

Pre-Bid Queries & Clarification
Supply of Smartphones
Tender Notice No: IN-BRLPS-320335-GO-RFB

Sl. No	Bid Reference	Queries	Request for Change	Clarification
1.	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
2.	MDM	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 – 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	Bidder must submit a MAF and compliance from OEM of the MDM. MDM to be provided in cloud based environment.	<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</p>

		voice calls through IMEI number. Chat to be end-to-end encrypted with encryption to be At-rest and In-transit.		provided in cloud-based environment.'
3.	ITB (19.1)	1INR – 23.0 lakh (Rupees Twenty-Three 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 also added	<p>Bid Security is not to be paid through online mode.</p> <p>Bidders have to submit bid security in the form of Bank Guarantee/DD in favor of Bihar Rural Livelihoods Promotion Society, Patna. The BG should be valid for 90 days from the last date of online submission of bid.</p> <p>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.</p>
4.	GCC (16.1)	10% advance with equal BG	Request for 50% advance with equal BG	No Change Same as bid.
5.	GCC (18.1)	PBG 5%	Request for PBG 3%	No Change Same as bid
6.	GCC (27.1)	LD 10% MAXIMUM	Request For LD 5% MAXIMUM	No Change Same as bid
7.		International certification: CE Certification, CB/UL Certification, FCC Certification & ROHS Certification	<p>Request: Kindly remove the International Certifications</p> <p>The Department has asked for international certificates like CE, CB/UL and FCC, which are not required for any public procurement in India. The inclusion of these</p>	In addition to these, RHOS & BIS certification has already been asked in the bid Specification. Bidder may also submit ROHS Certification and BIS Certification.

			certificates has barred our and other reputed Make-in-India brands' participation in this tender.	
8.		The OEM for which the bidder has quoted the product should have authorized or own service centre in Bihar which will cover 75% of the Bihar where supply has to be made. The successful bidder has to submit list of service centers within 07 days from the award of contact.	Since the Department is giving 30 days to open an office in Bihar, then the Department should also give the same time for opening service centers. It is a standard clause for all the procurements of the GeM portal and e-proc. Asking for such a high number of service centers clearly proves that, currently, this tender favors a particular OEM. Therefore, BRLPS is requested to give 30 days of time after the bid the awarded to set up the required number of service centers.	Accepted. 30 days' time is allowed for opening service centers.
9.		Change in the standard format of MAF against last tender's MAF form	In the last tender, World Bank's standard format for Manufacturer's authorization was asked, which clearly stated that an OEM would certify only one bidder to participate in this tender. That ensured that without multiple brand participation, the tender was not possible.	The MAF is standard format of document of the World Bank. This document is revised by the World Bank time to time. The MAF available in the floated bid document is part of standard bidding document of the World Bank.

			<p>However, in this tender, BRLPS have removed that clause, which means they are already sure that only one brand will participate in this tender. This is against the standard requirements and standards of the World Bank, so BRLPS should revert to the MAF format and ask for one OEM and one BIDDER in this tender also.</p>	
10		<p>Service Details: 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 </p>	<p>Earlier tender the clause- 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" was changed to Optional in the corrigendum. Since this requirement was optional in the last tender, then in this tender also, this requirement should be Optional.</p>	<p>No Change.</p> <p>OEMs to provide the functionalities through an App. as mentioned. It is open to all OEMs.</p>
11		<p>Service Details: OEM should have at least two (02) 24 x 7 Tollfree Helpdesk Numbers (manned</p>	<p>The last tender changed this requirement to "as per Govt. organizations working hours and Days" due to the COVID pandemic. But it should be</p>	<p>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 &</p>

