

# **Corrigendum Document & Pre Bid Response**

**For**

Supply, commissioning, installation and maintenance of Hardware(Tablets) and services for COSMOS for Schools of State of Chhattisgarh



**Chhattisgarh infotech Promotion Society  
(CHiPS)**

**State Data Center Building, Near Police Control Room,  
Civil Line Raipur, Chhattisgrah-492001**

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Tender Reference Number: 36/CEO/CHPS/NIT/COSMOS/2017 Raipur  
Dated 01/02/2017

Project Name: Supply, commissioning, installation and maintenance of Hardware (Tablets) and  
services for COSMOS for Schools of State of Chhattisgarh.

Corrigendum Reference Number: Corrigendum 01/ CEO/CHPS/NIT/COSMOS/2017  
Dated 24<sup>th</sup> March, 2017

Last date and time for submission of bids: 05<sup>th</sup> April 2017 upto 03:00 PM

Physical Submission of EMD/DD: 05<sup>th</sup> April 2017 upto 5:00 PM

Date of Technical Bid Opening: 06<sup>th</sup> April 2017 at 12:30 PM

**Addenda:-**

1. No advance payment will be made by CHiPS against placing the order to the bidder.
  
2. **TRACEABILITY OF BIOMETRIC TABLET SUPPLIED (Cloud Management)**
  - a. **All the Biometric Tablets must be manageable over the cloud:**
    - i. All the devices should be provisioned for managing and controlling by the cloud based servers and software setup within CHiPS for this purpose.
    - ii. All the devices must be configurable and controllable over network using built-in manageability and remote system control mechanism.
    - iii. All the devices should be provisioned for providing remote and automatic updates and upgrades from a centralized web based interface.
  
  - b) On-screen display of Government of Chhattisgarh Logo on switching the Tablet which shall be burnt in the chip.
  - c) Engraving of Government of Chhattisgarh Logo at suitable place of the Tablet (design will be provided by the bidder and will be approved by CHiPS).
  - d) Printing of the Government of Chhattisgarh logo on the mother board (design will be provided by the bidder and will be approved by CHiPS).
  - e) Screen printing on the Back side of the Tablet (design will be provided by the bidder and will be approved by CHiPS).

**Note: Design approval for the logo and layout approval shall be obtained from CHiPS before using in the production.**

These features are meant for the specific supply to the Government of Chhattisgarh and the successful Bidder is not permitted to use them for their normal sale.

S. No.	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	CHiPS Response
1	No.36/CEO/CHiPS/NIT/COSMOS/2017, Page No. 7, Eligibility criteria , point no 2	The Prime Bidder and the Consortium (Only one Consortium is allowed) should be a legal entity registered in India, should have an average Annual turnover of not less than <b>Rs. 500 (Five Hundred) Crores from System Integration &amp; Facility Management Services</b> for the last three financial years (as of 31-03-2016).	Request to reduce the annual average turnover to Rs 200 cr from Rs 500 cr to get the chance to participate.	As per RFP
2	No.36/CEO/CHiPS/NIT/COSMOS/2017, Page No. 34, ANNEXURE II	USB : Type A and Micro USB 2.0	Type A USB port is difficult to provide in small size tablet PC, Whereas OTG cable is provided to connect Type A USB connectors. And instead of using Extra USB port, charging can also be done by separate DC charging port.	As per RFP
3	No.36/CEO/CHiPS/NIT/COSMOS/2017, Page No. 34, ANNEXURE II	Battery : Minimum 5000mAh	Size of Tablet PC is small in size, difficult to accommodate 5000mAh battery size. It should be maximum 3500 mAh	As per RFP

4	ANNEXURE II – COMPLIANCE SHEET pg 34	TF card slot x1	T-Flash Card is an obsolete technology and the usual practice is to have Micro SD cards. This requirement can effectively be taken care of by the Micro SD card with added capacity. As per our understanding CHIPS requires tablets with micro SD cards slot only. Please confirm.	As per RFP
5	ANNEXURE II – COMPLIANCE SHEET pg 34	Contents: a) A Hindi software complying with Unicode standard should be preloaded.	Kindly elaborate on the mentioned Hindi software complying with Unicode standard that bidder needs to provide. We assume that any application capable to demonstrate multi lingual Interface shall suffice?	Biometric tablet you are proposing should support Hindi (Unicode).
6	ANNEXURE II – COMPLIANCE SHEET pg 34	Cloud enabled Device should be loaded cloud enabled software with the support of 5 year. Certificate from the cloud enabled software provider should be provided in the technical bid	Kindly elaborate on the mentioned cloud enabled software that bidder needs to provide.	Device should be Cloud enabled so that Biometric tablets can be managed remotely with a support of five years. More explanation can be found in the detailed section of Cloud management.
7	ANNEXURE II – COMPLIANCE SHEET pg 34	Wall Mount: Sturdy Wall Mount	Kindly confirm the use of devices. Is this to be used as a Mobility device or as a Mounted device?	Device will be used as Mobility device as well as Mounted depending upon the requirement of schools in day to day basis.

