

## Corrigendum Document & Pre Bid Response



For

Supply, commissioning, installation and maintenance of Hardware and services for National Digital System (COSMOS) for Schools of Chhattisgarh.



**Chhattisgarh infotech Promotion Society  
(CHIPS)**

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Tender Reference Number: 41/CEO/CHPS/NIT/COSMOS/2017 Raipur  
Dated 15/06/2017

Project Name: Supply, commissioning, installation and maintenance of Hardware and services for National Digital System (COSMOS) for Schools of Chhattisgarh.

Corrigendum Reference Number: Corrigendum 01/ CEO/CHPS/NIT/COSMOS/2017  
Dated 30<sup>th</sup> June, 2017

Last date and time for submission of bids: 07<sup>th</sup> July 2017 upto 03:00 PM

Physical Submission of EMD/DD: 07<sup>th</sup> July 2017 upto 5:00 PM

Date of Technical Bid Opening: 08<sup>th</sup> July 2017 at 12:30 PM

**Addenda:-**

1. No advance payment will be made by CHiPS against placing the order to the bidder.
2. Biometric (Finger print device) should be seamlessly integrated into the PCB of the Tablet.

**Tender No. 41/CEO/CHiPS/NIT/COSMOS/2017 Raipur Dated 15/06/2017 Subject: Pre- Bid Queries**

<b>S. No</b>	<b>Tender Document Reference(s) (Section &amp; Page Number())</b>	<b>Content of TENDER requiring clarification(s)</b>	<b>Points of clarifications</b>	<b>CHiPS Response</b>
1	Page No 36, Reference 2. Biometric Device Specification	Database capacity (users) Minimum 500 extendable to 3000	This is not as per the UIDAI Specs, UIDAI has clearly warned on storing image or template in devices	Not required
2	Page No 36, Reference 2. Biometric Device Specification	Database capacity (templates or fingers) Minimum 1000 extendable to 6000	This is not as per the UIDAI Specs, UIDAI has clearly warned on storing image or template in devices	Not required
3	Page No 36, Reference 2. Biometric Device Specification	Match-on-Device capability (1:N) Minimum 1:500, extendable to 1:3000	This is not as per the UIDAI Specs, UIDAI has clearly warned on storing image or template in devices	Not required

4	Page No 36, Reference 2. Biometric Device Specification	Matching speed Maximum 1s in 1:500 mode	Since UIDAI does not permit storing of either image or template, also matching is not done in the device, it is only done by UID server, as per UIDAI, thus question of matching speed does not arise	Not required
5	Page No 36, Reference 2. Biometric Device Specification	Others - 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. Device must meet Aadhar based authentication specification given in UIDAI portal.	Currently there is no device with L1 certification. Only L0 Certified devices are there. In L0 device, the signing is also in the device, (native code) where other OS or Processes or users cannot obtain the private key. L0 device meets the Aadhaar based Auth specs as defined in the UIDAI portal.	Level 1 Device should be provided at the time of bidding. Payment will be released only after submission of valid STQC certificate for UIDAI L-1. Bidder should submit self-declaration along with Compliance Certificate STQC applied application (application copy of STQC certificate of OEM for UIDAI L-1 certification).
6	Page 9, Eligibility (2)	The <b>Prime Bidder and the Consortium</b> (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 <b>System Integration &amp; Facility Management Services</b> for the last three financial years (as of 31-03-2016).	1) We request the minimum annual turnover of Rs. 500 Crores should be from <b>IT Services</b> , and our financials do not show any separate bifurcation for <b>System Integration &amp; Facility Management Services</b> . 2) In case of a consortium bid, we understand that both the consortium partners together are required to meet the turnover criteria. Kindly confirm.	As per RFP

7	Page 10, Eligibility (8)	The bidder should have a local office in the state. However, if the local presence is not there in the state, the selected bidder should give an undertaking for arranging for the same within one month of award of the contract.	In case of a consortium bid, we understand that either of the Consortium Partners should have a local office in the state. Kindly confirm.	Prime bidder should have a local office in the state. However, if the local presence is not there in the state, the selected bidder should give an undertaking for arranging for the same within one month of award of the contract.
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Page 62, Annexure XIII

ANNEXURE-XIII: COMMITMENT LETTER FOR SUPPORT FROM ORIGINAL EQUIPMENT MANUFACTURER (OEM).

1) In reference to Annexure XIII  
*a) The duration of the service support will be for a period of minimum Three years (Three year warranty + 2 year paid service support) from the date of supply of equipment.*

**HP Query:** Kindly clarify if the minimum service support is 3 years or 5 years? Kindly clarify with more details on the 2 year paid service support requirement.

2) In reference to Annexure XIII  
*d) After expiry of warranty, the bidder will provide service support through their service centres in every district.*

**HP Query:** We request to remove the requirement of vendor to provide support after expiry of warranty period. As required in RFP, bidder will be factoring warranty support and service centers in each district for only 3 years. Kindly confirm.

1) Minimum Service support is for 3 years. If department requires bidders support for another 2 year, than bidder need to provide support on paid basis (Mutual agreement).  
2) Support after 3 years will be on mutual agreement basis.

9	Page 26, Clause 2	Packaging, and Packing List as per details in Page 26, Clause 2 (Special Conditions of Bid).	<p>We request that the Packing should be as per standard OEM packing, as per industry standards. Any changes to the OEM packing will require opening/repacking of the original packing for all the equipments, which will increase cost and timelines of the project.</p> <p>Any additional requirements like service center details, toll free telephone numbers, brochures, additional stickers etc., can be discussed mutually and provided separately.</p>	<p>We request that the Packing should be as per standard OEM packing, as per industry standards. Once delivered in the respective locations, bidder should stick stickers in every Biometric Tablet with details like Service Centre details, Toll free Number, School details and same will be maintained in Soft format.</p>
10	Page 11, Clause 1 (b)	The bidder will be required to deliver and install the Tablets at respective location of 48758 schools and 2703 CAC's (Total 51461) all across the Govt. School in the state of Chhattisgarh. The List of the locations will be provided by CHiPS/ Department of School Education (DSE) to the interested bidders.	We understand the delivery of the Tablets will be 1 unit in each school. Kindly confirm.	1 Unit in each school.

