

**Bid for Selection of agency for Supply of Mobile Smart phones with SIM card connection and provide warranty support services on behalf of Home Department, Government of Gujarat  
(Tender No. HWT020617436)**

**Responses to the Pre-bid Queries**

Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
1	Eligibility Criteria		Suggested Criteria	The bidder should be OEM of the Mobile Phones with 1 million manufacturing capacity of Mobile phones in a month. The OEM should be operational for minimum 3 years in India.	Please see the revised bid
2	Eligibility Criteria		Suggested Criteria	The OEM must have completed two state/central Govt. works in the Supply of smartphones costing not less than the amount equal to Rs. 10 Crore each during last three FY (FY 2015-2016, FY 2014-15, FY 2013-14) OR The OEM must have completed supply of at least 1 lakh smartphones in a single order from Govt./PSUs during last three FY (FY 2015-2016, FY 2014-15, FY 2013-14)	Please see the revised bid
3	Technical Specifications		Battery: Li-Po 3000 mAh or above	2200mAh battery change: 3000 mAh is odd capacity and its available with few smartphones only . Standard and Ideal battery capacity is 2200 mAh and as this is standard size & it is low cost and easily available.	As per the bid document
4	Technical Specifications		OTG: The mobile should have OTG facility	Since OTG is available with few smartphones only with high price, therefore, on removing OTG more competitive products would be available.	As per the bid document
5	Technical Specifications		Memory: Internal Storage 16GB	For More competitive pricing Internal Storage should be changed to 8GB expandable up to 32 GB, which is also standard memory easily available.	As per the bid document
6	Technical Specifications		Operating System: Android OS 6.0 or above	"Apple iOS 10.x or better" Apple iOS is the world's best mobile operating system	Please see the revised bid
7	Technical Specifications		CPU: 1.2 GHz Quad core Processor or better	"Apple A9 Processor or better"	As per the bid document

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8	Technical Specifications		RAM: 2 GB or above	"Not declared by Apple" The hardware and software are built by Apple and hence the memory is always optimised in the Operating System environment	As per the bid document
9	Technical Specifications		Screen Size: 5 inches and above, IPS LCD toughened glass touchscreen	Please accommodate 4.7" screen size or better. iPhone with 4.7" Retina HD Display has a much better resolution than ordinary display	As per the bid document
10	Technical Specifications		Display: 1280 X 720 pixels or above	Kindly specify exact PPI requirement as PPI is the correct denomination of display clarity. A minimum of 300PPI resolution is required to render good quality of text, visuals and UI/UX experience.	As per the bid document
11	Technical Specifications		SIM: Dual SIM (support 3G or above on both SIM)	Please accommodate single SIM as Dual SIM is propretary to many of low quality brands	As per the bid document
12	Technical Specifications		Memory: Internal Storage 16 GB, Expandable MicroSD Slot minimum 32 GB	Please remove MicroSD slot as it is a security hazard enabling data theft	As per the bid document
13	Technical Specifications		Battery: Li-Po 3000 mAh or above	Not declared by Apple.The standard method for battery usage is measured by supported Talk time and Internet usage on 3G/LTE network in terms of hours. Battery mAH capacity has limited consideration on the net usable time available.	As per the bid document
14	Technical Specifications		Minimum 1 Year Warranty	1 Year warranty with 2 year Extended Warranty. Along with Hardware warranty, please include Software update and upgrade cycle with 4 year product lifecycle coverage. This will help you to ensure that the product purchased today will have a OS and security updata availability for 4 years.	Please see the revised bid

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Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
15	Technical Specifications		Others: The mobile should have OTG facility	Please remove this requirement. OTG is the security hazard enabling data theft, pilferage, malware and spyware plantation. A more secure way of connecting peripherals devices is thru Secure WiFi or managed Bluetooth. Data exchange is also possible by using Managed data, Managed open in the application.	As per the bid document
16	Technical Specifications		Others: The Mobile Phone supplied should be equipped with a facility/software so that unauthorized applications (as decided by Home Department, Govt of Gujarat) cannot be installed by the end users. Only authorized applications developed under the guidance of Home Department, Govt of Gujarat can be installed.	This can be achieved by leveraging iOS built in Mobile Device Management framework. A third party MDM can be used to implement the required policy.	Please see the revised bid
17	Additional		Please Include: Hardware Encryption	The quoted Smartphone must have Hardware Encryption for data at rest on the device and on the move on WiFi/VPN/LTE network. Hardware encryption is necessary to ensure that data theft is extremely difficult from the device by any of the methods.	As per the bid document
18	Additional		Please Include: Software Update	The quoted platform/device must receive free software updates and upgrades without any restriction from OEM for atleast 3 years from date of sale. This is required to ensure that the device is protected with the latest security updates released from time to time upon discovery of threats and vulnerabilities	Please see the revised bid
19	Additional		Please Include: Accidental Damage Protection	Accidental damage protection to be included as a 1 incident coverage limited to screen damage or water damage per device.	As per the bid document

