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BHUTAN TELECOM LIMITED

TENDER NAME: BT/Feedback Machine/2021 (Amended)

Bhutan Telecom invites ELIGIBLE bidders for submitting ebid through eprocurement systems for supply of Customer Feedback Machine subject to below conditions and as per specification provided in Annexure-I

1. Instruction to Bidders

- 1.1 Bidders are requested to read RFP before creating Quotation for the tender
- 1.2 Bidders are requested to read the Manual for Bidding before bidding in the eprocurement Systems.
- 1.3 Bidders are requested to update the documents (Trade License & Trade License) if expired before creating the Quotation for the tender.
- 1.4 Bidders are requested to submit *eBid* in the systems first and then also submit EMD **a day before actual submission date** of the systems date (**ie by 5th April 2021**) to avoid disqualifying of bid submission.
- 1.5. ebid & EMD to be submitted by 5th April 2021 failing which shall it shall not be accepted. The ebid will be opened on 6th April 2021 (14:00 hrs).
- 1.6 **Technical Support and Queries:** Any clarification and queries please send the same to email address (sandeep.monger@bt.bt/manager.procurement@bt.bt), The clarifications to be sent **no later than 3rd April 2021**

2. Bid Security

- 2.1 EMD (not less than 2%) of the total bid value in a sealed envelope to be submitted to Accounts Section, Thimphu or in any of our nearest Branch Office.
- 2.2 The bid security shall be in the form of unconditional bank guarantee/Banker's Cheque/ Cash Warrant/ Demand Draft or as specified in the bidding documents and shall be enforceable in any Bank in Bhutan.
- 2.3 The Bid Security shall be in the name of Chief Executive Officer, Bhutan Telecom Ltd.Thimphu Bhutan. Bid Security must be issued by any scheduled Bank and acceptable to Bhutanese Bank and shall have to be valid for three months from the date of bid opening.
- 2.4 Bid Security of bidders whose bids have been declared "Non-Responsive" shall be returned after such declaration.



འབྲུག་བརྒྱུད་འཕྲིན་ཚོང་།

BHUTAN TELECOM LIMITED

2.5 Bid Security of "Responsive" but unsuccessful bidders will be returned after receiving Performance Security from the "successful bidder".

2.6 Bid Security of "successful bidder" will be returned after receiving Performance Security.

3. Forfeiture of Bid Security

3.1 If a Bidder withdraws its bid during the period of bid validity his Bid Security shall be forfeited.

3.2 If the "Successful Bidder", to whom the Notification of Award for the supply is presented, refuses or neglects or fails to furnish the required Performance Security, his Bid Security shall be forfeited.

4. Taxes and Duties

4.1 The bidder shall be entirely responsible for all taxes, duties, TDS and other such levies imposed outside and inside Bhutan.

5. Performance Security

5.1 Upon receipt of notification of award, the successful Bidder shall furnish a "Performance Security" to the purchaser within two weeks from the date of issuance of Purchase Order (PO). "Performance Security" to be submitted to nearest BTL, Office.

5.2 The amount of such "Performance Security" shall be not less than 10% (ten percent) of the total "Evaluated Price" of bidder's offer.

5.3 The "Performance Security" shall be denominated in the currencies of the contract and shall be in the form of Cash Warrant/Demand Draft/ an irrevocable Bank Guarantee to be given by any branch of scheduled banks in Bhutan.

5.4 The proceeds of this "Performance Security" shall be payable to the purchaser as compensation for any failure of the Bidder to complete his obligations stipulated in the contract.

5.5 If supplier fails to deposit "performance Security" within one week from the date of issuance of PO, the order shall be treated as cancelled and it shall be placed to the 2nd Lowest Bidder.



འབྲུག་བརྒྱུད་འཕྲིན་ཚོང་།

BHUTAN TELECOM LIMITED

5.6 The “Performance Security” shall be discharged with or without deductions (as applicable) to the supplier upon his completion of performance obligations as described in the contract terms.

6. Payment Terms

6.1 100% payment shall be released within 10 days from the date of delivery (CIF, Thimphu) of the total volume of the purchase order and no part payment whatever will be entertained during execution of the contract.

7. Liquidated Damages

7.1 Delivery (CIF, Thimphu) to be completed within 30 days from the date of issue of our purchase order failing of which liquidated damages of 0.1% of the purchase order value for every day’s delay will be levied subject to a maximum rate of 10%. Purchase order shall be treated cancelled thereafter and will be awarded to the next lowest bidder. In case of such event, the clause no.9 shall come into force/effect.

