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Minutes of the TCPC (Technical-Cum-Purchase Committee) meeting held on dated 24.04.2025 for Evaluation of pre- qualification criteria Cum-Technical-bid of tender number 939/2025 Dated 13.04.2025 "Purchasing of 682 Tablets for BHAVYA Digital Platform"

Following members of the Committee attended the meeting:

- Sri Shyam Bihari Singh, General Manager (Project), BSEDC
 - Sri Mahendra Kumar, Manager (PMU) Cum Procurement Incharge BSEDC
 - Sri Kamallesh Kumar, Account Officer, BSEDC
1. General Cum Technical bid of the above mentioned bid was opened on Dated 11.03.2025.
 2. Total Four (4) bidders: (1) M/s Fibernet Infrastructure Pvt.Ltd, (2) M/s Benchmark Infotech Services Pvt.Ltd, (3) M/s Magnetix Infosystems & Development Pvt. Ltd, & (4) M/s Graphic Trades Pvt.Ltd have participated against the tender number 939/2025 Dated 13.04.2025 "Purchasing of 682 Tablets for BHAVYA Digital Platform".
 3. TCPC 1st Meeting held on dated 04.04.2025. The copy of MoM of TCPC 1st Meeting is attached with this MoM.
 4. Based on TCPC 1st Meeting MoM the relevant documents asked from OEM of bidders (a) M/s Magnetix Infosystems & Development Pvt. Ltd, and (b) M/s Graphic Trades Pvt. Ltd.
 5. M/s Acer Submitted:
 - (1) Declaration regarding Country of origin of Tab quoted by It's bidder, Which Comply against above mentioned Tender.
 - (2) Document related to " 90% availability of Service Center in Bihar " is still not Complying. Since M/s Acer is providing Toll free no and only four service Centre in Patna.(All the documents is attached).
 6. Similarly, M/s Wishtel Pvt. Ltd has also Provided a list of service Center but when Committee Member Called to four (4) districts Mobile on as (a) Begusarai (Mr.Vinay) (b) Nawada (Vikas Kumar) (c) Begusarai (Arman) and others they denied to know about Wishtel Tab Services. In Supporting document related to this terms & Condition it is mentioned that " warranty (carry In). " So M/s Wishtel is also not complying as per above mention Tender terms & Conditions.
 7. Out of 4 (Four) bidders two bidders (1) M/s Fibernet Infrastr Unture Pvt.Ltd and (2) M/s Benchmark Infotech Services Pvt.Ltd, has submitted all documents and fulfill the Pre-qualification criteria and technical bid criteria .
 8. Per-Qualification criteria-Cum -Technical bid evaluation sheet is attached with this MOM.
 9. In the reference to the above mentioned points, Committee decided to open the financial bid of Per- Qualification criteria - Cum -Technical bid Cum Technical Qualified bidders
 - (1) M/s Fibernet Infrastr Unture Pvt. Ltd. & (2) M/s Benchmark Infotech Services Pvt. Ltd. after due approval of MD, BSEDC.

Mahendra Kumar
(MAHENDRA KUMAR)
Manager (PMU)-Cum
Procurement Incharge BSEDC

Shyam Bihari Singh
(SHYAM BIHARI SINGH)
General Manager (Project) BSEDC

Kamallesh Kumar
(KAMLESH KUMAR)
Account Officer
BSEDC

Per- Qualification Criteria - Cum - Technical -Bid Evaluation for NIT No. 939/2025 Dated 13/02/2025 " Purchasing of 682 Tablets for BHAVYA Digital Platform"