8	SCOPE OF WORK page 9	c. The bidder will install and run the equipment and install the applications at respective location of schools.	Kindly provide the details of the applications that bidder needs to install.	It can be any Application related to Education department/ CHIPS as per need basis. Pre installation training will be provided to SI by the department.
9	SCOPE OF WORK page 10	Resolution Time Excluding Response Time (In Hour)- 48	The devices shall be used across remote locations. Request you to please consider response time of 48 hours for metro and urban locations, 72 hours for semi urban and 96 for rural locations	As per RFP
10	SCOPE OF WORK page 11	w. Bidder shall ensure that all supplies (hardware, <b>software</b> etc) must not be end of Support / End of Service and spares/upgrades shall be available for at least 5 years from date of commissioning.	Kindly provide details of the software that bidder needs to supply.	Cloud Management software, Help Desk management Software.
11	1.1 FACILITY MANAGEMENT SERVICES pg 11	Bidder should maintain manpower ratio of atleast 1 manpower against 10 number of schools.	As per RFP there are 46894 no. of Centres/ Schools where these devices shall be installed. Does bidder need to maintain approx 4689 number of manpower to manage Biometric Tablet and all peripherals at sites? We request that rather than specifying the manpower requirements, CHIPS should specify the performance SLA to be adhered to.	It may require physical assistance on field like teachers assistance, training, installation so required manpower in schools. Manpower count has been reduced to 700. Each block should have 4 Manpower, rest will be in District and State level depending upon the requirement.

12	1.1 FACILITY MANAGEMENT SERVICES pg 11	Bidder should maintain manpower ratio of atleast 1 manpower against 10 number of schools.	As per ANNEXURE III – FINANCIAL PROPOSAL FORMAT, there is no separate line item to provide commercial for facility management services. Do we need to include the same in per unit rate of AMC & Services of tablet?	AMC and Services of Tablet line item includes FMS cost. Manpower count has been reduced to 700. Each block should have 4 Manpower, rest will be in District and State level depending upon the requirement.
13	ANNEXURE II – COMPLIANCE SHEET pg 35	Biometric Device Specification	As per UIDAI notification the use of biometric public devices will be discontinued from 1 June 2017 and only biometric registered devices will be allowed to perform Aadhaar based authentication. Is there requirement for Registered biometric sensor in the device being sourced by CHIPS?	Biometric registered device need to supply so that CHiPS can perform Aadhaar based authentication.

14	ANNEXURE II – COMPLIANCE SHEET pg 35	Biometric Device Specification	<p>As per UIDAI latest circular (No. K-11020 / 44 / 2012-UIDAI (Auth-I)) for Upgradation of Existing Biometric Public Devices to Registered Devices &amp; Mandate Aadhaar Registered Devices, Technical Specification – Version 2.0, November 2016, there are two level of compliance for biometric devices.</p> <ul style="list-style-type: none"> <li>• Level 0 Compliance: Device security implementation has level 0 compliance if the signing of biometric is implemented within the software zone (SDK Level) at OS level.</li> <li>• Level 1 Compliance: Device security implementation has level 1 compliance if the signing of biometric is implemented within the trust zone (firmware) where other OS processes or users do not have any mechanism to obtain the private key. Kindly confirm the level of compliance required by CHIPS.</li> </ul>	<p>Level 1 Compliance: Device security implementation should level 1 compliance, so the signing of biometric can implemented within the trust zone (firmware) where other OS processes or users do not have any mechanism to obtain the private key.</p>
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15	General	General	<p>To take care of the equatorial and tropical temperature and humid condition of India we suggest that device should support .</p> <p><b>Temperature Range</b>  Operating: 0°to 50°C (32°to 122°F)  Storage: -10°to 70°C (14°to 158°F)</p> <p><b>Humidity Range</b>  <b>Operating: 10% &lt; RH &lt; 90%</b>  <b>Storage: 5% &lt; RH &lt; 90%</b></p>	As per RFP
16	General	General	<p>For having better visibility in all lighting condition, we suggest that CHIPS should procure device with Ambient light Sensor</p>	As per RFP
17	ANNEXURE II – COMPLIANCE SHEET pg 35	<p>The fingerprint scanner is required to be inbuilt into the device or if the fingerprint scanner is externally attached to the device and should communicate in real time with each other, it should in a single rugged casing</p>	<p>Non-integrated devices pose security threat to complete system. Any device with accessories poses that threat. We suggest that biometric device should be inbuilt into the device.</p>	<p>The fingerprint scanner is required to be inbuilt into the device and should communicate in real time with each other, it should in a single rugged casing. Internal Fingerprint scanner should be seamlessly integrated in tablet casing. Fingerprint reader should have provision for image and template encryption.</p>