11	Page 12, Clause 1 (e )	<p>1) The bidder also need to provide the SIM Card of any operator whose data services is available at respective places (Variety of Sim cards operators can be possible as per availability of network). For this sim cards, fixed data plan of minimum 2 GB/month for 48758 schools and for 2703 CAC's fixed data plan of minimum 4 GB/month needs to be provided by the bidder. Payment for the monthly plan and Cost of Sim Cards to be borne by Bidder only.</p>	<p>Kindly clarify the period for which monthly data plan is to be provided by the vendor.</p>	<p>2GB data per Biometric Tablet per month for Schools and 4GB data per Biometric Tablet per month for CAC's for 3 years.</p>
12	<p>Page 12, Clause 1 (r ) Page 13, Clause 1 (w)</p>	<p>1) The bidder also need to <b>provide support in installation of Software provided by CHiPS/ DSE</b> for Schools and providing <b>training to all coordinators</b> to upkeep the system with this software. First cut training for installation of software will be given by CHiPS/ DSE and further <b>Bidder will take the responsibility to install and maintain the same.</b></p> <p>2) The bidder will have to supply, install, maintain and <b>provide training</b> for hardware, software and peripherals at offices located all across Chhattisgarh State.</p>	<p>Please provide the list/details of the Software which will be provided by CHiPS/ DSE, for which Vendor will be required to give installation support and training.</p> <p>2) We understand the Training will include only basic operational training given at the time of installation. Kindly confirm.</p>	<p>Any Software provided by CHiPS/ DSC. Training included basic operational training.</p>



13	Page 21, 4 (c ) (ii) (d)	d. In a tender where all the tenders are from within the State of Chhattisgarh, or where all the tenders are from outside the State of Chhattisgarh, the sales tax shall be included for the evaluation of the price; and	1) Kindly give more clarity on the below terms in RFP: "In a tender where all the tenders are from within the State of Chhattisgarh, or where all the tenders are from outside the State of Chhattisgarh, the sales tax shall be included for the evaluation of the price; and"	Any upward/downward revision of taxes shall be applicable at the time of invoicing. However, to arrive at the bid value of the respective bidder, bidder has to quote the charges inclusive of all taxes mentioning the prevailing tax rates (Current tax rates).
14	Page 21, 4 (c ) (iii)	The lowest cost as per the above evaluation will be declared as L1. CHiPS will not be responsible for any erroneous calculation of tax rates or any subsequent changes in rates or structure of applicable taxes. All differences arising out as above shall be fully borne by the Successful Bidder. Price shall be inclusive of all freight, forwarding, transit insurance and installation charges.	We request below amendment. As mentioned elsewhere in RFP, the taxes will be ass applicable at the time of invoicing. Any increase/decrease will be borne by Customer. <i>The lowest cost as per the above evaluation will be declared as L1. CHiPS will not be responsible for any erroneous calculation of tax rates <del>or any subsequent changes in rates or structure of applicable taxes</del>. All differences arising out as above shall be fully borne by the Successful Bidder. Price shall be inclusive of all freight, forwarding, transit insurance and installation charges.</i>	The lowest cost as per the above evaluation will be declared as L1. CHiPS will not be responsible for any erroneous calculation of tax rates. All differences arising out as above shall be fully borne by the Successful Bidder. Price shall be inclusive of all freight, forwarding, transit insurance and installation charges.

15	Page 12, Clause 1 (j)	<p>- Response Time (In Minutes) - 120 minutes  - Resolution Time Excluding Response Time (In Hour) - 48 hours</p>	<p>We understand the resolution time of 48 hours will exclude holidays. Kindly confirm.</p>	<p>Resolution time of 48 hours will exclude Government holidays and Collector Declared holidays in respective locations.</p>
16	Page 13, Clause 1 (s )	<p>Maintenance and upkeep of all equipment's provided by the bidder and Software provided by CHiPS/ DSE shall be the responsibility of the bidder only.</p>	<p>Please provide the list/details of the Software which will be provided by CHiPS/ DSE, for which Vendor will be required to give maintenance support.</p>	<p>Any Software provided by CHiPS/ DSC. Training included basic operational training.</p>
17	Page 29, Clause 7	<p>a) The Successful Bidder should provide comprehensive maintenance of the all Hardware's, which shall include corrective maintenance <b><u>at the service centres.</u></b>  b) The maintenance shall <b><i>include replacement of all parts.</i></b> If the any Hardware is down, the same should be repaired/ restored/ replaced within 48 Hours.  a) The Purchaser reserves right to terminate the contract in the event of unsatisfactory maintenance and claim damages and Costs for non-fulfillment of contract.</p>	<p>1) Kindly clarify if the warranty is carry-in (maintenance at the service centers) as mentioned in the Special Conditions OR onsite as mentioned elsewhere in RFP.  2) We request below amendment to point 7.b  he maintenance shall include <b><u>repair or replacement of all parts.</u></b> If the any Hardware is down, the same should be repaired/ restored/ replaced within 48 Hours, <b><u>excluding holidays.</u></b></p>	<p>1) The comprehensive maintenance at carry-in (maintenance at the service centers)      2) Repair or replacement of all parts. If the any Hardware is down, the same should be repaired/ restored/ replaced within 48 Hours, excluding Government holidays and Collector Declared holidays in respective locations.</p>

Page 29, Clause 8

- a. AMC for all existing equipment and software
- b. Operations and Maintenance activities at all the project locations
- c. Deployment of Facility Management Services (FMS) personnel for support day to day operation. At least 2 each block, 1 each district and 1 for State.
- d. Deployment of Help Desk Support unit office in Raipur with at least 3 Operator.

We request below amend as AMC and Operations are not in bidders scope:

- a. ~~Warranty maintenance support AMC~~ for all existing equipment and software
- b. ~~Operations and~~ Maintenance activities at all the project locations
- c. Deployment of Facility Management Services (FMS) personnel for support day to day operation. At least 2 each block, 1 each district and 1 for State.
- d. Deployment of Help Desk Support unit office in Raipur with at least 3 Operator.

- a. AMC for all equipments and software provided by successful bidder.
- b. Operations and Maintenance activities at all the project locations.
- c. Deployment of Facility Management Services (FMS) personnel for support day to day operation. At least 2 each block, 1 each district and 1 for State.
- d. Deployment of Help Desk Support unit office in Raipur with at least 3 Operator.

Page 13-14, Clause 1.1

The successful bidder shall deploy manpower to facilitate and maintain tablets.  
The staff deployed by successful bidder shall be trained and well versed on Biometric Tablets & other peripherals. The manpower shall work with the OEM vendors and service providers for proper operations of the project. Bidder should maintain manpower at least 2 for each block, 1 for each District and 1 for State level reporting. Minimum qualification for manpower would be any graduate with good Computer, Networking and communication skills who can manage Biometric Tablet and all peripherals at sites, install software provided by CHIPS/ DSE, training to school staff. List of all Manpower to be submitted **within 40 working days from the date of confirmed purchase order.** The staff deployed at State/ District/ Block shall be responsible for **monitoring and maintenance of all peripherals** which would also include **facilitating rectification of faults** and working with various departments, CHIPS officials etc.

