

Bid for purchase of 225 no. Tablets on behalf of Directorate of Economics & Statistics, Gandhinagar (Bid no. GEM/2025/B/6982768 dated 16.12.2025)			
Responses of Pre-bid queries			
Sr. no.	Terms in the tender	Bidder / Vendor's representation	Responses of pre-bid queries
1	Eligibility Criteria for the bidder	<p>• Past Performance Criteria (Bidder): The bidder must have successfully executed/completed at least o one single order of 180 Qty or o 2 Orders each of 113 Qty. or o 3 Orders each of 90 Qty. for same or similar product in last 3 years before the bid opening date to any central / state Government / PSU/ Listed Company. Copies of relevant contracts to be submitted along with bid.</p> <p>Request: We respectfully request the tendering authority to amend the Past Performance Criteria to consider executed/completed orders for the last five (5) years prior to the bid opening date.</p> <p>Justification: Extending the evaluation period to 5 years will enable greater participation of experienced and capable bidders, thereby enhancing competition and value for the procuring entity.</p>	<p>Bidder past performance is asked as per latest directions received from DST. i.e.</p> <ul style="list-style-type: none"> • Bidder Experience Criteria : successfully executed/completed at least <ul style="list-style-type: none"> o Single order of 80% of Bid Qty. OR o 2 orders each of 50% of Bid Qty. OR o 3 orders each of 40% of Bid Qty. for same or similar product in last 3 years
2	Technical Minimum Specifications	Screen Resolution : 2000x1200 or above	1920 x 1200 or above We request you to kindly consider screen resolution as 1920 x 1200, which is a widely accepted industry standard and supported by leading OEMs. This will allow wider participation from reputed brands while still meeting performance and usability requirements of the end user.
3			Please amend the screen resolution from "2000x1200 or above" to " 1920x1200 or above ". The resolution of 1920 x 1200 Full HD is a widely accepted industry standard for tablet PCs and is fully adequate for educational, administrative, and e-governance applications. Most government-deployed tablets and approved GeM products operate at this resolution, ensuring clear text rendering, multimedia playback, and application compatibility. Specifying 2000 x
4			Screen Resolution - 1920X1200 Specifying 2000 x 1200 or above which on a 10" + display is available with specific OEM and unnecessarily restricts competition. The resolution of 1920 x 1200 Full HD is a widely accepted industry standard for tablet PC displays on a 10" size and is fully adequate for educational, administrative, and e-governance applications. Most government-deployed tablets and approved GeM products operate at this resolution, ensuring clear text rendering, multimedia playback, and application compatibility. .
5	Technical Minimum Specifications	Input device : 1. stylus pen 2. compatible detachable ultra slim light weight BT Keyboard with CE & FCC certifications 3. Real Hard protective Cover Laptop style keyboard with high end ABS material	Bidder can supply third party input device. All the above-mentioned input components are generally not manufactured or supplied directly by OEMs as bundled accessories. Hence, OEMs may not be able to supply all input devices as specified. Allowing bidders to supply compatible third-party input devices will ensure compliance with functional requirements. Warranty and support commitments shall remain strictly as per tender terms and conditions.
6	Technical Minimum Specifications	Input device : 1. stylus pen	Clarify whether the required stylus pen is Active or Passive. Stylus pens are available in active and passive variants, which differ significantly in functionality, compatibility, and cost. Without explicit clarification, bidders may interpret the requirement differently.
		2. compatible detachable ultra slim light weight BT Keyboard with CE & FCC certifications	Please confirm the stylus type required to ensure uniform understanding of the requirement and avoid post-award disputes.
		3. Real Hard protective Cover Laptop style keyboard with high end ABS material	
7			Clarify whether the required stylus pen is Active or Passive. Stylus pens are available in active and passive variants, which differ significantly in functionality, compatibility, and cost. Without explicit clarification, bidders may interpret the requirement differently. Please confirm the stylus type required to ensure uniform understanding of the requirement and avoid discrepancies while bidding.