Sl.No	Bidder name	Pre-Bid Criteria										Technical bid Criteria	BSEDC Remarks
		Should be a Company registered under Companies Act, 1956 or a partnership firm registered under LLP Act, 2008 or proprietorship. Certificate of Incorporation/ proprietorship	The bidder must be registered with the GST department and carry a valid PAN (2023-24 and 2022-23; 2021-22) as per the audited financial report should be at least Rs 2 Cr. (Two Crore Rupees Only) and Profit & Loss account Or Certificate from Statutory Auditor / Chartered Accountant	Net Worth The bidder should have positive net worth as on 31st march 2024 Certificate from the Chartered Accountant clearly stating the net worth	OEM Authorization Certificate	Not Blacklisted by any State/ Central Govt. Self Undertaking by bidder	OEM should have existence in India for at least 5 (Five) Years. OEM should have existence in India for at least 5 (Five) Years.	OEM must have executed minimum 5000 Mobiles / Tablets in a single purchase Order or Work Order in any Department / Offices of any State Govt. or Govt. of India	OEM must have availability of Service centers across 90% districts of Bihar at the time of bid submission Document related to availability of Service centers across 90% districts of Bihar at the time of bid submission	Compliances of Land and Boarder Clause (Country of Origin India) Undertaking by OIM of Land and Boarder Clause (Country of Origin India) In view of office memorandum F. No - 06/18/2019-PP dated 23rd July, 2020, issued by Public Procurement Division, Department of Expenditure, Ministry of Finance, All Tenderers, vendors or service providers should comply to the restriction under rule 144 (x) of General Financial Rule (GFRs). If any of the bidders fail to comply then their bids shall be rejected. (For more clarity kindly read complete clause available on the website of Ministry of Finance, Government of India). OEM needs to give undertaking for the same.	Work Order / Purchase Order of Supplying experience of IT/ITMS equipment /Tablet in Central/State Govt. or PSU/PSB 1) Single P.O/ W.O of 50 lakhs of IT/ITMS equipment Or Tablet in Central/State Govt. or PSU/PSB 2) Two P.O/ W.O of 25 lakhs of IT/ITMS equipment or Tablet in Central/State Govt. or PSU/PSB Or 3) Three P.O/ W.O of 30 lakhs of IT/ITMS equipment or Tablet in Central/State Govt. or PSU/PSB	(a) OS : Android OS 9 or higher (b) RAM: 6GB to Higher (c) ROM : 128 GB or Higher (d) Screen: FHD Minimum 10" (e) Network: Wifi+LTE (f) Battery: Minimum 7000m AH	
1	FIBERNET INFRASTRUCTURE PRIVATE LIMITED	(Yes) Page No. 85	(Yes) Page No. 69	(Yes) Page No. 66	(Yes) Samsung Page No. 57	(Yes) Page No. 50	(Yes) Page No. 65	(Yes) Page No. 64	(Yes) Page No. 60	(Yes) Page No. 57	(Yes) Page No. 55	(Yes) Page No. 56	Compliance
2	M/s BENCHMARK INFOTECH SERVICES PVT LTD	(Yes) Page No. 192	(Yes) Page No. 297	(Yes) Page No. 297	(Yes) Samsung Page No. 302	(Yes) Page No. 296	(Yes) Page No. 101	(Yes) Page No. 102 -105	(Yes) Page No. 175	(Yes) Page No. 176	(Yes) Page No. 217-221	(Yes) Page No. 173	Compliance

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3	MAGNETIX INFOSYSTEMS & DEVELOPMEN T PVT.LTD	(Yes) Page No. 406-407	(Yes) Page No. 424	(Yes) Page No. 424	(Yes) Acer) Page No. 313	(Yes) Page No. 423	(Yes) Page No. 307	(Yes) Page No. 314 -317	(No) Document not as per tender terms & Conditions (Yes) Page No. 414-416 & 1044-1046	(Yes) Page No. 422	(Yes) Page No. 421	(Yes) Page No. 312	Not Compliance
4	GRAPHIC TRADES PVT.LTD	(Yes) Page No. 914-916	(Yes) Page No. 964-965	(Yes) Page No. 966 & 969	(Yes) Page No. 675	(Yes) Page No. 473	(Yes) Page No. 974	(Yes) Page No. 769-770	(No) Document not as per tender terms & Conditions (Yes) Page No. 810 A- 811 & 1048-1054	(Yes) Page No. 828	(Yes) Page No. 836	(Yes) Page No. 827	Not Compliance

