Bid for implementation of 12000 nos. ICT Learning Lab across Gujarat including Supply of Hardware, Software, including Functional Training and Maintenance of the Systems for 5 years on behalf of Samagra Shiksha, Gujarat Council of School Education (GCSE), Education Department, Government of Gujarat (Bid Number: GEM/2023/B/3277983 Dated: 21-03-2023)

Response to pre-bid queries raised by bidders

S.No.	Particular	Bid Clause	Queries /Suggestions	Response to bidders
1	EMD	EMD	Will it be possible to furnish the EMD in the form of a Bank Guarantee. If so, kindly share the format for the same.	GeM by default allows EMD to be submitted in the form of BG.
2	ePBG Percentage (%)	Successful bidder should submit the Performance Bank Guarantee as mentioned in the bid. In any case, bidder is required to maintain 5% PBG at all time during the period of contract	Request: Reduce the Bank Guarantee to 3% on both Capex and Opex. The Opex BG would be submitted at the beginning of Operation and maintenance phase and return of BG of Capex amount. Justification: As per below mentioned Govt. of India Guidelines, implementing agencies are asked to submit BG of 3% amount to enable liquidity in post pandemic low economy in market. Kindly refer the attached guidelines and also the reference tenders as well. Reference: 1. Memorandum issued by Department of Expenditure, Procurement Policy Division, Ministry of Finance, Govt. of India, No. 9/4/2020-PPD dated: 12.11.2020 & 30.12.2021. 2. Memorandum issued by Department of Public Enterprises, Ministry of Heavy Industries & Public Enterprises, Govt. of India (No. DPE/7(4)/2017-Fin. (Part-I) dated: 19.11.2020).	No Change. As per bid
3			We request the department to kindly revise PBG percentage from 5% to 3%.	No Change. As per bid
4	Bid to RA	Bid to RA : Yes	What if bidder has participated in both zones, will the RA be conducted simultaneously? Will there would be L1 for each zone or a single L1 price for both schedules/zones.	YES, RA will be conducted independently for each zone.
5	Eligibility Criteria for the bidder:	Bidder should have capacity & experience for implementation, monitoring & maintenance of 500 ICT Learning Lab/Computer Lab for Schools in last 5 years (supply of similar hardware com ponent in the bid); The work experience letter from either State / Central Government / PSU or from Private Institution / Company / Organization will be considered	Request: Kindly clarify that virtual class room experience can be counted in this eligibility.	As per bid
6	Eligibility Criteria for the bidder:	Bidder should have capacity & experience for implementation, monitoring & maintenance of 500 ICT Learning Lab/Computer Lab for Schools in last 5 years (supply of similar hardware com ponent in the bid); The work experience letter from either State / Central Government / PSU or from Private Institution / Company / Organization will be considered. Please submit the copies of purchase orders / completion certificate / customer references for the same." Definition of Lab: "Any type of lab set-up done by the bidder comprised of commissioning of minimum 5 Nos. of desktops / Laptops per single location in school would be considered as Computer Lab Implementation Experience".	Resquest to consider other project experience, implementation, monitoring & maintenance of 1000 Smart / Digital Classrooms OR 1000 Network CPE devices Installation and O&M.	No Change. As per bid
7	Eligibility Criteria for the bidder:	Consortium or Subletting in any form will not be permitted	Kindly Allow consortium	No Change. As per bid
8			SOW of the tender is huge , hence requesting department to allow the tender to bid has Consortium with One lead member and one consortium partner.	No Change. As per bid
9			Request: Kindly relax the cretieria	No Change. As per bid

	Eligibility criteria for OEM	Bidder should quote Desktop from those OEM who have total turnover of Rs. 1000 crore or more globally during any three financial Years of the last four financial years.	This clause indirectly restricts the bid only to 3 -4 MNCs like Acer, Dell, HP and Lenovo only and prevents Domestic MSME vendors from participating in the Bid. We would also request you to kindly take into consideration the recent Bid from Rajasthan, vide bid no- Bid Number- RCSCe/ICT/25:75/New Tender III/2021-22/1107 dated 13-05-2022) where for Desktops they had put the below criteria-Branded Desktop Should be in IDC Top 5 in any quarter in last three years under Desktop Client/Thin Client category. Please note that Thin Clients are also Compute Devices and as such you should also consider this	No Change. As per bid
11			Govt of India is promoting Make in India and hence we request OEM turnover of 1000 Crore should be evaluated from business in India.	No Change. As per bid