Sr. no.	Terms in the tender		Bidder / Vendor's representation	Responses of pre-bid queries
8	Technical Minimum Specifications	Wi-Fi : 802.11 a/b/g/n/ac with Wi-Fi Hotspot or better	<p>Please change the Wi-Fi specifications from "Wi-Fi - 802.11 a/b/g/n/ac with Wi-Fi Hotspot or better" to "Wi-Fi - 802.11 b/g/n/ac with Wi-Fi Hotspot". The Wi-Fi standards 802.11 b/g/n/ac already support dual-band operation, high throughput, and stable connectivity suitable for all government and institutional use cases. The explicit inclusion of 802.11a is technically redundant, as its functionality is inherently covered under 802.11n/ac. Hence, removing 802.11a requirement avoids ambiguity while retaining full functional capability.</p> <p>Wi-Fi - 802.11 b/g/n/ac with Wi-Fi Hotspot</p> <p>The Wi-Fi standards 802.11 b/g/n/ac already support dual-band operation, high throughput, and stable connectivity suitable for all government and institutional use cases. The explicit inclusion of 802.11a is technically redundant, as its functionality is inherently covered under 802.11n/ac. Hence, removing 802.11a requirement avoids ambiguity while retaining full functional capability.</p>	No change in Bid.
9				
10	Technical Minimum Specifications	GPS : should support GPS,AGPS, Glonass, Beidou, Galileo & Geo Tagging location Tracking to be supported by popular Maps	<p>Remove the requirement of Galileo from GPS specifications. GPS with A-GPS, GLONASS, and BeiDou already provides accurate and reliable positioning for geo-tagging and map-based applications commonly used in India. Support for Galileo is not mandatory for civilian or government applications and is not uniformly supported across all commercially available tablet chipsets. Removing Galileo improves device availability without impacting location accuracy or functional requirements.</p> <p>Remove Galileo</p> <p>GPS with A-GPS, GLONASS, and BeiDou already provides accurate and reliable positioning for geo-tagging and map-based applications commonly used in India. Support for Galileo is not mandatory for civilian or government applications and is not uniformly supported across all commercially available tablet chipsets. Removing Galileo improves device availability without impacting location accuracy or functional requirements.</p>	Remove Galileo.
11				
12	Technical Minimum Specifications	Mobile device Management support : Yes	Mobile Device Management support is indicated as "Yes"; however, the specific MDM features required are not detailed. As different MDM solutions offer different features, kindly provide the complete list of required MDM features for clarity	1. remote lock and wipe system 2. Policy enforcement like a complex password pin for screen lock 3. Root and jail break detection 4. geo fencing and location tracking 5. App management like Remotely install, updating, uninstall 6. self-service app store 7. kiosk mode(lockdown)
13			There is no mention of the complete list of features required in MDM, kindly provide same	
14	Technical Minimum Specifications	Department Controlled Admin Console: Department should be able to deploy applications remotely on devices. user should not be able to uninstall application and should be available automatically even if device is factory reset. Also boot time animation showing department ownership should be available on devices and department should be able to change it remotely on all the devices	The features mentioned under the Department Controlled Admin Console are generally provided through an MDM solution. As different MDM solutions offer different features, the complete list of required MDM features is not clearly defined. Kindly provide the detailed MDM feature requirements for clarity.	1. remote lock and wipe system 2. Policy enforcement like a complex password pin for screen lock 3. Root and jail break detection 4. geo fencing and location tracking 5. App management like Remotely install, updating, uninstall 6. self-service app store 7. kiosk mode(lockdown)
15			These features are available through MDM, however there is no mention of the complete list of features required in MDM, kindly provide same.	
16	Technical Minimum Specifications	Certifications: BIS & BEE, EPR and ROHS and any other relevant Indian Certificates	Remove BEE Certificate. BEE certification is not applicable for tablet computers. Tablets fall outside the notified product categories requiring BEE star labeling. Retaining BEE as a mandatory requirement may create compliance ambiguity and restrict participation without regulatory basis. BIS, EPR, and RoHS sufficiently cover safety, environmental, and statutory compliance.	Remove BEE Certification.

