

Pre-Bid Compliance Sheet for Selection of Agency for Supply of Mobile Handset and SIM card to Core Sanitation Workers for Housing & Urban Development Department, Govt. of Odisha for Two Years				
Sl. #	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
1	8.1 Pre-qualification criteria. Point.No-7 Authorised Service Center Page No.20	The bidder's OEM should have Authorized Service Centers located in each major district of Odisha.	Requesting to kindly amend the clause as: The Bidder / OEM should have Authorized Service Centers located in each major district of Odisha.	Pls Refer Corrigendum.
2	8.2 Technical Evaluation Criteria Point No 4 Page No- 21	The bidder's OEM should have Authorized Service Centre's located in each major district of Odisha. No of Districts 6-10 - 15 Marks No of districts > 10 - 20 Marks	Requesting to kindly amend the clause as: The Bidder / OEM should have Authorized Service Centers located in each major district of Odisha.	Pls Refer Corrigendum.
3	10.8 Minimum Technical Specifications of Mobile Handset: Point No 3. Display Page No-28	Display : Size: 6.7 Inch or Higher	Requesting you to kindly amend the clause as: Size 6.5 Inch(HD+) , or Higher as it is more compatible and easy to use.	No Change. As per RFP
4	3 Fact Sheet Point No - 7 Selection Methods Page No-7		Bidder will be selected for Handset & Sims.	Yes
5	8.1 Pre-qualification criteria. Point.No-3 Net Worth Page No-19		Request you to kindly make the Net worth positive to EBIDTA positive accepted.	No Change. As per RFP
6	10.2 Delivery Page No-24		Would require delivery location address with contact person name & No.	The location of the respective ULBs and the recipient details will be shared by the Housing & Urban Development Department with the selected bidder after the issuance of the work order.
7	8.1 Pre-qualification Criteria Point No-4 Technical Capability Page No. - 19	Bidder must have successfully undertaken at least the following numbers IT Hardware supply and associated maintenance services of the value specified herein during the last three financial years i.e. FY 2023-24, FY 2022- 23, and FY 2021-22 One project of a similar nature not less than the amount Rs. 1.5 Crore; OR Two projects of similar nature each of which not less than the amount Rs. 1.2 Crore; OR Three projects of a similar nature each of which is not less than Rs. 80 Lakhs. 'Similar Nature' is defined as the supply, installation, and maintenance of IT hardware such as Mobile, Desktop Computers, Laptops, Servers, Network and security devices, and other IT devices, for government/public sector enterprises in India. The work order, completion Certificates from the client, duly signed Delivery Challan, and Installation Report need to be submitted. The project should be complete with all payments received.	There are several bidders who may have obtained the given experience required by the department in the last FY 2024-25. So, the department should include FY 2024-25 while considering experience. The department should also add experience in supply of tablets as smartphones and tablets are similar category products. In addition, most of the departments ask for Completion certificate/ delivery challan/ installation report as a proof of experience along with work order. So, requesting the department to revise the clause as suggested.  <b>Suggested Clause: -</b> Bidder must have successfully undertaken at least the following numbers IT Hardware supply and associated maintenance services of the value specified herein during the last four financial years i.e. FY 2024-25, FY 2023-24, FY 2022- 23, and FY 2021-22 One project of a similar nature not less than the amount Rs. 1.5 Crore; OR Two projects of similar nature each of which not less than the amount Rs. 1.2 Crore; OR Three projects of a similar nature each of which is not less than Rs. 80 Lakhs. 'Similar Nature' is defined as the supply, installation, and maintenance of IT hardware such as Mobile, Tablet, Desktop Computers, Laptops, Servers, Network and security devices, and other IT devices, for government/public sector enterprises in India. The work order, completion Certificates from the client /duly signed Delivery Challan /and Installation Report need to be submitted. The project should be complete with all payments received.	No Change. As per RFP
8	8.1 Pre-qualification Criteria Point No-7 Authorised Service Centre Page No. - 20	The bidder's OEM should have Authorized Service Centers located in <b>each major district of Odisha</b> . A Self Certified letter by an authorized signatory	The phrase 'each major district of Odisha' is open to interpretation which allows different bidders to submit varying undertakings claiming compliance. So, to ensure reliable and timely service support, the department should ask for OEM to have service centres in at least 70% of the districts at the time of bid submission.  <b>Suggested Clause:-</b> The bidder's OEM should have Authorized Service Centers located in atleast 70% of the district of Odisha. A Self Certified letter by an authorized signatory	No Change. As per RFP