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Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
20	Eligibility Criteria		1. The bidder should have a total sum of turnover of Rs. 15 Crore (Minimum) in the last three financial years. The copies of Audited Annual Accounts / Balance Sheet along with Profit & Loss Account for last three years shall be attached along with the bid. (Form no. E-1)	The OEM/bidder should have a sum turnover of Rs. 1000 Cr in sale of Smartphone Devices in the country.	Please see the revised bid
21	Eligibility Criteria		3. The bidder should have supplied at least 4000 or more Mobile Smartphones in last three years. Customer references, Purchase orders and User Certificate must be attached along with the bid. (Form No. E-4)	Please remove this criteria. Every project has a different and unique criteria and capability requirement and simply having supplied a number of devices or sold a number of smartphone is not enough criteria for qualification in a project requirement like this tender where there is technical skillset and capability required at the SI level.	Please see the revised bid
22	Terms & Conditions		15. The Successful bidder has to submit Performance Bank Guarantee @ 10% of total order value within 15 days from the date of issue of Purchase order for the duration of 15 months from any Nationalized Bank including the public sector bank or Private Sector Banks authorized by RBI or Commercial Bank or Regional Rural Banks of Gujarat or Co-Operative Bank of Gujarat (operating in India having branch at Ahmedabad / Gandhinagar) as per the G.R. no. EMD/10/2015/508/DMO dated 27.04.2016 issued by Finance Department or further instruction issued by Finance department time to time. (The draft of Performance Bank Guarantee is attached herewith.	PBG @ 2%	As per the bid document
23	Terms & Conditions		Prices shall be inclusive of Excise Duties. The prices shall strictly be submitted in the given format. Quoted prices shall be inclusive of all taxes except CST / VAT / Service Tax. The tax components like CST / VAT / Service Tax as applicable shall be mentioned separately in the respective columns.	Please specify the GST component to be included in the bid format	Please see the revised bid
24	37.Payment	Page.No 7	The payment of SIM Card connections will be paid on quarterly basis.	Monthly Bill payment	As per the bid document
25	Scope of Work	Page.No 9	Bidder is required to quote for mobile sim card	separate tender for Mobile Sim.	As per the bid document

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Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
26	Scope of Work	Page.No 9	minimum Plan (450 mins + 1GB +100 SMS)	is there possibility for offering Multiple options?	As per the bid document
27	Scope of Work	Page No.9	Sim Card in GOG's Name?	Pls specify under which name the Sim's would be procured.	SIM Cards will be procured in the name of End Users as finalized by SCRB / Home Department
28	37.Payment	Page.No 7	The payment of SIM Card connections will be paid on quarterly basis.	Will the payments be made Centrally (Gandhinagar) or will it be made from Districts?	Payment will be made centrally
29	Scope of Work	Page No.9	Sim Card in GOG's Name?	Operator would require the name of the user's at the time of activation?	SIM Cards will be procured in the name of End Users as finalized by SCRB / Home Department
30	37.Payment	Page.No 7	The payment of SIM Card connections will be paid on quarterly basis.	Is there any specific financial limit for each Sim card? For e.g. Rs.200/- per user per month.	As per the RFP
31	37.Payment	Page.No 7	The payment of SIM Card connections will be paid on quarterly basis.	Will the payments be made to the Mobile Operator directly or To the Bidder?	Payment will be made to Mobile operator
32	37.Payment	Page.No 7	The payment of SIM Card connections will be paid on quarterly basis.	Is there an Tripartite agreement to be prepared?	As per the RFP
33	Scope of Work	Page No.9	Sim Card in GOG's Name?	Can there be an technical evaluation for Mobile Operator apart from Tariff?	As per the bid document
34	Form No.E5	Page No.14	Authorization letter	Can the Mobile Operator have tie ups with multiple Bidders?	As per the bid document
35	Form No.E5	Page No.14	Authorization letter	What kind of authorization letter is required? As the bidders may not be channel partner of the operator.	As per the bid document
36	Eligibility Creiteria No.3	Page No.2	The bidder should have supplied at least 4000 or more Mobile Smartphones in last three years. Customer references, Purchase orders and User Certificate must be attached along with the bid.	The bidder/OEM should have supplied at least 4000 or more Mobile Smartphones in last three years. Customer references, Purchase orders and User Certificate must be attached along with the bid. OR The bidder should have supplied at least 4000 or more Mobile Smartphones / desktop /laptop in last three years. Customer references, Purchase orders and User Certificate must be attached along with the bid.	Please see the revised bid

