GOVERNMENT OF BIHAR

AGRICULTURE DEPARTMENT

Bihar Horticulture Development Society

Request for Proposal

Procurement, supply, configuration, commissioning, training, warranty and support of 350 durable field-use tablet computer kits for Block Horticulture Officers in Bihar

Buyer	Bihar Horticulture Development Society / Directorate of Horticulture, Agriculture Department, Government of Bihar
Quantity	350 complete tablet computer field mobility kits
Users	Block Horticulture Officers and other officers authorized by the BHDS
Issue	5th September 2026
Procurement mode	Government e-Marketplace (GeM)

Bid particulars

BHDS	Bihar Horticulture Development Society / Directorate of Horticulture, Agriculture Department, Government of Bihar
Bid inviting authority	The officer designated by the BHDS in the GeM-generated bid
GeM bid number	The number generated by GeM for this procurement
Quantity	350 complete tablet computer field mobility kits
GeM category	The applicable tablet computer category selected in the GeM-generated bid
Bid dates and validity	As stated in the GeM-generated bid
Bid security and performance security	As configured in the GeM-generated bid and governed by the GTC/STC in force
Delivery	20-unit pilot within 15 calendar days; complete supply and commissioning within 60 days; 15-day stabilization
Warranty and MDM/UEM	36 months from acceptance, with the component-specific warranty stated in this RFP
Evaluation	Pass/fail technical responsiveness followed by L1 among responsive offers
Consignees	The offices and quantities stated in the GeM consignee schedule
EMD	EMD of **₹3,00,000/- (Rupees Three Lakh only)** in the form of a **Bank Guarantee in favour of Mission Director, State Horticulture Mission, Bihar, Mobile No**- 9031643014, **Email Id**- dir-bhds-bih@nic.in along with the Bid.

1. Notice inviting bids

Online bids are invited through the Government e-Marketplace from eligible OEMs or OEM-authorized sellers/system integrators for procurement, supply, configuration, commissioning, training, warranty and support of 350 durable field-use Android tablet computer kits for Block Horticulture Officers and other officers authorized by the BHDS in Bihar.

The complete scope includes the tablet, prescribed accessories, 36-month MDM/UEM entitlement, configuration, asset tagging, pilot, delivery, commissioning, user and administrator training, documentation, OEM-backed warranty, Bihar-wide service and standby-device support.

All representations, clarifications, technical evaluation, financial evaluation, award, contract, inspection, acceptance, payment and incident-management actions shall be processed through GeM to the extent enabled by the portal.

2. Operational requirement

Block Horticulture Officers are primarily field officials responsible for inspection, monitoring, scheme and beneficiary data collection, capture of geo-referenced evidence, video conferences, document handling and occasional office work. The equipment shall therefore be portable, simple to operate, centrally manageable and sufficiently strong for regular travel and outdoor use.

- Reliable operation during field visits involving dust, humidity, light rain, transport vibration and accidental drops.
- Accurate capture of photographs, time and geographic coordinates, including offline work and later synchronization.
- Stable participation in official video conferences and secure viewing, editing, signing and transfer of documents.
- Standards-based wireless printing to compatible printers already available with the BHDS.
- A controlled application environment with timely security updates, remote management and low user complexity.
- Post-based custody, complete asset traceability and measurable warranty service across Bihar.

3. Governing conditions and order of precedence

The contract shall be governed by applicable law and Government policy, the GeM General Terms and Conditions in force on the bid publication date, the applicable category Special Terms and Conditions and Service Level Agreement, the GeM-generated bid, this RFP, the BHDS Added ATC, the accepted technical offer and the GeM contract.

Priority	Document or rule	Application
1	Applicable statute, rule, court order and mandatory Government or GeM policy	Always controlling.
2	GeM GTC and applicable category STC/SLA	Controlling platform and contract terms.
3	GeM-generated bid data and selected category parameters	Controls quantity, dates, category attributes and configured commercial terms.
4	BHDS Added ATC and this RFP	Supplements the above without contradiction.
5	Accepted technical offer and OEM undertakings	Binding to the extent equal or superior and unqualified.
6	Seller brochures or standard commercial terms	Apply only when expressly incorporated into the GeM contract.

The bidder shall raise any perceived conflict through GeM before bid closing. Seller standard terms, click-wrap conditions and warranty exclusions shall not dilute the contracted scope.

4. Scope of supply and services

- Supply 350 new, factory-sealed, current-production tablets of the exact offered make, model and India SKU with the complete accessory kit.
- Provide lawful 36-month MDM/UEM entitlement; enroll devices; apply BHDS-approved policies and application baseline; create inventory; and hand over government administrator control.
- Configure approved field, map, camera, document, communication, video-conference and standards-based printing functions.
- Conduct exact-model pilot testing, staging, asset tagging, district delivery, commissioning, training and handover.
- Register OEM warranty by serial number and provide a three-year helpdesk, pickup or field service, standby restoration, reporting and escalation.
- Provide asset, licence, configuration, warranty, training and service records in editable and signed formats.

4.1 Items outside the contract

- Mobile SIM cards and recurring cellular data plans.
- Development or material modification of departmental applications, portals, GIS services or databases.
- Paid office-productivity subscriptions unless expressly included in the accepted financial schedule.
- Loss or theft insurance and accidental-damage protection beyond the stated product and accessory warranties.

5. Eligibility and pre-qualification

GeM system validations and extant policy relaxations shall apply. Startup or MSE relaxation shall not waive product performance, statutory certification, genuine OEM warranty, cybersecurity, proof-of-concept or service-level requirements.

