

MINUTES OF PREBID CONFERENCE

Name of Project: National Programme for Improving Quality of Statistics in India [NPIQSI]

Minutes of Pre-bid conference held on: 03 July 2020

Description of Goods/Name of the Work/NCS: Procurement of 4,510 Electronic Tablets

Tender/Bid No.: MOSPI/NPIQSI/RFB/G-1

ICP/NCP:

Names of those Present:

From Employer/Purchaser:

1. Dr. Chetna Shukla, Director
2. Dr. Sandeep Sharma, Joint Director

From Prospective Bidders:

1. Acer India Pvt. Ltd.
2. Agmatel India Pvt. Ltd.
3. Hitachi Systems Micro Clinic Pvt. Ltd.
4. Lenovo India Pvt. Ltd.
5. LG Electronics India Pvt. Ltd.
6. Linkwell Telesystems Pvt. Ltd.
7. Microsoft Corporation India Pvt. Ltd.
8. Newland India Inc.
9. Panasonic India Pvt. Ltd.

10. PC-e-Systems Pvt. Ltd.
11. Samsung India Electronics Pvt. Ltd.
12. SISL
13. Vodafone Idea Limited
14. Wishtel Pvt. Ltd.
15. Wizertech Informatics Pvt. Ltd.

Opening Remarks:

Dr. Chetna Shukla, Director welcomed all the participating prospective bidders in the pre-bid meeting happening via web conferencing due to prevailing Covid-19 pandemic conditions. A brief presentation was made. Major terms and conditions and requirements were highlighted. The participants were asked to raise their queries. They were informed that their written queries had been received which will be discussed in the meeting of a technical committee and the response will be placed on the designated websites. Post placement of the minutes on the websites, 15 days' time period will be provided for the prospective bidders to place their bids.

Clarification: The tablets procured through this RBF will be used for data collection in the field under the Generalized Survey Solution (GSS) project. GSS is a technology intensive project. It integrates all the activities pertaining to conduct of a survey – field data collection through browser-based application using tablets, real-time data validation, supervision of the field activities, data submission, data checking & correction, table generation and data analysis. All these modular applications will work in an integrated manner and are to be implemented through cloud-based technology. Accordingly, the tablets need to be best in the class to support the existing and upcoming technologies. The Technical Evaluation Committee has recommended that it may not be possible for a Startup Medium Enterprise or a bidder from MSME sector to be able to provide this kind of tablet. With the approval of the competent authority, norms for this category of bidders have not been relaxed.

Table 1 : Response/Clarifications

S. No.	Clause No. of ITB/GCC/ SCC/ Forms	Gist of the Query	Response	Reference to S. No. of Addendum [Table 2] wherever applicable	Remarks
1.	ITB 32.1, Para (a), i, 1	<p>Annual Turnover</p> <p>The Bidder should have had a minimum annual turnover of Rs. 10,000 [Ten Thousand] Crore in the personal computing devices segment each year during the three years (2016-17, 2017-18, and 2018-19).</p> <p>Queries</p> <p>i. The OEM turnover of Rs. 10,000 in each of the last three years is restrictive and favors only one particular OEM. Such huge turnover requirement is never asked in Government tenders. GeM portal of Government of India allows buyers to keep OEM turnover up to a maximum of 4 times of the estimated tender value. Hence, we would request the Department to relax the OEM turnover requirement to Rs. 5,000 or higher which will allow all reputed OEMs like Samsung, Lenovo, Acer, Microsoft, Huawei, etc. to participate.</p> <p>ii. Most OEMs/manufacturers do not have such a high turnover of 10,000 Cr. If the same is persisted, then probably only one OEM will be able to participate,</p>	The clause modified.	1	

		<p>rendering the tender restrictive. Lenovo is India's #1 tablet seller for the last 2.5 years (as per IDC report) and this clause is restrictive to our participation.</p> <p>Request MoSPI to consider revising it to: The Bidder if a Manufacturer/OEM should have had a minimum annual turnover of Rs.5,000 [Five Thousand] Crore in the personal computing devices segment each year during the three years (2017-18, 2018-19 and 2019-20). Also if the bidder is a manufacturer and has audited balance sheet for 2019-20 the same should be considered while calculating the last three years.</p> <p>iii. As an Indigenous OEM under MSME, we would like to request the department to incorporate the average annual turnover of Rs 25 Cr. to enable Indian OEM participation in the bid, department will get healthy competition for this project.</p>			
2.	ITB 32.1, Para (a) ii, Specific Experience	<p>Authorized Service Centres</p> <p>Bidder should have authorized service centers in all the capital cities and other major cities of all the states/UTs in India.</p> <p>Documentary evidence: Details of Service Centers including addresses and phone numbers and information on service support facilities that would be provided.</p> <p>Query</p>	The clause retained.		