- 1) We request to amend the period for providing of resources to 90 days.
- 2) We understand the resources will be based out of vendors premises, and not any school premises. Kindly confirm.

- 1) List of all Manpower to be submitted within 60 days from the date of confirmed purchase order.
- 2) The resources will be based out of vendors premises and stationed at block/District/State level as per respective locations.

20	Page 28, Clause 3 (g)	<p>The Successful Bidder shall undertake to supply spares free of cost for the maintenance of the offered items for a <b>period of one year</b>. At least 5% of critical hot spares should be maintained till the completion of the warranty period. The Successful Bidder should keep the 5% spares available for sale at least for a period of two years after the completion of the warranty period.</p>	<p>We understand the Spares for maintenance will be free of cost for the 3 years warranty period, and not 1 year as mentioned in Page 28, Clause 3(g). Kindly confirm.</p>	<p>Successful bidder should provide Spares for maintenance for free of cost for the 3 years warranty period from the date of Delivery of devices.</p>
21	Page 23, Clause 17	<p>17.2 If the bidder fails to deliver and install the requisite hardware and software within given delivery schedule (time line), then a sum equivalent to one percent (1 %) of the total contract value for undelivered portion shall be deducted from the payment for each calendar week of delay or part thereof. 17.3 Delay in excess of 10 weeks will be sufficient to cause for termination of the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.</p>	<p>We request below amendment: 17.2 If the bidder fails to deliver and install the requisite hardware and software within given delivery schedule (time line), then a sum equivalent to one percent (1 %) of the total contract value for undelivered portion shall be deducted from the payment for each calendar week of delay or part thereof, <u>to a maximum of 10%</u>.</p>	<p>As per RFP</p>

22	Page 23, Clause 17.4	In case, the selected bidder <b>does not supply the ordered items for any reason</b> , the bidder will be liable to pay the difference amount to the purchaser, over and above the performance guarantee, which indenter department has to pay to the next or other selected bidder for purpose of the said items.	We request the liability of the vendor in such a case, to be limited to a maximum of 10% of the contract price of the unexecuted goods and services.	As per RFP
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<p>23</p>	<p>Page 23-24, Clause 17</p>	<p>17.8 During warranty period, if the complaint is not resolved within Severity levels defined, the penalty of Rs. 100 per day will be levied. However, if the complaints not resolved within 7 days then from 8th day to 14th day, penalty would be levied @ Rs. 150 per day and from 15th day onwards penalty @ Rs. 200 per day of the above rates would be levied. The amount of penalty will be recovered from the Performance bank guarantee or quarterly payment during warranty period.</p> <p>17.9 In case a Biometric Tablet is not usable beyond the stipulated maximum down due to hardware failure the bidder will be required to arrange for an immediate replacement of the same till it is repaired. Failure to arrange for the immediate repair/replacement will be liable for penalty of Rs. 200 per day. The amount of penalty will be recovered from the Performance Bank guarantee or quarterly payment.</p> <p>Note: The penalty will be calculated on quarterly basis.</p>	<p>We request to specify a maximum cap on the penalty applicable during warranty period. We propose the aggregate penalty applicable during warranty period to be capped at 5% of total contract value.</p>	<p>As per RFP</p>
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24	Page 17, Clause 2.7	<p>1) Rs. 5,00,00,000/- (Five Crore only). EMD may be submitted in the form of Bank Guarantee (BG) as per format mentioned in the RFP on stamp paper of value required under law duly signed by authorized representative of Bank:  2) ANNEXURE VII – BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT</p>	<p>We understand the validity of the EMD Bank Guarantee will be for 180 days (bid validity period). Kindly confirm.</p>	<p>Validity of the EMD will be for 180 days (bid validity period).</p>
25	Page 29, Clause 11	<p>45% payment after successful inspection, delivery of the ordered goods (Biometric Tablet). The inspection will be done as decided by CHiPS/ DSE. 10% payment on installation of the ordered goods/ Softwares/ Applications/ Registration provided by CHiPS (Biometric Tablet). Remaining 45% payment will be made on quarterly basis after audit of invoices and deduction of penalty, if any applicable.</p>	<p>We request to amend the payment milestones to 90% on delivery and 10% on installation. Bidder will be providing a 10% performance bank guarantee to ensure performance during warranty period.</p>	<p>Payment Terms: Part 1: On Supply of Hardware will be 70%. On installation 15% and 5% on yearly Basis for 3 Yrs. Part 2: FMS: Cost of Manpower and Services needs to be claimed on quarterly Basis for 3 Yrs. Note: Total Biometric Tablet cost cannot be more than 50% of the Total Bid cost.</p>



26	Page 13, Clause 1(t) Page 28, Clause 4	<p>1) Bidder shall take adequate <b>insurance cover for the equipment provided at the site against theft, fire, damage etc., at its own cost for complete 3 years.</b></p> <p>2) The delivery and Installation of goods to the destination is the responsibility of the Successful Bidder only. The goods supplied under the work order should be covered for comprehensive Insurance by the Successful Bidder <b>till delivery, Installation and acceptance by the authorized person.</b> Successful Bidder should manage and maintain all peripherals till the 3 years.</p>	<p>We understand the bidder will be responsible for insurance coverage till delivery, Installation and acceptance as mentioned in the Special Conditions, and not for 3 years. Kindly confirm.</p>	<p>Bidder will be responsible for insurance coverage till delivery, Installation and acceptance of respective locations (School).</p>
27	Page 12, Clause 1 (g)	<p>The supply and payment will be based on the Purchase Order(s) issued from time to time.</p>	<p>Kindly clarify of the purchase order will be placed in a single lot, or in phases. We understand the ordering of the complete quantity will be done within the bid validity period of 180 days. Kindly confirm.</p>	<p>Purchase order can be placed in a single lot, or in phases. Ordering of the complete quantity will be done within the bid validity period of 180 days as per the requirement of the Department.</p>