No.	Criterion	Requirement	Evidence with bid
1	GeM eligibility	The bidder shall be a legal entity eligible to transact on GeM, with valid PAN, GST and all registrations required for the offered supply.	GeM-validated profile and applicable registration records.
2	OEM relationship	The bidder shall be the OEM or an OEM-authorized seller/system integrator for the exact offered tablet and the device-management solution.	Bid-specific Manufacturer Authorization Form.
3	Integrity and restrictions	The bidder shall not be debarred or blacklisted and shall comply with applicable conflict-of-interest and land-border procurement restrictions.	Prescribed declarations valid on the bid end date.
4	Financial capacity	Average annual turnover during the preceding three completed financial years shall be at least 30% of the estimated bid value.	CA certificate or GeM-validated data; relaxations to eligible Startups/MSEs shall apply under extant policy.
5	Relevant experience	At least one completed order for supply of tablet computers, mobile computing devices or comparable ICT hardware equal to at least 20% of the bid quantity or value during the preceding five years.	Order with completion, acceptance or payment evidence; lawful Startup/MSE relaxation shall apply.
6	Bihar service capability	OEM-backed helpdesk, escalation and pickup, field-service and standby-device arrangements covering all districts of Bihar within the specified SLA.	Bidder and OEM undertaking; the complete arrangement shall be operational before pilot acceptance.
7	Product compliance	All statutory certifications applicable to the exact India model/SKU and supplied power and radio accessories shall remain valid.	BIS CRS and WPC/TEC/MTCTE or other approvals wherever applicable, with exact model mapping.
8	Durability and lifecycle	The offered model shall meet the specified ingress, drop, environmental and supported-lifecycle requirements.	Exact-model OEM or accredited-laboratory evidence and OEM lifecycle statement.
9	Device management	The bidder shall provide a lawful 36-month enterprise MDM/UEM entitlement, implementation authorization and support.	Authorization, feature matrix, licence part number, hosting disclosure and support undertaking.

6. Minimum technical specifications

All requirements are mandatory unless expressly marked desirable. The offered exact model and configuration shall be commercially available in India and supported throughout the contracted period. An objectively demonstrated equivalent-or-better feature may be accepted only where it does not reduce functionality, security, durability, warranty or lifecycle support.

No.	Parameter	Minimum mandatory requirement	Evidence and acceptance
T1	Form factor	Portable slate tablet computer with display of at least 11.5 inches diagonal, designed and certified for regular outdoor and field use.	Exact India SKU OEM datasheet and physical verification.
T2	Display	Resolution at least 1920 x 1200; brightness at least 500 nits or an OEM-certified outdoor-readable equivalent; capacitive multi-touch.	OEM datasheet and outdoor test.
T3	Field input	Touch input suitable for forms; natively supported pen or durable tetherable capacitive stylus for signatures and field markings. Glove or wet-touch operation is desirable.	Accessory list and demonstration.
T4	Processor	Current 64-bit octa-core application processor capable of concurrent form, map, camera, document and video-conference use; Android Go or low-memory configuration is not acceptable.	OEM datasheet and workflow test.
T5	Memory	At least 6 GB physical RAM. Shared or virtual RAM shall not be counted.	OEM datasheet and device settings.
T6	Storage	At least 128 GB internal storage and microSD expansion supporting at least 512 GB.	OEM datasheet and device settings.
T7	Operating system	Android 16 or later at acceptance, genuine OEM image, Google Mobile Services where required for approved applications, and security patch not older than 90 days.	Device screen and OEM release record.
T8	Supported lifecycle	OEM-published security-support end date at least five years after the bid end date and at least three major Android version upgrades or an objectively equivalent long-term commitment.	Public OEM statement or signed OEM undertaking.
T9	Enterprise enrollment	Android Enterprise fully managed capability with zero-touch, QR or equivalent bulk enrollment, factory-reset protection and managed application distribution.	Android Enterprise/OEM evidence and pilot test.
T10	Cellular	5G NR SA/NSA and 4G LTE data operation on major Indian networks; physical nano-SIM. eSIM or dual-SIM is desirable.	India SKU band and operator statement; pilot with BHDS SIM.
T11	Local connectivity	Wi-Fi 6 or better, Bluetooth 5.2 or better, USB Type-C and Wi-Fi Direct or equivalent local peer connectivity. NFC is desirable.	OEM datasheet and pilot test.
T12	Printing	Native Android printing framework compatible with Mopria Print Service or an equivalent standards-based driverless method; no paid subscription or personal account shall be required.	OEM/OS evidence and print test with a compatible BHDS-provided printer.
T13	Location	GPS plus at least two additional constellations among GLONASS, Galileo, BeiDou or NavIC, together with assisted location and compass capability.	OEM datasheet and open-sky pilot test.
T14	Cameras	Rear camera at least 13 MP with autofocus and flash; front camera at least 5 MP; video suitable for official video conferences.	OEM datasheet and pilot test.
T15	Audio	Integrated microphone and speaker; headset support through Bluetooth or USB-C; stable 30-minute official video conference.	Pilot test.
T16	Ingress protection	IP65 or better for the tablet itself and not merely for a carrying case.	IEC 60529 evidence for the exact model.
T17	Environmental endurance	MIL-STD-810H or later, IEC 60068 equivalent, or comparable accredited evidence covering at least drop, vibration, temperature and humidity conditions relevant to field use.	Exact-model OEM or accredited-laboratory report or summary.

No.	Parameter	Minimum mandatory requirement	Evidence and acceptance
T18	Drop resistance	Operational after an accidental-drop test of at least 1.2 m. A rating of at least 1.5 m may be achieved with the exact supplied protective cover fitted.	Exact-model evidence and supplied configuration; no destructive BHDS test.
T19	Operating environment	OEM operating-temperature range covering at least 0 deg C to 45 deg C and humidity and vibration performance suitable for field transport.	OEM datasheet or test summary.
T20	Battery	Capacity at least 7,000 mAh and OEM-declared endurance of at least eight hours of typical mixed use; charging through the supplied equipment. A user-replaceable battery is desirable.	OEM specification and pilot observation.
T21	Weight	Tablet weight not more than 750 g, excluding detachable cover and straps.	OEM datasheet and scale check.
T22	Device security	Verified or secure boot, locked bootloader, hardware-backed encryption/key storage, strong PIN and biometric authentication, and remote lock/wipe through MDM.	OEM security note and pilot test.
T23	Sensors and language	Accelerometer, gyroscope and ambient-light sensor; Unicode Hindi and English display/input and standard accessibility controls.	OEM datasheet and pilot test.
T24	Power supply	One OEM or OEM-approved BIS-compliant AC adapter and USB cable per unit, even where not included in the standard retail box.	Accessory list, BIS record and inspection.
T25	Condition and age	New, unused and unactivated except for BHDS-approved staging; not refurbished; manufacture or import not more than nine months before delivery; not declared end-of-sale.	Seals, labels, serial/IMEI register and OEM declaration.
T26	Regulatory compliance	Valid BIS CRS for the exact tablet and adapter; WPC ETA, TEC/MTCTE and other approvals wherever applicable; compliance with applicable RoHS and e-waste requirements.	Verifiable certificates with exact-model mapping.
T27	Warranty	Thirty-six months comprehensive OEM-backed tablet warranty from acceptance; battery, charger, cable and supplied accessories at least twelve months.	OEM undertaking and serial-level warranty registration.

