

**Clarifications on Queries  
Supply of Smartphones  
Tender Notice No: IN-BRLPS-320335-GO-RFB**

Sl.No	Bid Reference	2 <sup>nd</sup> Query	2 <sup>nd</sup> Clarification
1.	MDM with secure chat	As we have already highlighted in our query letter, such a chat feature is provided by one MDM company- Scale Fusion, and they have an exclusive setup with one OEM. So, this point becomes highly restrictive for our participation in the Bid. This feature was not asked in the last Bid, and more than 5000 phones are currently being used which does not have a secure chat feature. So, this feature is not important for the mission workers, and this is making this bid favourable for only one OEM, so our request is to remove this requirement.	Clarification.  MDM license has to be provided by the OEM of the quoted product/third party and it is available in open market.
2.	International certification: CE Certification, CB/UL Certification, FCC Certification & ROHS Certification	We request the Department to remove international certification and ask for relevant Indian certificates - BIS, SAR & ROHS so that the tender is open for all brands and any kind of cartelization does not happen.	Clarification.  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.
3.	Functioning spare parts and Warranty	Requesting the buyer to reduce the market life of spare parts for 2 years.	Not Accepted  Warranty 02 years and 02 years AMC.

		<p>As we mentioned in our query letter, we would like to mention that this application restricts our participation in the Bid. As a smartphone manufacturer, our phone's designs and software are different and work with a different structure. So, we have a different set of features which helps in troubleshooting our phones.</p> <p>Secondly, we have a vast service network across all major cities in India &amp; Bihar, which will help the users in case of any problem with the phone. Additionally, we will provide service escalation numbers along with the bid document, which will help with any minor problem. Therefore, we request again to kindly remove this Android service application requirement so that we can participate in this Bid.</p>	<p>Clarification.</p> <p>The Smartphones are to be used in rural areas of Bihar and the user should have maximum number of support features through OEMs Android App.(chat, tollfree) to get the redressal of the problem.</p>
4.		<p>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 &amp; English.</p> <p>Therefore, our request to BRLPS is to remove this specification.</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>
5.	<p>Operating system Min Android 11</p> <p>GMS certified full version</p>	<p>As we have mentioned in our query letter that a 3/32 GB category phone in the standard Operating System is the Android 11 Go edition. Android 11 GO Edition is an excellent version of Android which uses less space and optimizes the applications. According to Google, in-app switching on Android 11 GO version is 20% faster than earlier versions. As a result, the phone works much more smoothly and faster.</p> <p>Moreover, this specification is also very restrictive for our participation in the Bid. But the Department has overlooked our request and the benefits of this OS and has not changed the specifications. Therefore, We, again request the Department to allow the Android 11 Go edition in the Bid so that we can participate in this Bid.</p>	<p>Not Accepted.</p> <p>Same as bid specification.</p>