28	Page 13, Note Page 39, Annexure III	1) The quantity mentioned above is indicative. It may get change depending on the requirement of the indenting department. The no. of centers/schools is indicative. It may get change depend upon the purchaser's requirement. 2) CHiPS reserve the right to increase/decrease/amend the no. sites at the time of the Agreement or during the Contract Period.	We request to limit the maximum variation in quantity to +/- 10% of the quantities specified in the RFP.	As per RFP
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29	Page 48, Annexure X	<p>ANNEXURE X: PRE-CONTRACT INTEGRITY PACT (To be provided in original as part of Techno-Commercial Proposal (Envelope – B))</p> <p>8. FALL CLAUSE</p> <p>8.1. The BIDDER undertakes that he has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Department of the Government of Chhattisgarh or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Department of the Government of Chhattisgarh or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the TENDERING AUTHORITY, if the contract has already been concluded.</p>	<p>The integrity pact also includes a ‘Fall Clause’ as mentioned in Clause 7 (Page 6). The Central Vigilance Commission had vide its Circular No: 015/VGL/012-276469 dated 2nd April 2015 mandated adoption of Integrity Pact by Public Sector Banks Insurance Companies and Financial Institutions. We understand that the Commission has now revised the format of Integrity Pact for use by Government and Public Sector organizations with certain changes including omission of the Fall Clause. The revised integrity pact has replaced the original one in CVC’s portal <a href="http://cvc.nic.in/proc_works.htm">http://cvc.nic.in/proc_works.htm</a> and we understand a number of Government and public sector customers are now using the revised format of the pact mandated by the Central Vigilance Commission. We request you to replace the Integrity Pact in RFP, with the new Integrity Pact format, so that we can sign the same and submit with our bid.</p>	As per RFP
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30	Page 46, Annexure VIII	I / We..... hereby confirm that our firm has not been banned or blacklisted by any government organization/Financial institution/Court /Public sector Unit /Central Government.	We request below amendment in the declaration, in lie with Eligibility Criteria (Page 10, Point 7 of RFP) I / We..... hereby confirm that our firm has not been banned or blacklisted by any government organization/Financial institution/Court /Public sector Unit /Central Government <u>in the past three years.</u>	I / We..... hereby confirm that our firm has not been banned or blacklisted by any government organization/Financial institution/Court /Public sector Unit /Central Government in the past three years.
31	NA	Limitation of Liability New Clause proposed	We request for the inclusion of the following clause in the RFP: "Service Provider's liability to customer under this Contract is limited to the value of the Contract. Service Provider will not be liable for lost revenues or profits, downtime costs, loss or damage to data or indirect, special or consequential costs or damages".	As per RFP
32		Vendor or OEM should not be black listed by any Central or State govt.		as per RFP

33		Warranty support should be from OEM directly		Warranty support will be taken from Successful bidder only. Bidder should have back to back agreement for support services with OEM for 3 years. MAF to be shared by OEM to the bidder for legal binding for service agreement.
34	Eligibility Criteria - Clause 2/ Page 9	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).	Since the scope of work involves supply of 51461 tablets, therefore please clarify that if the OEM of tablets bid directly then the average annual turnover from smart devices is acceptable. Please note that state will save huge amount of money if manufacturer bids directly else third party would add their margin to the tune of 12-20%. Since it is a very large requirement therefore you are requested to consider only Indian manufacturers that shall also comply with Make in India concept of the Prime Minister.	as per RFP

35	Eligibility Criteria - Clause 4/ Page 9	<p>The Prime Bidder must have a proven track record of successfully implementing at least any one of the following project for Supply of IT Hardware equipment's &amp; providing Operation and Maintenance Services:</p> <p>1. 1 Project of worth of Rupees 80 crores Or 2. 2 Projects worth of Rupees 60 crores each Or 3. 3 Projects worth of Rupees 40 crores each for Central Government / any of the State/UT governments / PSU/ Private in India in last five years (i.e. 2011-2012, to 31/12/2016).</p>	<p>Since the project entails only supply of tablets and installation of application, therefore if the OEM of the tablet bids directly then certain capacity norm like capacity to produce x thousand devices per annum be considered alternatively you may consider quantity supply of smart devices to the tune of 80% in single order (80% of 51461 =41169) or 50% in two orders each (50% of 51461 = 25731) or 40% in three orders each (40% of 51461 = 20585) be considered.</p>	As per RFP
36	Eligibility Criteria - Clause 5/ Page 9	<p>The Prime bidder should have a minimum strength of 100 IT professionals with the company.</p>	<p>Please note that the same be modified to be 100 technical resources on rolls if the OEM of tablets bid directly.</p>	<p>The Prime bidder should have a minimum strength of 100 IT professionals/technical resources with the company. IT professionals/technical resources means any personal who did graduation in BE/Btech/MCA/BCA</p>

Scope of Work/  
Clause j/ Page 12

Bidder will provide 3 year standard onsite warranty support from date of final delivery and acceptance by respective schools or end user. Bidder should arrange to repair / replace the defective device as per below Response and Resolution times of placing a call. At least 5% of critical hot spares should be maintained till the completion of the warranty period and operate their services.

Please note that standard warranty that is provided by majority of the OEMs is one year, therefore you are requested to consider the same. You can either take AMC rates for two years now or you may call for fresh tender for AMC if required post expiry of warranty of one year. This will give following advantage to state i.e. if state takes 3 years warranty now then they will have to pay 10-15% extra i.e. the AMC (Annual Maintenance Charges) charge which the bidder will budget in its commercials so rather than paying that money today and risking on a supplier it is better to pay it on using the services i.e. pay AMC charges on quarterly basis. This will also give ease of cash flow to the state.

1) The comprehensive maintenance at carry-in (maintenance at the service centers) 2) Repair or replacement of all parts. If the any Hardware is down, the same should be repaired/ restored/ replaced within 48 Hours, excluding Government holidays and Collector Declared holidays in respective locations.

38	Scope of Work/ Clause k/ Page 12	Sample Testing will be done by CHiPS/ DSE or CHiPS nominated agency as per testing procedure mentioned in this RFP.	Please clarify that bidders whose sample in testing are found to be ok shall qualify for financial bid opening.	Bidders whose sample in testing are found to be ok shall qualify for financial bid opening. Bidder should provide Two sample Biometric tablet with SDK for testing free of cost as per the configuration quoted in the bid to CHiPS at the time of bid submission.
39	5. GENERAL TERMS AND CONDITIONS OF THE BID - Clause 17.2/ Page 23	If the bidder fails to deliver and install the requisite hardware and software within given delivery schedule (time line), then a sum equivalent to one percent (1 %) of the total contract value for undelivered portion shall be deducted from the payment for each calendar week of delay or part thereof.	You are requested to consider 0.5% penalty per week for undelivered goods instead of 1% as 0.5% is the norm.	As per RFP
40	5. GENERAL TERMS AND CONDITIONS OF THE BID - Clause 18/ Page 24	PROFORMA OF BANK GUARANTEE (PBG): The Selected Bidder at his own expense shall deposit 10% of the contract value as a PBG to CHiPS Raipur, before releasing the Work Order. The PBG will be released after the Three years three months (3 years & 3 months) of the work order subjected to successful completion of scope of work mentioned in the RFP.	Please note that DGS&D takes Performance Bank Guarantee of only 2%. Kindly consider the same as the contract is of large value and 10% PBG would add to interest cost of the capital blocked that means higher product cost.	As per RFP