Capacity, brightness, certifications, endurance and drop resistance shall be evidenced for the exact India SKU. Evidence relating only to a product family shall not establish compliance unless the offered SKU is expressly mapped.

7. Mandatory accessory kit

Item	Quantity	Minimum requirement	Warranty
Protective cover	1 per tablet	OEM, in-box or OEM-approved; non-slip, washable, preserves access to ports and camera, and is the exact cover relied upon for any enhanced drop rating.	At least 12 months
Hand strap or grip	1 per tablet	Secure, replaceable, ambidextrous and compatible with the cover for one-handed field data entry.	At least 12 months
Shoulder strap	1 per tablet	Adjustable, detachable, strong clips and compatible mounting points; webbing at least 20 mm wide.	At least 12 months
Screen protection	1 fitted and 1 spare	Clear, touch and pen compatible, glare controlled, and without obstruction to sensors or cameras.	Dead-on-arrival replacement
Stylus	1 per tablet	Native pen where supported; otherwise a durable tetherable capacitive stylus with tether or replacement tip as applicable.	At least 12 months

Item	Quantity	Minimum requirement	Warranty
Charger and cable	1 set per tablet	OEM or OEM-approved, BIS-compliant, Indian plug, cable at least 1 m and capable of the tablet standard charging rate.	At least 12 months
Carry sleeve or pouch	1 per tablet	Splash-resistant storage for charger and documents without removing the protective cover.	At least 12 months
Asset tags	Tablet and charger	Tamper-evident QR/barcode and human-readable asset number without covering regulatory labels.	Replacement during warranty if detached
Documentation	Per unit and master copy	Hindi and English quick-use card, safety and warranty note, support contacts and lost-device procedure.	Maintained through the contract

The bidder shall disclose whether each accessory is OEM, OEM-approved or third-party and remains responsible for fit, electrical safety, interaction with the certified tablet configuration and warranty. No mandatory accessory shall require an undisclosed recurring subscription.

8. Device management, security and software

The seller shall provide lawful 36-month entitlement for an Android Enterprise-capable MDM/UEM platform and perform initial configuration under BHDS-approved policies. The BHDS shall own all administrator accounts, configurations, inventory, asset data and exported logs.

No.	Capability	Mandatory outcome
M1	Enrollment	Bulk zero-touch/QR/equivalent enrollment without an employee personal account; named government administrators.
M2	Managed mode	Fully managed device or BHDS-selected multi-app managed home screen/kiosk profile.
M3	Application control	Managed deployment/update/removal, allow/block lists, version visibility and staged rollout.
M4	Configuration	BHDS-approved Wi-Fi, VPN/certificate, browser, lock, camera/location and print policies.
M5	Security	Encryption, PIN policy, integrity/compliance, OS/patch visibility, factory-reset protection, remote lock and authorized wipe.
M6	Inventory	Serial, IMEI, model, OS, patch, storage, last check-in, district/block/post, warranty and compliance; CSV/API export.
M7	Lost device	Immediate lock/message, identifier record, policy-controlled last known location and dual-authorized wipe.
M8	Remote support	User-notified/consented remote view/control where supported, with complete session audit trail.
M9	Logs	Role-based searchable audit logs and export sufficient for secure retention in India for at least 180 days where applicable.
M10	Continuity	Policy export/backup, documented offboarding, seller-access removal, licence-expiry warning at least 90 days and transition assistance.
M11	Availability	Console availability target at least 99.5% monthly excluding announced maintenance; critical incident response within four hours.
M12	Licensing	Entitlements for the final contracted quantity valid from acceptance through 36 months; no trial/consumer licence; updates and support included.

8.1 Approved application baseline

- Departmental field-data and scheme applications, approved browser and identity or authentication tools.
- Approved maps or GIS viewer, offline-map component and camera or geotag workflow.
- Approved official video-conference client and government communication or file-transfer tools.
- PDF and office-format viewing, form filling, permitted signing and approved image-compression or scanning utility.
- Approved Android print service and the relevant printer plug-in where necessary.

8.2 Default restrictions

Personal cloud backup, unrestricted application stores, rooted or debug builds, cleaner or booster applications, ad-supported software, games, social media, unapproved remote-control tools and preloaded trialware shall remain disabled or removed unless specifically approved by the BHDS.

8.3 Privacy and administration

- Location history shall remain enabled by default for a recorded official purpose with approved access, notice and retention.
- Remote view or control shall notify the user except under a documented lawful incident-response procedure.
- The seller and OEM shall not inspect, copy, analyze, monetize or retain official or beneficiary content except for authorized support.
- Hosting countries, sub-processors, telemetry and cross-border transfers shall be disclosed before award.
- Seller administrator accounts shall be named, least-privileged, multi-factor authenticated and removed after handover except for an approved support role.

9. Supply, pilot and rollout

Stage	Deadline from GeM contract	Deliverable or gate
Kick-off	Within 3 working days	Project manager, OEM contacts, bill of material, rollout plan and service contacts.
Configuration workshop	Within 7 days	Approved device profile, application baseline, asset-tag format, user guide and service workflow.
Pilot batch	Within 15 calendar days	20 exact tablet kits at Patna with complete documents, licences, warranty and serial or IMEI register.
Pilot UAT	Within 7 calendar days after pilot delivery	Pass/fail report and correction of configuration defects without model or price change.
Balance rollout	Within 45 days after pilot approval and not later than 60 days from contract	Remaining units, district delivery and commissioning, complete asset data and warranty activation.
Stabilization	15 days after last commissioning	Open defects cleared and administrator, user and asset handover completed.

