

**Government of Bihar**  
**Rural Development Department**  
**Bihar Rural Development Society**  
**Red-cross Building, North Gandhi Maidan,**  
**Patna- 800001**

**ADDENDUM-II**

CEO, Bihar Rural Development Society, Govt. of Bihar requested Bid from eligible agencies for **Procurement of TABLETS and related Accessories for BRDS** under BISPS project for Rural Development Department, Government of Bihar, vide National Competitive Bidding (NCB) dated March 9<sup>th</sup>, 2019 and Addendum-I published on April 5<sup>th</sup>, 2019 through which proposals are due for receiving on April 30<sup>th</sup>, 2019 at 15:00hrs.

2. As scheduled, a pre-bid conference for above was held on March 18<sup>th</sup>, 2019 at BRDS office, Patna to clarify queries of the prospective Bidders.
3. Subsequently Addendum-II to the NCB document is being issued, clarifying queries raised by prospective Bidders during pre-proposal conference or received through email. This Addendum shall be considered part of the NCB document. Prospective Bidders are hereby notified that they shall make necessary adjustments/modification to their proposals in reference to this Addendum. Except as described in Addendum-II, the original NCB document remains unchanged.
4. The Addendum-II to the NCB document and response to pre-bid queries (Annexure-I & II) are also available on the website [www.rdd.bih.nic.in](http://www.rdd.bih.nic.in) and can be downloaded by the perspective bidders. The following table indicates revised dates and amendments with respect to important events of the bidding process for this NCB:

S. No	Clause Reference	Original Clause	Amended Clause
1.	Section II- Bidding Data Sheet, ITB 22.1	The deadline for bid submission is Date: April 30, 2019, Time: 14:00 hrs.	The deadline for bid submission is Date: May 24, 2019, Time: 14:00 hrs.
2.	Section II-Bidding data sheet, ITB 25.1	The Bid opening shall take place at: Address same as indicated at ITB 22.1 Date: April 30, 2019, Time: 15:00 hrs.	The Bid opening shall take place at: Address same as indicated at ITB 22.1 Date: May 24, 2019, Time: 15:00 hrs.

5. The Addendum -II and response to queries raised in pre-bid meeting are tabulated and attached as Annexure -1 and II.
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### Annexure - I

#### Clarification to queries on NCB document for "PROCUREMENT OF TABLETS & RELATED ACCESSORIES" for BRDS

S. No	Clause Reference	Content of Bid Document requiring clarification	Clarification Sought / Change Requested	BRDS Response
1	ITB 19.3 (page-36)	The amount and currency of the bid security shall be INR 25 Lakh.	Sir, we would request you to kindly reduce it to 10 Lakhs.	No Change
2	Technical Specification :- Display (page-65)	Resolution: 1920X1200 or better	Request you to please relax the specifications to 1280 x 800 so as to ensure more fair competition and more OEM's to qualify. Applications standard resolution of 1280 x 800 is good enough. Any other condition for higher resolution to limit qualifying devices and increase the cost of device. Increases the battery consumption.	No Change.
3	Technical Specification :- Processor (page-65)	Quad Core with 2 GHz or better	Request you to please relax the specifications to 1.4Ghz Quad Core so as to ensure more fair competition and more OEM's to qualify.	Amended as "Octa Core processor 1.8 GHZ or better" as Octa Core processors have better performance.
4	Technical Specification :- RAM (page-65)	3 GB or Higher	Request you to please relax the specifications to 2 GB or higher so as to ensure more fair competition and more OEM's to qualify.	No Change