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Minutes of the TCPC (Technical-Cum-Purchase Committee) meeting held on dated 04.04.2025
for Evaluation of pre- qualification criteria Cum-Technical-bid of tender number 939/2025
Dated 13.04.2025 "Purchasing of 682 Tablets for BHAVYA Digital Platform"

Following members of the Committee attended the meeting:

- Sri Shyam Bihari Singh, General Manager (Project), BSEDC
- Sri Mahendra Kumar, Manager (PMU) Cum Procurement Incharge BSEDC
- Sri Kamallesh Kumar, Account Officer, BSEDC

1. General Cum Technical bid of the above mentioned bid was opened on Dated 11.03.2025.
2. Total Four (4) bidders: (1) M/s Fibernet Infrastructure Pvt.Ltd, (2) M/s Benchmark Infotech Services Pvt.Ltd, (3) M/s Magnetix Infosystems & Development Pvt. Ltd, & (4) M/s Graphic Trades Pvt.Ltd have participated against the tender number 939/2025 Dated 13.04.2025 "Purchasing of 682 Tablets for BHAVYA Digital Platform".
3. Committee examined the documents of all the four (4) participated bidders.
4. Out of 4 bidders, two (2) bidders (1) M/s Magnetix Infosystems & Development Pvt. Ltd, has quoted Tab of the Acer brand which has not 90% availability of Services Center in Bihar as per submitted document, and The quoted model of Tab's country of origin can also be asked from concerned OEM so that compliance of Land and border clause can be fulfilled. Similarly.
(2) M/s Graphic Trades Pvt. Ltd has quoted Tab of wishtel brand with warranty(Carry In). So it also not complying the condition of 90% availability of service center in Bihar.
5. Out of 4 (Four) bidders two bidders (1) M/s Fibernet Infrastr Unture Pvt.Ltd and (2) M/s Benchmark Infotech Services Pvt.Ltd, has submitted all documents and fulfill the Pre-qualification criteria and technical bid criteria .
6. Committee decided to ask documents for further evaluation :
 - (i) M/s Magnetix Infosystems & Development Pvt. Ltd ,
 - (A) The quoted Tab's Country of origin may be asked from concerned OEM on its letter pad.
 - (B) Certification from OEM regarding 90% availability of Service Centre in Bihar with list and address.
 - (ii) M/s Graphic Trades Pvt. Ltd , clear Certification for 90% availability of Service Centre in Bihar from OEM with list and address .
7. After receiving the relevant documents from above mentioned two (2) bidders, General - Cum -Technical bid evaluation would be completed accordingly.

Mahendra Kumar
04.04.2025
(MAHENDRA KUMAR)
Manager (PMU)-Cum
Procurement Incharge BSEDC

Shyam Bihari Singh
4/4/25
(SHYAM BIHARI SINGH)
General Manager (Project) BSEDC

Kamallesh Kumar
(KAMLESH KUMAR)
Account Officer
BSEDC

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1060**RE: Justification required for document submitted against tender number
NIT No.: 939/2025 Dated. 13.02.2025**

Manmath.Malla@acer.com | 8:51 AM | 5 minute(s) read

Dear Sir,

Greetings from ACER India (Pvt) Ltd !!!!

Please do find the attached revised Engineer List across all districts from Bihar .

We Wish to confirm that service centre details already enclosed in my previous mail . Multiple Projects we have executed across Bihar . (Punjab National Bank , BEPC , SBI etc) & successfully we have completed the Project .

We wish to undertake that we are taking full responsibility to provide better support & service if our brand has been selected to supply our product to your esteemed Organisation .

