

Question no.	Question
4	Does MDM acronym stand “ Mobile Device Management “ ? as it is mentioned in Annex D as “ Modle Device Management”.
5	Could our offer include tablets and hardware only and exclude MDM software.
6	Does UNICEF provide down payment when the contract is awarded and the percentage if yes. (as the contract is quite big)
7	when UNICEF will pay the contract amount according to UNICEF policy.
8	Can we offer payment term as bank irrevocable letter of credit?
9	Regarding bidder should be service center or have SLA with vendor service center.
10	If vendor submit letter of commitment to sign service center agreement with bidder if he win, does that good enough ? Because for sure, when selling big quantity in any market, bidder and his vendor will be business partner, and looking for long term business.

11	Regarding MDM software license. does it enough to be installed by vendor ? Then license activation will be done individually by users ?
12	Do you need Open license agreement with vendor or need individual license for each installed copy?
13	Do you need license sticker to be fixed on the back of tablet.
14	Does license will be renewed thru same supplier who win and deliver ?
15	Regarding installation of SIM card, does it will be done before delivery to UNICEF or after delivery ? If after delivery, in which location'(s) it will be installed ? Who will provide it ?
16	Please confirm that required earphone is same to what bundled with smart phones, i.e. not big Headset ?
17	Regarding storage capacity, can offer 2 options, 32gb, and price difference if 64gb instead of offering stand alone extra Micro SD card ? Because it is better to have such storage original and compatible by vendor, even performance will be better.

18	Regarding protection case, will you please be more specific ? i.e. specify drop distance in CM.
19	Regarding battery mAh and supported battery run time, which criteria is most important ?
20	Does partial shipments allowed " i.e. delivery in Lott's " ? Or total quantity should be delivered one time?
21	Tablet models change over time (every three months or so) – how will this be handled regarding fixed pricing?
22	Timeline for delivering tablets under LTA orders -- may different timelines be provided for different quantities?
23	What are the anticipated quantities to be purchased, and at what schedule? For large anticipated volumes stock can be held on a regular basis, however with quantities ranging from 1-20,000+ it is difficult to determine if stocking, and hence much faster delivery times and lower prices, are an option.
24	Will this be a sole-supplier LTA-G, or multi-supplier?

25	Will all orders be for Jordan, or may other UNICEF Country Offices / UN Agencies use this LTA-G as well?
26	LITB states bidders may only submit only one offer, however attachments state two – please clarify / confirm.
27	If only one offer is allowed – may we submit one offer with options from two manufacturers?
28	MOQ – may different prices and lead times be provided for different quantities?
29	Freight – for which quantities shall freight be quoted? For example freight rates for small shipments are significantly different than large quantities.
30	May we quote FCA UNICEF Freight Forwarder instead of or in addition to DAP?
31	By “Minimum CPU 2 Quad-Core” do you mean that 8 cores (octa-core) are required, or 4 (quad-core)?

32	Is there a preference between a 64GB tablet and a 32GB with 32GB SD card?
33	Which LTE bands must be supported?
34	If this is to be a global LTA for LTE tablets different models may be required for different countries depending on their cellular networks. Additional certifications may be required. Should we only focus on Jordan for purposes of this bid?
35	May an alternative Wi-Fi only model be offered in addition to the LTE model? In our experience UNICEF Country Offices frequently do not require or have the budget for LTE devices or the data for those devices, so having both options on the LTA-G may be of significant benefit.
36	Is there a preference for USB-C vs. Micro-USB?
37	Are OTG or NFC capabilities required or preferred?
38	Is FM Radio capability required or preferred?