18	ANNEXURE II – COMPLIANCE SHEET pg 34	Screen Size : 7' capacitive touch screen,1024*600 resolution	To have better visibility and productivity for wall mounted terminal while not compromising on ergonomics we suggest to have device with screen size 8' with better device resolution of WXGA (1280 x 800)	As per RFP
19	ANNEXURE II – COMPLIANCE SHEET pg 34	Front Camera Optional	As the device may be wall mounted, we suggest that device should have at least 2 MP front cameras.	Front Camera: Minimum 2 MP
20	ELIGIBILITY CRITERIA:, RFP Page no 7, point no 3	The Prime bidder should have positive Net Worth and Profitable in each of the last three Financial Years (as of the year ending on 31st March 2014,2015 & 2016)	we request the department to kindly amend the clause of Net worth . We hereby request you to please include the clause as below " The net worth of the bidder should have positive in any two consecutive years of the last three Financial years ( as of year ending on 31st March 2014,2015,2016 ).	As per RFP

21		OR	The Prime bidder should have positive Net ( Equity & Reserve plus surplus ) as on 31.03.16 and should be profit making during the last Three financial years ( 2013-`14, 2014-15 , 2015-16 ) Worth	As per RFP
22	Page 34 ANNEXURE II – COMPLIANCE SHEET	Cloud enabled	Device should be loaded with cloud enabled software with a support of five years. The software should be capable of controlling the applications and web sites accessed from the device remotely. Further it should be capable of providing location and usage data from each of the devices. The control and usage reports should be accessible through a web based interface.	Device should be Cloud enabled so that Biometric tablets can be managed remotely with a support of five years. The software should be capable of controlling the applications and web sites accessed from the device remotely. Further it should be capable of providing location and usage data from each of the devices. The control and usage reports should be accessible through a web based interface. More explanation can be found in the detailed section of Cloud management.

23	Page 34 ANNEXURE II – COMPLIANCE SHEET	Cloud enabled	The cloud software should have the capability to provide features like profile management, audit trail and context based dissemination of education content in Hindi. Further the content should be loaded on the centralized servers for the said dissemination	The cloud software should have the capability to provide features like profile management, audit trail.
24	Page 34 ANNEXURE II – COMPLIANCE SHEET	Cloud enabled	The cloud software server should be placed within the state data center at Raipur. Certificate from the cloud software provider should be provided in the technical bid.	The cloud software server should be installed in the state data center at Raipur. Hardware (Server) will be provided by CHiPS for Installation. Certificate of compliance from Cloud software provider should be provided by the bidder at the time of bidding.
25	Page 34 ANNEXURE II – COMPLIANCE SHEET	Cloud enabled	Such cloud software of device management should have been implemented minimum of 100K+ in last 5 years in any Indian state or central government projects.	As per RFP
26	Page 34 ANNEXURE II – COMPLIANCE SHEET	Cloud enabled	Company must have the ISO certificate and must be able to provide security audit (VAPT) certificate during the submission of the bid.	Cloud software provider must have the ISO certificate and must be able to provide security audit (VAPT) certificate.