41	5. GENERAL TERMS AND CONDITIONS OF THE BID - Clause 19/ Page 24	LIQUIDATED DAMAGES: If the supplier fails to deliver any or all the goods or perform the services within the time period specified in the contract, CHiPS shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, (Not by way of penalty) 2% per week of the value of undelivered items maximum of 5% and the penalty shall be deducted from final amount paid by CHiPS, CHiPS reserves the right to cancel the order in case the bidder will not deliver the equipment beyond 10 weeks after the delivery period.	You are requested to consider 0.5% penalty per week for undelivered goods instead of 1% as 0.5% is the norm.	As per RFP
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<p>42</p>	<p>5. GENERAL TERMS AND CONDITIONS OF THE BID - Clause 29/ Page 26</p>	<p>WARRANTY: The Product quoted should be covered for Three year comprehensive onsite warranty from date of final delivery/services and acceptance by CHiPS / CHiPS nominated testing agency.</p>	<p>Please note that standard warranty that is provided by majority of the OEMs is one year, therefore you are requested to consider the same. You can either take AMC rates for two years now or you may call for fresh tender for AMC if required post expiry of warranty of one year. This will give following advantage to state i.e. if state takes 3 years warranty now then they will have to pay 10-15% extra i.e. the AMC (Annual Maintenance Charges) charge which the bidder will budget in its commercials so rather than paying that money today and risking on a supplier it is better to pay it on using the services i.e. pay AMC charges on quarterly basis. This will also give ease of cash flow to the state.</p>	<p>WARRANTY: The Product quoted should be covered for Three year comprehensive Carry-in (Maintenance at the service centers) warranty from date of final delivery/services and acceptance by CHiPS / CHiPS nominated testing agency.</p>
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Clause 11/ Page 29

**PAYMENT TERMS**

- a) All payments will be made in INR only.
- b) No advance will be paid or no letter of credit will be issued.
- c) 45% payment after successful inspection, delivery of the ordered goods (Biometric Tablet). The inspection will be done as decided by CHiPS/ DSE.
- d) 10% payment on installation of the ordered goods/ Softwares/ Applications/ Registration provided by CHiPS (Biometric Tablet).
- e) Remaining 45% payment will be made on quarterly basis after audit of invoices and deduction of penalty, if any applicable.
- f) Any upward/downward revision of taxes shall be applicable at the time of invoicing. However, to arrive at the bid value of the respective bidder, bidder has to quote the charges inclusive of all taxes mentioning the prevailing tax rates.
- g) The Duties and Taxes as applicable at the time of supply within the Delivery Schedule specified in the Tender will be paid. In case, the Duties and/or Taxes have been reduced retrospectively, the successful bidder is liable to return the

You are requested to consider the following payment terms: a. 20% advance against bank guarantee b. 70% against delivery c.) balance 10% against installation. This will help in not adding any cost on product cost towards cost of capital blocked. The performance bank guarantee anyway protects the business interest of the state.

Payment Terms: Part 1: On Supply of Hardware will be 70%. On installation 15% and 5% on yearly Basis for 3 Yrs. Part 2: FMS: Cost of Manpower and Services needs to be claimed on quarterly Basis for 3 Yrs. Note: Total Biometric Tablet cost cannot be more than 50% of the Total Bid cost.

		<p>same.</p> <p>h) The Successful Bidder will have full and exclusive liability for payment of all Duties, Taxes and other statutory payments payable under any or all of the Statutes/Laws/Acts etc. now or hereafter imposed.</p> <p>i) Payment shall be made within 30 days of the submission of invoices.</p> <p>j) The payment will be subject to fulfilment of warranty obligations.</p>		
44	Annexure II - Tablet Specifications	Network 3G or Above	You are requested to consider 4G VoLTE network as 3G is near obsolescence.	As per RFP
45	Annexure IV TENTATIVE DELIVERY SCHEDULE/ Page 40	<p>For L1 Bidder: -</p> <p>a. Date of Issuance of PO : T0</p> <p>b. 25% Delivery and Installation of Hardware's : T0 + 3 Months</p> <p>c. Rest 75% Delivery and Installation of Hardware's : To + 4 Months</p>	Since the quantity is very large therefore you are requested to kindly consider delivery time of 6 months.	As per RFP
46		List of locations	Please could you share the list of locations where the tablest need to be installed for us to understand the operational challenge as well as service challenge post installation	Location will be shared on request of the bidder. Bidder need to mail to CEO CHiPS requesting List of locations and CHiPS will share the details asap.

47	Page 9, ELIGIBILITY CRITERIA, S.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 Rs. 500 (Five Hundred) Crores from System Integration & Facility Management Services for the last three financial years (as of 31-03-2016).	Request to ammend the clause of : 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. 200 (Two Hundred) Crores from System Integration & Facility Management Services for the last three financial years (as of 31-03-2016).	As per RFP
48	Page 9, ELIGIBILITY CRITERIA, S.No.11	The bidder should furnish, as part of its proposal, an Earnest Money Deposit (EMD) of the Rs. 5,00,00,000/- (Rs. Five Crore only) The EMD should be in the form of Bank Guarantee (As per format prescribed in this RFP) issued by a Nationalized / Scheduled Bank.	The bidder should furnish, as part of its proposal, an Earnest Money Deposit (EMD) of the Rs. 1,00,00,000/- (Rs. One Crore only) The EMD should be in the form of Bank Guarantee (As per format prescribed in this RFP) issued by a Nationalized / Scheduled Bank.	As per RFP
49	Page 9, ELIGIBILITY CRITERIA, S.No.12	Bidder and respected OEM's should have possessed the ISO 9001:2008 or above certification for the manufacturing process.	ISO 9001:2008 or above certification for the manufacturing proces is applicable for OEMs Only. Request to amend the clause as: OEM of the Tablet shhould have ISO 9001:2008 or above certification for the manufacturing process.	OEM of the Tablet should have ISO 9001:2008 or above certification for the manufacturing process.