39	Must the protective cover be installed before shipping, or just the protection screen?
40	MDM enrollment is most efficient either at the factory or via Zero Touch Enrollment prior to device shipment, whereby all MDM-provided data is downloaded to the tables as soon as they connect to the internet (via Wi-Fi or cellular connection). In order to vastly accelerate device delivery timeframes it is highly recommended that learning materials and other MDM data be loaded onto the devices after delivery, upon initial internet connection. Please advise if this is an acceptable approach.
41	For example, some manufacturers require an additional 4-10 weeks to perform this work at the factory, work that could far more quickly be accomplished after delivery, or when end-users receive the devices.
42	Device Management - Execute Shell Script Remotely - Can you please elaborate on this functionality with examples if possible?
43	Content Management - Ability to Store Audio, Video, Spreadsheet, Word, Presentation, and Acrobat files. - Please confirm if you need to store files on the device or on the server/cloud.
44	Content Management - Hierarchical Structure (minimum 1 level of folders) to group files/docs/media. - Please elaborate further with examples if possible.
45	App Management - Ability to Update Custom/Play Store (Native) Apps and App Bundles. - Please elaborate App bundle use case.

46	Will the MDM need to manage other devices, or only Android tablets supplied under this LTA-G?
47	Please advise if MDM software may be quoted separately from the devices themselves, as not all UNICEF Country Offices / UN Agencies will require this.
48	Please clarify this requirement: “-The vendor must provide devices enrolled in MDM software”.
49	Is cloud-based (SaaS) MDM preferred, as opposed to on-premise?
50	Please clarify this statement: “The Bidders will only allow to propose for two options and not more.”
51	Please advise if packing, labeling, and related services may be quoted separately from the devices themselves, as not all UNICEF Country Offices / UN Agencies will require this.
52	How many tablets are needed urgently and approximately when?

53	When does the second semester start?
54	For the initial 7000 units, when is the PO / LTA expected to be signed, and the goods delivered?
55	If signed in early December, delivery by end of December will be unlikely due to manufacturing and transit times during the busiest time of year.
56	Even delivery by current second semester start date of 15-Jan will be a challenge unless PO is placed earlier.
57	How will it work for UNICEF to procure 2nd year of MDM directly from MDM vendor if UNICEF's contract is with vendor ?
58	When will the SIM cards be provided for us to install in the tablets?
59	Possible to send these to an overseas location for installation at our warehouse or factory?

60	What is the length of the planned LTA?
61	Will the LTA be single-vendor, multi-vendor with fixed prices, or multi-vendor with secondary bidding (i.e. quotes)? Our recommendation is single-vendor to facilitate stocking, MDM, lowest costs due to volumes, and fastest delivery times.
62	If the 32GB micro-SD card is the selected option, will these need to be pre-installed as well?
63	If more than one vendor is selected, and each offers a different MDM, how will UNICEF manage multiple MDMs?
64	Relatedly, if only one MDM is selected, however multiple tablet vendors, is it UNICEF's intent to enroll the tablets in the MDM regardless of which vendor supplies the tablets?
65	It was mentioned that none of the MDMs reviewed offered all of the capabilities UNICEF would like to have – could this list of capabilities be shared, in case we have access to additional MDM offerings which may meet all of the requirements?
66	Bidder reference customers and projects list, to be sent with technical proposal e-mail or with financial proposal e-mail ?

67	As LTA winners might be more than one bidder, each might offer different MDM software, how UNICEF will consider having more than one MDM, the answer during session was not clear and show deep vision, in this case, I think UNICEF should consider one MDM, then Tablet winning vendor(s) need to buy through winning MDM bidder, price and payment issue between the 2 bidders can be negotiated.
68	Once again question, Tablet manufacturer might not have service center in Jordan, and will not sign service agreement with the bidder, till he make worth order, but can provide letter of commitment to do so if bidder win and buy from him, this letter should work as long as the purpose for this is to guarantee after sales service.
69	In regards to INVITATION TO BID to Supply and installation of Android Tablets and accessories , We have a question regarding CPU . In specs sheet it is mentioned CPU : Minimum CPU 2 quad-core . Do you mean Intel core2 quad core OR Dual processor of quad core ? could you advise please.

