

Pre-bid Query Response Document
Dated: 10 April 2019

Tender for Supply of Smart Phone

Tender No.F.18(32)-DIT/Smart Phone/18
Dated 26 February 2019.

ISSUED BY
TRIPURA STATE COMPUTERISATION AGENCY (TSCA)
(A SOCIETY OF DEPARTMENT OF INFORMATION TECHNOLOGY, GOVERNMENT OF TRIPURA)
ITI ROAD, INDRANAGAR, AGARTALA, TRIPURA

With reference to the Tender document published on 26th February 2019 (Tender reference number No.F.18(32)-DIT/Smart Phone/18 Dated 26th February 2019) for Supply of Smart Phone, these responses for pre-bid queries are being issued:

TENDER NO.F.18(32)-DIT/Smart Phone/18: Tender for Supply of Smart Phone						
Pre-bid Query Response						
Sl. No.	Name of the Bidder	Page No.	Clause No.	Clause	Clarification Sought / Request Made	Response to Query
1	Samsung India Electronics Pvt. Ltd. / LRC Computers	14	Annexure -I	TECHNICAL SPECIFICATIONS OF ITEM	Please add Certifications requirement: BIS, FCC, CE, ROHS & SAR Compliant	No change
2		12	10	Eligibility Criteria	OEM should have manufacturing units in India. Please add this to ensure faster delivery, local manufacturing & support of R&D.	No change
3		12	10	Eligibility Criteria	The Quoted Brand should have at least 6 years' experience in supply of Mobility products also to Government organizations in India as on 31.03.2019. This will ensure smooth execution & service offering. Support documents to be attached in Tender.	No change
4		12	10	Eligibility Criteria	Registration - The OEM of the Mobile Company should be registered in India since last 6 years. The copy of Certificate of Incorporation shall be submitted. This will ensure credibility of product supplied at nation level.	No change
5		12	10	Eligibility Criteria	Turnover - The manufacturer should have a turnover of at least Rs.10000 Crores from the sale of its own brand of Mobility products in India, in each of the last three financial years. This will ensure credibility of product supplied.	No change
6		12	10	Eligibility Criteria	Dedicated Toll Free for the End users of Government department required for telephone based service support. This will ensure smooth service.	No change
7		12	10	Eligibility Criteria	Identification of Government Customers at Service locations through IMIE numbers – No need to carry physical copy of bill. Minimum OEM controlled Service center in state. This will ensure hassle free smooth service.	No change

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8		12	10	Eligibility Criteria	Proof of all compliances to be attached. To ensure quality product.	No change
9		12	10	Eligibility Criteria	Please add requirement of MDM. Request you to please add requirement of OEM certified Mobile Device Management Solution for better manageability and control of device and to push policies and custom apps e.g. whitelist/blacklist apps, control device functionality as camera, Bluetooth WIFI etc.	No change
10		12	10	Eligibility Criteria	Please add requirement of OEM to provide SDK. Request you to add requirement of OEM providing Software Development Kit for creation of closed environment for enterprise work (Kiosk Model), to prevent factory reset in devices.	No change
11	LRC Computers	14	Annexure -I	TECHNICAL SPECIFICATIONS OF ITEM	Certifications not included: For quality product we should ensure below certifications: - CB/UL; FCC; BIS. These are also part of GEM Tenders	No change
12		14	Annexure -I	TECHNICAL SPECIFICATIONS OF ITEM	Touch Screen Test: Device should have passed 10 Lakh touch point test, this will ensure that device display will have long life. This is part of GEM tenders for Quality product procurement.	No change
13		14	Annexure -I	TECHNICAL SPECIFICATIONS OF ITEM	Age of stock on date of delivery: Age of stock on date of delivery should not be more than 1 month. This will ensure that only new devices are delivered and old stock is not dumped into the department	Corrigendum issued
14		14	Annexure -I	TECHNICAL SPECIFICATIONS OF ITEM	Battery warranty should be 1 year as most OEM's provide the same	No change