27	Page No.7 Eligibility Criteria	The Prime Bidder and the Consortium (Only one Consortium is allowed) should be a legal entity registered in India, should have an average Annual turnover of not less than Rs. 500 (Five Hundred) Crores from System Integration & Facility Management Services for the last three financial years (as of 31-03-2016)	Kindly reduce Average Annual turnover of not less than Rs. 500 (Five Hundred) Crores to RS.200(Two Hundred Crores from System Integration & Facility Management Services for the last three financial years (as of 31-03-2016)	As per RFP
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28	<p>ABOUT THIS REQUEST FOR PROPOSAL (RFP)</p> <p>Page 6</p>	<p>The Government of Chhattisgarh has decided to do <b>Rate Contract</b> for Supply, commissioning, installation and maintenance of Hardware(Tablets) and services for COSMOS for Schools of State of Chhattisgarh.</p>	<p>Rate contract as per our understanding has below characteristics:</p> <ol style="list-style-type: none"> <li>1. It is not done for a fixed quantity which is not the case with this tender. Kindly let us know how this is diferent in this case?</li> <li>2. As any other tender type, rate contract attracts tender bids and levels are identified as L1 L2 L3 etc... State departments not always invite the L1 alone and rather asks L2 L3 etc... to do the bid jointly by dividing the work if they are willing to come down to L1 rates.</li> </ol> <p>Is this how this tender also would be done? How many bidders are you planning to take part in fulfilling the tender contract?</p>	<p>As per RFP</p>
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29	<p>11. PAYMENT TERMS</p> <p>Page 28</p>	<p>Remaining 30% payment will be made on quarterly basis after audit of invoices and deduction of penalty, if any applicable.</p>	<p>If we assume that the tender is worth the 100cr as the mentioned probable amount. 30cr would be for the Maintenance for 5 years, which comes out to be 50lakhs per month for a approximate workforce of 5000. This means they are paid 1000 per month. There are a couple of things wrong with this:</p> <ol style="list-style-type: none"> <li>1. Labour act defines a minimum wages which is much beyond this number</li> <li>2. Service tax deducted from this amount which makes the number even lesser</li> </ol> <p>Can you please reconsider the number of people you need for support or the money assigned for it?</p>	<p>Payment Terms: Part 1: On Supply of Hardware will be 50%. On installation 20% and 30% on quarterly Basis for 5 Yrs. Part 2: AMC &amp; Services (FMS): Cost needs to be claimed on quarterly Basis for 5 Yrs (Including Manpower cost).</p>
30	<p>1.1 FACILITY MANAGEMENT SERVICES</p> <p>Page 11</p>	<p>Bidder should maintain manpower ratio of atleast 1 manpower against 10 number of schools.</p>	<p>What documents are required by you from us to indicate the manpower hired by us</p>	<p>List of manpowers hired and declaration in company letterhead with complete details of employees with educational qualification.</p>

31	1 Scope of work Page 10	The bidder also need to provide support in installation of Software provided by CHiPS/ DSE for Schools and providing training to all coordinators to upkeep the system with this software. First cut training for installation of software will be given by CHiPS/ DSE and further Bidder will take the responsibility to install and maintain the same	Does this software has files generated off attendance records which can be transferred from 1 tab to another mobile or tab using bluetooth. This can be usde by the Sis employees to sync the data without having to care for the network at the school	As per RFP
32	1 Scope of work Page 10	1. Sample Testing will be done by CHiPS/ DSE or CHiPS nominated agency as per testing procedure mentioned in this RFP.	At what stage sample testing be done?	Once CHiPS will get confirmation from Successful bidder that they are ready for delivery and installation.2 Sample devices needs to be submitted with tender submission.
33	1 Scope of work Page 9	f. Attendance report of teachers and facilitation of attendance of students, non-teaching staff will also be taken care by the successful bidder.	A scenario may a happen that after collecting data for a couple of days without syncing the data with server due to network unavailability, the tablet is destroyed due to accidentent or virus and the data is lost. How do we need to take care of such scenarios?	Attendance report responsibility will of School only. Bidder will not be responsible for attendance collection and sending.