12	Eligibility criteria for OEM:	OEM will have to submit undertaking letter on Rs.300/- stamp paper by mentioning that their OEM make desktop is not failed in EQDC testing since last 3 years as on last date of bid submission.	We request below amendment: OEM will have to submit undertaking letter on Rs.300/- stamp paper by mentioning that their OEM make desktop is not failed in EQDC testing since last 3 years as on last date of bid submission. In case OEM make desktop is not EQDC tested since last 3 years as on last date of bid submission, bidder will have to provide undertaking letter by mentioning that their OEM make desktop is not tested by EQDC since last 3 years as on last date of bid submission.	No Change. As per bid
	Testing of equipment's at deployment:	the manner as decided by GIL before delivering to at respective sites. GIL will carry out inspection of offered items with respect to technical specifications of items quoted by bidder	1) Kindly confirm what sample % of goods will be inspected during the predispatch inspection. As the volumes are very high, only a sample inspection will be possible, to minimize the impact on time and cost. 2) We request to specify a maximum period for the inspection agency to conduct inspections. We suggest that the Inspection agency complete inspections within 3 days of receiving intimation from the supplier. Specifying a fixed period for inspection will ensure there are no delays in delivery.	1) As per bid 2) As per bid
	Testing of equipment's at deployment:	At the time of inspection, bidder is required to produce OEM's confirmation on OEM's Letter head with Sr. nos. of Equipment, Software supplied (if applicable) for back to back warranty support as per tender terms & conditions.	We request that the OEM's confirmation will be to provide OEM standard warranty support for supplied products. Kindly confirm. Any enhanced service support as per tender requirements (like preventive maintenance, upgrading e-content, operating system, and other software packages during the warranty period, factoring 1% spares/standby to meet SLAs, opening service centers in locations where OEM does not have, managing call logging in the local language, downtime registers at the schools, etc.) to be provided by the Bidder, who is quoting for the overall opportunity.	OEM must provide back to back warranty support as per bid terms & conditions for all supplied items
	Scope of Services to be performed by Bidder	* Bidder will ensure that logo as approved by GCSE - SSA is included in start screen of Desktop. * Delivery of Desktop with pre-loaded existing e-content provided by GCSE, SSA	We request that all the licensed software/logo/e-content be provided for pre-loading, 2 to 3 weeks before the release of the formal PO. In case of any delay in providing e-content/software / log by GCSE, then the Delivery period will be extended accordingly. This is essential for testing and part number creation, without which PO cannot be loaded into the system for production.	No Change. As per bid

16	Delivery & installation:	Delivery, Installation, Commissioning & Inspection: T + 150 (Activities - 100% of Delivery, installation and commissioning of each complete lot after inspected by GIL)	Considering the large volumes, we request to provide 180 days for pre-dispatch inspection and delivery of equipment at sites. Timelines for Installation, Commissioning & post-delivery Inspection should be separate. LD terms should not be applicable on the same, as this may be impacted by customer-specific reasons like site readiness, user availability, etc.	No Change. As per bid
17			Considering the quantities of deliverables, we would like to request to the department to kindly allow phase wise of deployment.	No Change. As per bid
18			Kindly request authorities to consider T + 180 days while looking the current components shortage and to meet delivery timeline for the entire project	No Change. As per bid
19			Instead of 150 days, we request the department to kindly give 250 days, as the OEM usually takes minimum 90 days to provide the first lot.	No Change. As per bid
20			We request department to kindly distribute the overall numbers into Lot and define delivery timelines as per the Lots	No Change. As per bid
	Change request of new make & model:	period (duly supported for spares/OEM support for contract period). However, during the contract period, if the OEM stops manufacturing the quoted model and the bidder will offer to supply new model (equivalent or higher) instead of quoted model, the bidder is liable for	We request the below amendment: Make & Model quoted by the bidder should be available till the contract period (duly supported for spares/OEM support for the contract period). However, during the contract period, if the OEM stops supporting manufacturing the quoted model then and the bidder will offer to supply a new model (equivalent or higher) instead of quoted model, the bidder is liable for the delay late delivery and applicable penalty will be levied for the delay including time lapse in approval of change model request. Hence, the bidder/OEM is expected to offer/quote a make & model, which will be supportable available for at least the contract period. This is requested, as no model will continue to be manufactured for the contract period, which will be more than 5 years.	No Change. As per bid