9	8.1 Pre-qualification Criteria Point No-10 Pick-up and Drop facility Page No. - 20	Support should include on-site services including <b>pick-up and Drop facilities</b> . A Self Certified letter by an authorized signatory	OEMs provide standard carry-in warranty for smartphones as they can be easily carried to nearest service centres in case of any issues. Also, onsite services unnecessarily increase the procurement cost.  <b>Suggested Clause:-</b> Support should include Carry-in services. A Self Certified letter by an authorized signatory	Pls Refer Corrigendum. (In case of any damage to the device during the warranty period, the selected bidder shall collect the device from the Concerned ULB's (Authorized official), carry out the necessary repairs, and deliver the repaired device back to the same ULB's (Authorized official). )
10	9.6 Performance Guarantee Page No. - 23	The selected Bidders shall be required to furnish the minimum Performance Bank Guarantee of 10 % of the Project Cost (excluding Tax) in the form of an unconditional and irrevocable Bank Guarantee from a scheduled commercial bank in India in favor of "Odisha Computer Application Centre", Bhubaneswar. OCAC will require the selected bidder to provide a Performance Bank Guarantee (PBG), within 15 days and should be valid for 26 months from the date of notification of award.	According to Department of Expenditure, Ministry of Finance guidelines, the Performance Bank guarantee must be in the range of 3-5% of the total contract value. Also, asking for 10% PBG will increase the financial burden on bidders which will result in increased quotation prices.  <b>Suggested Clause:-</b> The selected Bidders shall be required to furnish the minimum Performance Bank Guarantee of 5 % of the Project Cost (excluding Tax) in the form of an unconditional and irrevocable Bank Guarantee from a scheduled commercial bank in India in favor of "Odisha Computer Application Centre", Bhubaneswar. OCAC will require the selected bidder to provide a Performance Bank Guarantee (PBG), within 15 days and should be valid for 26 months from the date of notification of award.	No Change. As per RFP
11	10 Scope of Work Point No. 10.2 Delivery Page No. -24	The selected bidder must ensure the registration of all SIM cards (user details provided by department as per the required format) and the safe delivery of mobile handsets, along with the registered SIMs, to the respective ULBs, as per the location and recipient details provided by the Housing & Urban Development Department.	Hardware and telecom services are completely different segments and involve different sets of bidders. Therefore, asking for the supply of SIM cards along with their services bundled with smartphones will significantly reduce participation, limit competition, and negatively impact quotation prices. Requesting to publish a separate tender for SIM cards and its related services.	No Change. As per RFP
12	10.6 Service Level Change Controls Point. The Service Level Agreement (SLA) can be defined as follows: Page No. -27	High - 3 days - Damage to the device, hardware damage, and any necessary replacement of device parts. Medium - 4 days - The non-critical application and software-related issues that do not impact the conduct of surveys. Low - 7 days - Any other faults not mentioned above but identified during periods when surveys are not conducted.	According to OEM standard warranty terms, replacement is only possible in cases of manufacturing devices or devices which are Dead on Arrival. Also, repairs may require at least 7 days in case of damage parts as spare parts may not be readily available.  <b>Suggested Clause:-</b> High - 7 days - Damage to the device, hardware damage, and any necessary replacement of device parts. Medium - 7 days - The non-critical application and software-related issues that do not impact the conduct of surveys. Low - 7 days - Any other faults not mentioned above but identified during periods when surveys are not conducted.	No Change. As per RFP
13	10.8 Minimum Technical Specifications of Mobile Handset: Page No. - 27 to 29	RAM Type - LPDDR4X or better	OEMs usually specify DDR4/DDR5 RAM types for laptops, desktops, or All-in-One PCs—not for smartphones. So, requesting to remove the requirement. Kindly remove this requirement	The RAM used in the Android mobile handsets should be of the LPDDR (Low Power Double Data Rate) type. No Change. As per RFP.