	<p>i. The Department has already asked on-site warranty in the tender which is always beneficial because in this case, 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 device at the District HQ office. Then it is the responsibility of the supplier/OEM to pick up the defective tablet from District HQ office within the given timelines, get it repaired and then drop back at the District HQ. The user is then informed to collect the repaired device from the District HQ. The end users do not have to take a leave from their offices and stand in queues at the service centers to get the device repaired.</p> <p>ii. The tender asks for an On-Site warranty of 3 years as per the Technical specifications mentioned on Page No. 85 of the tender, so requirement for Service Centers in specific cities is not required if bidder is giving On-Site warranty as the user will not have to go to the service center.</p> <p>Request MoSPI to consider removing this clause because entire computing industry like HP, Lenovo, Dell offers On-Site warranty and once a brand is committed to offer onsite warranty the requirement of carry-in service center seems restrictive as it has no significance.</p>			
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3.	ITB 32.1, Para (a) iii, Manufacturing Capacity	<p>Manufacturing Capacity</p> <p>The bidder should be a manufacturer who must have manufactured, tested and supplied more than the quantity required of the type of specification mentioned in 'Section VII : Schedule of Requirements' in each of the last 3 financial years. Further, bidder should be in continuous business of manufacturing products similar to that specified in the Schedule of Requirements during the last three years prior to bid opening.</p> <p>Query: Almost all the OEMs have tie-ups with 3rd Parties for manufacturing their devices. Request MoSPI to consider changing it to: The bidder should be a Brand Owner/manufacturer who must have manufactured, tested and supplied more than the quantity required of the type of specification mentioned in 'Section VII : Schedule of Requirements' in each of the last 3 financial years. Further, bidder should be in continuous business of manufacturing products similar to that specified in the Schedule of Requirements during the last three years prior to bid opening</p>	The clause retained.		
4.	ITB 32.1, Para (b) (ii)	<p>Annual Turnover</p> <p>The Bidder should have had a minimum annual turnover of Rs.200 Crore in the personal computing devices segment each year during the three years (2016-17, 2017-18 and 2018-19).</p>	The clause modified.	2	

		<p>Query:</p> <p>i. We request you to kindly amend the clause as "The Bidder should have a minimum average turnover of Rs.200 Cr. In the personal computing devices segment/IT/ITES of last three years (2016-17, 2017-18 and 2018-19).</p> <p>ii. Requesting to include and accept last three financial year which includes 2019- 20. Also requesting to accept overall annual turnover instead of personal computing devices. You may mention IT/ITES segment if mentioning segment is mandatory. Turnover is to judge financial capacity which the authority should try to ensure.</p> <p>iii. We shall want to participate in this project through our bidding partner. This is a highly restrictive clause as most bidders do not have Rs 200 crore of minimum turnover in each of the last 3 years continuously. The estimated project cost is ~25 crore. According to Government e-Procurement Portal GeM's conditions – bidder should have an average turnover of 50% of bid value.</p> <p>Request MOSPI to consider revising the bidder turnover to 50% of project values on three years average basis to make participation through our bidder possible.</p>			
5.	ITB 32.1, Para (b) (iv)	Supply Experience	The clause retained.		

		<p>The bidder shall demonstrate that it has successfully supplied minimum 4,000 electronic tablets in the past 3 years counting backwards from the date of publication of IFB.</p> <p>Query:</p> <p>i. We request you to kindly amend the clause as "The Bidder shall demonstrate that it has successfully supplied minimum 4,000 electronic tablets/ IT Hardware/ Software in the past 3 years counting backwards from the date of publication of IFB."</p> <p>ii. We kindly request NPIQSI to modify this clause as "The bidder shall demonstrate that it has successfully supplied minimum 4,000 electronic tablets / POS / personal computing devices / Hand held Terminals in the past 3 years counting backwards from the date of publication of IFB.</p> <p>iii. It should be considered Bidder/OEM shall demonstrate that it has successfully supplied minimum 4,000 electronic tablets in the past 3 years.</p> <p>iv. Amend the clause as below: The bidder shall demonstrate that it has successfully supplied minimum 4,000 electronic tablets in the past 5 years counting backwards from the date of publication of RFB.</p>			
6.	ITB 32.1, Para (b) (v)	<p>Authorized Service Centres</p> <p>(b) If Bidder is not manufacturer:</p>	The clause modified.	3	

		<p>(v) Non-manufacturer bidder should have authorized service centers in all the capital cities and other major cities of all the states/UTs in India.</p> <p>Query:</p> <p>i. Amend the clause as below: Non-manufacturer bidder or his OEM should have authorized service centers in all the capital cities and other major cities of all the states/UTs in India.</p> <p>ii. As per Industry standard Tablets are product category which every OEM has service & spares available till its life cycle. So firstly its OEM responsibility which can be extended upto 3 years.</p> <p>iii. We request you to kindly amend the clause as "Non-manufacturer bidder/OEM should have authorized service centers in all the capital cities and other major cities of all the states/UTs in India."</p> <p>iv. Service is to be ensured by the OEM service center. Requesting you to kindly incorporate this to enable maximum participation.</p>			
7.	GCC 16.3	<p>Payments</p> <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>Query:</p>	The clause retained.		

		<p>i. Kindly make the payments within 10-15 days within submitting proof of supplies as it would be difficult for any bidder to manage without payment for 60 days post supplies. Government eMarketplace portal assures payment within 10 days to make the bids more competitive.</p> <p>ii. We would request that the payment may be made within 30 days against supply of the equipment as 60 days period is too long and would increase quote prices because the bidders will build in the interest cost in the quote price.</p>			
8.	GCC 16.1	<p>Payment Terms</p> <p>Payment shall be made in Indian Rupees, as follows: 1. Advance Payment: Ten (10) percent of the Contract Price shall be paid within thirty (30) days of signing of the Contract</p> <p>2. Eighty Five (85) percent of the Contract Price shall be paid in two equal installments</p> <p>3. Balance Five (5) percent of Contract Price: Shall be paid within thirty (30) days of satisfactory completion of all contractual obligations.</p> <p>Query:</p> <p>i. Kindly make complete payments within 10-15 days within submitting acceptance certificate from consignees as it would be difficult for any bidder to manage without payment for 30 days post supplies. Government e-Marketplace portal assures payment within 10 days to make the bids more competitive.</p>	The clause retained.		

