



Madhya Pradesh Public Health Services Corporation Limited
(A Government of Madhya Pradesh Undertaking)
Tilhan Sangh Building Campus, 01 Arera Hills Bhopal

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TENDER NOTICE

Tender Ref.No.57/MPPHSCL/B.C. Reader/2015, DT 26.11.2015

Resolutions to Pre bid Queries

Sr. No.	Queries	Amendments
1-	Handheld terminal display size? if any specific	Not necessary
2-	Require the site details for the implementation of the barcode scanner	51 District CMHO and CS at District hospital 7 Division to 4GRH @ Bhopal 6 M.C of M.P or any comparing institute on facility
3-	Is there any application development scope for HHT? Brief application detail where scanners to be used?	Yes
4-	Warranty excludes physical damage & mishandling by user?	Yes
5-	Cables & charging dock comes under consumables hence not comes under any warranty.	Need min 1yr warranty in charges wireless terminal
6-	2D-Scanner Specification (Connected with PC) is require with stand or without stand.	With stand USB part wire connection
7-	Performance statement certificate is along with a notarized certification is require or completion certificate from the customer on their letter head with duly sign & stamp will accept.	b) user satisfaction certificate (notarize)
8-	Require to fix turnover criteria for bidder participation minimum above the 25 cr.	not accepted
9-	Scanner specification should require a minimum drop specification of 1.5 meters.	Yes
10-	Based on the tender it is understood that applications of the devices are in Healthcare, we suggest you to go for devices/barcode scanner which are meant for the healthcare environment.	Open for all. No change

	The Material used for the device manufacturing should be anti-microbial or Disinfectant ready. Present days hygiene issue at health departments are highest concerns and require to be following very religiously. Presently most of the hardware companies are providing such types of housing which can be cleaned using a special chemical to disinfect the device and survive on the long run.	
11-	Wireless LAN standards mentioned are 802.11 b/g while the devices are available with 802.11/bg/n/ AC; this provides better connectivity and higher throughput.	No change
12-	The operating system Win CE 5.0 is outdated and not supported by lot of development platforms. We request you to go for the new operating system like Win CE 6 or Win Mobile 6 and above.	Accepted
13-	The Green Dot technology mentioned is not a open technology and it is pertaining to only single manufacturer. We object on such proprietary specification in tender specification.	This specification is not mentioned in tender Document
14-	We request you to clarify on the device display size, resolution, touch & no touch. Also clarification require for the keypads and Bluetooth standard. Also we request you to consider the past experience of the bidder in similar work in healthcare domain.	User friendly & standard
15-	Warranty terms on Handheld Terminals require outlining explicitly. We suggest you to consider minimum 3 years comprehensive warranty as this will protect the investment & justify the technology adoption decision.	Given in tender document
16-	We request you to have a confirming support from OEM/Manufacturer to bidder. Also OEM/Manufacturer having their own service center in India. OEM should provide undertaking that product supplied will be supported for minimum 5 yrs after the product becomes end of life.	no change
17-	From the index/table of contents it appears that the document should have 191 pages or more. However, the document has only 53 pages. Kindly confirm if this is correct or provide the full document at the earliest.	There are only 53 pages in the tender document as uploaded.

18-	The tender specs for the Hand Held terminals require Operating System to be "Wind CE 5" which is not obsolete and the mainstream support for the same ended more than 5 years ago. The win CE5.0 was succeeded by Win CE6.0and WM 6.5 etc Hence, in order to avail the benefits of the latest technologies, the specs should mention OS as "minimum Win CE6.0/ Win Mobile 6.5 or later"	No change
19-	The tender specs do not make any mention regarding the capability of the device to handle exposure to dust, liquids, etc, Hence, the tender specs must specify that the hand held devices must have "min IP64 rating and above for ingress protection".	No change it will be covered in warranty
20-	Further, the devices will be used by people in a rush under emergency situations and are likely to be dropped on to a hard concrete surface or to tumble down the staircase etc. The specs also do not make any mention of the ability of the device to be able to continue to function after being exposed to such events. In order to protect your investment, the tender specs should mention that the device must be "able to handle drops from a height of 5 ft or more and multiple tumbles of 0.5 ft or more"	no change
21-	As per reports, infections due to exposure to hospitals and related similar environments are on the rise around the world. The care givers like nurses, doctors etc as well as the patients relatives are also at an increased risk. Hence, the scanners and handheld terminals being procured for hospitals, should be "healthcare environment ready and casing/outer plastics etc should be disinfectant resistant". This will not only prevent growth of bacteria and the Spread of other communicable diseases through contamination but also help increase the productive life of the equipment. Our principals and most manufacturers in the world supply devices with disinfectant ready casing, with an anti-microbial additive added into polycarbonate material of the casing. This ensures that the devices do not actively encourage or contribute to the growth and/or spread of bacterial infections. These units can be easily be cleaned any number of times using isopropyl-alcohol based	no change