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37	Page No.2- Clause No. 1 Section I		The bidder should have a total sum of turnover of Rs. 15 Crore (Minimum) in the last three financial years. The copies of Audited Annual Accounts / Balance Sheet along with Profit & Loss Account for last three years shall be attached along with the bid.	Please clarify that the turnover has to be from which products/ services.	As per the bid document
38	Page No.2- Clause No. 3. Section I		The bidder should have supplied at least 4000 or more Mobile Smartphones in last three years. Customer references, Purchase orders and User Certificate must be attached along with the bid.	Please clarify that the same should be from a single order supplied to government sector. Also clarify that by "user certificate" you mean "completion certificate".	Please see the revised bid
39	Page No.2- Clause No. 4. Section I		The bidder should submit Certificate of Authorization from the Principal Manufacturing Company and self declaration incase of OEM bidding to quote the bid.	Please clarify that the principal manufacturing company (OEM) has to be a credible Indian company with certain credentials like turnover of 500 crores in the last three years etc. else any fly-by-night OEM will be eligible to sell their products and vanish post sales. The credibility of the OEM will also have direct impact on the quality of the product.  Also you are requested to eliminate authorization from service provider for SIM card connection as this means control of the bid by local circle of the service provider. Rather there should be separate tender for SIM card connection as mobile sellers and mobile service providers are two different trades.	Please see the revised bid
40	Page 3. Clause 11 Section II		The bidder will have to submit Non refundable Bid Processing Fees of Rs. 15,000/- & Earnest Money Deposit (E.M.D.) of Rs. 10,00,000/- (Rupees Ten Lacs Only) (Refundable) on or before date & hours of submission of bid.	We request that the firms registered with MSME /NSIC shall be exempted from submission of Earnest Money Deposit and Bid Processing Fee as stipulated by the Government.	As per the bid document

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41	Page 4. Clause 15 Section II		The Successful bidder has to submit Performance Bank Guarantee @ 10% of total order value within 15 days from the date of issue of Purchase order for the duration of 15 months.....	You are requested to accept the PBG of 2% of the value of the purchase order as this is the norm followed by DGS&D, Govt. of India for all procurement transactions. This will also help in reducing the cost of the items to be purchased as the bidder would amortize the cost of blocked capital in the shape of BG over the product cost.	As per the bid document
42	Page 5. Clause 22 Section II		Prices shall be inclusive of Excise Duties. The prices shall strictly be submitted in the given format. Quoted prices shall be inclusive of all taxes except CST / VAT / Service Tax. The tax components like CST / VAT / Service Tax as applicable shall be mentioned separately in the respective columns.	You are requested to take the basic price and let the taxes be extra as the GST implementation is still at nascent stage and the tax regime is not clear. Let taxes be payable as applicable at the time of delivery & invoicing.	Please see the revised bid
43	Page No.6 Clause 28 Section II		28. As per the provision in Electronics & IT/ITeS Start-up Policy Resolution No. ITS/10/2015/5284/IT dated 6th June, 2016 issued by Department of Science & Technology; in e-Governance project undertaken by Government Departments or its Boards, Corporations or parastatal bodies getting grants from the Government, the chosen solution provider or system integrator will pass on job work or will outsource part of the work of a value ranging between 5% to 10% of the contract value to the eligible start-ups and to students of shortlisted Technical Colleges in Gujarat. In such arrangements, the responsibility of meeting SLAs (Service Level Agreements) will continue to belong to the solution provider or the system integrator.	Please note that the scope of the work in subject is supply of smart phones and provisioning of SIM connection. Kindly clarify how and what can be outsourced.	As per the bid document
44	Page No. 6 Clause 31 Section II		Delivery & installation: Within 45 working days from the date of confirmed purchase order.	Please provide 60 working days for delivery as lot of components are imported.	As per the bid document
45	Page 6. Clause 33 Section II		Bid validity will be of 180 days after the date of financial bid opening. A bid valid for shorter period shall be rejected as non-responsive	We request that the bid validity should be from the date of submission and not opening.	As per the bid document