	<p>ii. Payment shall be made in Indian Rupees, as follows:</p> <ol style="list-style-type: none">1. Advance: 20%,2. 35% on delivery of 50% materials,3. 35% on delivery of 90% materials,4. And balance 10% after completion of delivery and installation. As multi location delivery is involved and due to current lockdown scenario due to COVID 19, there will be challenges in availability of concerned officers for delivery acceptance. As high cost is involved in any delay, requesting to have a payment terms which is comfortable for investment point of view of bidders. <p>iii. We appreciate that the Department is making advance payment of 10% post signing of the contract and submission of bank guarantee. The withholding of additional Five (5) percent of Contract Price from the payments till satisfactory completion of all contractual obligations will add a lot of burden on the supplier because as per current scenario, it will make a total of 10% (5% through Bank Guarantee + 5% from payments) that is being kept as performance security. This may not attract many bidders to participate. We would request the Department to release 100% payment to the supplier within 30 days of successful completion of all supplies as the Department is already taking performance bank guarantee to ensure successful implementation of the project. The withholding of 5% amount from the payments for 3 years will increase the quote price as the bidders will</p>			
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		add the same in the prices. GeM also assures payments to sellers within 10 days of submitting acceptance certificates from all consignees.			
9.	GCC 18.1	<p>Warranty</p> <p>In the event of any correction of defects or replacement of defective material during the warranty period, the warranty for the corrected/ replaced material shall be extended to a further period of 12 months and the Performance Bank guarantee for proportionate value shall be extended by 45 days over and above the extended warranty period.</p> <p>Query:</p> <p>i. The remaining warranty of the defective device shall be carried-over to the replacement device.</p> <p>ii. The warranty period of corrected/replaced material will be provided by OEM as per their standard format so, kindly delete this clause.</p>	The clause retained.		
10.	GCC 18.1	<p>Performance Bank Guaranty</p> <p>Query:</p> <p>i. Lesser the PBG, lesser will be the quote price because the bidders will build in the PBG making charges and the interest amount in the quote price. We would suggest that PBG shall be kept as 2% of the contract value which is being asked by many most of the buyers while floating tenders on GeM.</p>	The clause retained.		

		ii. We request you to kindly consider PBG at one time of 10% in place of 2 times.			
11.	Section VII: Schedule of Requirements	<p>Section VII - Schedule of Requirements</p> <p>List of Goods and Delivery Schedule – to be uploaded as part of technical bid: forty five [45] days from the date of contract signature.</p> <p>Query: Amend the clause as below: List of Goods and Delivery Schedule – to be uploaded as part of technical bid: sixty five [65] days from the date of contract signature</p>	The clause retained.		
12.	Price and Completion Schedule	<p>Price and Completion Schedule</p> <p>Replacement of tablets that have become non-functional due to irreparable damage/wear and tear or due to any other reason, and are not in a position to be used. The replacement shall be within service standards defined in Service Level Agreement.</p> <p>Query: This clause has unlimited liability as Physical Damage could be done with many reason which Bidder cannot control. Hence request you to rephrase this as "replacement of tablets under Standard Wanrraty terms of OEM for those who become non-functional due to irreparable damage/wear and tear or due to any other reason, and are not in a position to be used. The replacement shall be within service standards defined in Service Level Agreement subject to OEMs General Terms & Conditions.</p>	The clause retained.		

13.	Service Level Agreement	<p>Service Level Agreement</p> <p>Replacement shall be with a new tablet of the same or higher technical specifications. Replacement of the tablet shall be carried out within 24 hours of the receipt of first complaint in case of capital cities and within 72 hours of the receipt of the first complaint in case of other cities.</p> <p>Query:</p> <p>i. We request you to kindly amend the clause as "Replacement shall be with a new tablet of the same or higher technical specifications. Replacement of the tablet shall be carried out within 48 hours of the receipt of first complaint in case of capital cities and within 72 hours of the receipt of the first complaint in case of other cities."</p> <p>ii. As per all Global OEMs Service Standard, there is no replacement warranty from OEM. Typically our Service centers are able to repair on same day or max 48 Hrs of the receipt of first complaint in case of capital cities and within 5 working days of the receipt of the first complaint in case of other cities. As OEM we cover warranty as per our standard warranty T&C mentioned on our website. Thus, Penalty clause should be deleted.</p> <p>iii. Considering the available OEM's back to back Support availability we request you to change as "Replacement shall be with a new tablet of the same</p>	The clause modified.	4	
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		<p>or higher technical specifications. Replacement of the tablet shall be carried out within 48 hours of the receipt of first complaint in case of capital cities and within 5 working days of the receipt of the first complaint in case of other cities"</p> <p>iv. The replacement timelines given are too stringent. Request MoSPI to change it to - Within 3 business day in case of Capital Cities and within 5 business days in case of other cities.</p>			
14.	ITB 19.1	<p>Bid Security</p> <p>The Bid Security amount shall be INR 40,00,000 (Rupees Forty Lakhs)</p> <p>Query: "The Bid Security amount shall be INR 10,00,000 (Rupees Ten Lakhs). INR 10 Lakhs is significant amount to make the bidders commitment secured. Due to COVID 19 scenario, cash flow is a challenge for all organization. You can understand that this money will be blocked for a critical period for all the bidders. So requesting to change it to a reasonable value.</p>	The clause retained.		
15.	ITB 34.5	<p>Service Level Agreement</p> <p>[b] replacement of tablets that have become nonfunctional due to irreparable damage/wear and tear or due to any other reason, and are not in a position to be used. The replacement shall be within service standards defined in Service Level Agreement.</p>	The clause retained.		