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15	Computer World Services	12	10.1	The Agency should be financially sound having minimum annual turnover of Rs. 25 (twenty five) crore for each of the last three Financial Year (i.e. FY 15-16, FY 16-17 and FY 17-18).	The agency / bidder should be financially sound having minimum average annual turnover of 3 to 4 crores for last three Financial Year (i.e. FY 15-16, FY 16-17 and FY 17-18). As there won't be any bidder/agency from north eastern states whose annual turnover of Rs. 25 (twenty five) crore for each of the last three financial year in the field of IT. We request you to attach the credential of OEM with the credential of the bidder in order to meet your stipulation of minimum annual turnover of 25 crore for last FY 2015-16, 2016-17, 2017-18. It is our suggestion that your department may set the OEM's annual average turnover of anything more than 10,000 crores in the last three years for selection of better product with best service network.	No change
16		12	10.5	The Agency should be registered and should possess necessary license from statutory bodies/organizations i.e. List of reputed customers dealt with them, PAN, and Copy of the Registration firm.	We request you to add one more point that the agency and "OEM of the product should have their operational registered office in the North Eastern Region for last 5 years. A documentary evidence in this regard should be submitted".	No change
17		12	10.6	The bidder should not be debarred or black listed by any State / Central Govt. /PSU. A notarized affidavit must be furnished by the bidder to support the same.	We request you to change/amend the bidder and OEM should not be debarred or black listed by any State/Central Govt. /PSU in the last two years. A notarized affidavit must be furnished by the bidder to support the same. So that, unreputed brand and some unbranded cheaper quality Chinese product can be checked.	No change

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18		14	Annexure I	RAM: 1GB, Storage: 8 GB (internal) Camera: 2MP front, 5 MP Rear Screen Size: 4 Inch or higher Processor: Quadcore 1.1 GHz	RAM: 2GB, Storage: 16 GB (internal) expandability up to 32 GB. Camera: 5MP front, 8 MP Rear with LED Flash Screen Size: Minimum 5 inches HD Display (1280X720) Processor: Quadcore 1.3 Ghz or higher	No change
19		14	Annexure -I	TECHNICAL SPECIFICATIONS OF ITEM	Request to add some quality certifications such as BIS, CE, FCC etc. To check cheaper, unreputed, Chinese company.	No change
20		7	3.20	90% on delivery 5% after 6 months 5% after completion of warranty period	We request you to release 100% payment on delivery, as the successful bidder has to submit 10% security deposit in the form of DD/PBG for a period of one and half (1.5) years which is also guarantying the product warranty.	No change
21	LG Electronics India Pvt. Ltd.	12	10.1	The Agency should be financially sound having minimum annual turnover of Rs. 25 (twenty five) crore for each of the last three Financial Year (i.e. FY 15-16, FY 16-17 and FY 17-18).	We are facing a challenge in the vendor eligibility criteria set by the department of the Average Turnover of Rs25Crore (Twenty Five Crore) for the Last 3 years. As per our records perhaps there is no IT Vendor /Solution ProvidingFirm in North East who is having an Average Annual Turnover of R525 Crore for the Last 3 Years who deals withsmart phone business.Therefore we are requesting you to please consider relaxation of the bidder's annual turnover to 3 to 4crores instead of Rs. 25 crores under bidder's eligibility criteria or your department may attach the credentials ofOEM with the credential of bidder in order to meet your stipulation of minimum Annual turnover of 25 crore forlast financial years 2015-16, 2016-17 and 2017-18. We believe that more and more bidder from any state canparticipate in the bid for your convenience to select from in the greater interest of the state. We on behalf of thebidder is concern over this issue as we being an OEM could not bid for this tender.	No change