S. No	Clause Reference	Content of Bid Document requiring clarification	Clarification Sought / Change Requested	BRDS Response
5	Technical Specification :- Internal Memory (page-65)	32 GB or higher	Request you to please relax the specifications to 16 GB or higher so as to ensure more fair competition and more OEM's to qualify.	No Change
6	Technical Specification :- External Memory (page-65)	Support Should support MicroSD upto 128GB or better	Since this device will be used for at least 3 years hence increase storage will ensure that we have enough if requirement be, we could increase the storage space on the given device using MicroSD Card. Hence request you to change it to 256GB	It's already specified that better specification can be quoted. Hence no change.
7	Additional Warranty (page-65)	Additional Warranty	Payment should be done within first year of warranty together for 2nd & 3rd year	Accepted. Price of Warranty for all 3 years will be inclusive in the total Bid Price and will be paid along with the first Payment schedule.
8	Service Support (page-65)	Service Support	OEM of the quoted product should have Service Center not limited to Patna but spread in every district to support faster service locally. Therefore, Bidder must have: After Sales Services facilities in Patna, Bihar	Amended as "OEM of the quoted product should have Service Center across every district HQ to support deployment in far flung places OR Bidder should support pick-up & drop service from every District and return modified / changed devices within 10 days from date of logging complain. In case of Pick up and drop - Bidder must provide online mechanism or dedicated call center number to log the complaint and generate ticket as soon as the complaint is logged. BRDS may ask

S.No	Clause Reference	Content of Bid Document requiring clarification	Clarification Sought / Change Requested	BRDS Response
				for a monthly report of logged complains and its remedy."
9	17. Documents Establishing the Eligibility & Qualifications of the Bidder Point No - (b) (i) (Page No - 19)		A Bidder that does not manufacture or produce the Goods it offers to supply shall submit the Manufacturer's Authorization using the form included in Section IV or Original Manufacturer can use their own format for authorization certificate to demonstrate that it has been duly authorized by the manufacturer or producer of the Goods to supply these Goods in the Purchaser's Country.	No Change.
10	3 (b) Experience and Technical Capacity Point No- (iii) (Page-42)		If bidder is supplier of the product(s) then it should have at least three (3) years' experience of trading in similar product(s) i.e. IT products like tablets, smart phones etc. with minimum Indian Rupees 5 Crore and above in maximum three contracts within last 03 years and at the same time the respective manufacturer(s) of the offered product (s) must fulfill the requirement of clause (ii)	No Change.

S. No	Clause Reference	Content of Bid Document requiring clarification	Clarification Sought / Change Requested	BRDS Response
11	3 (b) Experience and Technical Capacity Point No- (v) (Page-42)		The OEM must have: 1. Qualified Service Engineers, 2. Spare Parts Stock 3. After Sales Services facilities in Patna, Bihar. And the Bidder Should have Qualified Service Engineer and Capability to Open Service Centre in Bihar within 30 days of receiving of Work Order.	No Change.
12	3 (c) (Page-42)		The Bidder shall furnish documentary evidence to demonstrate that the Goods it offers meet the following usage requirement: Original Catalogue downloaded from OEM site / Received from OEM Personnel through Mail	Original Catalogue downloaded from OEM site will be accepted and in that case the catalogue shall also be available on OEM website for India.
13	5. INSPECTIONS AND TESTS Point No-2. Manual (Page-68)		Since Product Catalog has to be submitted with the Bid as per Points Mentioned in Page No - 41 3 (c) the requirement for Manual should be "DELETED"	Only Catalogue needs to be submitted. User Manual must be supplied along with the Tablets during delivery.
14	5. INSPECTIONS AND TESTS Point No-4. Acceptance Certificates: (Page-69)		On successful completion of acceptability test and receipt of deliverables, the acceptance certificate signed by the supplier and the representative of the purchaser will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the systems.	No Change
15	ITB 36.1 Experience & Technical Capacity	The bidder must have: 3. After Sales Services facilities in Patna, Bihar.	OEM of the quoted product should have Service Center across every district HQ to support mass deployment in far flung places	Please refer response at S. No. 8.