UNICEF Answer

It is Mobile Device Management, it was a type mistake it should be read as "Mobile Device Management"

No

Advance payment is not allowed for this case however partial payment can be considered for partial delivery

Payment will be made within 30 days after receipt of the invoices certified by technical person

No

Having SLA is fine

an official SLA to be submitted with a proof of agreement to be submitted with the bidding and not on signing the contract

Tablet must be delivered with MDM installed.

Individual licence

No need license sticker

Bidders to provide prices for second year as part of the offer, however, UNICEF will review and evaluate the best solutions.

Before delivery to UNICEF, Before delivery to UNICEF the SIM card must be installed, checked it is working with internet.

Earphone is same to what bundled with smart phones

Providing option is applicable, as mentioned in the bidding
Option 1 = 32GB cost + SIM card cost (Make sure to separate the cost between the tablet and Memory card)
Option 2 =64 GB cost

We are not looking for rugged cover, but for the tablet original cover, which already provides decent protection, protect the corners, back and front of the tablet.

Both, all mandatory criteria are on the same level of importance

Partial delivery is allowed upto 3 shipments max for large orders (7000 and above) .

the rate should be fixed for the entire agreement validity and model quoted should be available for 2021 at least

Yes and the leadtime should be linked to its respective quantity in the staircase , but the first batch should be delivered maximum by 4 weeks from the signing the PO

The minimum qty to be purchased is 7000; and this is the reason why we specified a staircase quantities in the financial template for the bidder to set a different unit rate and lead time for each range of qty

Based upon evaluation, LTAs may be established with multiple vendors.

This ITB is specifically to Jordan , however it can used by other Cos in the region

Please follow the instructions stated in the Email invitation and the cover letter of the ITB , in your offer you can include upto two options

only one offer is allowed and the offer can include only up to two options max

the unit price should be based on inco-term Amman UNICEF

you might include in the offer might the FCA cost , however the one that will be considered in the evaluation is DAP price

Minimum CPU , 2.0 ghz Quad-Core, any higher processor is considered, and octa-core are of are preferable and considered as well, if it is within our budget.

The final decision will be on the total cost, kindly provide the options for all, if applicable .64GB tablet or 32GB with SD card, the SD card cost must be separated from the tablet price in the bidding

The LTE bands that are supported in Jordan

LTE is a must

LTE is a must

USB-C charging port,

Not required, but good to have

Not required

UNICEF Will provide the SIM cards, prior to the device shipment at least two weeks in advance

This is an acceptable approach.

Most MDM solutions covers almost all device controls, but those who doesn't cover 100% control, it is preferable that if the MDM would have away to push scripts, for features that are non-covered in the MDM portal user interface. .

Both

Folders with sub folders

Please refer to all MDM questions.

for the current bidding, Android devices

Yes, MDM software should be quoted separately.

Devices should be compatible with proposed MDM solutions.

Due to COVID situation , this cannot be determined and subject to change , tentatively it can be 15.01.2021

The bidders can offer two models of tablets only, and two type of MDM solutions only

It can be in different line but it should be part of the offer.

at least 7000 tablets and has to delivered by maximum 4 weeks

due to COVID situation , this cannot be determined and subject to change , tentatively it can be 15.01.2021

The LTA is expected to be signed by Early December and delivery of immediate order by early January 2021.

Please see the point above

Please see the point above

Bidders' offer should include the quotation for second year subscription for MDM. UNICEF will also evaluate options for direct contracting with MDM vendors.

two weeks before the delivery date

Will be evaluated on receipt of offers

24 months + 12 months

will be determined depending on the evaluation for the best interest of UNICEF

Yes

We will evaluate the MDM solution, make sure it suites our requirements, and select the best solution

see the response above

The solutions must focus on MDM, MAM, MIM, MCM features, as mentioned in the bidding , we will evaluate the solutions technically and taking into consideration the yearly subscription of course

Technical Proposal

see the response above in row 62

it has to be an SLA

Please refer to question no. 31 above.