50	Page No 36, Reference 2. Biometric Device Specification	Database capacity (users) Minimum 500 extendable to 3000	This is not as per the UIDAI Specs, UIDAI has clearly warned on storing image or template in devices	Not required
51	Page No 36, Reference 2. Biometric Device Specification	Database capacity (templates or fingers) Minimum 1000 extendable to 6000	This is not as per the UIDAI Specs, UIDAI has clearly warned on storing image or template in devices	Not required
52	Page No 36, Reference 2. Biometric Device Specification	Match-on-Device capability (1:N) Minimum 1:500, extendable to 1:3000	This is not as per the UIDAI Specs, UIDAI has clearly warned on storing image or template in devices	Not required
53	Page No 36, Reference 2. Biometric Device Specification	Matching speed Maximum 1s in 1:500 mode	Since UIDAI does not permit storing of either image or template, also matching is not done in the device, it is only done by UID server, as per UIDAI, thus question of matching speed does not arise	Not required

54	Page No 36, Reference 2. Biometric Device Specification	Others 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. Device must meet Aadhar based authentication specification given in UIDAI portal.	Currently there is no device with L1 certification. Only L0 Certified devices are there. In L0 device, the signing is also in the device, (native code) where other OS or Processes or users cannot obtain the private key. L0 device meets the Aadhaar based Auth specs as defined in the UIDAI portal	Level 1 Device should be provided at the time of bidding. Payment will be released only after submission of valid STQC certificate for UIDAI L-1. Bidder should submit self-declaration along with Compliance Certificate STQC applied application (application copy of STQC certificate of OEM for UIDAI L-1 certification).
55	Eligibility criteria Pg. No: 9	Eligibility Criteria Description	What is the Eligibility Criteria for Cloud Software and Cloud Software Provider?	Device management software (Server & Client) required to be manage Biometric Tablets from Central location. Successful Bidder need to install Device management software at state Data centre CHiPS office Raipur. CHiPS will provide Hardware (Server) for the same. Client software should be installed in each Tablet.

56	Section - 4. b) Pg No: 21	Tech-Commercial Bid Evaluation	Will it be possible to know prior hand, what will be the selection criteria (or scoring) for finalizing the Cloud Software Platform?	Device management software (Server & Client) will be provided by Bidder to manage tablets. It should provide the basic functionality asked by Department in the RFP. Selection of the Agency to provide Device management software will be done by Bidder only.
57	Section 1.4 - a) Point - I Pg. No: 14	Traceability of Biometric Tablet supplied(Cloud Management)	Is there any Certification or VAPT required for installing on CHiPS Data Centre Servers?	Successful Bidder need to install Device management software at state Data centre CHiPS office Raipur. Chips will provide Hardware (Server space) for the same. Client software should be installed in each Tablet.



58	ELIGIBILITY CRITERIA, Point no. 9, Pg no. 10	OEM Undertake that the support including spares, updates, patches, security patches, fixes, bug fixes, for the quoted products shall be available for minimum 3 year;	We request department to clarify that who is developing the required application in andriod. If the applciation development is in the scope of bidder then bidder is liable for all software support responsibilities else it should be take care by CHIPS. Please clarify	Applications developed and provided by CHiPS will be responsibility of CHiPS to maintain. Installation of application will be the scope of Bidder (CHiPS will give training on installation and usage). Other than applications developed by CHiPS, which ever application including OS will be responsibility of Bidder only.
59	Scope of Work, Pg no. 11	The bidder will be required to deliver and install the Tablets at respective location of 48758 schools and 2703 CAC's (Total 51461) all across the Govt. School in the state of Chhattisgarh. The List of the locations will be provided by CHiPS/ Department of School Education (DSE) to the interested bidders.	We request CHIPS to share the list of locations which help us for estimation of commercial quote.	Location will be shared on request of the bidder. Bidder need to mail to CEO CHiPS requesting List of locations and CHiPS will share the details asap.

60	Scope of Work, Pg no. 12	Bidder will provide 3 year standard onsite warranty support from date of final delivery and acceptance by respective schools or end user. Bidder should arrange to repair / replace the defective device as per below Response and Resolution times of placing a call. At least 5% of critical hot spares should be maintained till the completion of the warranty period and operate their services.	We request department not to keep same response and resolution time for all locations. Locations which are in sensitive zone cannot be address on such time period. Bidder should not be penalized so much that the objective of department cannot be fulfilled. Requesting department to revise the resolution time as per the locations.	The Product quoted should be covered for Three year comprehensive Carry-in (Maintenance at the service centers) warranty from date of final delivery/services and acceptance by CHiPS / CHiPS nominated testing agency. Bidder should arrange to repair / replace the defective device as per Response and Resolution times of placing a call. At least 5% of critical hot spares should be maintained till the completion of the warranty period and operate their services.
61	Scope of Work, Pg no. 12	Cloud management software for tablet to be supplied by Bidder only. Server space will be provided by CHiPS in State data centre.	We request department to elaborate what all features they are expecting in this software	It should provide the basic functionality asked by Department in the RFP.

62	Scope of Work, Pg no. 13	Maintenance and upkeep of all equipment's provided by the bidder and Software provided by CHiPS/ DSE shall be the responsibility of the bidder only	As the application development will be done by CHiPS so we request department that their application team will look after software maintenance. If department wants bidder should take care the software maintenance in that case we request either department allow bidder to develop the application else dept should share the source code to bidder.	Applications developed and provided by CHiPS will be responsibility of CHiPS to maintain. Installation of application will be the scope of Bidder (CHiPS will give training on installation and usage). Other than applications developed by CHiPS, which ever application including OS will be responsibility of Bidder only.
63	Scope of Work, Pg no. 13	Bidder shall take adequate insurance cover for the equipment provided at the site against theft, fire, damage etc., at its own cost for complete 3 years.	We request the department to delete the clause of theft from this clause as the ownership of safety of devices w.r.t theft lies with end users and it is not covered under insurance.	Bidder will be responsible for insurance coverage till delivery, Installation and acceptance of respective locations (School).
64	Scope of Work, Pg no. 13	The Bidder/System Integrator will be required to co-ordinate with software vendor and/or do Liaisoning with other service provider to achieve the end-to-end connectivity. This also includes app configuration on tablet, formatting & reinstalling of app and Software.	We request department that it should not keep software development separately with another vendor as the remaining scope including software maintenance with SI will affect the project roll out process. We strongly request department to keep the software scope with SI in the same RFP.	As per RFP

65	Facility Management Services, Pg no. 13	Bidder should maintain manpower at least 2 for each block, 1 for each District and 1 for State level reporting. List of all Manpower to be submitted within 40 working days from the date of confirmed purchase order.	We request department to share the complete details of blocks and total no. of district so that bidder can plan the manpower accordingly.	CHiPS will share the details on mail on request.
66	Penalty, Pg no. 23	17.1 Delivery & installation: 25% of the total required Biometric tablets (51461) should be delivered and installed within 90 days from the date of confirmed purchase order, rest should be delivered and installed within 120 days from the date of confirmed purchase order	We request department to increase the delivery and installation in 180 days from the date of confirmed PO.	As per RFP
67	Taxes & Duties, Pg no. 25	The supplier shall be entirely responsible for all taxes, duties, license fee etc.	We have no understanding that how GST implementation from july onwards affect the commercial quote which bidder will assuming as per present status. We request department that any modification which will incurred the cost on higher side based on present tax calculation rate will be adjusted by dept.	Any upward/downward revision of taxes shall be applicable at the time of invoicing. However, to arrive at the bid value of the respective bidder, bidder has to quote the charges inclusive of all taxes mentioning the prevailing tax rates (Current tax rates).