		<p>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.</p>	<p>noted that BRLPS never changed that timing to 24x7 to date. So BRLPS should not defer from the services they are already using and should ask for the existing support they are already using i.e., according to the office working hours.</p>	<p>English. Toll free number should be indicated in OEM website.</p>
<p>12</p>		<p>Operating system Min Android 11 GMS certified full version</p>	<p>We would like to mention that the standard OS in a 3GB / 32 GB smartphone segment is Android 11 (Go Edition). Android 11 (Go edition) is much more advanced than earlier editions and even better than the Android 10 full edition. The biggest advantage of Android 11 Go editions is that it optimizes the apps installed, ensuring that the apps use less space and the smartphone is much faster. In addition, it occupies less memory, and due to limited updates, the phone's storage is always available for processor use and applications. This further ensures that all the Apps run much better. The Department has even asked for</p>	<p>No change</p>

			<p>MDM, which will further ensure that all unwanted apps are not installed, thus, it will perfectly complement Android 11 Go. Further, If both versions are allowed, then our participation would be enabled; else, as a premier smartphone brand, we would not be able to participate in this tender. Hence, we request the BRLPS to allow Android 11 Go Editions also.</p>	
13		<p>Device OEM should have R&D support locally in India to support any device application-level issues which may need extended support. Undertaking from OEM should be uploaded with Technical Bid.</p>	<p>Many global brands are in the Indian market and have manufacturing plants in India. However, their R&D centers are located all over the globe in different countries. Their R&D support is available online and through clouds which can be accessed in any part of the world. So, setting up an R&D centre in India is not actually required for any smartphone brand. All the service level support is available through established service centers and channel partners. So, this becomes a</p>	<p>Accepted.</p> <p>The requirement of device OEM should have R&D support locally in India is withdrawn from the bid. However, R&D support will be required.</p>

			<p>restrictive point for global brands manufacturing in India but having R&D overseas. This should not be the criteria for the brand participation in a government tender, as R&D support is not required. The only support required is after sales troubleshooting, available spare parts in the market, and online software support. So, we would request BRLPS to remove this requirement and enable our participation in the tender.</p>	
14		<p>Smartphone Storage Expandable up to (in GB)</p>	<p>It should be minimum 256 GB or higher. As per uses of device, Storage Expandable up to 256GB is sufficient. 10-smartphone Bluetooth Connectivity – Please consider the minimum capacity of Bluetooth connectivity with 4.2 version, there is no major difference in 4.2 & 5.0 version. 11- Please add the Fingerprint sensor features in smartphone specification- For safety and avoid the use of device by</p>	<p>Accepted Smartphone Storage Expandable up to (in GB) - Min. 256 GB or Higher.</p> <p>Rest content remains the same as original bid document.</p>

			unauthorized person, Fingerprint sensor is best option, Kindly add the Fingerprint sensor features in specs.	
15		Operating system: Min Android 11 GMS certified full version	Min Android 11 full version GMS certified	Operating system: Min Android 11 GMS certified full version
16		Chipset: Qualcomm / Mediatech / Apple / Exynos / Snapdragon / Spreadtrum / Unisoc	Qualcomm/ MediaTek / Apple / Exynos / Snapdragon/ Spreadtrum / Unisoc	Chipset: Qualcomm / Mediatek / Apple / Exynos / Snapdragon / Spreadtrum / Unisoc
17		Touch Support: Multi Touch	Touch Support: Multi-Touch	Touch Support: Multi Touch
18	Past experience		Past experience must assess the technical capacity to meet the criteria within a certain timeframe, OEM's prior experience must be considered for successful project. Requesting the buyer to consider past experience asked from the bidders/OEM.	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. Photocopy of supply order along with completion certificate should be uploaded.
19	Functioning spare parts and Warranty	Smartphones have shorter market life and hence spares will be available for 2 years. The value of smartphones fall after 2 years under warranty and AMC will not be possible within buyer's	Requesting the buyer to reduce the market life of spare parts for 2 years.	No Change Same as Bid