		<p>Query: As per OEM warranty terms, the devices that becomes non-functional due to manufacturing defects are covered under warranty. Any tablet that becomes non-functional due to irreparable damage/wear caused because of the end user cannot be replaced as per OEM standard warranty. No OEM provides replacement warranty on tablets as industry standards. As a policy for Government procurements including GeM, the OEM replaces those devices which cannot be repaired within the given timelines as per service level agreement. Kindly consider the same for this tender.</p>			
16.	Manufacturer's Authorization	<p>Manufacturer's Authorization</p> <p>We [insert complete name of Manufacturer], who are official manufacturers of [insert type of goods manufactured], having factories at [insert full address of Manufacturer's factories], do hereby authorize [insert complete name of Bidder] to submit a Bid the purpose of which is to provide the following Goods, manufactured by us [insert name and or brief description of the Goods], and to subsequently negotiate and sign the Contract.</p> <p>Query: i. Most OEMs have tie-ups with 3rd Parties for manufacturing their devices. Request MoSPI to change it to: We [insert complete name of Manufacturer], who are the official brand owners/ manufacturers of [insert type of goods manufactured], having factories at</p>	The clause retained.		

		<p>[insert full address of Manufacturer's factories], do hereby authorize [insert complete name of Bidder] to submit a Bid the purpose of which is to provide the following Goods, manufactured by us [insert name and or brief description of the Goods], and to subsequently negotiate and sign the Contract.</p> <p>ii. As mentioned under S. No.: 1, since, the OEMs/Brand owners get their devices manufactured at third party manufacturing units, hence, the Department may consider Manufacturer/OEM/Brand owner in the Manufacturer's Authorization.</p>			
17.	Manufacturer's Authorization	<p>Manufacturer's Authorization</p> <p>No company or firm or individual other than M/s. _____ are authorized to bid, and conclude the contract for the above goods manufactured by us against this specific RFB.</p> <p>Query: Request MoSPI to place this clause as per World Bank Guidelines - An OEM can participate in the said bid/IFB either by itself or through only 1 bidder. Multiple bids from the same OEM shall not be allowed.</p>	Clarification: An OEM can participate in the said bid either by itself or through only 1 bidder. Multiple bids from the same OEM shall not be allowed.		
18.	ITB 34.5	<p>Comprehensive Maintenance Contract</p> <p>The Bidder shall quote for 2 years Comprehensive Maintenance Contract [CMC] excluding on-the-spot warranty period of 3 years. The CMC shall include: [a] Temporary replacement of tablets that need to be repaired and returned back to consignee within service</p>	The clause retained.		

		<p>standards defined in the Service Level Agreement.</p> <p>[b] Replacement of tablets that have become non-functional due to irreparable damage/wear and tear or due to any other reason, and are not in a position to be used. The replacement shall be within service standards defined in Service Level Agreement.</p> <p>Query: The life of a tablet is considered to be 2-3 years, so asking for CMC for 2 years excluding 3 years on-the-spot warranty will be a tough ask which may not be met with by any OEM. GeM portal provides buyers with a maximum option of 2 years warranty on tablet and battery, hence we would request the Department to require on-the-spot warranty for 3 years and remove the additional requirement of CMC for 2 years. It will not be possible to replace a device that has been damaged by the end user, only devices which are non-functional due to a manufacturing defect can be replaced.</p>			
19.	Technical Specifications	<p>RAM - Minimum 4 GB, DDR 4 or better.</p> <p>Query: i. DDR 4 RAM is rarely available in tablets industry and may be available in one device of a particular OEM, the most widely available RAM is DDR 3, hence we would request for consideration of DDR 3 in RAM which will enhance competition.</p> <p>ii. Our recommendation to the Department is to change the existing clause to “Minimum 4 GB, DDR 3</p>	Technical specification retained.		

		<p>or Higher". DDR4 RAM is generally used in gaming PCs & laptops and high-end PCs used for complex software/algorithm programming. The Department shall be using the tablet for routine utility, so DDR3 RAM is sufficient for it. Further, DDR3 RAM costs much lesser than DDR 4 RAM and hence all the devices that come with DDR4 RAM are expensive. That's the key reason why all top OEMs like Microsoft, Samsung, Lenovo etc. use DDR3 RAM in their tablet models. Hence, Department might end up procuring an expensive device with the current specification.</p> <p>iii. Only one OEM with its tablet Model TAB 5Se manufacture tablets with DDR4 RAM. Even GeM Govt. Of India does not differentiate between DDR3/4 RAM. DDR4 RAM is recommended for gaming tablets and PC's. Request MoSPI to consider revising this clause to in-order to ensure participation: RAM: Minimum 4 GB, DDR3 or better.</p> <p>iii. Proposed: Minimum 3 GB, DDR 4 or better</p> <p>iv. Proposed: Minimum 2GB, DDR3 or better</p>			
20.	Technical Specifications	<p>Sunlight Readability</p> <p>Query:</p> <p>i. A sunlight readability of 300-320 Nits is sufficient to read while using the tablet outdoors. There is no difference in the performance for a device with 300 nits and a device with 400 nits sunlight readability, while the higher nits will make the battery of the tablet</p>	Technical specification retained.		