34	ANNEXURE II – COMPLIANCE SHEET  Page 34	Device should be loaded cloud enabled software with the support of 5 year. Certificate from the cloud enabled software provider should be provided in the technical bid	What does a cloud mean in the RFP context?	Device should be Cloud enabled so that Biometric tablets can be managed remotely. More explanation can be found in the detailed section of Cloud management.												
35	1.2 HELPDESK MANAGEMENT SERVICE  Page 12	This Helpdesk tool shall have facility which allows user to log ticket using internet, email, telephone call and SMS. User shall be able to log ticket using any of these options. Helpdesk tool, if required shall be developed/ implemented by successful bidder in consultancy with CHiPS.	Would the software cost and helpdesk team cost be part of this same bid or would there be a separate bid for it?  2. Would CHiPS be developing it for free or would there be a separate project wherein a new timeline will be communicated? What would happen till this new helpdesk software be created?	Helpdesk tool, should be developed/ implemented by successful bidder in consultancy with CHiPS. Cost of Helpdesk tool and team will be part of bidder only.												
36	1. SCOPE OF WORK  Page 10	<table border="0"> <tr> <td>Response and Resolution times</td> <td>Sr.</td> </tr> <tr> <td>No. Severity Level</td> <td>Response</td> </tr> <tr> <td>Time (In Minutes)</td> <td></td> </tr> <tr> <td>Resolution Time Excluding</td> <td></td> </tr> <tr> <td>Response Time (In Hour)</td> <td>1</td> </tr> <tr> <td>1High 120 48</td> <td></td> </tr> </table>	Response and Resolution times	Sr.	No. Severity Level	Response	Time (In Minutes)		Resolution Time Excluding		Response Time (In Hour)	1	1High 120 48		There is only one severity level given in the document which is normally used in IT industry to denote a server down or crash kind of emergencies. Can we please add other lower severity levels which are lower do not denote a downtime which is stopping all operations and have workaround	As per RFP
Response and Resolution times	Sr.															
No. Severity Level	Response															
Time (In Minutes)																
Resolution Time Excluding																
Response Time (In Hour)	1															
1High 120 48																

37	<p>1. SCOPE OF WORK</p> <p>Page 9</p>	<p>d. The bidder also need to provide the SIM Card of any operator whose data services are available at respective places (Variety of Sim cards operators have no limits). For this sim cards, bills for the plan will be reimbursed as per the actuals basis after verification from Head master/principal of respective School. Data Plan approval will be done by CHiPS. Cost of Sim Cards to be borne by Bidder only.</p>	<p>Getting approvals from the head masters every month or in a periodic way would be a very huge manual task which may not be possible to execute even in a months time each time we do it. Instead we can use 2 options:</p> <ol style="list-style-type: none"> <li>1. if give a postpaid connection of data only for each tablet, provide phone number of each SIM at the time installation and handover of tablets. These SIM cards will be registered to a depicted Govt firm name like CHiPS or post such as CEO, the telecom company can generate bills and send to the firm directly. WHICH would directly be paid to the SIM provider. We can facilitate such an arrangement between the Govt and telecom company firm at the delivery of tablets. After that it would be a direct interaction between government and telecom company</li> <li>2. We will provide phone</li> </ol>	As per RFP
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			<p>number of each prepaid SIM at the time installation and handover of tablets to CHiPS.</p> <p>Recharge will be done electronically and the electronically generated bills be sent to the paying authority. This would be an electronic system verification and CHiPS can match the amounts and verify the numbers on these electronic copies of bills.</p> <p>In both options signature from the Headmaster or similar authorities will not be required</p>	
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38	<p>1. SCOPE OF WORK</p> <p>Page 10</p>	<p>f. Attendance report of teachers and facilitation of attendance of students, non-teaching staff will also be taken care by the successful bidder.</p>	<p>Can you please clarify this point?</p> <p>1. Do we need to take a report out of the CHIPS software and send it to someone?</p> <p>2. Would we be given access to CHIPS software to administer these reports and other software related operations? Please elaborate on this point</p> <p>3. During the holiday months, there would not be any data or very low maintenance, bidder should be paid for all these months as well as the staff will be on call during these months as well. Please add this in the FMS</p>	<p>Attendance report responsibility will of School only. Bidder will not be responsible for attendance collection and sending.</p>
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39	<p>1.1 FACILITY MANAGEMENT SERVICES</p> <p>Page 12</p>	<p>install software provided by CHiPS/DSE</p>	<p>We are assuming the software is required to take attendance of students and teachers.</p> <p>Can you please provide details about this software?</p> <ol style="list-style-type: none"> <li>1. Does it record attendance each day and then lock the date so that you can not go back to any date once it is passed?</li> <li>2. Does it have a report which pulls out the attendance and in which format?</li> <li>3. Does the software have facility to send email of a particular report or sync facility with central server from where the report can be pulled?</li> </ol> <p>Does the software has dashboard?</p> <ol style="list-style-type: none"> <li>4. Would the bidder be required to pay for the use of this software in any form?</li> </ol>	<p>Any software provided by CHiPS/DSE. Training on installation and usage will be provided to Bidder by the Department.</p>
40	<p>1. SCOPE OF WORK</p> <p>Page 11</p>	<p>v. During the tenure of the contract, the bidder shall bear all the operational costs associated which may arise due to various problem</p>	<p>Please define the scope of the service that will come under bidders purview. This statement is open and no limits</p>	<p>To operate Biometric Tablet (Up &amp; Running), operational cost to be beared by Bidder only.</p>