68	Payment Terms, Pg no. 29	<p>45% payment after successful inspection, delivery of the ordered goods (Biometric Tablet). The inspection will be done as decided by CHiPS/ DSE.</p> <p>10% payment on installation of the ordered goods/ Softwares/ Applications/ Registration provided by CHiPS (Biometric Tablet).</p>	<p>We request department to merge both payment component as all devices will deliver at central hub in Raipur. Software APK will also install at each device before it will dispatch to respective locations.</p>	<p>Payment Terms: Part 1: On Supply of Hardware will be 70%. On installation 15% and 5% on yearly Basis for 3 Yrs. Part 2: FMS: Cost of Manpower and Services needs to be claimed on quarterly Basis for 3 Yrs. Note: Total Biometric Tablet cost cannot be more than 50% of the Total Bid cost.</p>
69	Payment Terms, Pg no. 29	<p>The Duties and Taxes as applicable at the time of supply within the Delivery Schedule specified in the Tender will be paid. In case, the Duties and/or Taxes have been reduced retrospectively, the successful bidder is liable to return the same.</p>	<p>Bidder has to quote charges inclusive of (inclusive of all taxes, levies, and duties. However, if GST gets implemented the entire tax structure is likely to change. Therefore, we would request the department to implement the change in the Rate Contract as per the revised tax structure.</p>	<p>Any upward/downward revision of taxes shall be applicable at the time of invoicing. However, to arrive at the bid value of the respective bidder, bidder has to quote the charges inclusive of all taxes mentioning the prevailing tax rates (Current tax rates).</p>

70	Payment Terms, Pg no. 29	<p>Payment Terms:</p> <p>c) 45% payment after successful inspection, delivery of the ordered goods (Biometric Tablet). The inspection will be done as decided by CHiPS/ DSE.</p> <p>d) 10% payment on installation of the ordered goods/ Softwares/ Applications/ Registration provided by CHiPS (Biometric Tablet).</p> <p>e) Remaining 45% payment will be made on quarterly basis after audit of invoices and deduction of penalty, if any applicable.</p>	<p>We request the department to consider the suggested payments terms as below:</p> <p>A) 60% payment after successful inspection, delivery of the ordered goods (Biometric Tablet).</p> <p>B) 10% payment on installation of the ordered goods/ Softwares/ Applications/ Registration provided by CHiPS (Biometric Tablet).</p> <p>C) Remaining 30% payment will be made on quarterly basis after audit of invoices and deduction of penalty, if any applicable.</p>	<p>Payment Terms: Part 1: On Supply of Hardware will be 70%. On installation 15% and 5% on yearly Basis for 3 Yrs. Part 2: FMS: Cost of Manpower and Services needs to be claimed on quarterly Basis for 3 Yrs. Note: Total Biometric Tablet cost cannot be more than 50% of the Total Bid cost.</p>
71	Transfer of Assets, Pg no. 30		<p>We request department to increase the notice period by 60 days. In case department would like to continue the service of bidder till next 6 months after termination of contract then it will impact payment release of bidder.</p>	As per RFP

72		General	<p>Considering the magnitude of project we suggest department that they should consider QCBS ( Quality and Cost Base Selection ) to qualify serious bidders to participate in this tender. We recommend that department should give 70% weightage to Technical Proposal and 30% weightage to Financial Proposal. This method of selection will help department to qualify eligible bidders who have enough bandwidth to own and implemnt such big and long term projects.</p>	As per RFP
73	Page No 6	Earnest Money Deposit of 5 Crores	<p>Request the department to reconsider the EDM amount looking at the scale of project in the order of 80 crores as mentioned in the newspaper.</p>	As per RFP
74		General	<p>Please clarify if the attendance in both morning and evening will be captured or only once in day. Also clarify that the attendace needs to be captured for only staff and admin or the students also need to be covered.</p>	<p>Attendance of staff will be taken by school only (Probably Principal). Attendance part will be decided by School only.</p>

75	Scope Of Work	Cloud management software for tablet to be supplied by Bidder only. Server space will be provided by CHiPS in State data centre	Does Cloud Management Software means Mobile Device management Software? Kindly confirm if you are also open for hosted model in Cloud environment?	Device management software (Server & Client) will be provided by Bidder only to manage tablets. It should provide the basic functionality asked by Department in the RFP. Server space will be provided by CHiPS in State data centre.
76	TRACEABILITY OF BIOMETRIC TABLET SUPPLIED (Cloud Management)	All the Biometric Tablets must be manageable over the cloud:	We understand you are referring to public cloud by mentioning cloud in this point. Kindly confirm if its Public Cloud?	All the Biometric Tablets must be manageable by Device management software (Server & Client) provided by Bidder only.
77		All the devices should be provisioned for managing and controlling by the cloud based servers and software setup within CHiPS for this purpose.	Does this point mean MDM infra setup will be done at COSMOS DC and end point devices will be managed over Internet? Required MDM software licenses will be perpetual in nature?	Device management software (Server & Client) required to be manage Biometric Tablets from Central location. Successful Bidder need to install Device management software at state Data centre CHiPS office Raipur. CHiPS will provide Hardware (Server) for the same. Client software should be installed in each Tablet. Licenses has to be perpetual in nature.



78		All the devices must be configurable and controllable over network using built-in manageability and remote system control mechanism.	Device must be configurable and controlled over Internet?	All the devices must be configurable and controllable over network using built-in manageability and remote system control mechanism by Device management software. Should support software installation /uninstallation centrally.
79		All the devices should be provisioned for providing remote and automatic updates and upgrades from a centralized web based interface	Kindly clarify if the Centralize MDM Web interface will be hosted in COSMOS DC or Public Cloud and licenses provided has to be perpetual model?	All the devices should be provisioned for providing remote and automatic updates and upgrades from a Device management software.
80	ANNEXURE II – COMPLIANCE SHEET - Tablet Specification - Cloud enabled	Device should be loaded cloud enabled software with the support of 3 year. Certificate from the cloud enabled software provider should be provided in the technical bid	Need Clarification	Device should be loaded with Device management software with the support of 3 year. MAF Certificate from the Software OEM should be provided in the technical bid. License should be perpetual in nature.