		<p>drain faster. Hence, we would request for consideration of Sunlight Readability of 300-320 nits.</p> <p>ii. Kindly amend the same to 350 NITS or higher as 400 NITS is particular to a certain model of a brand and is restrictive in nature.</p> <p>iii. Proposed: 300 NITS</p> <p>iv. Only one OEM has Sunlight readability of 400 Nits in 10" tablet segment Tab 5Se (10.5"). Sunlight readability of 300 Nits is more than enough to be used in outdoor/ field conditions. Even GeM recognizes that 300 NITS or more is good for outdoor use, Higher NITS has two disadvantages in daily use 1) Strains the eyes 2) Drains the battery very fast. Usually we all use tablets and screen devices at 60% brightness level to avoid both the above advantages. Request MoSPI to consider revising this clause to in -order to ensure participation of other brands: Sunlight readability: 300 Nits or higher.</p>			
21.	Technical Specifications	<p>Input Device</p> <p>Input Device</p> <ol style="list-style-type: none"> 1. Stylus Pen 2. Detachable keyboard with CE and FCC certifications. <p>Query:</p> <p>i. In the Android tablet industry, only one device of an OEM comes with detachable keyboard, the other OEMs give compatible external keyboards which can</p>	Technical specification modified.	5	

	<p>be connected with the tablet through Bluetooth. These keyboards are approved by OEMs but do not come with CE and FCC Certifications. We would request for consideration of external Bluetooth keyboard and remove the CE and FCC Certifications on the same for wider participation.</p> <p>ii. In order for better Handling request you to consider "Detachable Bluetooth keyboard with CE and FCC certifications" this will ensure that better device handling.</p> <p>iii. Request you to change as "Bluetooth Detachable Keyboard with CE & FCC Certifications" for better clarity.</p> <p>iv. We request the department to ask for Pen & Detachable keyboard of same brand as the Tablet, other OEM/ODM fitments should not be allowed. Proposed: No docking capability the keyboard can be a bluetooth keyboard.</p> <p>v. Tablet with Stylus pen is only available with one brand in its two model – Tab 5Se and Tab S6. Request MoSPI to remove the requirement for Stylus Pen as because of the Stylus pen the cost of the tablet increases by Rs. 20,000 and kindly remove requirement for international certifications like CE and FCC from the detachable keyboard. Request MoSPI to remove the requirement for Stylus. Also, Rugged covers are made overseas and need 90 days to be</p>			
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		<p>manufactured. This clause gives a clear advantage to the brand which has it currently available. We would request MoSPI to allow 90-120 days for rugged covers to be delivered.</p> <p>vi. Kindly Consider "Compatible Stylus with multiple levels of pressure sensitivity", in order to facilitate better user / writing experience.</p> <p>vii. Keyboard should be with either Bluetooth /USB /Detachable enabled</p>			
22.	Technical Specifications	<p>Warranty and CMC</p> <p>Warranty and CMC requirements for the electronic tablets are as follows:</p> <ul style="list-style-type: none"> - 3 years on-the-spot warranty - 2 years on-the-spot Comprehensive Maintenance Contract [CMC] excluding on-the-spot warranty period of 3 years. <p>Query:</p> <p>i. Kindly require on-the-spot warranty for 3 years and remove the additional requirement of CMC for 2 years.</p> <p>ii. Onsite OEM Warranty 3 years. Since the device is distributed to multiple locations. Users may be at different locations and to bring the device at one location and then send to Service centre will create the additional hop and time consuming. Since the device is easily carry in hence request you to change it to carry-</p>	The clause retained.		

		<p>in Warranty instead of onsite. It would be more time saving and better managability.</p> <p>iii. Though Tablets comes under IT equipments category but the Lifecycle supported by all the OEMs is only upto 3 years as life spam of these tablets considered to be 3 years only. To provide 5 years support bidder need to consider the double he asked quantity which will have impact the overall budget. Hence request you to revise the warranty as 3 years only.</p>			
23.	Service Level Agreement	<p>Service Level Agreement</p> <p>OEM Toll Free telephone based/web based 24x7 service support should be available.</p> <p>Query: 24x7 support is restrictive, we would request the Department to consider support for working hours, i.e., from 10AM-7PM.</p>	The clause retained.		
24.	Service Level Agreement	<p>Service Level Agreement</p> <p>OEM should have R&D support available in India to support any devise level application issue which may need extended support.</p> <p>Query: Since, the OEM/bidder are not providing any specific application in the devices, hence the requirement of the R&D support may not be applicable in this case. The other issues related to the pre-installed</p>	The clause retained.		

		applications provided by the OEM in the devices can be taken care by the service support team/service centers.			
25.	Service Level Agreement	<p>Service Level Agreement</p> <p>Replacement shall be with a new tablet of the same or higher technical specifications. Replacement of the tablet shall be carried out within 24 hours of the receipt of first complaint in case of capital cities and within 72 hours of the receipt of the first complaint in case of other cities.</p> <p>Kindly clarify if this is for temporary replacement against devices given at service centers for repairs or replacement for devices that cannot be repaired. As requested, It will not be possible to replace a device that has been damaged by the end user, only devices which are non-functional due to a manufacturing defect can be replaced.</p>	Clarification: Applicable for both the cases.		
26.	ITB 16.4	<p>Tablet Life</p> <p>Period of time the Goods are expected to be functioning: 5 Years.</p> <p>Query: As per Industry standard Tablets are easily movable devices coming with maximum carry-in warranty of 3 years, so period of Goods should be considered as 3 years</p>	The clause retained.		