No mass dispatch shall occur before written pilot approval except at the seller risk. Pilot approval does not waive latent defects, batch inspection or warranty rights.

9.1 Staging, consignees and custody

1. Primary technical staging shall take place at a BHDS-designated location in Patna.
2. Commissioning shall be conducted through district-headquarters camps or at the offices stated in the GeM consignee schedule.
3. Every tablet shall be mapped to a district, block, sanctioned BHO post or approved charge and consignee. The device shall follow formal charge handover.
4. Packaging waste shall be removed or recycled by the seller after acceptance, subject to retention of boxes or labels required for warranty.

9.2 Asset register

Before acceptance of each batch, the seller shall provide an editable CSV or XLSX and signed PDF containing asset ID, GeM contract, OEM, model, India SKU, serial, IMEI, MAC addresses where permitted, Android version and patch, MDM ID, licence, accessories, warranty dates, support end date, district, block, post or charge, consignee and custody history.

10. Proof-of-concept and acceptance

10.1 Documentary verification

- The GeM catalogue, technical offer and delivered exact India SKU shall match without post-bid model substitution.
- BIS and applicable radio or telecom approvals shall be valid and mapped to the exact model.
- Ingress, environmental and drop evidence shall map to the exact tablet and any protective cover relied upon for the claimed rating.
- OEM warranty, service undertaking, lifecycle statement, MDM entitlement and serial or manufacturing list shall be complete.
- The bill of material and 36-month entitlement shall contain no trials, seller-only administrator accounts or undisclosed subscription.

10.2 Exact-model pilot tests

Test	Method	Pass criterion
Enrollment	Factory-reset one pilot device and re-enroll through the approved bulk-enrollment method.	The approved managed profile returns without a personal account or seller-only credential.
Field workflow	Open approved form, map and camera; enter Hindi and English data; capture photograph, time and location; store offline and synchronize.	No crash, persistent hang or data loss; screen remains readable and the record is complete.
GNSS	Capture position and geotag under open sky after standard reset.	Reported accuracy is ordinarily within 10 m in 120 seconds, subject to environmental conditions, and the coordinate persists.
Video conference	Join an approved conference for 30 continuous minutes over Wi-Fi and available 4G or 5G.	Usable two-way audio and video without thermal shutdown or repeated application failure.
Battery	Run a representative four-hour mixed-use script from full charge.	Observed or projected endurance supports at least eight hours without abnormal heat or drain.
Wireless printing	Print a Hindi and English PDF through the prescribed Android print method to a compatible BHDS-provided printer.	The tablet discovers the printer and produces complete legible output without a personal account or paid cloud relay.
MDM commands	Push application and configuration, view compliance, lock or unlock and conduct authorized wipe on a designated pilot unit.	Commands and audit times are visible and the approved policy reapplies after enrollment.
Physical configuration	Inspect seals, ports, cover, straps, screen protector and exact-model evidence.	The supplied assembly matches the tested or certified configuration and remains fully usable.
Service drill	Log a simulated high-priority ticket and invoke escalation.	Ticket, acknowledgment and escalation contacts function within the stated SLA.

The provisionally lowest technically responsive exact model shall undergo the pilot proof-of-concept. One configuration rectification and retest may be permitted within five working days. Failure of a mandatory test shall make the offer non-responsive; hardware or model substitution is not permitted.

10.3 Batch acceptance

- Verify 100% count, seal, serial or IMEI, configuration, power-on, accessories, asset tag, warranty and visible condition.
- Verify 100% enrollment and compliance; conduct functional sampling of at least 10% of each batch or district lot selected by the BHDS.
- Sample camera, GNSS, offline and synchronization, video conference and wireless printing workflows.
- Reject refurbished, repacked, previously registered or materially mismatched units and correct warranty dates to BHDS acceptance.
- Record deficiencies unit-wise and correct or replace each affected unit before acceptance.

Inspection or CRAC does not extinguish rights concerning latent defects, counterfeit goods, false certificates, support-end misrepresentation or warranty obligations.

11. Training and documentation

Audience	Minimum delivery	Coverage
Field users	Up to 38 district sessions of 2 to 3 hours with Hindi explanation and practical exercises.	Safe handling, forms, photographs, GNSS, offline work, video conferences, documents, printing, charging, lost-device reporting and helpdesk.
District nodal staff	Included in district sessions; one focal person per district where nominated.	Custody transfer, basic troubleshooting, escalation, standby or replacement and asset tracking.
BHDS administrators	Two instructor-led days at Patna for at least 6 nominees, with recording and practical lab.	MDM roles, enrollment, policies, applications, reports, lost-device workflow, logs, offboarding and incident response.
Helpdesk handover	One operational workshop before balance rollout.	Priorities, ticket fields, escalation, OEM cases, SLA reports and privacy controls.

Deliverables shall include editable and PDF administrator manual, Hindi and English illustrated quick-use card, captioned short videos, troubleshooting flow, warranty and escalation matrix, configuration baseline, licence register and attendance records. Generic brochures are not sufficient.

12. Warranty, maintenance and service levels

12.1 Warranty principles

- Warranty shall begin on BHDS acceptance or commissioning of each serial number and not on seller purchase or dispatch.
- The seller shall remain the single contractual point of responsibility notwithstanding OEM or subcontractor involvement.
- Any standard warranty shorter than the contracted term shall be extended and registered before acceptance.
- Repair shall use genuine OEM parts; replacement shall be the same configuration or a BHDS-approved equivalent-or-better supported model.
- Official data shall not be accessed or retained during service; storage-board replacement, wipe and chain of custody require authorization.
- Deliberate damage, theft and loss are excluded unless separately covered; ordinary field-use failure within published operating limits remains covered.