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	(Page-42)			
16	Manufacturer Authorization (Page-53)	Clause 28 of the General Conditions of Contract	Kindly brief on Clause 28 of GCC	GCC Clause 28 indicates warranty conditions under contract. The details can be referred at NCB document particularly at GCC 25.2 and GCC 28.3 at section IX, Special conditions of the contract.
17	3. Technical Specifications: Display 8" or better (Page-65)		Kindly consider Tab display size to be 10 inch or higher. As per Industry norms & optimization of devices, to support your requirement of 3GB/32GB with high processing speed, 10"screen size with 1920X1200 or better is best fit. This will also allow larger participation	Bidder can bid for 10" Tab as required specification indicate display size of 8" or bigger.
18	3. Technical Specifications: Processer : Quard Core with 2 GHz or better(Page-65)		Technically Octa Core processor is better that Quad Core processor. Hence request you to consider 1.8Ghz or Above for Processing power. Also Octa Core is latest technology. Department will have more options to choose from.	Please refer response at S. No. 3
19	3. Technical Specifications: Battery Capacity : Li Ion / Li Po Battery of 4800 mAH or better(Page-65)		Display consumes Maximum battery hence larger displays need more battery. 7100mAH or above better will ensure device can be used for longer durations without charging.	Amended to " Battery Capacity : Li Ion / Li Po Battery of 6500 mAH or bigger"
20	ITB 36.1 Experience &	The bidder must have: 3. After Sales Services facilities in Patna,	OEM of the quoted product should have Service Center across every district HQ to	Please refer the response at S.No 8.



S. No	Clause Reference	Content of Bid Document requiring clarification	Clarification Sought / Change Requested	BRDS Response
	Technical Capacity (Page-42)	Bihar.	support mass deployment in far flung places	
21	3. Technical Specifications: BRDS Branding (Page-66)	OEM should provide BRDS Boot LOGO and fixed wallpaper without rooting the device. Logo and wallpaper should display BRDS details clearly	Kindly Elaborate.	Every Tablet must be configured in such way that while booting BRDS LOGO should get displayed. In Wallpapers also, BRDS details should be displayed. In MDM following features should be provided: <ul style="list-style-type: none"> <li>• Admin should be able to change bootlogo, wallpaper and lock screen from backend remotely</li> <li>• Admin should be able to block Hard Factory Reset</li> </ul>
22	GCC 16.1 (Page-97)	Payment for Warranty (for second and third year after the expiry of warranty period of one year)	Kindly Consider payment of warranty for 2nd & 3rd year, within bid validity period	Payment has nothing to do with Bid Validity Period. Please refer the response at S. No. 7 for detailed response.
23	3. Technical Specifications: External Memory Support (Page-65)	Should support MicroSD upto 128GB or better	Considering latest & future requirement device should support minimum 400 GB	No Change.
24	ITB 16.4 (Page-36)	Period of time the Goods are expected to be functioning (for the purpose of spare parts): 5 Years	Request to clarify this point. As per RFP warranty period is mentioned in 3 years.	The tablets procured are expected to be functioning for 5 years, and hence availability of their spare parts must be ensured. However, the warranty asked for is only for three years, it is assumed that

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				spare parts are over and above the warranty requirements.
25	ITB 36.1 Experience & Technical Capacity (Page-42)	The bidder must have: 3. After Sales Services facilities in Patna, Bihar.	OEM of the quoted product should have Service Center across every district HQ to support mass deployment in far flung places	Both OEM and Bidder must have after sales and service Center in Patna and it should be mentioned in the Bid as well.
26	Processor : Quad Core with 2 GHz or better (Page-65)	1.8 Ghz Octa Core	Technically Octa Core processor is better than Quad Core processor. Hence request you to consider 1.8Ghz or Above for Processing power. Also Octa Core is latest technology. Department will have more options to choose from.	Please refer the response at S.No 3
27	Battery Capacity : Li Ion / Li Po Battery of 4800 mAH or better (Page-65)	7100mAH or Better	Display consumes Maximum battery hence larger displays need more battery. 7100mAH or above battery will ensure device can be used for longer durations without charging	Please refer the response at S. No. 19
28	Page No 65 - 3 Technical Specification of tablet, sl no 4	Brightness 450 Nits or more (for better sunlight readability)	Brightness 380 Nits or more (for better sunlight readability)	Accepted. Amended as "Brightness 380 Nits or more"