Hope you will find our replies , should you require any further clarification, please feel free to contact the undersigned.

Thanks & Regards,

Manmath Kumar Malla.

Manager ? Sales (Bihar)

(M-9937832268)

From: Malla, Manmath

Sent: 23 April 2025 15:59

To: Mahendra Kumar <mahendrakumar@bihar.gov.in>

Cc: contactus <contactus@magnetixinfo.com>; mj <mj@magnetixinfo.com>; SHYAM SINGH

<gmbeltron@bihar.gov.in>; Dubey, Umashankar <Umashankar.Dubey@acer.com>

Subject: RE: Justification required for document submitted against tender number NIT No.: 939/2025 Dated.
13.02.2025

Dear Sir,

Greetings from ACER India (Pvt) Ltd !!!!!!!

1. This is with reference to the above subject we wish to confirm you that Our quoted model Number ACER ONE 10-22L is made In India manufacturing location at Rajasthan . Please do find the attached Declaration for GFR & Made In India with MII Content (Class-2 with 21%) .
2. Please do find the Service Escalation matrix along with our ASP agreement Copy . We have Complied 90% engineer available across Bihar . Also find the Contact person name and Contact details .

Please feel free to revert to us In case of any further clarification required.

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Yours Sincerely,
For ACER India (Pvt) Ltd
Manmath Kumar Malla.
Manager ? Sales (Bihar)
(M-9937832268)

From: Mahendra Kumar <mahendrakumar@bihar.gov.in>
Sent: 21 April 2025 14:13
To: Malla, Manmath <Manmath.Malla@acer.com>
Cc: contactus <contactus@magnetixinfo.com>; mj <mj@magnetixinfo.com>; SHYAM SINGH <gmbeltron@bihar.gov.in>
Subject: Justification required for document submitted against tender number NIT No.:- 939/2025 Dated. 13.02.2025

!!! This message was sent from outside of the company. Please do not click links or open attachments unless you recognize the source of this email and know the content is safe.

Dear Manmat Ji,

We are verifying the documents submitted against tender number NIT No.:- 939/2025 Dated. 13.02.2025 by you.
We require the two documents:

- 1) On OEM's letter pad kindly mention "The Country of Origin" of the Tab quoted by your authorized bidder M/s Magnetix with Tab's Model No. It must also be clear mentioned that Tab's Model quoted by your authorized bidder is not violating the Land and border clause.
- 2) Kindly mention on OEM's letter pad that As per tender terms and condition the "90% availability of Service Centre in Bihar" will be compliance for quoted Tab. All 90 % districts of Bihar with contact person and contact details must be mentioned on letter Pad for Tab services.

Kindly provide the document within 2 working days.

Thank you.



Acer has pledged to source 100% renewable electricity by 2035 in addition to developing greener product designs and reducing its carbon footprint throughout its supply chain.

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brand store ? <https://store.acer.com/en-in>

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Chat or email us ? 9am to 4am

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Date: 23-04-2025

To,

The Managing Director,

Bihar State Electronics Development Corporation Limited BELTRON Bhawan,

Shastri Nagar, Bailey Road, Patna (Bihar) - 800023

Tender Reference No: NIT No.: 939/2025, Dated. 13.02.2025

SUBJECT: Declaration in reference to Official Memorandum F. No. 6/18/2019-PPD dated 23rd July 2020 and Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021, published by Ministry of Finance, Dept. of Expenditure & Make In India Declaration.

Dear Sir /Madam

I, Seshappa Narayana Raju, working as Company Secretary in M/s. Acer India Private Limited, at its registered office located at Embassy Heights, 6th Floor, No. 13, Magrath Road, Next to HOSMAT Hospital, Bangalore (Karnataka) - 560025, hereby declare that I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I certify that our company is not from such a country. I further certify that our company fulfills all requirements in this regard and is eligible to be considered for Procurement.