12.2 Priority and restoration

Priority	Example	Acknowledge	Restore	Final resolution
P1 Critical	Security compromise, mass enrollment failure or MDM unavailable to all users.	Within 2 business hours; 24 x 7 security contact	Containment within 4 hours	Within 1 working day or approved incident plan
P2 High	A field tablet is unusable and no workaround exists.	Within 4 business hours	Working repair or standby within 3 working days	Within 7 working days
P3 Normal	Degraded function, accessory issue or guidance request.	Within 1 working day	Within 5 working days	Within 10 working days

12.3 Bihar-wide service SLA

SLA event	Patna	Other districts	Measurement
Ticket acknowledgment	4 business hours	4 business hours	Helpdesk timestamp.
Remote triage	1 working day	1 working day	Diagnosis and worklog.
Pickup or onsite response	1 working day	2 working days	Signed visit or pickup record.
Working restoration	3 working days	3 working days	Repair or configured standby handed over.
Final closure	7 working days	7 working days	BHDS or user-confirmed closure.
Standby pool	At least 7 tablets maintained within Bihar	Dispatchable statewide	Quarterly serial inventory; seller-owned and included in price.

12.4 Repeat failure and deductions

A tablet shall be permanently replaced after three substantiated hardware failures or more than 30 cumulative downtime days in any rolling 12-month period. Delay beyond the working-restoration SLA may attract deduction of 0.25% of the accepted unit price of the affected tablet per calendar day, capped at 10% of that unit price. The same default shall not attract duplicate recovery under this deduction and delivery liquidated damages.

The seller shall submit monthly open-ticket data and quarterly reports covering ticket ageing, response, restoration, closure, replacements, repeat failures, patch and compliance state, standby inventory and corrective action.

13. Cybersecurity, confidentiality and data handling

1. Comply with the Information Technology Act and rules, CERT-In directions, applicable digital personal data protection law and rules, departmental security policy and lawful directions as amended.
2. Notify the BHDS security contact within two hours of discovering an incident affecting devices, MDM, credentials, logs or BHDS data and support statutory reporting, containment and evidence preservation.
3. Synchronize service systems to accurate time and make relevant audit logs exportable for secure retention by the BHDS within Indian jurisdiction for a rolling 180 days wherever applicable.
4. Use encryption in transit and at rest, multi-factor authentication, least privilege, named accounts and audit trails. Shared or default service credentials are prohibited.
5. Do not transfer BHDS data to removable media, personal email, messaging applications or unapproved cloud services. Diagnostic collection shall be minimized and authorized.
6. Disclose MDM hosting, sub-processors, telemetry, retention, backup and deletion before award; material change requires advance notice and required approval.
7. At expiry or termination, transfer configurations and permitted logs, remove seller access, return or delete BHDS data and issue a signed closure certificate.

14. Commercial and contractual conditions

14.1 Price and payment

- The GeM financial offer shall include all taxes and duties, freight, transit insurance, packaging, staging, district travel, configuration, training, documentation, warranty extension, MDM/UEM entitlement, standby pool and support.
- No payment shall be due for seller-owned standby devices, trial licences, rectification or replacement, repeated visits caused by seller default or any undisclosed item required for compliance.
- No advance payment shall be made. Payment shall be released for accepted quantities through the GeM contract after receipt, inspection, commissioning and CRAC under the GeM-generated terms.
- Statutory tax changes shall be handled only under the GeM contract and applicable law.

14.2 Security, delay and remedies

Bid security, performance security, delivery liquidated damages, quantity variation, extension, termination, risk purchase and incident action shall be governed by the values and conditions configured in the GeM-generated bid and by the GTC/STC in force.

14.3 Assignment and subcontracting

The seller shall not assign the contract. Disclosed logistics or authorized-service work may be subcontracted while seller liability remains complete. No subcontractor may receive BHDS administrator credentials or data access beyond an approved, logged support purpose.

15. Evaluation and award

1. GeM system eligibility and completeness of mandatory bid documents.
2. Pass/fail scrutiny against the mandatory category parameters, RFP, ATC, certificates, exact-model datasheets, OEM authorization and service undertaking. Unverifiable marketing claims shall receive no credit.
3. Clarifications limited to confirming the offered position; no material post-bid improvement, model change, missing licence, substituted certificate or warranty enhancement shall be introduced.
4. Exact-model proof-of-concept for the provisionally lowest technically responsive offer, with one time-bound configuration rectification and retest.
5. L1 award among technically responsive offers, subject to purchase preference and relaxations under extant GeM, Make in India, MSE, Startup and applicable Bihar policy.

No subjective technical scoring or QCBS weightage shall be used. Reverse auction, if enabled, shall follow GeM after technical qualification. The BHDS may cancel or rebid with recorded reasons where competition, price reasonableness or genuine compliance is inadequate.

16. Bidder technical compliance schedule

The bidder shall complete every row, state the offered value and cite page-specific evidence. A generic response such as "as per tender" shall not establish compliance.

Reference	Offered value or Yes/No	OEM evidence title and page or URL	Deviation
T1-T3: form, display and input			
T4-T6: processor, RAM and storage			
T7-T9: OS, lifecycle and enrollment			
T10-T13: cellular, Wi-Fi, Bluetooth, printing and GNSS			
T14-T15: cameras, audio and video conference			
T16-T19: ingress, environmental endurance, drop and operating range			
T20-T21: battery and weight			
T22-T23: security, sensors and languages			
T24-T27: power, condition, regulatory and warranty			
Section 7: accessory kit			
Section 8: MDM/UEM, software and security			
Sections 9-14: implementation, SLA and commercial terms			

Offered configuration

OEM or brand	
Exact model, India SKU and GeM product ID	
Android version and security patch	
Processor, physical RAM, internal storage and microSD	
Display size, resolution and brightness	
5G/4G bands and SIM/eSIM	
Wi-Fi, Bluetooth and printing standard	
GNSS constellations and sensors	
Ingress, environmental and drop evidence IDs	
Battery and weight	
Security support end date and OS upgrades	
MDM/UEM product, licence part and hosting location	
Charger and accessory make, model and part number	
OEM warranty portal and process	

17. Manufacturer Authorization Form

To: Bihar Horticulture Development Society / Directorate of Horticulture, Government of Bihar

Subject: Authorization for the GeM bid for supply and support of 350 tablet computer field mobility kits

We, _____, being the original manufacturer or authorized solution provider of _____ (exact make, model, India SKU and/or licence), authorize _____ (bidder) to submit an offer and, if awarded, to supply, configure, commission and support the stated product under this bid.