22	-	All bidders/OEMs who are bidding, the responsibility of applicable GST will be of bidder/OEM only as per the category of the product & applicability of GST rate. Dept. will not take any responsibility OR make any additional payment if any tax liability arises. Bidders are required to submit undertaking letter for the same along with technical bid.	We understand that any statutory variation (increase or decrease) in the GST rate after the date of bidding, will be to account of the customer. Kindly confirm.	As per bid
	Scope of Services to be performed by Bidder	date after 100% installation & commissioning in all the schools.	We propose the warranty period to be 5 years from Go Live or 61 months from the date of supply, whichever is earlier. We request to specify a maximum period (upper cap) for the warranty support, as the Go-Live date may get delayed due to various reasons customer-specific reasons, like site readiness, availability of users, etc. The OEM can supply the machine with a fixed warranty period.	No Change. As per bid
	Scope of Services to be performed by Bidder	If any equipment gives continuous trouble, say more than 3 times in one month during the warranty period, the bidder shall replace the same with new equipment without any additional cost to the purchaser.	We request the below amendment: If any equipment gives continuous trouble, say more than 3 times in one month for the same issue during the warranty period, the bidder shall replace the same with new equipment without any additional cost to the purchaser. Separate nature if issues raised cannot be classified as continuous trouble. Such issues will be rectified through warranty support only.	No Change. As per bid
	Scope of Services to be performed by Bidder	Bidder will have to keep available 1% stock in spares for all hardware at supplier's location (to fulfil contractual obligations) to store them considering geographic access across the state to make standby arrangements on immediate basis for any breakdown of hardware in classrooms at schools without any additional cost.	As the volumes are very high, we request to amend the 1% stock to 0.2% of the contract value. Bidder can keep a mix of spares and standby as appropriate.	No Change. As per bid

26	Scope of Services to be performed by Bidder	In case of theft and fire, bidder has to take adequate steps and resume the contracted services to GCSE - SSA in 15 calendar days after receiving the copy of FIR complaint from school principal. Successful bidder will have to replace the equipments free of cost against the stolen equipments without waiting for Non Tractability Report (NTR). Respective School will file the FIR and NTR will be given to successful bidder once get from Police. In this case, the replaced material will be the property of GCSE-SSA / Respective school and the recovered theft material will be the properly of successful bidder. The bidder will have to replace the stolen material within 15 calendar days from the date of incident reporting by respective school / CoS.	We request that the insurance coverage from the supplier be limited to transit insurance till delivery to the consignee. The materials will be under physical possession and ownership of the consignee after delivery.	No Change. As per bid
27	Testing of equipment's at deployment:	Post the commissioning of the equipments, school administration will inspect the system in its entirety in the schools and will be signed off by service provider and school principal on installation especially if content has been loaded in the Desktop, which also needs to be submitted for payment release. School administration to inspect hardware installation – within 7 school days of installation communication by service provider	We request to include a deemed acceptance clause, in case of delay by school administration to provide sign-off. If no issues are reported by the School within 7 days of completion of installation, the materials will be deemed to be accepted. Kindly confirm. This will help the vendor to submit bills faster. As the number of schools is very high and distributed in remote areas, it will help in avoiding repeated follow-ups and visits to the schools to collect the sign-off certificate.	No Change. As per bid