81	Biometric Device Specification- Others	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. Device must meet Aadhar based authentication specification given in UIDAI portal.	Need Clarification	Level 1 Device should be provided at the time of bidding. Payment will be released only after submission of valid STQC certificate for UIDAI L-1. Bidder should submit self-declaration along with Compliance Certificate STQC applied application (application copy of STQC certificate of OEM for UIDAI L-1 certification).
82	Page No 36,	Database capacity (users) - Minimum 500 extendable to 3000	This is not as per the UIDAI Specs, UIDAI has clearly warned on storing image or template in devices	Not required
83	Page No 36,	Database capacity (templates or fingers) Minimum 1000 extendable to 6000	This is not as per the UIDAI Specs, UIDAI has clearly warned on storing image or template in devices	Not required
84	Page No 36,	Match-on-Device capability (1:N) - Minimum 1:500, extendable to 1:3000	This is not as per the UIDAI Specs, UIDAI has clearly warned on storing image or template in devices	Not required
85	Page No 36,	Matching speed - Maximum 1s in 1:500 mode	Since UIDAI does not permit storing of either image or template, also matching is not done in the device, it is only done by UID server, as per UIDAI, thus question of matching speed does not arise	Not required

86	Page No 36,	Others - 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. Device must meet Aadhar based authentication specification given in UIDAI portal.	Currently there is no device with L1 certification Only L0 Certified devices are there. In L0 device, the signing is also in the device, (native code) where other OS or Processes or users cannot obtain the private key. L0 device meets the Aadhaar based Authentication specs. as defined in the UIDAI portal.	Level 1 Device should be provided at the time of bidding. Payment will be released only after summation of valid STQC certificate for UIDAI L-1. Bidder should submit self-declaration along with Compliance Certificate STQC applied application (application copy of STQC certificate of OEM for UIDAI L-1 certification).
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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 Bio metrics devices on Windows operating system . This will help the Govt. to get better price points and higher options and choices on stable platform. Attached is a sample of one of the OEM Biometric device on Windows for your reference.

As per a 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.

Considering the above points we request to extend the option of operating to windows as well for tabs and Bio metric devices.

As per RFP

88			The 16 GB internal flash memory space on the biometric device is too less to accommodate student records. Hence request you to consider a minimum of 32 GB Internal memory.	As per RFP
89			We are also keen to support in porting the apps on to windows platform.	As per RFP
90	Product	7' TFT LCD	8' as these has to be wall mounted . So 8' will have a better viewing and readability	7' to 9' TFT LCD
91	Operating System	Android Kitkat 4.4.2/ Lollipop v5.1 or above	We would recommend to have Android 6.0 or higher to have the current updated OS version for future readiness	As per RFP
92	Network	3G/ 4G Data/ Dual SIM(Hybrid)	We suggest to have single SIM or higher	Can provide single sim also. It is optional.
93	Screen Size	7' capacitive touch screen,1024*600 resolution	8" would be the preferred screen size for this use case, and a higher resolution would improve the overall productive usage, we suggest to increase the screen size to 8" and resolution to 1280x800	7' to 9' capacitive touch screen,1024*600 resolution
94	Processor	Quad core	Ok	As per RFP
95	RAM	2 GB	Ok	As per RFP
96	Built-in Storage	Minimum 16GB expandable upto 32 Gb through micro SD card	Ok	As per RFP
97	Micro SD card	Should support micro SD	Ok	As per RFP
98	Rear camera	Minimum 5.0MP with Flash	Ok	As per RFP
99	Front Camera	Minimum 2.0MP	Ok	As per RFP

100	Bluetooth	Bluetooth 4.0	Ok	As per RFP
101	Wifi	Wireless LAN 802.11ac	We suggest to have the wireless LAN 802.11 b/g/n	wireless LAN 802.11 b/g/n
102	GPS	Yes	Ok	As per RFP
103	Earphone	3.5mm jack	Ok	As per RFP
104	USB	1x Type A USB & 1x micro USB 2.0	We suggest 1 micro USB 2.0, Type A ports cannot be integrated in 7/8" tablet form factor	1x micro USB 2.0. Should support Type A USB (For data transfer from Pen drives) by using OTG cable. Need to provide 1 OTG cable also.
105	Mic.	x1	Ok	As per RFP
106	TF card slot	x1	Micro SD card slot	As per RFP
107	SIM card slot	x2	x1 for single SIM support	As per RFP
108	Speakers	Built-in speaker	Ok	As per RFP
109	Battery	Minimum 5000 mAH	Ok	As per RFP
110	Certification	BIS , FCC, ROHS	We suggest to include EPEAT Silver, Energy Star 6.1, SAR, as it is critical to use GREEN products which conform to the environmental standards. Also, it is very critical to control the radiations emitted from the device and higher the radiations, higher the health hazards associated with it. These certifications ensure that the device used conforms to the above mentioned controls. The bidder should possess valid certificates of: - ISO 9001:2015,- ISO/IEC 20000-1:2011, and - ISO/IEC 27001:2013	As per RFP

114	Standard Accessories	Power Adaptor and Charger, User Manuals etc.	Ok	Power Adaptor and Charger, User Manuals etc. Carry case (FLIP SOFT PADDED SHOULDER SLING BAG made up of cloths/Nylon) for Tablet also need to provide with Department & Government logo on it.
115	Warranty	5 year AMC on Tablets: includes servicing, installation and maintenance of the device and accessories. Bidder has to maintain Tablet with Biometric Device for 5 years at own cost	We suggest to make this for 3 years	3 years AMC on Biometric Tablet
116	Others	Selected Bidder(s) should permanently burn the Logo of CG Government and other information like "Presented by – Department Name" (as desired by the State Government) in the BIOS/FIRMWARE; that should not be removed by any normal/usual techniques. Tablet must have operational capabilities in English and Hindi language.	Ok	As per RFP.
117	Contents	a) A Hindi software complying with Unicode standard should be preloaded.	Ok	As per RFP

118	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	Need to specify the software, we would need to check the compatibility	Device should be loaded with Device management software with the support of 3 year. MAF Certificate from the Software OEM should be provided in the technical bid. License should perpetual in nature.
119	Wall Mount	Sturdy Wall Mount	This needs to be external third party	As per RFP