S. No	Clause Reference	Content of Bid Document requiring clarification	Clarification Sought / Change Requested	BRDS Response
29	Page No 65 - 3 Technical Specification of tablet, sl no 8	Internal Memory - 32 GB or Higher	Internal Memory - 32 GB / 16GB + 16 GB SD Card or Higher.	No Change
30	Page No 65 - 3 Technical Specification of tablet, sl no 10	3 years or standard warranty with One year of Standard warranty on battery at the nearest service Centre. Warranty Certificate to be provided with the Invoice.	3 years or standard warranty with One year of Standard warranty on battery at the nearest service Centre <b>(either carry in or onsite warranty at all district HQs of Bihar)</b> .  Warranty Certificate to be provided with the Invoice.	Amended as "3 years or standard warranty with One year of Standard warranty on battery at the nearest service Centre <b>(either carry in or onsite warranty at all district HQs of Bihar)</b> ."
31	Page No 65 - 3 Technical Specification of tablet, sl no 16	Certification: For OEM ISO 9001:2008, BIS, RHOS, CE, FCC, SAR Certification is needed	Should be changed to:  "Certification: For OEM ISO 9001:2008, BIS, <b>ROHS</b> , CE, FCC, SAR Certification is needed"	It was Typo  Amended as "Certification: For OEM ISO 9001:2008, BIS, <b>ROHS</b> , CE, FCC, SAR Certification is needed."
32	Page no 36 - ITB 14.8	2. (b) For any defect of installation or Equipment, goods within 1 (one) year after handing over to BRDS's representative; the equipment/goods will be replaced.	2. (b) For any defect of installation or Equipment, <b>the defective goods shall be repaired within 7 working days or replaced within 10 working days of receipt of the complaint at call center.</b> "	Please refer the response at S.No 8.
33	Page No 42 - (a) Financial Capability	The minimum total amount of available liquid asset &/or working capital &/or credit facility is Indian Rupees 4 Crore	The minimum total amount of available liquid asset &/or working capital &/or credit facility is Indian Rupees 2Crore (INR	No Change.

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		(INR 40 million)	20 million)	
34	Page No 95 - GCC 16.1	<p>GCC 16.1 Payment shall be made in Indian Rupees in the following manner:(a)</p> <p>(i) Advance Payment: Twenty (20) % of the total contract price shall be paid within thirty (30) days of signing of Contract and upon submission of claim / against a simple receipt and a bank guarantee for the equivalent amount valid until the goods are delivered and in the form provided in the bidding documents or another form acceptable to the Purchaser.</p> <p>(ii) After Delivery and Final Acceptance: the remaining Eighty (80) % of the Contract Price shall be paid within thirty (30) days after receipt of Goods and upon submission of the documents specified in Clause 13 of SCC and Acceptance Certificate issued by the Purchaser's representative in the proforma given in Section VII -item 6.</p>	100% Payment will be released within thirty (30) days of submission of Invoice and proof of successful delivery at the consignee location.	No Change.
35	Page No 42 - (b) Experience and Technical Capacity	(iii) If bidder is supplier of the product(s) then it should have at least three (3) years' experience of trading in similar product(s) i.e. IT products like tablets, smartphones etc. with	(iii) If bidder is supplier of the product(s) then it should have at least three (3) years' experience of trading in similar product(s) i.e. IT products like <b>tablets, smartphones, Laptops, desktops, servers</b> etc. with	No Change



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		minimum Indian Rupees 10 Crore (INR 100 million) in maximum three contracts within last 03 years and at the same time the respective manufacturer(s) of the offered product (s) must fulfil the requirement of clause (ii).	minimum Indian Rupees 5 Crore (INR 50 million) in maximum three contracts within last 03 years and at the same time the respective manufacturer(s) of the offered product (s) must fulfil the requirement of clause (ii).	