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46	Page 6. Clause 35.2 Section II		Bidder / OEM must ensure that the warranty support & service should be available up to District level of Gujarat state to provide repairing cum replacement services of faulty equipment within 48 hrs. Bidder / OEM is required to provide the name & address & contact details of the firm for providing warranty support & repairing cum replacement service up to District level.	Please clarify that the time frame of 48 hours means 48 working hours and also you are requested to kindly keep it as 60 working hours assuming 8 hours of operations each day.	Please see the revised bid
47	Page 6. Clause 35.3 Section II		If any equipment gives continuous trouble, say 3 times in one month during the warranty period, the OEM shall replace the same with new equipment without any additional cost to the purchaser.	Kindly note that the bidder is committed to replace the smart phone for any defects that are not rectifiable, hence such clause be eliminated else clarify that by one month you mean a calendar month.	Please see the revised bid
48	Page 7. Clause 36.1 a. Section II		If the bidder fails to supply the ordered goods within 45 working days of the issue of the confirmed purchase order, then a sum equivalent to one percent (1 %) of the total contract value shall be deducted from the payment for each calendar week of delay or part thereof.	As a common practice of govt procurement, the penalties are stipulated as 0.5% per week for each week of delay for the undelivered stores. You are requested to kindly consider the same.	As per the bid document
49	Page 7. Clause 36.2 a. Section II		During warranty period, if the complaint is not resolved within 48 hrs the penalty of Rs. 500 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 @ 150% and from 15th day onwards penalty @ 200% of the above rates would be levied. The amount of penalty will be recovered from the Performance bank guarantee during warranty period.	You are requested to rationalize the penalties as the same are atrociously high. The penalties be kept to a maximum of 10% of the price of the product which is also the norm. Also note that high penalties may have direct impact on the cost of the product.	Please see the revised bid
50	Page 7. Clause 37.3 Section II		SIM Connections: The payment of SIM card connections will be paid on quarterly basis.	Please note that all mobile SIM connection service providers charge on monthly basis hence the payment frequency be taken as monthly.	As per the bid document



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51	Page 8. Clause 44 Section II		<p>44. The Clarifications if any should be submitted in writing to GIL at least on or before 5 days of pre-bid meeting date. Thereafter the clarifications received from the bidders will not be entertained. Your bid should be submitted on website <a href="https://gil.nprocure.com">https://gil.nprocure.com</a> on or before 15:00 Hours, 12.06.2017.</p> <p>Proposals after due time period will not be accepted.</p> <p>The Bids will be opened on 23.06.2017 at 17:00 Hours at GIL, Block No. 1, 8th Floor, Udyog Bhavan</p>	Please clarify the dates as same seems to be contradicting with the dates given at Page 1 of the tender document.	Please see the revised bid
52	Page 9 Scope of Work		Training of users on using Mobile Smart phones & various mobile apps effectively	Please let us know the number of applications on which training is required. Kindly provide copy of each App to understand the effort required and also clarify who will provide training infrastructure. You are also requested to provide details of batch size, courseware requirement, etc.	Please see the revised bid
53	Page 9 Scope of Work		<p>Bidder is also required to quote for the mobile SIM card connections along with the minimum plan that includes 450 Minutes + 100 SMS+ 1GB 3G/4G Data per month. Bidders are required to quote for the rate including all cost related to acquisition of SIM cards. GoG shall apply &amp; purchase the SIM card</p> <p>connections in GoG's name whereas bidder is required to facilitate &amp; manage the same.</p>	Please clarify whether it has to be a pre-paid or a post-paid connection. Also what will the user do in case he/she exhausts the pack. Also clarify the process of facilitation and managing the connections by the selected bidder.	As per the RFP
54	SECTION III Minimum Technical Specification		SIM Dual SIM (support 3G or above on both SIM)	Please note that 3G is going to be obsolete as all networks have upgraded themselves to give 4G service, therefore please clarify that SIM connectivity has to be 4G VoLTE.	Please see the revised bid