	Penalty clause for delay in delivery:		We request a Penalty to be applicable if supply is delayed beyond 4 weeks of the stipulated delivery period. We request to reduce the penalty from 2% per week of delay to 0.5% per week of delay of the undelivered School value.	No Change. As per bid
	Penalty clause for delay in delivery:	*Delay in excess of 15 weeks will be sufficient to cause for termination of the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited. * In case, the selected bidder does not supply the ordered items for any reason, he will be liable to pay the difference amount to the purchaser, over and above the Performance Guarantee, which indenter departments\Boards\Corporations have to pay to the next or other selected bidder for purpose of the said items.	We request the customer to provide a cure period of 30 days to the supplier for taking appropriate corrective actions before the customer can initiate termination, BG forfeiture, or risk purchase. Kindly confirm.	No Change. As per bid
30	Operational / Warranty period Penalties:	During warranty period, if the complaint is not resolved within 48 hrs the penalty of Rs. 300 per day for Desktops and within 72 hours the penalty of Rs. 200 per day for other peripherals 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 /	As the locations are very large in number and widely distributed/remote, we request the amend the resolution SLAs to: - 3 business days for Class A cities - 5 business days for Class B cities/towns, and - 7 business days for Class C towns and villages	No Change. As per bid
31		Quarterly Payment during warranty period	We request the below amendment: - For Desktops - penalty @ <u>Rs. 100 Rs. 300</u> per day - For Other Peripherals - penalty @ <u>Rs. 50</u> Rs. 200 per day	No Change. As per bid
32	Scope of Services to be performed by Bidder	Bidder will have to facilitate to install any other software provided by GCSE - SSA / School in supplied hardware.	We understad that any such software will be provided for pre-loading in desktops before delivery (not at individual schools after delivery). Kindly confirm.	As per bid
	Scope of Services to be performed by Bidder	The school will log the complaints update in the complaint register maintained at the school. The format of lodging the complaint need to be devised in consultation with school/GCSE -SSA in local language.	We request the schools to log any complaints during the warranty period in the toll-free number provided by OEM. It will not be possible for OEM to access and monitor complaints logged in the register at school.	No Change. As per bid
34	-	-	The recommendation is that consideration of a power backup solution for Lab room which is operational during the session, for continuity as well.	No Change. As per bid

35	-	-	Specification mentioned as Unbranded But your eligibility criteria in main bid document contradicts the same	As per bid
36	-	-	No mention of Make in India and Preference to MSME It is very surprising to see that while the Honorable PM is vocal for Make In India and MSMEs, his home state is against MSME OEMS. As such you are requested to reconsider the same	No Change. As per bid
37	-	The work of implementation of 12000 nos. ICT Learning Lab across Gujarat will be divided into two zones for equal quantity i.e. 6000 (25% +/-). Bidder may quote for one zone or two zone.	Bid Participation Zone 1 & Zone 2 Can bidder participate in both zone with two different brands? i.e. Zone 1 with one brand & Zone 2 with another brand.	Yes
38	-		We request the department to kindly distribute 2 Zones into further Lots to have adequate financial cash flow during the implementation period, for example: 2500, 5000, 5000 & 5000	No Change. As per bid
39	Scope of Services to be performed by Bidder	tracking software with real time automatic usage/on-off logs for equipment. Bidder will have to either develop & provide a usage	In line with the requirement shared for tracking software, we would like to request department to add the following features to in the specification. 1. Used Application – Daily Bases 2. Duration of application used – Daily Bases	No Change. As per bid
40	Payment Structure:	No advance payment will be made. o Delivery, installation, commissioning & Inspection. o On successful completion of delivery & inspection of entire lot, 70% payment of that particular lot will be released. o Remaining 25% of all lots will be released after successful installation & commissioning of that particular lot, subject to deduction of penalty, if any o Remaining 5% of all lots will be released in 10 equal half – yearly instalments during contract period of 5 years. o The inspection will be done as decided by GIL	Partial Invoicing & Payment Lot wise We request tendering authority to kindly allow partial lot wise invoicing & payment structure as the total contract amount is huge. Also request to kindly define required minimum qty for partial invoicing.	Please see Corrigendum
