No. 12 to 17 collectively.	(a) Whether each OEM criterion has been assessed for relevance and proportionality to this specific hardware supply procurement? (b) Whether BRLPS will accept equivalent/alternative evidence where a specific certification is not standard practice for hardware manufacturing OEMs? (c) Whether national/global OEMs manufacturing in India at facilities outside Bihar are eligible, given that no criterion should restrict procurement to locally-based manufacturers alone?	It is clarified that the information required in the bid and as clarified here as OEM Qualification Criteria will remain the same and bidder has to submit the required document as mentioned in the bid. It is clarified that that OEM should have manufacturing unit anywhere in India. Accordingly, valid Factory License is to be submitted.
22.	GFR Rule 153 & DPIIT Make in India Order 2017 Local Supplier Preference	No specific mention of Make in India preference policy in the bid document.	(a) Whether BRLPS will apply the Make in India preference policy? If yes, please specify the applicable class (Class I/Class II Local Supplier) and minimum local content threshold. (b) Whether OEM self-certification of local content will be accepted? (c) Whether purchase	Not Accepted. Price preference will be applicable as per Bihar Financial Rule (BFR).

			preference margin for Class I Local Suppliers will be factored into L1 price comparison?	
23.	Section II, Clause 7(f) Quantity Variation	Quantity may be increased/decreased by 20% (Twenty percent) as per requirement.	(a) Whether any quantity increase (up to 20%, ~2,645 units) will be supplied at the same L1 unit rate as quoted in the original bid? (b) Whether the delivery timeline for additional quantity will be separately agreed or will the same 2-week window under Appendix-B apply?	It is clarified that in case of increase in quantity by 20%, same will be purchased on L-1 rate obtained through this bidding process and delivery timeline will be as clarified here-in-above.
24.	Section IV, Clause 1 Payment Terms	Payment will be made after successful completion of delivery and demonstration upon submission of invoice with E-Way Bill and delivery challans signed and stamped from concerned DPCU.	(a) Please specify the exact number of days within which payment will be released after submission of undisputed invoice with all supporting documents. (b) Whether payment will be made district-wise upon completion of delivery at each DPCU, or only after delivery to all 38 DPCUs is complete?	It is clarified that payment will be made within 30 working days after successfully supply, demonstration and proper functioning of each unit at delivery places as mentioned in the bid and upon submission of invoice with E-Way Bill and delivery challans signed and stamped from concerned DPCU.
25.	Section II, Clause 8.8 Warranty Complaint Resolution & Penalty	Complaint should be solved within 07 working days failing which penalty may be imposed at the rate of Rs. 1000/- (Rupees One Thousand) per day.	(a) Whether a tiered SLA (e.g., 5 working days for district HQ locations, 10 working days for remote/block-level locations) will be considered, given Bihar's geographic spread across 38 districts? (b) Whether the penalty of Rs. 1,000/- per day is applied per complaint ticket or per device, as the current language is ambiguous?	Accepted. Read as Complaint should be solved within 10 working days failing which penalty may be imposed at the rate of Rs. 1000/- (Rupees One Thousand) per day per tablet.
26.	Page No.18 8. Performance Security	The successful bidder will have to furnish a performance security in the shape of a Bank Guarantee issued by a Nationalized/Scheduled Indian Bank in favor of Bihar Rural Livelihoods Promotion Society for an amount equivalent to 10 (Ten)% of the agreement value. The	We kindly request you to reduce the Performance Bank Guarantee (PBG) to 3%.	It is clarified that performance security would be 5% of the awarded value.

		Bank guarantee shall be as per proforma at "Appendix: E" and remain valid for a period, which is six months beyond the date of expiry of warranty period. The performance security should be submitted before signing the agreement.		
27.	Page No.19 17. Delivery Schedule	The delivery schedule is attached as Appendix-B of this bid document. The successful bidder has to deliver the tablets and accessories to the districts as mentioned under Appendix B (Delivery Schedule) of this Notice Inviting Tender (RFB) within two weeks of the agreement	We kindly request you to amend the delivery period from 2 weeks to 12 weeks.	It is clarified that delivery timeline would be eight (08) weeks from the date of agreement.
28.	Additional Clause	Mobilization Advance	We kindly request you to release a mobilization advance of 100% of the contract value against submission of an equivalent mobilization advance bank guarantee.	Not Accepted. No Mobilization Advance will be given.
29.	Additional Clause	The bidder and OEM should Comply with Restrictions under Rule 144 (xi) of GFR 2017 - regarding restrictions on procurement from a bidder of a country which shares a land border with India.	The bidder and OEM should Comply with Restrictions under Rule 144 (xi) of GFR 2017 - regarding restrictions on procurement from a bidder of a country which shares a land border with India.	It is clarified that OEM should have a manufacturing unit anywhere in India and the quoted product should have BIS certification.
30.	Additional Clause	OEM Turnover Clause	We kindly request you to add the OEM Turnover Clause: The OEM of the offered Tablet PC must have Minimum Average Annual Turnover of Rs. 1000.00 Crore during the last three financial years (FY:2022-23, 2023-24, 2024-25).	Accepted. The OEM of the offered Tablet must have Minimum Average Annual Turnover of Rs. 1000.00 (One thousand) Crore during the last three financial years (FY:2022-23, 2023-24, 2024-25). Documents to be provided along with the Bid.
31.		The Bidder should have undertaken supplies of major IT/ICT Products i.e. Tablets/PC for a value of Rs. 10 Crore in any one financial	We would request you to kindly accept the experience of IT/ICT Products i.e. Tablets/PC for a value of Rs. 1.50 Crore of either the	Not Accepted. Same as per clarification above.

		year in the last 5 financial Years (Between 01st April, 2020 to 31st March, 2025) for the State Govt./ Central Govt. /PSU in India/Local Bodies.	Bidder or their OEM in any one financial year in the last 5 financial Years (Between 01st April, 2020 to 31 st March, 2025) for the State Govt./ Central Govt. /PSU in India/Local Bodies.	
32.	Section IV – Terms and Conditions Clause 4 – Sub Contracts	"Sub-letting / Sub-contracting of the work will not be allowed and agreement may be terminated in case the supplier sublets or sub-contracts its liabilities/responsibilities/obligations to other."	The RFB document restricts sub-contracting but does not address the participation of a Joint Venture (JV) or Consortium of companies. We request BRLPS to explicitly permit bidding by a Joint Venture or Consortium of eligible companies, where each member meets part of the qualification criteria collectively and the lead member takes full contractual responsibility to BRLPS.	Not Accepted. Bidding in the form of Joint Venture/ Consortium will not be allowed for this bid.
33.	Last Date and Time for submission of online bid and opening of Technical Bid through e- Procurement Portal https://eproc2.bihar.gov.in		The last date and time for online submission of bid is being extended up to 19-05-2026 till 03.00 PM through e-Procurement Portal https://eproc2.bihar.gov.in Technical bids will be opened on 19-05-2026 at 03.30 PM through e- Procurement Portal https://eproc2.bihar.gov.in	