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55	SECTION III Minimum Technical Specification		Battery Li-Po 3000 mAh or above	Please note that 3000 mAh is not industry standard as 2800 mAh has been acceptable industry standard as qualified by STQC also. As per STQC standards a fully charged battery shall be able to do continuous video streaming for 30 minutes and 2800 mAh has found to be satisfying this condition. You are requested to clarify that 2800 mAh is acceptable minimum technical specification.	Please see the revised bid
56	Scope of Work, Page 10		It may be noted that these mobile phones & SIM card connections are proposed to be used by field officers at field level across the State. Hence, bidder is required to quote the SIM connections ensuring the seamless connectivity.	Please could you clarify the areas where the connection will be used so as to ascertain the operators strength in terms of connectivity within those areas.	Across the state
57	Payment 37.3	7	Sim Connections: The payment of SIM card connections will be paid on quarterly basis.	Request you to kindly change the billing of SIM card to monthly. Also confirm who will pay the bill.	As per the bid document
58			SIM Connections	Please confirm the order will be placed by whom.	Order will be placed by SCRB
59			SIM Card connections (450 Minutes + 100 SMS+ 1GB 3G/ 4G Data per month)	Kindly confirm post usage of the mentioned plan the usage to be stopped or what will be the upper limit to be set for each sims or it should be billed as per the usage.	Please see the revised bid
60			Acceptance criteria	Kindly define the detail acceptance criteria	As per the RFP
61	Operational / Warranty period Penalties: 36.2	7	During warranty period, if the complaint is not resolved within 48 hrs the penalty of Rs. 500 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 @ 150% and from 15th day onwards penalty @ 200% of the above rates would be levied. The amount of penalty will be recovered from the Performance bank guarantee during warranty period.	Request to relax the penalty clause in operational warranty	As per the bid document

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62	Section II: General Terms & Conditions	11	Penalty Clause : If the bidder fails to supply the ordered goods within 45 working days of the issue of the confirmed purchase order, then a sum equivalent to one percent (1 %) of the total contract value shall be deducted from the payment for each calendar week of delay or part thereof.	Suggest the delivery timeline to be extended to 60 days	As per the bid document
63	Minimum Technical Specification - Mobile Smart Phone	11	Handset Specification	We suggest the display quality with 400 PPI or more should be there	As per the bid document
64	Minimum Technical Specification - Mobile Smart Phone	11	Handset Specification	Suggest the processor should be 20 nm. Lesser the nm the less time it will take to complete a process and it will consume less power which will lead to High Performance, Smoother Operation, and Good Battery Backup.	As per the bid document
65	Minimum Technical Specification - Mobile Smart Phone	11	Display :1280 X 720 pixels or above	suggested display should be 1920 X 1080 pixels or above for better resolution.	As per the bid document
66	Technical Specifications		Operating System: Android OS 6.0 or above	"Apple iOS 10.x or better" Apple iOS is the world's best mobile operating system	Please see the revised bid
67	Technical Specifications		CPU: 1.2 GHz Quad core Processor or better	"Apple A9 Processor or better"	As per the bid document
68	Technical Specifications		RAM: 2 GB or above	"Not declared by Apple" The hardware and software are built by Apple and hence the memory is always optimised in the Operating System environment	As per the bid document
69	Technical Specifications		Screen Size: 5 inches and above, IPS LCD toughened glass touchscreen	Please accommodate 4.7" screen size or better. iPhone with 4.7" Retina HD Display has a much better resolution than ordinary display	As per the bid document