8. Prices

8.1 Price quoted by the bidder shall be **CIF, Thimphu Stores**

8.2 The bidder should quote as per the specification provided in Bid Form and delivery schedule

8.3 All prices quoted shall be on a per unit basis and valid till **for 12 months from the date of bid opening**. The selected bidders shall be contacted for additional supply of any enlisted item in future on repeat order basis for the entire contract period.

9. Purchaser’s Right

9.1 Bhutan Telecom reserves the right to reject all or in part, the item supplied by the successful bidders during physical verification/technical testing if it believes that the goods supplied are non standard/non specific and unreliable in terms of quality.

9.2 Bhutan Telecom reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidders of the grounds for the purchaser’s action.



འབྲུག་བརྒྱུད་འཕྲིན་ཚོང་།

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- 9.3 Bhutan Telecom reserves the right at the time of the contract to increase or decrease the quantity of item tendered, without any change in price or other terms and conditions.
- 9.4 Bhutan Telecom also reserves the right to call quotations and receive the same in the form of email or fax, directly from the manufacturers in India and other countries and compare the rates with those offered by the local suppliers.
- 9.5 If need be, Bhutan Telecom also reserve the right to purchase the items directly without assigning any reasons thereof.
- 9.6 If the selected bidder fails to supply the full quantity of the bid, Bhutan Telecom shall cancel the order for the quantity not supplied and place the order to the next bidder in succession. However, Bhutan Telecom shall recover as liquidated damages, the difference between the contracted rates and the actual price paid to the next bidder for the quantity not supplied.

10. Mandatory Documents to be submitted with the bid.

10.1 Bidders shall download Integrity Pact and resubmit/ upload duly filled, signed with Legal Stamp and the completed form in original scan. Failing to upload, tender shall be considered non-responsive.

10.2 Data Sheet to be submitted along with tender failing which bid shall be considered non-responsive.

11. Warranty

The equipment should be delivered without any damage & defects and it should have warranty of one year after the delivery.

12. Scope of Work:

12.1 The lowest evaluated bid shall be required to submit one unit of feedback machine as sample. Upon delivery of sample, it has to be installed and tested. The actual purchase order for 100 nos to the selected vendor will be placed after successful installation & testing of the sample machine.



འབྲུག་བརྒྱུད་འཕྲིན་ཚོང་།

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Annexure-1 (Specification)

Product Details and Technical Specification:

1. Desktop tablet
2. Suitable for company / bank / Government / Mobile hall/ Restaurant to receive clients feedback

Screen Size:	10.1" and above
Camera:	
Processor Manufacture:	Please mention
Processor Type:	Please mention
Processor Main Frequency:	Please mention
Memory Capacity:	16GB
Touch Screen Type:	Capacitive Screen
Display resolution:	1280*800
Operating System:	Android 8.0/IOS
Brand Name:	OEM
Model Number:	Please mention
Type:	Tablet PC, Industrial Tablet
CPU:	Please mention
RAM:	Please mention
Internal memory:	16GB
Touch screen:	10-Point capacitive touch
Resolution:	1920*1080
Aspect Ratio:	16:10
HD-MI:	HD-MI output

System	CPU	Please mention
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	RAM	2GB
	Internal memory	16GB
	Operation system	Android 8.1
	Touch screen	10-Point capacitive touch
Display	Panel	10.1" and above LCD IPS panel
	Resolution	1280*800
	Contrast ratio	800
	Aspect Ratio	,16:10
	Ethernet	RJ45
Network	Buletooth	Bluetooth
	WiFi	
	2G/3G/4G	
	Card slot	TF,support up to 32GB
Interface	USB	USB slave
	USB	USB host x2
	HD-MI	HD-MI output
	Earphone	Optional
	Serial port	USB type serial port
	RJ45	RJ45,100M/1000M (POE function,optional)
	Video format	Please mention
	Audio format	MP3/WMA/AAC etc.
Media play	Photo	jpeg
	Micphone	yes
	Speaker	2*1W
	Camera	2.0M/P,front camera
Other	Micphone	yes



འབྲུག་བརྒྱུད་འཕྲིན་ཚོང་ཁང།

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	Language	Multi-language
	Working temp	(-10 -- 40degree)
	Color	White/black
Accessories	Adapter	Adapter, 12V/1.5A
	User manual	Please Provide

5.

1. Different working method for your option: Connect with computer in front of counter or standalone put in anywhere.
2. Easily check report, administrator can check report any time, vivid and concise report page (Date selection, daily/weekly/monthly/yearly)
3. Evaluation page customized, with company (BT) name, logo, design.
4. Integrated Software application and dashboard
5. Advertisement support, as evaluation machine, meanwhile can display advertisement during customer waiting.
6. Customized software available, according to our request, provides best evaluation solution.
7. Individual counter profile/record.