27.	Technical Specifications	<p>Internal Storage</p> <p>Minimum 64 GB with expandable storage support capacity of minimum 512GB</p> <p>Query:</p> <p>i. Most devices have expandable storage up to 1TB (1024GB) Hence request you to modify Expandable storage Support capacity to "Minimum 1TB (1024GB)"</p> <p>ii. Considering the supported period and data expansion in today's scenario we request you to change it minimum 1 TB. Esteemed OEMs are supporting this considering the data growth scenarios.</p> <p>iii. Request for expandability upto 256GB through SD card.</p> <p>iv. Proposed: Minimum 32GB with expandable storage support capacity of minimum 128GB</p> <p>v. Proposed: 16 GB with expandable storage support capacity of minimum 64GB</p>	Technical specification retained.		
28.	Technical Specifications, Page 85-86	<p>Display</p> <p>10 inch or above with Multi-Touch Screen.</p> <p>Query:</p> <p>i. Request you to change this requirement to 10.2 Inch and above. This will ensure that Large enough screen Size is available to the End User for Better display.</p>	Technical specification retained.		

		ii. Proposed: 7 inch or above with Multi-Touch Screen.			
29.	Technical Specifications	<p>Connectivity</p> <p>Mini-USB OTG, 4G sim slot/port to support internet dongle.</p> <p>Query:</p> <p>i. Request you to change this requirement to "Mini/ type C-USB OTG, 4G sim slot to support internet" This will ensure more participation. Also word Dongle should be removed in order to ensure that device has inbuilt SIM slot. This will also ensure that entire operatibility is intact in Single unit.</p> <p>ii. Mini USB is older technology now, Many OEMs offering the Type C which is advance version. Request you to change as "Mini-USB/Type-C OTG, 4G sim slot/port to support to support internet dongle"</p>	Technical specification modified.	6	
30.	On site OEM Warranty	<p>On site OEM Warranty.</p> <p>Mobile Tablets require specific equipment and environment for repair and service. Hence request you to change warranty type to "Carry-In Warranty as per standard Warranty T&C mentioned on OEM website"</p>	The clause retained.		
31.	Technical Specifications	<p>A console through web browser for device access, configuring the device and pushing applications.</p> <p>Query:</p> <p>i. In interest of the project request you to add "Application should be available even after factory</p>	<p>Technical specification retained.</p> <p>Clarification:</p> <p>1. This is OEM provided MDM</p>		

		<p>reset automatically without any administrative action and user should not be able to delete the application" this will ensure maximum availability of department application and maximum official usage of device.</p> <p>ii. Since it is very critical functionality so we request few clarity/suggestions here:</p> <ol style="list-style-type: none"> 1. Hope this is OEM provided MDM Console not the third party one for better integration and security. 2. Request you to change the Console as Cloud based console through web browser for device access for simplicity and better manageability. 3. All the application installed on the Devices should be available even after factory reset and there should be admit tasks invlove in it. Because if user do the factory reset then adding applications to all the devices again will be tedious task moreover may impact the security. Few Products simply blocks the Factory reset which is not the right approach. 	2. Technical specification retained.		
32.	Technical Specifications	<p>Processor</p> <p>2 GHz or Higher</p> <p>Query:</p> <p>i. Kindly amend this to 1.7 GHz or higher as we will be giving an Intel Pentium processor which is more powerful & superior.</p> <p>ii. Proposed: 1.1 GHz or higher</p>	Technical specification modified.	7	

33.	Technical Specifications	<p>Processor</p> <p>Octa Core or Higher</p> <p>Query:</p> <p>i. Proposed: Dual Core or higher</p> <p>ii. Proposed: Quad Core or higher</p>	Technical specification modified.	8	
34.	Technical Specifications	<p>Screen Resolution</p> <p>2000 x 1200 or above.</p> <p>Query:</p> <p>i. We would like to bring to Department’s notice that the above specification is restrictive and favouring a certain OEM, so our suggestion is to change the specification to “1920 x 1080 pixels or above”. Almost all major tablet brands come with Full HD screen resolution which starts from 1920 x 1080 pixels. The Full HD specification as per the industry norms is 1080p image resolution which is 1920 x 1080 pixels – approximately 2 million total pixels.</p> <p>ii. Proposed: 1280x800</p> <p>iii. This is not a standard screen resolution for a 10” screen. Only 10.5”screen size have a resolution of 2000 x 1200 or above. Request MoSPI to consider revising this clause in order to ensure participation of other brands: FHD 1920 x 1200 or above.</p> <p>iv. Proposed: 1920 x 1200 or above</p>	Technical specification modified.	9	