We confirm that:

- the offered product or licence is genuine, current, supported and available in the required quantity and time;
- we have reviewed the specifications, warranty and service SLA and will provide back-to-back technical, parts, entitlement and escalation support;
- warranty and entitlement will be registered from BHDS acceptance and will be verifiable by serial or licence identifier;
- support and spare parts will remain available for at least five years after the bid end date;
- the certificates, tests and lifecycle statements submitted with the bid apply to the exact offered India SKU; and
- a change in commercial relationship with the bidder will not invalidate genuine warranty already registered under the contract, subject to applicable law.

Authorized signatory: _____ Name and designation: _____ Date: _____

OEM support email and phone: _____ Seal or verifiable digital signature: _____

18. Bihar service and support undertaking

Information	Bidder or OEM response
Single helpdesk phone, email or portal and operating hours	
P1 24 x 7 security escalation contact	
State service manager and alternate	
OEM-authorized service centres in Bihar: name, district, address, contact and evidence	
Pickup or field-service arrangement for all other districts	
Bihar standby-pool location and serial-ready quantity	
OEM escalation levels	
Spare-parts logistics and replenishment time	
Data-safe repair and chain-of-custody procedure	
Sample monthly and quarterly SLA report	

We undertake to operationalize the stated arrangement before pilot acceptance and to maintain it throughout the warranty period. Any change shall be reported in advance and shall not reduce the contracted service level.

Bidder authorized signatory, date and seal: _____

19. Bidder declarations and deviation schedule

☐ We have examined the GeM-generated bid, current GTC, applicable STC/SLA, this RFP and the ATC and accept them without commercial qualification except for deviations expressly listed below.

☐ The offered exact model and India SKU are correctly identified and every datasheet, certificate and test record submitted applies to that configuration.

☐ Every recurring charge, licence dependency, hosting location, sub-processor, accessory source and warranty exclusion has been disclosed.

☐ We are not debarred or blacklisted as declared and comply with applicable conflict-of-interest, land-border and public-procurement requirements.

☐ The local-content classification and supporting certificate are accurate under the policy in force.

☐ We shall protect official and personal data, report incidents, remove seller access and complete data return or deletion at exit.

☐ We understand that false evidence, model mismatch, counterfeit or refurbished supply or undisclosed support limitation may result in rejection, termination, recovery and GeM incident action.

Express deviations, if any

Clause or specification	Offered deviation	Technical or commercial effect	Supporting page

A blank deviation schedule or one marked "Nil" shall mean full compliance, subject to verification.

Bidder legal name: _____ GeM seller ID: _____

Authorized signatory, designation, date and digital signature:

_____

End of Request for Proposal

GOVERNMENT OF BIHAR

AGRICULTURE DEPARTMENT

Bihar Horticulture Development Society

Additional Terms and Conditions

GeM procurement of 350 durable field-use tablet computer kits for Block Horticulture Officers in Bihar

Buyer	Bihar Horticulture Development Society / Directorate of Horticulture, Agriculture Department, Government of Bihar
Quantity	350 complete tablet computer field mobility kits
Users	Block Horticulture Officers and other officers authorized by the BHDS
Issue	5th September 2026
Procurement mode	Government e-Marketplace (GeM)

Bid particulars

Buyer	Bihar Horticulture Development Society / Directorate of Horticulture, Agriculture Department, Government of Bihar
GeM bid number	The number generated by GeM for this procurement
Quantity	350 complete tablet computer field mobility kits
Category	The applicable tablet computer category selected in the GeM-generated bid
RFP	Request for Proposal for procurement of 350 durable field-use tablet computer kits
Warranty and MDM/UEM	36 months from acceptance, with component-specific warranty as stated in the RFP
Delivery	20-unit pilot within 15 calendar days; complete supply and commissioning within 60 days; 15-day stabilization
Evaluation	Pass/fail technical responsiveness followed by L1 among responsive offers
EMD	EMD of **₹3,00,000/- (Rupees Three Lakh only)** in the form of a **Bank Guarantee in favour of Mission Director, State Horticulture Mission, Bihar, Mobile No**- 9031643014, **Email Id**- dir-bhds-bih@nic.in along with the Bid.



1. Applicability and order of precedence

These Additional Terms and Conditions apply to the GeM bid for 350 tablet computer field mobility kits and shall be read with the GeM-generated bid and the incorporated RFP.

Priority	Document or rule	Application
1	Applicable law and mandatory Government or GeM policy	Always controlling.
2	GeM GTC and applicable category STC/SLA	Controlling platform terms.
3	GeM-generated bid data and selected category parameters	Controls quantity, dates, values and portal-configured commercial conditions.
4	This ATC and the incorporated RFP	Supplements the above without contradiction.
5	Accepted technical offer and OEM or solution-provider undertakings	Binding to the extent equal or superior and unqualified.
6	Seller brochures or standard commercial terms	Apply only when expressly incorporated into the GeM contract.

The bidder shall raise any perceived conflict through GeM before bid closing. Submission without such notice constitutes acceptance of the controlling conditions.

2. Defined terms

Buyer	BHDS / Directorate of Horticulture or the authority identified in the GeM-generated bid.
Field mobility kit	One exact tablet with the full accessory set, licence entitlement, configuration, documentation, warranty and support specified in the bid.
Exact model or India SKU	The precise commercially supplied configuration to which every datasheet, certificate, test, lifecycle statement and warranty applies.
MDM/UEM	The Buyer-administered enterprise device-management platform and lawful entitlement offered for the contracted term.
Acceptance	Buyer or consignee confirmation after documentary, physical and functional checks, without prejudice to latent-defect and warranty rights.
Working day	A working day of the Government of Bihar office concerned unless GeM or the contract defines otherwise.