41	<p>1. SCOPE OF WORK</p> <p>Page 11</p>	<p>The bidder will have to supply, install, maintain and provide training for hardware, software and peripherals and carry out necessary integration at offices located all across Chhattisgarh State.</p>	<p>Giving training at each of the schools will be a highly time consuming task. Can we please schedule the training classes in district head quarters and teachers and users can come and attend this. This can be limited to a 1 day trainings</p> <p>Also the handover of the tablets should be done at district head quaters to streamlinand sytematize the process. In this case getting confirmation from the user of receiving the tablet will be done on the spot making it mandatory for them to accept it</p> <p>Please specify these in the scope</p>	<p>As per RFP</p>
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42	<p>1. SCOPE OF WORK</p> <p>Page 9</p>	<p>e. The bidder will do the registration of students &amp; teachers on Tablets as per procedure provided by CHiPS/ DSE.</p>	<p>1. This would mean that we would have to create data from the data provided by the state in the software provided by CHiPS. This would need some software APIs from CHiPs to be given to us for uploading the data, would bidder be charged for that?</p> <p>2. How much time be given to us to upload the data?</p> <p>3. Would this data be linked to Aadhaar and would there be a integration with Aadhar system to verify the attendance?</p> <p>4. WOULD the fingerprint be used with Aadhar data?</p> <p>5. Would the bidder be responsible to record and store fingerprints of the users and students?</p> <p>Please specify this in the scope</p>	<p>Registration data will be provided by the Department. Application will have the provision of uploading registration data. If data not provided in bulk, one by one registration will be done at school level by School with assistance with bidder.</p>
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43	<p>1. SCOPE OF WORK</p> <p>Page 11</p>	<p>u. The Bidder shall provide a proof of the site-wise of hardware uptime on monthly basis in the form of report. Uptime will be calculated on the basis of attendance report of particular school monthly basis.</p>	<p>Report that we need to present to the state authority on the down time and uptime of tablets on a periodic basis, how much downtime is allowed out of a 100% as an acceptable margin?</p> <p>Any downtime due to physical damage of tablets, misuse of data packs,electricity unavailability for charging the tab, telecom network connectivity or downtime of CHIPs software and/or server cannot be the reponsibility of the bidder as these are not in control of bidder? The downtime in resolving an issue if arising due to natural calamity or due to non-social elements in the area cannot be counted as a downtime arising due to bidders delay. Also downtimes due to any greivances of teacher/staff/head with government cannot be counted as downtime due to bidders fault.</p>	<p>Bidder will be responsible only if the BiometricTablet is not working properly.</p>
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			<p>These downtimes cannot be counted in the downtime when calculating the downtime in each month for reporting purposes.</p> <p>Please add/change in the scope</p>	
44	<p>30. SPECIAL CONDITIONS OF BID</p> <p>11. PAYMENT TERMS</p> <p>Page 28</p>	<p>Remaining 30% payment will be made on quarterly basis after audit of invoices and deduction of penalty, if any applicable.</p>	<p>Since the maintainance require staff to paid on at least monthly basis, can this be money be paid to bidder every month beofre 5th provided bidder has submitted the bills by end of last month. Please change this in the Special condition. In case the payment is delayed there could mean the maintenance services may get affected</p>	<p>Payment Terms: Part 1: On Supply of Biometric Tablet will be 50% on delivery. On installation 20% and 30% on quarterly Basis for 5 Yrs. Part 2: FMS &amp; AMC: Cost of Manpower, AMC and Services needs to be claimed on quarterly Basis for 5 Yrs (Including Manpower).</p>