41			We request the department to kindly revise payment terms as given below: - *No advance payment will be made. *Delivery, installation, commissioning & Inspection shall be divided in lots as per implementation schedule. *On successful completion of delivery & inspection of each lot, 75% payment of that particular lot will be released. *Remaining 20% of all lots will be released after successful installation & commissioning of that particular lot, subject to deduction of penalty, if any *Remaining 5% of all lots will be released in 10 equal half – yearly instalments during contract period of 5 years.	No Change
42	-	-	Kindly provide list of Locations in each zone so that we can calculate our quote more accurately.	Details of Zone wise locations are uploaded

43	-	The work of implementation of 12000 nos. ICT Learning Lab across Gujarat will be divided into two zones for equal quantity i.e. 6000 (25% +/-). Bidder may quote for one zone or two zone.	We request to the department to kindly provide list of schools for both zones.	
44	-	-	Where is the delivery location of items for payment against delivery and inspection. When we did the same project in Kerala, we were given multiple hubs for delivery by M/S Keltron. Delivery to these hubs was considered as delivery for the project. The materials were transported from these hubs and installed at various schools. Kindly advice if such facility is available.	As per bid
45	-	-	Financial Openings We request the department to Kindly explain, How financial opening will work, as 2 schedules/zones are there?	Financial bid & RA will be conducted independently for each zone.
46	-	-	We request department to kindly confirm the overall budget, upon assuming EMD as 2% of overall the budget, the budget seems very low, as the Dollar rates have increased a lot, impacting overall cost, hence we request department to kindly confirm the budget.	As per bid
47	-	-	The project is very prestigious to the Government and we are experiencing the power condition in the state i.e. low and high voltage and outages due the weather condition, winds etc. throughout the year. That may damaging the life of precious product such as IT Hardware, Networking Products, Security Surveillance Systems and Medical Equipment etc., as we understand computing device needs pure wave form of electricity for smooth operations during the classes. Hence we are reaching out with a specific recommendation of including UPS systems with the project for protection of computing product lifeline and the indirect cost burden.	No Change. As per bid
	Desktop with web camera with Headphone	Processor Generation:10th Generation or higher Intel core i5 processor OR AMD Ryzen 5 or higher processor	12th Generation or higher Intel core i5 processor OR AMD Ryzen 5 5000 or higher processor. 10th Gen was released in Q3'19 & near the end of its life. As the scope of work is for 5 years, we recommend going with the latest 12th Gen, for better performance.	No Change. As per bid
49			12th Generation Intel Core i5 / AMD Ryzen 5 Pro 5000 Series is the latest available processor with all the OEM . The asked 10th Generation Intel Core I5 or AMD Ryzen 5 , (Minimum 3000 series as no generation is mentioned) processors are available with specific OEM . Also when you have mentioned Intel processor generation request you to please mentioned the AMD processor Generation also .	No Change. As per bid
50			Since the 10th processor have been released in Q3, 2019 and would be declared as End of Life in near future, therefore we hereby request to the department to kindly amend the technical specification as below – "12th Generation or higher Intel core i5 processor OR AMD Ryzen 5 5000 or higher processor"	No Change. As per bid
	Desktop with web camera with Headphone	RAM Size (GB) : 8 RAM	RAM Size (GB): 8 GB DDR4-3200 or higher with 2 physical memory slots and expandability up to 64 GB	No Change. As per bid
52			$8~{\rm GB},(1~x~8~{\rm GB})$, DDR4, 3200 MHz upgradable / Support up to 64 GB with minimum 1 free DIMM Slots Presently 3200 MHz DDR4 is the latest RAM clock speed and available with all the OEM's commercial Desktop . also 64 GB upgradability is the latest offering against all the commercial Desktop . Minimum 1 Free DIMM slots will help on the future upgradability	No Change. As per bid

53	Desktop with web camera	1 TB SATA HDD AND 256 GB SSD	1 TB SATA HDD AND 256 GB PCIe NVMe SSD	No Change. As per bid
33	with Headphone	1 16 3ATA 1100 AND 230 GB 330	In a comparison of SATA SSD vs PCIe NVMe, we can get approx. 8 times	No Change. As per blu
	With Headphone		performance improvement with PCIe NVMe.	