	cleaning agents without any damage.	
22-	The tender specs mention "wireless Lan 802.11b/g' only. in order to take advantage of the latest technology this must be upgraded to read as wireless LAN 802.11b/g/ac' for better performance and higher throughput	no change
23.	The tender specs do not make any mention of the screen size .This will also make it difficult for the department to compare two or more separate bidders. a large clear display will also be helpful to the user. hence we suggest that the tender specs should mention that the mobile handheld terminal should have ' high resolution color display with touch screen facility full VGA or better with 3 size inch or higher size and support readability under harsh lighting	no change
24.	while it is easy to use a touch screen for small entries for selecting an item from a scroll down menu, typing large amount of data using a stylus or finger can be troublesome hence , hand held terminal should also have ' a hard QWERTY keypad for easy data entry' in addition to the touch screen	no change
25.	in order to ensure hassle free support and long productive life for your equipment we recommend that you ask the bidder to offer' comprehensive warranty support for 3/5 year including accidental damages'	Mentioned in tender condition
26.	OEM should provide undertaking that product supplied will be supported for minimum 5yrs after the product become end of life. this ensure that your investment is protected for next 7 to 8 yrs.	no change
27-	. Tender document has reference to certain page numbers which are not there in the main or annexure document. main document has total 53 pages but index makes reference to page 59,61and191 request you to revise the document/provide document	There are only 53 pages in the tender document as uploaded.
28	since tender and handheld terminal are being procured for hospital, ideally being used should be healthcare environment ready and housing/outer plastics etc be disinfectant resistant and thereby prevent growth of bacteria and other communicable diseases which can be spread through contamination	no change

	<p>most of the reputed manufacturers in the world already have been supplying disinfectant ready housing scanner/mobile computers. This will ensure that device in operations don't actively encourage contribute in anyway growth/spread of bacterial infection. Such scanner/handheld terminal can survive mandatory and multiple cleaning per day using isopropyl-alcohol based cleaning agents. hospital acquired are growing at alarming rate and some of the good practices are to ensure proper/regimental cleaning of all the surfaces and components used in the hospital and nursing used in the hospital and nursing cleaning using</p>	
29	<p>handheld terminal specification mentioned are having some of the obsolete reference to operating system(point 7 ask for win CE 5) while new devices are available with win CE 7 and more ideally it should be minimum Win Ce 6 or Window Mobile 6.5.3</p>	Accepted
30	<p>IP Rating: since handheld terminal will be used in hospital environment and at times hand will be wet, fine dust relating medicine etc, it is recommended that we should have specs of at least IP64 or higher to ensure that device don't get damaged in the field</p>	No change
31	<p>Wireless LAN standard mentioned are of 802.11b/g while new standard are 802.11n/ac which provide better higher through out</p>	No change
32	<p>Screen Size; ideally the mobile handheld terminal should have resolution color display and 3 inc or higher screen. Published specs don't make any reference of display size. Ideally it should it be full VGA screen. 3 inch display size and support sun light readability and support both touch and stylus operation (capacitive and resistive)</p>	No change
33	<p>hand held terminal should ideally be having hard keypad (QWERTY) keypad for easy data entry for information</p>	No change
34	<p>tender does not make mention of OEM/Manufacture having their own service center in India</p>	No change
35	<p>Handheld terminal will be used by multiple</p>	No change

	people and will be prone accidental fall' ware and tare and even physical abuse. ideally you should be considering 3 yrs comprehensive no question asked warranty support . this will ensure that you have one single capped cost of support and operating the solution for next 3 yrs.	
36	OEM should provide undertaking that product supplied will be supported for minimum 5yrs after the product become end of life. this will ensure that your investment is protected for next 7 to 8 yrs	No change
37	Partner selected for implementation and supply should have relevant experience in supplying and implementing similar solution in healthcare vertical.	No change open for all
38-	The material used for the device manufacturing should be anti-microbial or Disinfectant ready.	No change
39	Wireless LAN standards mentioned are 802.11 b/g while the devices are available with 802.11/b/g/n/AC, this provides better connectivity and higher throughput.	No change
40	The operating system Win CE 5.0 is outdated and not supported by lot of development platforms. We request you to go for the new operating system like win CE 6 or Win Mobile 6 and above.	C.E 5.0 and above
41	The Green Dot technology mentioned is not a open technology and it is pertaining to only single manufacturer. We object on such proprietary specification in tender specification.	"Green dot" not mentioned in tender
42	We request you to clarify on the device display size, resolution, touch & no touch. Also clarification require for the keypads and Bluetooth standard. Also we request you to consider the past experience of the bidder in similar work in healthcare domain.	No change
43	Warranty terms on Handheld Terminals	already in

	require outlining explicitly. We suggest you to consider minimum 3 years comprehensive warranty as this will protect the investment & justify the technology adoption decision.	Tender Document
44	We request you to have a confirming support from OEM/Manufacturer to bidder. Also OEM/Manufacturer having their own service center in India. OEM should provide undertaking that product supplied will be supported for minimum 5 yrs after the product become end of life.	already in tender condition
45	We request you to look in to the above points and allow the level playing field to all the bidders and have a best of the technology for this project.	