		budget constraints.		
20	Terms for delivery	Adequate time for delivery is required for successful project completion.	Requesting the buyer to increase the delivery terms by 90-110 days.	It is clarified that supply at all locations is to be completed within 45 days from the date of contract agreement.
21	Earnest Money Deposit and Performance Security	Ministry of Finance has directed reduction of EMD (Bid Security) and Performance Security in view of the economic downturn.	Requesting the buyer to reduce the amount of earnest money deposit with 10 lacs and performance security with 2-3% of deposit.	This procurement is under the World Bank Guidelines. No Change Same as bid
22	Remove unrequired documents	Buyer has asked for PAN and GST. There aren't further requirements of organizational chart, a list of Board of Directors, and the beneficial ownership from bidders.	Requesting the buyer to remove organizational chart, a list of Board of Directors, and the beneficial ownership.	As per para 8 of the "Bidder Information Form", the information is required to be submitted by the successful bidder.
23	Make in India and Land Border Clause	Buyer must ask for Make in India: Class 1 Local Manufacturers and enforce Land Border Restrictions as per Govt procurement norms.	Requesting the buyer to procure smart phone which are Make in India Class-I local supplier. Requesting the buyer to adhere with land border clause as mentioned in Rule 144 (XI) General Financial Rules, 2017 in their public procurement.	This procurement is under the World Bank Project. Under the World Bank Procurement Guidelines, the bid is open to all the prospective bidder across globe. 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.
24		<p>The department is asking for the bid performance security of 5% of the contract value. As per the circular 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.</p>	<p>So, we request you to please ask for Performance Security - 3% of the contract value.</p>	<p>No Change Same as bid.</p>
25		<p>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</p>	<p>So, we request you to please ask for the Demo unit at the time of technical bid submission.</p>	<p>During technical evaluation, BRLPS may ask any bidder for Demo of the product they have quoted.</p>

		will waste time and money for the department.		
26		In the bid document the department mentioned the warranty of the device as 2 years, 2 years + additional 2 years AMC. Warranty / AMC beyond 2 years will increase the cost of the Smartphones.	So, we request that to please ask for 2 years of standard warranty for the Smartphone and battery.	No Change Same as bid.
27		The department has asked for INR 23,00,000/-(23 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 will increase the price per unit.	So, we request that to please ask for 11,00,000/- (11 Lakhs) as bid security it will help more bidders to participate in the tender.	No Change Same as bid. 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.
28		The Bid shall comprise two Parts, namely the Technical Part and the Financial Part. These two Parts shall be submitted simultaneousl	The two-envelope bidding process involves offline bid submission of technical and financial bid in sealed envelopes. However, public procurement has shifted from paper-	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>y 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>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 further clarified that this is not an offline bidding process whereas the bidding document used is standard bidding document of the World Bank.</p>
29		<p>Period of time the Goods are expected to be functioning (for the purpose of spare parts): 04 years from the date of supply.</p>	<p>Kindly note that due to rapid advances in technology in mobility and telecommunication industry, OEMs tend to release new smartphone models every 4-6 months. With introduction of newer model, older models are declared end of life. However, their spare parts are available for the next 2 to 3 years. Hence, we request the Department to ask for residual service life of 3 years for the spare parts.</p>	<p>No Change Same as bid.</p>

			Please ask, "Bidders shall quote only those products in the bid which are not obsolete and have at least 3 years of residual Service life of spare parts."	
30		<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 smartphone at all delivery locations.</p>
31		<p>The period of validity of the Warranty shall be: 02 years with additional period of 02 years under AMC.</p>	<p>We would like to state that if the Department is asking for 2year warranty with 2 years of AMC, it would heavily increase the cost of procurement and will not be possible for us or any other OEM to</p>	<p>No Change Same as bid</p>

			<p>provide AMC after a period of 2 years.</p> <p>Hence, kindly ask for "Warranty: The standard warranty shall be covering the following scope of Free maintenance & service, free repair/free replacement for 2 years from the date of delivery. Bidder shall upload an undertaking with the bid confirming compliance."</p>	
32		Last date for submission of online bid	<p>It is clarified that the last date for submission of online bid is extended from 23-11-2022 to 30-11-2022 till 04.00 PM. Bids (Technical) will be opened online on 30-11-2022 at 04.30 PM.</p>	
<p>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.</p>				