			Public Link: https://www.kingston.com/en/blog/pc-performance/nvme-vs-sata	
			Public Link. https://www.kingston.com/en/blog/pc-performance/hvme-vs-sata	
54			Please mentioned the SATA HDD RPM , suggested for 7200 RPM and change the	No Change As per hid
34			SSD technology to PCIe M.2 NVMe SSD	No change. As per blu
			SSD technology to Pole W.2 NAME SSD	
			<u>Justification:</u> in the RFP technical specification SATA HDD RPM is not mentioned ,	
			by default SATA HDD comes with 5400 RPM , which perform very slow operation	
			at read and write mode, considering 7200 RPM will give you faster performance	
			at the time of HDD read and write operation.	
55			Change it to 512 GB PCle M.2 NVMe SSD .	No Change. As per bid
33			Justification for SSD drive . The asked SATA technology is Legacy now and after	The change. As per sid
			the pandemic supply is also very constraints . in the operational mode SATA	
			HDD generated heat which is the major cause of HDD failures .Since an SSD	
			doesn't have such parts, it can maintain a lower temperature with much higher	
			performance. An SSD is also better able to prevent data loss. The absence of	
1			moving parts also makes SSDs infinitely quieter than HDDs, whose noise and vibrations can be very distracting.	
F.C.	-		·	No Change As you hid
56			Change it to 512 GB PCIe M.2 NVMe SSD .	No Change. As per bid
			Justification: NVMe SSD performance at a glance NVMe is a storage protocol	
			designed specifically with SSDs in mind. With the elimination of the	
			intermediating SATA HBA layer, NVMe allows SSDs to communicate directly with	
			the CPU via the PCIe bus, opening channels for ground-breaking performance	
			improvements. To put it into perspective, the performance limit of the SATA III	
			bus is 6Gb/s, meaning a SATA SSD can offer (considering SATA SSD offering	
			against the asked tender specification as no SSD technology have mentioned) a	
			max of 550MB/s of throughput after overhead.	
			A single PCIe 3.0 lane can offer 1GB/s (bidirectional) of throughput, so a PCIe 3x4	
			SSD can reach a throughput of up to 4GB/s read/write. That goes up to 8GB/s	
			(bidirectional) for PCIe Gen 4X4 SSDs. The performance limitation here moves	
			from the protocol to the NAND media, which has been undergoing tremendous	
			development in recent years, allowing manufacturers to squeeze the highest	
			density and performance into the smallest form factors. Protocol latency is also	
57			greatly reduced with NVMe due to the shortened and optimised data path,	
			allowing lower latency than SATA/SAS. The management of queues in NVMe	
			devices is also handled more efficiently by the CPU due to the I/O processing	
			doorbell signaling which significantly reduces CPU overhead. In addition, NVMe	
			devices are supported by most major operating systems due to the massive	
			development effort carried out in the past decade. So kindly review our request.	
58	Desktop with web camera	LED Backlit Monitor Size (INCHES): 18.5	LED Backlit Monitor Size (INCHES): 19.5 with the latest TCO certification	No Change. As per bid
	with Headphone		In current times, 19.5" is the industry standard and is available with all OEMs.	
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59	1		As per industry standard monitor size has been defined as 19.5". Therefore we	No Change. As per bid
			request to the department to kindly amend monitor size to 19.5 inches.	