*Sanjay Kumar Singh*

(Sanjay Kumar Singh)  
Joint Secretary, RDD, GoB

Annexure - II

**Addendum -II to NCB document for "PROCUREMENT OF TABLETS & RELATED ACCESSORIES" for BRDS**


<b>S. No</b>	<b>Clause Reference</b>	<b>Content of Bid Document requiring clarification</b>	<b>Clarification Sought / Change Requested</b>	<b>Addendum</b>
1	Technical Specification :- Processor (page-65)	Quad Core with 2 GHz or better	Request you to please relax the specifications to 1.4Ghz Quad Core so as to ensure more fair competition and more OEM's to qualify.	Amended as "Octa Core processor 1.8 GHZ or better" as Octa Core processors have better performance.
2	Additional Warranty (page-65)	Additional Warranty	Payment should be done within first year of warranty together for 2nd & 3rd year	Amended as: Price of Warranty for all 3 years will be inclusive in the total Bid Price and will be paid along with the first Payment schedule.
3	Service Support (page-65)	Service Support	OEM of the quoted product should have Service Center not limited to Patna but spread in every district to support faster service locally. Therefore, Bidder must have: After Sales Services facilities in Patna, Bihar	Amended as "OEM of the quoted product should have Service Centre across every district HQ to support deployment in far flung places OR Bidder should support pick-up & drop service from every District and return modified / changed devices within 10 days from date of logging complain. In case of Pick up and drop – Bidder must provide online mechanism or dedicated call centre number to log the complaint and generate ticket



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				as soon as the complaint is logged. BRDS may ask for a monthly report of logged complains and its remedy."
4	3 (c) (Page-42)		The Bidder shall furnish documentary evidence to demonstrate that the Goods it offers meet the following usage requirement: Original Catalogue downloaded from OEM site / Received from OEM Personnel through Mail	Original Catalogue downloaded from OEM site will be accepted and in that case the catalogue shall also be available on OEM website for India.
5	5. INSPECTIONS AND TESTS Point No-2. Manual (Page-68)		Since Product Catalog has to be submitted with the Bid as per Points Mentioned in Page No - 41 3 (c) the requirement for Manual should be "DELETED"	Only Catalogue needs to be submitted. User Manual must be supplied along with the Tablets during delivery.
6	3. Technical Specifications: Battery Capacity : Li Ion / Li Po Battery of 4800 mAH or better(Page-65)		Display consumes Maximum battery hence larger displays need more battery. 7100mAH or above better will ensure device can be used for longer durations without charging.	Amended to " Battery Capacity : Li Ion / Li Po Battery of 6500 mAH or bigger"
7	Page No 65 - 3 Technical Specification of tablet, sl no 4	Brightness 450 Nits or more (for better sunlight readability)	Brightness 380 Nits or more (for better sunlight readability)	Amended as "Brightness 380 Nits or more"

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S. No.	Clause Reference	Content of Bid Document requiring clarification	Clarification Sought / Change Requested	Addendum
8	Page No 65 – 3 Technical Specification of tablet, sl no 10	3 years or standard warranty with One year of Standard warranty on battery at the nearest service Centre. Warranty Certificate to be provided with the Invoice.	3 years or standard warranty with One year of Standard warranty on battery at the nearest service Centre <b>(either carry in or onsite warranty at all district HQs of Bihar)</b> . Warranty Certificate to be provided with the Invoice.	Amended as "3 years or standard warranty with One year of Standard warranty on battery at the nearest service Centre <b>(either carry in or onsite warranty at all district HQs of Bihar)</b> ."
9	Page No 65 – 3 Technical Specification of tablet, sl no 16	Certification: For OEM ISO 9001:2008, BIS, RHOS, CE, FCC, SAR Certification is needed	Should be changed to: "Certification: For OEM ISO 9001:2008, BIS, <b>ROHS</b> , CE, FCC, SAR Certification is needed"	Amended as "Certification: For OEM ISO 9001:2008, BIS, <b>ROHS</b> , CE, FCC, SAR Certification is needed."

  
**(Sanjay Kumar Singh)**  
 Joint Secretary, RDD, GoB