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22	12	10	Eligibility Criteria	<p>We request you that some more point should be added so that the branded Company's product can be bid. Points are as mentioned below:</p> <ol style="list-style-type: none"> 1. Annual average turnover of OEM should be minimum 10,000 Crore (Ten Thousand Crore) during the last three years. The documentary evidence for the same should be submitted along with the tender. 2. OEM should have their own registered office in the N.E. Region, which should be in operation for at least five years for the stability and strength of the organization. 3. OEM and its bidder should submit an undertaking that they have not been debarred or black listed by any State/Central Govt./PSU from last 5 years till the time of this bidding process. 4. OEM should receive Purchase Order for any State/Central Govt/PSUs in last 06 months for 50% or more quantity of Smart Phones with equivalent or higher specifications as asked in the subject deed. 	No change
23	14	Annexure I	<ol style="list-style-type: none"> 1. Should be manufactured in India 2. 4G, Voice over Long-Term Evolution (VoLTE) enabled 3. RAM: 1GB, Storage: 8 GB (internal) 4. Camera: 2MP front, 5 MP Rear 5. Screen Size: 4 Inch or higher 6. Battery: 2500 mAh 7. Processor: Quadcore 1.1 GHz 8. Service center available in Tripura 9. Warranty: 1 Year 	<ol style="list-style-type: none"> 1. Display: 5 inch instead of 4 inch (For better visibility). 2. Product certifications: BIS, CEE, FCC etc. 3. Local Language Support: Handset should comply with IS 16333 Pt-3. 4. RAM; Minimum 2 GB or higher instead of 1 GB (for better performance). 5. Internal Storage: 16 GB (minimum) with expandability up to 32 GB instead of 8GB. (so that maximum data can be stored). 6. Processor: Minimum Quad Core 1.2 GHz or higher instead of 1.1 GHz (for better performance). 7. SIM Capacity: Dual Sim (4 G) support with multi network for uninterrupted mobile network service. 	No change

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24	Reliance Retail Ltd.	5	2	Scope of Work2.1. Supply of 14,312 nos. of Smart Phones as per Specification mentioned in Annexure-I.2.2. Providing service and onsite support during warranty period as per TSCA's requirement, without any extra cost.	With Reference to the Scope of Work provided in the Tender, we would like to Recommend and reiterate that Connectivity should be made a part of this Tender for SmartPhones, as these will be used by Students for various Research work and educational purposes, for which 4G Mobile Internet connectivity would be extremely critical. Since, the Tender itself is for Procurement of Smartphones that are 4G Volte enabled, hence, for the devices to work at Optimum level, it is imperative to provide compatible 4G Volte SIM based connectivity & same would be most suitable. This will ensure that in future, when the Govt. of Tripura Apps are ready to be used to deliver services for Beneficiaries, the various Apps function smoothly.Similar Schemes have been effectively & efficiently implemented in the State of Assam, wherein all Meritorious Students who have excelled in various examinations conducted in State, were provided with Laptops along with Data card JioFi devices and Jio SIMs to be able to take advantage of Technology and upgrade their knowledge for further studies	No change.However, bidder may propose as add-on feature without any extra cost.
25		12	10	Eligibility Criteria	We also recommend that in the interest of providing After Sales Support & Service, the Dept. must ask as part of the Tender requirement, minimum number of Service Centers providing L1 Support across the State of Tripura, with at least 16 across the State, considering 8 Districts of Tripura and L2 Service Centers should be within the state of Tripura as well. This will ensure that the beneficiary users are able to get the necessary after sales support as well.	No change
26		14	Annexure -I	TECHNICAL SPECIFICATIONS OF ITEM	With reference to the Parameter "Should be Manufactured in India" (Section III, Annexure I, Pg 14, Sl no 1), it would be pertinent to note, that today all OEMs in India use many components of Smartphones which are of Non-Indian Origin. Therefore, it may be noted that No Smartphone available in the market will qualify the "Made in India" requirement. Therefore, we request the Department to drop this mandatory specification of Handset. We would suggest to include that only Established Indian Company with relevant infrastructure of providing L1/L2 Support within the State of Tripura, should be allowed to Bid for this opportunity.	No change

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27	18	Annexure IV	TECHNICAL BID EVALUATION SHEET	We would request clarification that out of the mentioned 9 Parameters, what is the individual weightage of each Parameter which will be considered in Annexure IV, Page 18, Point 2.a. Does Non conformity to any single parameter in Annexure I lead to Nil Score in 2.a in Pg 18 or only relevant weightage will be impacted. Kindly clarify.	Corrigendum issued