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70	Technical Specifications		Display: 1280 X 720 pixels or above	Kindly specify exact PPI requirement as PPI is the correct denomination of display clarity. A minimum of 300PPI resolution is required to render good quality of text, visuals and UI/UX experience.	As per the bid document
71	Technical Specifications		SIM: Dual SIM (support 3G or above on both SIM)	Please accommodate single SIM as Dual SIM is propretary to many of low quality brands	As per the bid document
72	Technical Specifications		Memory: Internal Storage 16 GB, Expandable MicroSD Slot minimum 32 GB	Please remove MicroSD slot as it is a security hazard enabling data theft	Please see the revised bid
73	Technical Specifications		Battery: Li-Po 3000 mAh or above	Not declared by Apple.The standard method for battery usage is measured by supported Talk time and Internet usage on 3G/LTE network in terms of hours. Battery mAH capacity has limited consideration on the net usable time available.	As per the bid document
74	Technical Specifications		Minimum 1 Year Warranty	1 Year warranty with 2 year Extended Warranty. Along with Hardware warranty, please include Software update and upgrade cycle with 4 year product lifecycle coverage. This will help you to ensure that the product purchased today will have a OS and security updata availability for 4 years.	Please see the revised bid
75	Technical Specifications		Others: The mobile should have OTG facility	Please remove this requirement. OTG is the security hazard enabling data theft, pilferage, malware and spyware plantation. A more secure way of connecting peripherals devices is thru Secure WiFi or managed Bluetooth. Data exchange is also possible by using Managed data, Managed open in the application.	As per the bid document

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76	Technical Specifications		Others: The Mobile Phone supplied should be equipped with a facility/software so that unauthorized applications (as decided by Home Department, Govt of Gujarat) cannot be installed by the end users. Only authorized applications developed under the guidance of Home Department, Govt of Gujarat can be installed.	This can be achieved by leveraging iOS built in Mobile Device Management framework. A third party MDM can be used to implement the required policy.	Please see the revised bid
77	Additional		Please Include: Hardware Encryption	The quoted Smartphone must have Hardware Encryption for data at rest on the device and on the move on WiFi/VPN/LTE network. Hardware encryption is necessary to ensure that data theft is extremely difficult from the device by any of the methods.	As per the bid document
78	Additional		Please Include: Software Update	The quoted platform/device must receive free software updates and upgrades without any restriction from OEM for atleast 3 years from date of sale. This is required to ensure that the device is protected with the latest security updates released from time to time upon discovery of threats and vulnerabilities	Please see the revised bid
79	Additional		Please Include: Accidental Damage Protection	Accidental damage protection to be included as a 1 incident coverage limited to screen damage or water damage per device.	As per the bid document
80	Eligibility Criteria		1. The bidder should have a total sum of turnover of Rs. 15 Crore (Minimum) in the last three financial years. The copies of Audited Annual Accounts / Balance Sheet along with Profit & Loss Account for last three years shall be attached along with the bid. (Form no. E-1)	The OEM/bidder should have a sum turnover of Rs. 1000 Cr in sale of Smartphone Devices in the country.	Please see the revised bid

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81	Eligibility Criteria		3. The bidder should have supplied at least 4000 or more Mobile Smartphones in last three years. Customer references, Purchase orders and User Certificate must be attached along with the bid. (Form No. E-4)	Please remove this criteria. Every project has a different and unique criteria and capability requirement and simply having supplied a number of devices or sold a number of smartphone is not enough criteria for qualification in a project requirement like this tender where there is technical skillset and capability required at the SI level.	Please see the revised bid
82	Terms & Conditions		15. The Successful bidder has to submit Performance Bank Guarantee @ 10% of total order value within 15 days from the date of issue of Purchase order for the duration of 15 months from any Nationalized Bank including the public sector bank or Private Sector Banks authorized by RBI or Commercial Bank or Regional Rural Banks of Gujarat or Co-Operative Bank of Gujarat (operating in India having branch at Ahmedabad / Gandhinagar) as per the G.R. no. EMD/10/2015/508/DMO dated 27.04.2016 issued by Finance Department or further instruction issued by Finance department time to time. (The draft of Performance Bank Guarantee is attached herewith.	PBG @ 2%	As per the bid document
83	Terms & Conditions		Prices shall be inclusive of Excise Duties. The prices shall strictly be submitted in the given format. Quoted prices shall be inclusive of all taxes except CST / VAT / Service Tax. The tax components like CST / VAT / Service Tax as applicable shall be mentioned separately in the respective columns.	Please specify the GST component to be included in the bid format	Please see the revised bid