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60	Desktop with web camera	Chipset no. & Chipset Series: Any value	Intel H670/ B660/ Q670, AMD Pro 565 or higher	No Change. As per bid
	with Headphone		Specification of the chipset would help to get a standard product across the	
			bidders.	
61			We request to the department to kindly define the chipset value to standardize	No Change. As per bid
			technical specification.	
	1			1

63	Desktop with web camera with Headphone: Desktop with web camera with Headphone:	Operating System (Factory Pre-Loaded): Windows 11 Professional Inbuilt Wireless & Bluetooth Connectivity: yes	We notice that the desktop specification mentions Windows 11 Professional should be factory pre-loaded from OEM. In order for SHAPE THE FUTURE benefit to be extended to this prestigious project, few details would be required. I am enclosing a few documents which need to be filled and shared with Microsoft . With these details, we would work with our Corp team to seek necessary approvals. Request you to kindly share the details for us to work on the STF request. Wireless Communication: Integrated Wireless LAN 802.11 ac & Blue tooth 5.0 Please mention the Bluetooth Version also as you have mention the wireless protocol . Suggested for Bluetooth V 5.0 , which is the latest and better connecting speed	Please see corrigendum Microsoft STF letter is uploaded. No Change. As per bid
		USB Camera Without Speaker Phone Headphones: Good quality Headphone with wireless connectivity	The Product model being bid should have BIS, CE, FCC, RoHS certification. * Products must be Make in India. * OEM Manufacturing unit should be available in India and the product must not have been imported. * The tendering authority will Inspect the Manufacturing facility as part of the tender evaluation to ascertain the capacity to produce and deliver the goods in time. * OEM Should have a dedicated Toll Free Number for technical support along with the ticketing system for providing resolution.	No Change. As per bid
65	Web Camera	Web Camera: Stand Alone USB Camera, Full HD(1920 X 1080) resolution, USB Camera Without Speaker Phone	1) BIS, ISO, Incorporation Certificate, and MSME 2) OEM should haveminimum 3 years experience of trading webcamera & supply to any state Government of PSUs.	No Change. As per bid
66	Headphones:	Headphones: Good quality Headphone with wireless connectivity	1) BIS, ISO, Incorporation Certificate, and MSME 2) OEM should haveminimum 3 years experience of trading webcamera & supply to any state Government of PSUs.	No Change. As per bid
67	-	-	<u>Desktop Certifications</u> : FCC,UL,CE,Energy Star 8.0, Windows and Linux (Linux certification against the quoted Desktop model must available in public domain) Justification - For better product quality and Linux based application test and learning it's always better to accept Desktop hardware which is Linux compatible and certified	No Change. As per bid
68	-	-	Discrete TMP 2.0 (Hardware based Security) Justification - Suggested Discrete TMP 2.0 will provide hardware level security and protection against malware and cyber-attacks. Discrete TMP 2.0 is not any OEM specific offering , it's common features of any commercial Desktop.	No Change. As per bid
69	-	-	M.2 Slots: Minimum 2 Nos. Justification: Presently 2 x M.2 slots are std. asked for all the commercial desktop models and offered by all the OEM's through commercial models only . it's also give future components upgradability advantages	No Change. As per bid
	Technical Minimum Specifications of Hardware, Software and connected accessories:	Faculty Licenses for 5 years and Student Benefit licenses upto 150000 numbers to enable teaching & learning	We understand from the RFP that there would be 12000 ICT labs with each lab having 15 desktops, which would be set up. This would take the total desktop count to 1,80,000. We notice that the total number of M 365 A3 faculty licenses are defined as 3750 which may not meet the requirement of the total desktop count. We request the department to investigate this matter and provide the clarifications.	Yes, the total desktop count is 1,80,000 . Please see corrigendum
71	BoQ for setting up of Lab	Cat 6 Cable Casing, Capping with all accessories along with cable laying.(including I/O , Patch cords etc) (Per meter)	The cabling for CAT6 and electrical works is mentioned as per point / as required. Kindly provide an estimate of average cabling per site.	As per bid