45	1. SCOPE OF WORK Page 9	d. The bidder also need to provide the SIM Card of any operator whose data services are available at respective places (Variety of Sim cards operators have no limits). For this sim cards, bills for the plan will be reimbursed as per the actuals basis after verification from Head master/principal of respective School. Data Plan approval will be done by CHiPS. Cost of Sim Cards to be borne by Bidder only.	SIM can be provided after doing a survey with telecom providers on how much connectivity they have in Chhattisgarh, however bidder cannot take the responsibility of connectivity as the telecom provider controls that. Please include/change this in the scope	As per RFP
46	1. SCOPE OF WORK Page 9	d. The bidder also need to provide the SIM Card of any operator whose data services are available at respective places (Variety of Sim cards operators have no limits). For this sim cards, bills for the plan will be reimbursed as per the actuals basis after verification from Head master/principal of respective School. Data Plan approval will be done by CHiPS. Cost of Sim Cards to be borne by Bidder only.	SIM card can be misused and to avoid that in case of a post paid connection, outgoing calls and SMS can be barred. For misuse of data recharged or allotted data pack, CHIPS can decide on a limit and only that limit will be given to each SIM. If the user uses all of it, it will not be the responsibility of the bidder to further recharge ot to it up in case of prepaid or post paid. Please add this in the conditions/scope	CHiPS will decide on Pre-paid/ Post-paid Connection and CHiPS will decide data plans for the SIM.
47	1. SCOPE OF WORK Page 11	Bidder shall take adequate insurance cover for the equipment provided at the site against theft, fire, damage etc., at its own cost for complete 5 years.	1. Accidental damage will not cover forceful damage due to non recognized vendor repairing the device. 2. Also insurance providers	As per RFP

do not pay in full as the time passes, in such a case where the device is completely non recoverable to working condition due to any of the reasons stated (theft, fire, damage) then after insurance claim is done the balance amount for the new tablet needs to be born by the government.

3. Insurance providers normally provide insurance for the 1st 3 years after the purchase. It would be on the descretion of the insurance provider to provide further insurance for next 2 more years.

4. The insurance cost is too high on each tablet for extended period of even 3 months and request that this be born by the department/state

5. In case insurance providers provide insurance for only 1 year after sales then any damae after 1 year will be born by government  
Please add this in the document.

48	<p>17. PENALTY</p> <p>Page 21</p>	<p>17.6 Free maintenance services shall be provided by the Bidder during the period of warranty for 5 years.</p>	<p>1. Normally in India as well as rest of the world, the companies provide 1 year warranty and at max for 2 year extended warranty. Not even big players in phone industry gives the warranty for 5 years. Kindly reconsider then and reduce it to 3 years</p> <p>2. Accidental damage can only be repaired under warranty if the damage is due to accidental drop, any attempt at repairing by non recognized party or user will not be covered</p> <p>3. In case the tablet has a physical damage then the bidder will try to rectify if first and then would have to replace it in case it is irreparable. However since such instances can be innumerable replacing at own cost will not be possible and charges to replace should be born by state/department</p> <p>Please add/change this in</p>	<p>As per RFP</p>
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			the terms and conditions	
49	1. SCOPE OF WORK  Page 11	Bidder shall take adequate insurance cover for the equipment provided at the site against theft, fire, damage etc., at its own cost for complete 5 years.	Claiming the insurance would be the responsibility of the user/state and cannot be handled by the bidder as tge device would be in the name of the state. Please confirm this	As per RFP
50		Tender is Lease rent model or sale rent model		Bidder need to maintain Biometric tablet for complete 5 years at the quoted cost after this CHiPS may ask or may not ask the successful bidder to extend the contract for further 2 years with Cost.
51		Sim bill generate centralise or school wise.		Bill of data will be processed on Quartely basis as per the contract with Data provider with CHiPS.
52		Insurance party is not clear		Bidder need to do the insurance at own cost (Bid Cost).
53		Tablet is 4G support ?? Or 3G also ok??		Biometric Tablet should support 4G. If 4G not available at school/ Site location should support 3G/2G. Switching from one network (4G to 3G, 2G and vice a versa) to another should be automatic (Tablet function).
54		School list		School list will be shared on request.