		v. Proposed: 720 x 1280			
35.	Technical Specifications	<p>Network</p> <p>Device should support 2G, 3G & 4G Network</p> <p>Query: Kindly amend to NON LTE tablet, as per our multiple discussion with the department, these Tablets will be used to equip Field Surveyors for data collection. We will be bundling a WiFi dongle for seamless internet connectivity & data upload. The tablets will not be used for calling as everyone has their own handheld device for VOICE calling.</p>	<p>Technical specification modified.</p> <p>Clarification: Tablets will be used for calling for real time monitoring of data capture and problem resolution.</p>	10	
36.	Technical Specifications	<p>GPS</p> <p>Should support GPS, AGPS, Glonass, Beidou, Galileo & Geo Tagging. Location tracking to be supported by popular maps.</p> <p>Query: i. Our recommendation is that the requirement of Glonass, Beidou, Galileo shall be removed. GPS and AGPS are the widely used navigation technologies in India. GPS is supported by maximum number of satellites -31 (33 by this year-end) whereas Beidou is a Chinese navigation satellite system, Glonass has 24 and Galileo has 22 satellites. Therefore, GPS is the most reliable and accurate navigation system. The Department is requested to go with the best and most</p>	<p>Technical specification modified.</p>	11	

		<p>accurate navigation system and ask for GPS, AGPS or equivalent navigation support system.</p> <p>ii. Proposed: GPS support rest is no.</p> <p>iii. Should support GPS, AGPS, Glonass & Geo Tagging only. Location tracking to be supported by popular maps.</p>			
37.	Technical Specifications	<p>Battery</p> <p>6500 mAH or higher.</p> <p>Query:</p> <p>i. To be amended to 3500 mAH or higher or we request to remove battery mAH and instead ask for battery life in hours. Every device is optimized & uses different technology and we assure to give Up to 10 hours of typical device usage.</p> <p>ii. Proposed: Minimum 8000mAH or higher</p> <p>iii. Proposed: Operation Battery Life of 8 hours or 6500mAh. Battery will be with warm swap.</p>	Technical specification modified.	12	
38.	Technical Specifications	<p>Operating System</p> <p>Windows 10/ IOS / Android Version 10.0 or above, as available on the date of signing of the Contract.</p> <p>Query:</p> <p>i. Proposed: Android 9.0 or above</p>	Technical specification retained.		

		<p>ii. Windows 10/ IOS / Android Version 10.0 or above, as available on the date of signing of the Contract. Most tablets available in the market come with Android Version 9.0. Request MoSPI to change the clause to: Operating System: Windows 10/ IOS / Android Version 9.0 or above, as available on the date of signing of the Contract.</p> <p>iii. Proposed: Windows 10/IOS/ Android Version 9.0 or above.</p> <p>iv. Proposed: Windows 10/IOS/Android Version 8.0 or above.</p>			
39.	Technical Specifications	<p>Bluetooth V 5.0 or better.</p> <p>Query: Most tablets available come with Bluetooth v4.2. Bluetooth. BT v5.0 along with other restrictive parameters are available with only Tablet Tab 5Se and Tab S6 belonging to only one OEM Request MoSPI to consider revising this clause Bluetooth: v4.2 or better</p>	Technical specification retained.		
40.	Technical Specifications	<p>Certifications CB/UL, FCC, BIS, CE, ROHS & SAR Compliant.</p> <p>Query: i. FCC Certificate is a USA based certification. Similarly, CE & CB/UL is a European certification scheme. As all the safety parameters are covered under a BIS</p>	Technical specification retained.		

		<p>Certificate. Therefore, asking for these international certifications diminishes the importance of our country's BIS certification and ensures that only select brand can participate in the tender. Request MoSPI to consider BIS, and any if at all required option to submit any one of these certifications should be given CE/FCC/CB/UL. Otherwise only one OEM shall qualify with their model Tab 5Se.</p> <p>ii. We would like to request the department to kindly make them optional as the certificates like the FCC and UL/CB are the certificates only available with the MNC OEMs and are only valid for the products used or sold in the US and European Union market. Also the International Agencies are only authorized to issue these certificates. Here we would like to bring to your kind attention that the being an Indian OEM our product is neither sold nor used in the US and EU Market therefore we don't require these certificates on our products. Proposed: BIS, CE, ROHS & SAR Compliant.</p>			
41.	Technical Specifications	<p>Cover case</p> <p>Rugged Cover for protection.</p> <p>Query:</p> <p>i. This is restrictive clause and favoring one OEM/Bidders. Moreover no department asks for that for a 10 inch tablet. In case Department persists, then delivery time should be 90 days as making a 10' rugged</p>	The specification retained.		

		<p>case will take additional days. Request MoSPI to kindly remove this clause.</p> <p>ii. IP67 and MIL-STD 810G</p>			
42.	Technical Specifications	<p>Date of manufacturing of the tablets shall not be more than 3 months from the date of delivery.</p> <p>Query: Request MoSPI to kindly change it to: Date of manufacturing of the tablets shall not be more than 6 months from the date of delivery to make the bid generic and open to participation only if other clauses are changed.</p>	The specification retained.		
43.	Service Level Agreement	<p>Service Level Agreement</p> <p>OEM Toll Free telephone based/web based 24x7 service support should be available. The details should also be listed on OEM website.</p> <p>Query: As the tablets shall be used during the working day hours, a 24x7 support shall not be required. 24x7 toll free number in Covid times is not provided by any OEM. Request MoSPI to ask for Toll Free telephone based/web-based service support from 10am to 7pm, 6 days a week instead.</p>	The clause retained.		
44.	Service Level Agreement	<p>Penalty for not replacing the tablet within the time limit specified in para 4 above: Rs.1000 per day.</p> <p>The penalty amount is too high as per any Government Department or even GeM, Gol for that matter. Request</p>	The clause retained.		