3. Operative Added Terms and Conditions

A. Product, bidder and evidence

1. The offered goods shall be new, unused, current-production, factory-sealed and not refurbished or repacked. Manufacture or import shall be not more than nine months before delivery, and the model shall not be declared end-of-sale on the bid end date.
2. The bidder shall be the OEM or shall upload a bid-specific authorization from the OEM of the exact offered tablet and, where different, from the device-management solution provider. The authorization shall confirm genuineness, supply capacity, warranty, support and escalation. The seller remains the single contractual point of responsibility.
3. All statutory certifications applicable to the exact India model/SKU and the supplied power and radio accessories, including BIS CRS and WPC/TEC/MTCTE wherever applicable, shall remain valid on the bid end and supply dates and shall be independently verifiable.
4. Exact-model OEM or accredited-laboratory evidence shall establish IP65 or better for the tablet itself, the prescribed environmental endurance tests, and operational drop resistance of at least 1.2 m or at least 1.5 m with the exact supplied protective cover. The BHDS will not conduct destructive water or drop testing.
5. Minimum configuration shall include 6 GB physical RAM, 128 GB internal storage, microSD expansion, Android 16 or later at acceptance, 5G/4G connectivity for India, Wi-Fi 6, Bluetooth 5.2, standards-based Android printing, multi-constellation GNSS, a 13 MP autofocus rear camera with flash and a 5 MP front camera.
6. The OEM shall publish or undertake a security-support end date at least five years after the bid end date and at least three major Android upgrades or an objectively equivalent lifecycle commitment. The security patch at acceptance shall not be older than 90 days.

B. Scope, accessories and management

7. The contract covers exactly 350 complete tablet computer field mobility kits, inclusive of every accessory, licence, configuration, training, warranty and support obligation stated in the RFP and this ATC.
8. Each tablet shall include every prescribed accessory, including a compatible charger and cable even where omitted from the retail box. The bidder shall disclose the make, model, part number and OEM, OEM-approved or third-party status of every accessory.
9. The all-inclusive price shall cover 36-month Android Enterprise-capable MDM/UEM entitlement for the contracted quantity, enrollment, approved configuration, administrator handover, application baseline, audit and export functions, updates and support. Trial or consumer licences are not acceptable.
10. No employee personal account shall be required. Location history and remote viewing or control shall remain disabled by default and may be enabled only under BHDS-approved purpose, access, notice, audit and retention controls.

11. Mandatory printing capability shall operate through a standards-based Android print service on a compatible BHDS-provided Wi-Fi or Wi-Fi Direct printer, without a paid subscription, personal account or cloud relay.
12. No undisclosed subscription, account fee, application charge or accessory shall be necessary for any mandatory function.

C. Pilot, delivery and acceptance

13. Kick-off shall occur within three working days, the configuration workshop within seven days and delivery of the 20-unit pilot batch within fifteen calendar days of the GeM contract date.
14. No mass dispatch shall occur before written pilot approval except at the seller risk. Pilot approval does not waive batch inspection, latent-defect rights or warranty obligations.
15. The exact offered tablet shall demonstrate enrollment after factory reset, Hindi and English field entry, offline storage and synchronization, photograph, timestamp and GNSS capture, outdoor handling, a continuous 30-minute video conference, representative battery use, MDM commands and standards-based printing.
16. Every accepted unit shall be asset-tagged and entered in an editable serial, IMEI, accessory, warranty and MDM register mapped to the consignee, district, block and sanctioned post or approved charge.
17. The balance quantity shall be supplied and commissioned within forty-five days after pilot approval and in all cases within sixty days from the contract date, followed by a fifteen-day stabilization period.

D. Warranty, service and lifecycle

18. Tablet warranty shall be thirty-six months comprehensive and OEM-backed from BHDS acceptance; battery, charger, cable and supplied accessories shall carry at least twelve months warranty. Any shorter standard warranty shall be extended at seller cost before acceptance.
19. The seller shall operate one helpdesk with ticket number, timestamps, phone, email or portal and Bihar escalation. Acknowledgment shall be within four business hours, remote triage within one working day, pickup or onsite response within one working day in Patna and two working days elsewhere, working restoration within three working days and final resolution ordinarily within seven working days.
20. Throughout warranty, the seller or OEM shall maintain within Bihar a seller-owned standby pool of at least seven fully serviceable tablets. Standby devices shall be enrolled and configured before issue and shall remain outside BHDS asset acceptance until formally substituted.
21. A tablet shall be permanently replaced after three substantiated hardware failures or more than thirty cumulative downtime days in any rolling twelve-month period.
22. Delay beyond the working-restoration SLA may attract a deduction of 0.25% of the accepted unit price of the affected tablet per calendar day, capped at 10% of that unit price. The same default shall not attract duplicate recovery under this deduction and delivery liquidated damages.

23. Repair shall use genuine OEM parts. Storage-board replacement, wipe and chain of custody require BHDS authorization; replacement shall be the same model and configuration or a BHDS-approved equivalent-or-better supported model.

E. Cybersecurity, privacy and exit

24. The seller and OEM shall not access, copy, analyze, monetize or retain departmental, employee or beneficiary content except for an authorized support purpose under documented BHDS instruction.
25. A security incident affecting a device, MDM, credential, log or BHDS data shall be notified to the BHDS within two hours of discovery, with full cooperation for containment, evidence preservation and statutory reporting.
26. Administrator accounts shall be named, least-privileged and protected by multi-factor authentication. Relevant logs shall be exportable for secure retention by the BHDS within Indian jurisdiction for at least 180 days wherever applicable.
27. MDM hosting location, sub-processors, telemetry, backups, retention and any cross-border transfer shall be disclosed. Material change requires advance notice and any approval required by the BHDS or applicable law.
28. At expiry or termination, the seller shall transfer configuration and permitted log exports, remove seller access, return or securely delete BHDS data and issue a signed access-closure and deletion certificate.

F. Commercial, evaluation and remedies

29. The GeM financial offer shall be all-inclusive of taxes, freight, transit insurance, packaging, staging, configuration, district travel, training, documentation, licence entitlement, warranty extension, standby pool and support. No advance payment shall be made.
30. Payment shall be released for accepted quantities through the GeM contract after receipt, inspection, commissioning and CRAC in accordance with the GeM-generated payment terms. Warranty and support obligations remain secured by the performance security and contract remedies.
31. Bid security, performance security, delivery liquidated damages, quantity variation, payment processing and other remedies shall be governed by the values configured in the GeM bid and the GTC/STC in force.
32. Evaluation shall be on pass/fail technical responsiveness followed by L1 among responsive offers, subject to applicable purchase preference and Startup/MSE relaxations. No subjective QCBS scoring shall be used.
33. Clarification may confirm the offered position but shall not permit a material post-bid improvement, new model, missing licence, substituted certificate or altered warranty commitment.
34. False certification, counterfeit or refurbished supply, material model mismatch, undisclosed end-of-support status or unauthorized warranty limitation may result in rejection or termination, recovery and GeM incident action without prejudice to other remedies.