55	<p>Request for the below amendments to your tender to make it Neutral to all Operating systems and also ensure the Students get a better product with Solutions.</p> <p>1) In reference to the tender where in its been noticed that the 7" tabs are solely on Android, denying OEM's on windows platform to be part of the tender. Considering WINDOWS option for TAB along with Android, will give all vendors equal opportunity to quote for the Tablet on Windows O/s &amp; Bio metrics devices.</p> <p>This will help the Govt. to get better price points and higher options and choices on stable platform.</p> <p>As per the attached public document of May 2014, MICROSOFT has announced that all the OEM/ODM can preload Windows operating system at zero OEM Royalty cost, for screen sizes of below 9 inches.</p> <p>Considering the above points we request to extend the option of operating to windows as well for tabs and Bio metric devices.</p> <p>2) The 16 GB internal flash memory</p>		As per RFP
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		<p>space on the biometric device is too less to accommodate the content for students and also store some student records . Hence request you to consider a minimum of 32 GB Internal memory.</p> <p>3) We are also keen to support in porting the apps on to windows platform .</p>		
56	17.1 Delivery & installation	Within 90 working days from the date of confirmed purchase order.	We request department that as the size of business is very large and we need to organize devices and manpower in across Chattisgarh so we request you to extend the 90 working days by 180 working days. This will help bidder to organize and streamline the project systematically and error free.	As per RFP
57	11. PAYMENT TERMS	50% payment after successful inspection and delivery of the ordered goods. The inspection will be done as decided by CHiPS/ DSE.	With reference to Annexure III we are assuming that 50% payment will be consider on "X" which includes H/w and Service cost both. We request department to clarify the same.	Payment Terms: Part 1: On Supply of Hardware will be 50%. On installation 20% and 30% on quarterly Basis for 5 Yrs. Part 2: AMC & Services (FMS): Cost needs to be claimed on quarterly Basis for 5 Yrs (Including Manpower).

58	11. PAYMENT TERMS	50% payment after successful inspection and delivery of the ordered goods. The inspection will be done as decided by CHiPS/ DSE.	We request department that department should informed intimate in advance for inspection. Department should appoint independent any 3rd party for such inspection to be conducted.	Department will inform in Advance before inspection to be done.
59		General	We would like to take the clarification from the department that due some administrative reason if bidder will not able to cover few school implementation then department should not hold the payment of bidder to be release.	As per RFP
60	Biometric Devices specifications	Database capacity (templates or fingers)	Security : On-board template extraction and encryption/digital signature of fingerprint template.	Fingerprint reader should have provision for image and template encryption.
61		General	Device should STQC certified and also comply to UIDAI Registered device specification Level-1.	Device should STQC certified and also comply to UIDAI Registered device specification Level-1.



62	1.1 FACILITY MANAGEMENT SERVICES	Bidder should maintain manpower ratio of atleast 1 manpower against 10 number of schools.	We request department to clarify that Is this asked manpower is required for full time job. The commercial format is asking for AMC for 5 years but not mentioned anything for dedicated manpower costing for 5 years. Please confirm.	Cost of manpower need to put on sr. no. 2 with AMC and Services.
63	General		We request department to clarify who will develop the application for attendance. Is this application will be web based or native application. Kindly clarify the scope of application development.	Application will be developed by other system integrator. It can be Offline and Online both.
64	General		We are assuming that bidder will develop the middle ware which will be hosted at department server on which all data will be send from respective school location. Finally consolidate data will send in desired format to department. Please clarify.	No need to Develop middle ware by Bidder.

65	General		We request department to clarify does real time transaction will be updated at central location or attendance information can be send in batch file after attendance activity.	Transaction can be updated in central server on real time or can be stored in local device and will sync later.
66	General		Does attendance activity will be perform two time for morning in and after out for student, teach and admin staff. Please clarify.	Attendance activity will be decided by Department.
67	General		We strongly recommedn that department should follow UIDAI registered device specification level-0/1 which is mandatory by UIDAI	Device should STQC certified and also comply to UIDAI Registered device specification Level-1.

68	Page 35	Biometric Device Specification	<p>We strongly recommend following specification to be added in biometric specification for more security and stable product :-</p> <ol style="list-style-type: none"> <li>1. Biometric Sensor :Integrated Technology: Optical STQC Certified FBI PIV Certified IP 54 Sensing Window Embedded security functions Must support X9.84 digitally signed template Image and Template format should be ISO 19794-4 &amp; 2 respectively.</li> <li>2. Security : On-board template extraction and encryption/digital signature of fingerprint template.</li> </ol>	Level 1 Compliance: Device security implementation should level 1 compliance, so the signing of biometric can be implemented within the trust zone (firmware) where other OS processes or users do not have any mechanism to obtain the private key.Fingerprint reader should have provision for image and template encryption.
69	Page 7 ELIGIBILITY CRITERIA	The Prime Bidder and the Consortium (Only one Consortium is allowed) should be a legal entity registered in India, should have an average Annual turnover of not less than Rs. 500 (Five Hundred) Crores from System Integration & Facility Management Services for the last three financial years (as of 31-03-2016).	We request dept to add ICT and similar projects along with SI and FMS services. This will help dept to have more bidders to participate this big tender.	As per RFP