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84	section III (minimum technical specification, page 11 of 20)		Operating system requirement is android OS 6.0 and above	<p>Addition to the OS should have a regular updates for regular security patches upto next level.</p> <p style="text-align: center;">Regular OS Updates</p> <ul style="list-style-type: none"> <li>☑ Update for upcoming Android OS : Android O &amp; Android P (Optional)</li> <li>☑ Regular security patches update</li> </ul> <p style="text-align: center;">Benefits to the user</p> <ul style="list-style-type: none"> <li>☑ More faster Experiences</li> <li>☑ Smart Text Selection with easy copy paste option</li> <li>☑ Auto fill based on your previous typing history</li> <li>☑ More secured to any malware</li> <li>☑ New Intuitive setting UI</li> <li>☑ Multi Window User interface</li> </ul>	Please see the revised bid
85			battery requirement is given as Li-Po 3000mAh or above,	<p style="text-align: center;">kindly</p> <p>consider our submission of removable Li-Ion batteries and parameter can be set with a minimum of Li-Ion battery of 2800mAh which is equivalent to Li-Po 3000mAh in performance. Apart from this given below are the benefits of removable Li-Ion battery. LG can consider providing additional battery along with the handset so that the problem of carrying a power bank can be minimized.</p> <p style="text-align: center;">Removable Li-Ion Battery</p> <p style="text-align: center;">Benefits to the user</p> <ul style="list-style-type: none"> <li>☑ Instantly change you battery on the go from 0 to 100% charge with extra battery.</li> <li>☑ Li-Ion provide high capacity in small size</li> <li>☑ Li-Ion are very light &amp; More safe</li> <li>☑ Longer battery life</li> </ul>	Please see the revised bid

**Responses to the Pre-bid Queries**

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86				<p>It is requested to consider a lab testing of mobile phone with standard parameters before the financial bid so the quality of the product can be ascertained. Certain test levels of LG is given below and we can substantiate these test result with certification of global standards (CE and FCP certifications) and as well as certification as per the Indian Standards</p> <p>High Quality Standards of Testing (CMMI Level 5)</p> <p>☑ Max operation range up to +70 / 8hr</p> <p>☑ Cold Usage Test up to -40 / 8hr</p> <p>☑ Thermal Shock Test Setting : -55 / 10 min ↔ + 125 / 10 min Normal 400, Limit 530 Cycles</p> <p>☑ Aging Test : +40 / 65 , ELT mode (Automatic Test) :100 Cycles, We want to secure reliability through continuous operation test for main functions such as motor, sound, camera, LCD in environmental condition.</p> <p>☑ Dust Test : 10g ± 2g, 60 times per minute, In order to improve the problem that the dust can penetrate into the product,</p> <p>☑ Artificial Sweat Test: Verification of touch malfunction due to weak adhesive force due to chemical reaction of DAT / OCA</p> <p>part between touch window ITO due to sebum during</p>	Please see the revised bid



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Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
87			As per the technical specification mobile phone should be supplied with high level of security.	<p>This is possible with a device management enterprises security feature and to be provided by the OEM which can be controlled by the IT/Central controlling unit and the advantages is given below. LG can provide a very efficient platform called the Enterprise solution (LG Gate). Device Management (Enterprise Solutions (LG Gate))</p> <ul style="list-style-type: none"> <li>☑ keep your work confidential</li> <li>☑ Separate work and personal apps</li> <li>☑ Control 'Web surfing'</li> <li>☑ Restrict download of 'Personal app.'</li> <li>☑ Control 'Data Consumption'</li> <li>☑ Manage 'security'</li> </ul>	Please see the revised bid
88			Warranty of minimum 1 years	<p>Apart from this extended warranty can be consider as part of Tender with minimum cost.</p> <p>Extended Warranty</p> <p>2 Year warranty on products</p> <p>1 Year Warranty on Battery</p>	Please see the revised bid
89	Eligibility Criteria Section-V form no. E4		3. The bidder should have supplied at least 4000 or more Mobile Smartphones in last three years. Customer references, Purchase orders and User Certificate must be attached along with the bid. (Form No. E-4) Experience Details (Customer References)	BSNL has offered a Bundled Scheme with leading Handset manufacturer Nokia in Past. Therefore, it is requested to provide Exemption in Eligibility Criteria Section-V form No. E4 Experience Details (Customer References) in order to participate in the tender.	Please see the revised bid
90	General		Last date for the submission of Bids	Extension of Two Week	As per the RFP