We would like to mention that the quoted model for TABLET (ACER ONE 10-22L) is Made In India and manufacturing location at Rajasthan with MII Class 2 (local content of 21% and higher).

Details are provided below.

TABLET :-

S.L.N.O	Make	Model	PMA	PMA Percentage
1	Acer	ACER ONE 10-22L	Class-2	21%

Yours Sincerely,

For Acer India Pvt. Ltd

ALOK
Digitally signed
by ALOK DUBEY
Date:
DUBEY 2025.04.23
13:52:40 +05'30'

Authorized Signatory

Name: Alok Dubey

Designation: Chief Financial Officer

Registered Office: Acer India Private Limited, Embassy Heights, 6th Floor, No. 13, Magrath Road, Next to HOSMAT Hospital, Bangalore (Karnataka) - 560025

Delli Branch Office: Acer India Private Limited, Plot No. 17, 2nd Floor, Kailash Enclave, Near Kailash Colony Metro Station Pillar No.76, New Delhi - 110048

CIN: U31909KA1999PTC025698 +91-11-4056-8000 / 4044-2950 +91-11-4056-8030 aileasycare@acer.com www.acer.com

Exclusive E-Store: store.acer.com/en-in



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Acer India Pvt Ltd
Office No. 2, 5th Floor, Tower II,
PS Srijan Corporate Park, GP - 2,
Block EP & GP, Sector V - Salt lake
Kolkata 700091
Phone No: 033- 44272400
www.acer.com
CIN # U31909KA1999PTC025698

SUB:-Service Center List with Acer Toll Free number and Escalation Matrix

Respected sir,

Please find below the Service Center List with Acer Toll Free Number and Escalation Matrix.

Toll Free no:-

08062346677 (Toll Free Number)

Call Log-in Through Mail

Email Id:- AcerSupport@in.aegisglobal.com

<http://customercare.acer-apac.com/CustomerSelfService/CaseBooking.aspx?CID=IN&LID=ENG&op=2>

Below is the Format to Fill and Send the Mail on above said mail ID

<u>S.L. N.O</u>	<u>Service Centre name</u>	<u>Address</u>
<u>1</u>	Sysnet , Patna	Exhibition road , Patna - 800001
<u>2</u>	Micro IT Solution , Patna	Exhibition Road , Patna -800001
<u>3</u>	Krishna Infosys , Patna	Kankarbagh , Patna - 800020
<u>4</u>	Rapidtech IT Services(Pvt) Ltd	Patliputra , near Gosain tola , Patna- 800001
<u>5</u>	Wizertech Informatics (Pvt) Ltd	Ashiana road , Patna- 800025



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Acer India Pvt Ltd
Office No. 2, 5th Floor, Tower II,
PS Srijan Corporate Park, GP - 2,
Block EP & GP, Sector V -- Salt lake
Kolkata 700091
Phone No: 033- 44272400
www.acer.com
CIN # U31909KA1999PTC025698

Call Logging format - Through mail

Required Details	Machine-1
Customer Name (i.e Company/Organization Name)*	
Contact Person Name*	
Customer Address *	
Mobile No.*	
Contact No.*	
City Name*	
Nearby Major City Name	
State*	
Email ID	
Product Category	
Product Model No*	
Product Serial No.*	
Defective FRU Serial No. *	
Problem Description*	
Case id (To be provided by Call Centre)	

Fillup this form & send to the below mail ID "acersupport@in.aegisglobal.com".

NOTE : Information mentioned with * is mandatory for Call logging.



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Acer India Pvt Ltd
Office No. 2, 5th Floor, Tower II,
PS Srijan Corporate Park, GP - 2,
Block EP & GP, Sector V - Salt lake
Kolkata 700091
Phone No: 033- 44272400
www.acer.com
CIN # U31909KA1999PTC025698

1) Escalation Matrix for Service Support with Telephone no.