35. The GeM GTC, applicable category STC/SLA and GeM-generated bid conditions shall prevail. This ATC supplements and shall not contradict them.

4. Minimum technical requirements

Area	Minimum requirement	Primary evidence	Pilot or acceptance
Form and display	Portable field-use slate, at least 11.5 inches, at least 1920 x 1200 and 500 nits or outdoor-readable equivalent.	Exact India SKU OEM datasheet.	Physical and outdoor check.
Compute and storage	64-bit octa-core processor, at least 6 GB physical RAM, 128 GB internal storage and microSD support of at least 512 GB.	OEM datasheet and device settings.	Concurrent field workflow.
OS and lifecycle	Android 16 or later at acceptance, patch under 90 days, at least five years remaining security support and at least three major upgrades or equivalent.	OEM lifecycle statement.	OS and patch screen.
Connectivity	5G SA/NSA and 4G for India, Wi-Fi 6 or better, Bluetooth 5.2 or better, USB-C and local peer connectivity.	India SKU radio and band statement.	Official SIM and Wi-Fi test.
Printing	Mopria-compatible or equivalent standards-based Android printing without a paid account or subscription.	OS or OEM evidence.	Compatible Office-provided printer.
Location and capture	GPS plus at least two additional constellations, compass, rear 13 MP autofocus camera with flash and front 5 MP camera.	OEM datasheet.	Geotag, photograph and video conference.
Durability	IP65 or better for the tablet; MIL-STD-810H, IEC 60068 equivalent or comparable accredited environmental evidence; drop at least 1.2 m or 1.5 m with the supplied cover.	Exact-model OEM or accredited evidence.	Configuration match; no destructive test.
Battery and weight	At least 5,000 mAh and eight-hour mixed use; tablet weight not more than 750 g excluding detachable accessories.	OEM datasheet.	Representative battery observation.
Security and management	Verified boot, hardware-backed encryption, biometric or PIN security, Android Enterprise fully managed mode and remote lock or wipe.	OEM and MDM evidence.	Enrollment and commands.
Warranty	Tablet 36 months OEM-backed; battery, charger, cable and accessories at least 12 months.	OEM undertaking and portal registration.	Serial-level verification.

5. Mandatory Inclusions

Component or service	Minimum inclusion
Tablet	Exact accepted India model and SKU, new, current-production and factory-sealed.
Protective handling	Protective cover, hand strap or grip, shoulder strap, one fitted and one spare screen protector, stylus and splash-resistant carry sleeve or pouch.
Power	One OEM or OEM-approved BIS-compliant charger and cable per tablet.
Asset identification	Tamper-evident QR/barcode and human-readable tags for the tablet and charger.
MDM/UEM	Lawful 36-month entitlement, enrollment, approved policies and applications, government administrator handover, reports, log export and support.
Rollout	Staging, pilot, district delivery and commissioning, asset register, Hindi and English user orientation and Patna administrator training.
Warranty and support	36-month tablet warranty, component-specific accessory warranty, Bihar-wide SLA, seven-unit standby pool and service reporting.

6. Mandatory bid documents

No.	Required submission	Minimum content	Attached
1	Bid-specific OEM authorization	Exact model and SKU, genuineness, supply capacity, 36-month warranty, support and escalation.	☐
2	Exact-model OEM datasheet	Every technical requirement mapped and the India SKU clearly identified.	☐
3	Durability evidence	Ingress, environmental endurance and drop evidence mapped to the exact model and supplied cover.	☐
4	Lifecycle and security evidence	OS and patch process, support-end date, upgrade commitment and hardware-security description.	☐
5	Statutory certificates	BIS CRS and WPC/TEC/MTCTE or other certificates wherever applicable, with validity and model mapping.	☐
6	MDM/UEM submission	Authorization, feature matrix, licence part and term, hosting and sub-processors, SLA and exit support.	☐
7	Accessory bill of material	Make, model, part, quantity and OEM, OEM-approved or third-party status for every item.	☐
8	Bihar service undertaking	Helpdesk, service centres or field service, escalation, standby pool, parts and data-safe repair.	☐
9	Experience and turnover evidence	Evidence meeting the stated threshold, subject to applicable policy relaxations.	☐
10	Declarations and deviations	Integrity, land-border, local content, data, hosting, recurring costs, warranty exclusions and express deviations.	☐



7. Bidder acceptance and no-deviation declaration

To: Bihar Horticulture Development Society / Directorate of Horticulture, Government of Bihar

GeM Bid No.: _____ Date: _____

☐ We have read the GeM-generated bid, current GTC, applicable STC/SLA, incorporated RFP and this ATC and accept them without commercial qualification except for deviations expressly listed below.

☐ All datasheets, certificates, test evidence and lifecycle or warranty statements apply to the exact offered India SKU and are authentic and verifiable.

☐ Every recurring charge, licence dependency, hosting location, sub-processor, third-party accessory and warranty exclusion has been disclosed.

☐ Our price includes the complete tablet kit, MDM/UEM entitlement, rollout, warranty and support.

☐ We accept the exact-model pilot, serial-level asset and warranty registration, Bihar standby pool and service-reporting obligations.

☐ We understand that false evidence, material model mismatch, counterfeit or refurbished supply or undisclosed support limitation may trigger rejection, termination, recovery and GeM incident action.

Express deviations, if any

Clause or specification	Offered deviation	Technical or commercial effect	Supporting page

A blank deviation schedule or one marked "Nil" shall mean full compliance, subject to verification.

Bidder legal name: _____ GeM seller ID: _____

Authorized signatory, designation, date and digital signature: _____

End of Additional Terms and Conditions