		MoSPI to change it to - Penalty for not replacing the tablet within the time limit specified in para 4 above: 0.1% of the tablet value.			
45.	General	Kindly help to understand the role of telecom provider in this bid as in tender it is mentioned that device should support SIM slot and 2G/3G/4G network but SIM procurement is not mentioned in the bid. You are requested to confirm whether SIM will be directly procured by NPIQSI and whether there will be tripartite agreement between NPIQSI, Bidder and telecom provider.	Clarification: The SIM will be procured by the Regional Offices locally as per the availability and quality of the service in the region.		
46.	General	You are requested to clarify whether any mobile device management software is required that enables trusted apps on the devices for security of data of your organization. If such security feature is required then whether that will be bundled by SI or NPIQSI will directly procure it.	Clarification: OEM MDM is required. It will be the responsibility of the SI.		

Table 2 : Addendum

S. No.	Clause No. ITB/GCC/ SCC/Forms	As existing	As amended	Reference to S. No. of Response [Table 1] wherever applicable	Remarks
1.	ITB 32.1, Para (a), i, 1	The Bidder should have had a minimum annual turnover of Rs. 10,000 [Ten Thousand] Crore in the personal computing devices	The Bidder should have had a minimum annual turnover of Rs. 5,000 [Five Thousand] Crore in the personal computing devices segment each year during the three	1	

		segment each year during the three years (2016-17, 2017-18, and 2018-19).	years (2016-17, 2017-18, and 2018-19). If the audited balance sheet is available for 2019-20, the same may be considered for calculating three years.		
2.	ITB 32.1, Para (b) (ii)	The Bidder should have had a minimum annual turnover of Rs.200 Crore in the personal computing devices segment each year during the three years (2016-17, 2017-18 and 2018-19).	The Bidder should have had a minimum average turnover of Rs.200 Crore in the personal computing devices segment for the last three years (2016-17, 2017-18 and 2018-19). If the audited balance sheet is available for 2019-20, the same may be considered for calculating three years.	4	
3.	ITB 32.1, Para (b) (v)	Non-manufacturer bidder should have authorized service centers in all the capital cities and other major cities of all the states/UTs in India.	Non-manufacturer bidder/ OEM should have authorized service centers in all the capital cities and other major cities of all the states/UTs in India.	6	
4.	Service Level Agreement	Replacement shall be with a new tablet of the same or higher technical specifications. Replacement of the tablet shall be carried out within 24 hours of the receipt of first complaint in case of capital cities and within 72 hours of the receipt of the first complaint in case of other cities.	Replacement shall be with a new tablet of the same or higher technical specifications. Replacement of the tablet shall be carried out within 48 hours of the receipt of first complaint in case of capital cities and within 72 hours of the receipt of the first complaint in case of other cities.	13	
5.	Technical Specifications	Input Device: Detachable keyboard with CE and FCC certifications.	Input Device: Detachable keyboard with CE, FCC and CB/UL certifications.	21	
6.	Technical Specifications	Connectivity: Mini-USB OTG, 4G sim slot/port to support internet dongle.	Connectivity: Mini-USB/Type C OTG, 4G sim slot	29	

7.	Technical Specifications	Processor: 2 GHz or Higher	Processor: 1.8 GHz or Higher	32	
8.	Technical Specifications	Processor: Octa Core or Higher	Processor: Quad Core or Higher	33	
9.	Technical Specifications	Screen Resolution: 2000 x 1200 or above	Screen Resolution: 1920 x 1200 or above	34	
10.	Technical Specifications	Network: Device should support 2G, 3G & 4G Network	Network: Device should support 4G Network and above	35	
11.	Technical Specifications	GPS: Should support GPS, AGPS, Glonass, Beidou, Galileo & Geo Tagging. Location tracking to be supported by popular maps.	GPS: Should support GPS/ AGPS/ Glonass/ Galileo & Geo Tagging. Location tracking to be supported by popular maps.	36	
12.	Technical Specifications	Battery: 6500 mAH or higher	Battery: 6000 mAH or higher	37	
13.	ITB 19.1	A Bid Security shall be required. The Bid Security amount shall be INR 40,00,000 "Rupees Forty Lakhs" The bid security shall be a bank guarantee submitted using the Bid Security Form included in Section IV, Bidding Forms. The Bid Security shall be valid for forty five [45] days beyond the original validity period of the Bid, i.e., upto 03-09-2020, or beyond any period of extension if requested under ITB 18.2	A Bid Security shall be required. The Bid Security amount shall be INR 40,00,000 "Rupees Forty Lakhs" The bid security shall be a bank guarantee submitted using the Bid Security Form included in Section IV, Bidding Forms. The Bid Security shall be valid for forty five [45] days beyond the original validity period of the Bid, i.e., upto 24-12-2020, or beyond any period of extension if requested under ITB 18.2		