Level	Name	Phone	Email id
1	Call Center	08062346677	acersupport@in.aegisglobal.com
2	Sita Sitaraman	03344272400	Sita.sitaraman@acer.com
3	Sourav Singh	9097590826	Sourav.singh@acersupport.net
4	Pritesh Joshi	9819023866	Pritesh.joshi@acer.com

We hope above details will help to provide all the required details.

Please feel free to contact undersign for any clarification required in this regard.

Thanking you.

Yours faithfully, For Acer India Pvt Ltd.

Manmath K. Malla

Manmath Kumar Malla
Manager-Sales (Patna)
Mail: manmath.malla@acer.com
Phone: 9937832268



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S.N	Base Location	No. of Engineers Available	District Cover	Engineer Name	Mobile No.	Call registration	Support Manager	Regional Manager
6	Patna	14	Patna, Vaishali	AWADHESH KUMAR	80513 01475	YASH RAJ 9771485859 9934010227 Email ID- ritspatna@rapidtechit.com	Rajeev Ranjan Sinha 9955993461 Email ID- acer.patna@rapidtechit.com	Vikas Kumar Singh 9955993489 Email ID- singhvikas@rapidtechit.com
7	Patna			VIMAL KUMAR	85409 86199			
13	Patna			DEEPAK KUMAR	95460 28295			
14	Patna			ALOK TIWARI	79090 09257			
19	Patna			AVINASH KUMAR	74881 84330			
20	Patna			RAHUL KUMAR	98354 59142			
21	Patna			AJAY KUMAR	97987 59378			
22	Patna			SHIVAM KUMAR PANDEY	91282 85377			
23	Patna			AJAY KUMAR	87898 99990			
24	Patna			PRADIP KUMAR	82987 88176			
25	Patna			ANURAG KUMAR	87973 53744			
28	Patna			SUJEET KUMAR	94316 74050			
33	Patna			SAURABH KUMAR MISHRA	62051 67986			
35	Patna			CHANDAN KUMAR	95763 58956			
15	Arrah	2	Arrah	SUBHASH KUMAR SAH	70045 46713			
18				RANJAY KUMAR SINGH	62033 51635			
34	Begusarai	1	Begusarai, Samastipur	PRASHAR KUMAR	94308 85300	MANOJ KUMAR SAH 99559 93433	acer.patna@rapidtechit.com	singhvikas@rapidtechit.com
17	Bhabhua	1	Bhabhua	SANDIP KUMAR RAI	79032 46998			
	Sasaram	1	Sasaram	Santosh Kumar	90066 21074			
5	Bhagalpur	1	Bhagalpur, Banka, Munger, Jamui	MANOJ KUMAR SAH	99559 93433			
8	Biharsharif	3	Nalanda, Nawada, Sheikhpura, Lakhisarai	DHANANJAY KUMAR	97986 96114			
10	Biharsharif			PANCHAM LAL DESHBANDHU	88091 05688			
11	Biharsharif			SIDHARTH KUMAR	91101 37983			
29	Buxar	1	Buxar	MANJEET KUMAR	62008 94163			
2		4	Gaya, Jehanabad, Aurangabad	ROHIT KUMAR	84099 17930			
9	Gaya			MUKESH KUMAR SINGH	97984 52865			
26				DEEPAK KUMAR	90066 13782			
32				RAMAN KUMAR THAKUR	78706 15112			
3		5	Muzaffarpur, Darbhanga, Madhubani, Sitamarhi, Sheohar	MUKESH KUMAR	98529 22484	Rishi Shivam 83401 50635		
12				KUNDAN KUMAR	79923 42820			
27	Muzaffarpur			BABLU KUMAR	82268 20345			
30				RAVI KUMAR	97989 07669			
31				RAJNISH KUMAR RAJAN	93341 95284			
31	East Champaran	1	East Champaran, West Champaran	Rishi Shivam	83401 50635			