14		Bluetooth - Bluetooth v5.0 or higher	The department should ask for BT v5.3 or higher so that the smartphones offered have improved connectivity stability, less interferences, decreased power consumption, faster data transfer etc. BT v5.3 will improve the work efficiency and fulfills the intended purpose effectively.  <b>Suggested Clause:-</b> Bluetooth v5.3 or higher	No Change. As per RFP
15		Warranty and Certification - - The mobile handsets offered must possess valid BIS certification, comply with SAR limits as prescribed by the DoT, and be RoHS compliant. Preference will be given to handsets with IP-rated protection (minimum IP52 or above). The devices must be genuine and backed by an OEM Authorization Certificate, and all IMEI numbers should be registered with the CEIR database of the Government of India.	The department did not ask for certificates such as CE, FCC, CB/UL which are very important. Most of the buyer departments ask for these certificates in their tenders to ensure end-user safety and quality standards of the device. So, requesting to add these certifications as mandatory requirements.  <b>Suggested Clause:-</b> Warranty and Certification - - The mobile handsets offered must possess valid BIS certification, comply with SAR limits as prescribed by the DoT, and be RoHS compliant, CE Certificate, FCC Certificate and CB/UL Certificate. Preference will be given to handsets with IP-rated protection (minimum IP52 or above). The devices must be genuine and backed by an OEM Authorization Certificate.	No Change. As per RFP

16	10.8 Minimum Technical Specifications of Mobile Handset: Point No. 11. Customer Support Requirements Page No.- 29	24/7 Toll-Free Number Support in Hindi and English	<p>The department should ask for 24x7 toll-free with human assistance which can help end-users to resolve software-related issues over telephonic guidance and/or through remote access of the device. It also ensures that the beneficiaries can reach out to the Helpdesk Support at any time of the day or night without waiting for the next working day.</p> <p><b>Suggested Clause:-</b> OEM should have a 24x7 Toll-Free Helpdesk number (manned support, IVR Support) operational in minimum 2 languages Hindi &amp; English. Toll-Free number should be indicated on the OEM website at the time of bid submission.</p>	No Change. As per RFP
17	10.9 Minimum Technical Specifications of SIM Card Page No. - 30	Minimum Technical Specifications of SIM Card	<p>Hardware and telecom services are completely different segments and involve different sets of bidders. Therefore, asking for the supply of SIM cards along with their services bundled with smartphones will significantly reduce participation, limit competition, and negatively impact quotation prices. Requesting to publish a separate tender for SIM cards and its related services. Kindly publish separate tender for SIM Card and related services.</p>	No Change. As per RFP
18	10.10 Payment term Page No.- 31	<p>Delivery of all Equipment (Mobile Handset and SIM Card) at H&amp;UD Bhubaneswar and ULB's.</p> <p>80% of the Total Android Smart Phone Cost.</p> <p>Completion of configuration, installation, and successful running of all equipment 20% of the Total Android Smart Phone Cost</p> <p>5G/4G SIM Calling and Internet for 2 Years (The SIM Service cost equally divided into 8 Quarters for 2 Years) 100 % (Payable in 8 quarters) Extended 1 Year Warranty Support Cost of 900 Mobile Handset 100%(Payable in 4 quarters)</p>	<p>Hardware and telecom services are completely different segments and involve different sets of bidders. Therefore, asking for the supply of SIM cards along with their services bundled with smartphones will significantly reduce participation, limit competition, and negatively impact quotation prices. In line with this, requesting the department to revise the payment clause as suggested.</p> <p><b>Suggested Clause:-</b> Delivery of all Equipment (Mobile Handset and SIM Card) at H&amp;UD Bhubaneswar and ULB's with Extended 1 Year Warranty Support. 80% of the Total Android Smart Phone Cost. Completion of configuration, installation, and successful running of all equipment 20% of the Total Android Smart Phone Cost</p>	No Change. As per RFP
19		Additional Request	<p>The department should ask for MDM to be listed as Android Enterprise Recommended (AER) in Google directory so that the MDM meets all the strict security standards set by Google. The department should ask for SD card encryption functionality and SIM PIN lock features which are included by GeM in the features of its Device Management Solution category.</p> <p>In addition, the department should ask for chat functionality between IMEI to IMEI to facilitate authenticated communication with all selected officials by creating groups. This helps the deptt. share instructions, circulars and updates within the groups while ensuring data confidentiality.</p> <p><b>Suggested Clause:</b> The quoted smartphone should support MDM and the MDM should have the following features: a. MDM enrolment should happen automatically through Google Zero-touch or OEM equivalent Zero-touch platform. b. The quoted MDM solution should be listed as AER (Android Enterprise Recommended) on the Google platform. c. MDM needs to provide Chat with the following features: The chat should be exclusively between authorized personnel using IMEI to IMEI numbers, ensuring that no outsiders can join the chat. There should be a facility to create multiple broadcast channels. The chat facility and broadcast channels must support features such as data transfer, audio and video calls, file sharing, and the exchange of audio and video materials across all devices. Audio calling must include the capability to seamlessly switch to video calling during an ongoing audio call and vice-versa. The system must allow the broadcaster or admin to send messages (including text, multimedia, and voice notes) through an approved admin device and from a web console. A broadcaster or admin can be part of multiple broadcast channels. Each broadcast channel should support one-to-many communication and be manageable by assigned administrators. Chat should be end-to-end encrypted, with encryption both at rest and in transit. d. Support encryption of data on the device or any external storage. The data stored in external storage such as an SD card shall be encrypted and cannot be accessed on any other device. And feature to enable sim card lock with PIN Number. e. SIM Lock:- The SIM shall be binded with the department supplied smart phone using a 4 digit pin. If any user shall remove the sim from the phone and insert it in any other phone the sim shall ask for a PIN number. The PIN number shall be controlled only by the admin of the Department</p>	The clause provided in the RFP specifies the minimum requirements. However, bidders are free to propose an enhanced version or additional features of the MDM solution, if available.