Sr. no.	Terms in the tender	Bidder / Vendor's representation	Responses of pre-bid queries	
17	Terms & Conditions:	<p>Following categories of bidders shall be exempted from furnishing EMD;</p> <ol style="list-style-type: none"> 1. Micro and Small Enterprises (MSEs) who are holding valid Udyam Registration and are manufacturer of the offered Product (Primary Product) and give specific confirmation to this effect at the time of bid submission and claim EMD exemption and whose credentials are validated online through Udyam Registration website of Ministry of MSME and also through supporting document uploaded during bidding process and validated by the Buyer. 2. Start-ups as recognized by Department for Promotion of Industry and Internal Trade (DPIIT), holding valid Startup Recognition Certificate which is to be uploaded while bidding and claiming EMD exemption and to be validated by the Buyer. Bidder to ensure that turnover for any of the financial years has not exceeded beyond limits prescribed in the certificate / Start Up scheme of DPIIT. 3. Central / State PSUs. 	No change in bid.	
18	Technical Minimum Specifications	Battery : 6800 MAH or Higher	The dept. has specified a display size of min. 10" and a battery capacity of 6800 mAh. But all the 10" or higher tablet models available on GeM have a minimum battery capacity of 7000 mAh. It is requested that the dept. revise the battery specification from 6800 mAh to 7000 mAh.	
19	-	<p>Additional Specifications</p> <p>OEM should be in Top 3 IDC rating</p> <p>OEMs ranked in the Top 3 by IDC are globally recognized for their technological leadership, innovation capability, and product maturity. Their solutions are extensively validated across multiple enterprise and government deployments.</p> <p>Such OEMs provide:</p> <p>Clearly defined product lifecycle and roadmap.</p> <p>Guaranteed long-term support, firmware updates, and security patches. Reduced risk of product discontinuation or vendor exit.</p>	No change in bid.	
20	Technical Minimum Specifications	<p>Internal Storage : minimum 128 GB with expandable storage support capacity of minimum 512GB</p> <p>-</p>	<p>Additional Specifications</p> <p>Min 2 TB expandable storage capacity</p> <p>Data volume is expected to grow continuously due to application usage, OS updates, logs, and user data. Expandable storage ensures the system can accommodate future requirements without hardware replacement.</p> <p>Expandability allows the organization to increase storage capacity as and when required, based on actual usage, avoiding upfront over-provisioning and reducing capital expenditure.</p>	No change in bid.
21	-	<p>Additional Specifications</p> <p>MDM of same OEM as hardware for fool proof security & control</p> <p>Using MDM from the same OEM as the hardware ensures tight integration between hardware, firmware, OS, and security layers, enabling end-to-end device control. Same-OEM MDM provides hardware-level security enforcement, including secure boot, device attestation, remote lock/wipe, and policy enforcement that third-party MDMs may not fully support.</p> <p>Ensures better compatibility, stability, and faster security updates, reducing configuration conflicts and management complexity.</p> <p>Enables single-vendor accountability, simplified support, faster issue resolution, and consistent SLA adherence.</p> <p>Enhances data protection, access control, and centralized device management, resulting in fool-proof security and governance.</p>	No change in bid.	

Sr. no.	Terms in the tender		Bidder / Vendor's representation	Responses of pre-bid queries
22	Eligibility Criteria	• OEM Turn over: The OEM of quoted Tablet must have average annual turnover of Rs. 3.37 Cr in last three financial Years (2022-23,2023-24,2024-25). The copies of Audited Annual Accounts/Statutory CA Certificate for last three years shall be uploaded along with the bid	Additional Specifications OEM Turnover should not be less than 1000 crore for the last three years Minimum OEM turnover of ₹1000 crore for the last three financial years ensures the OEM's financial stability, long-term business viability, and ability to support large-scale government deployments. Financially strong OEMs can sustain continuous R&D, provide long-term product support, maintain spare availability, and honor warranty and SLA commitments, thereby reducing project and operational risks for the department.	No change in bid.
23	-	Bidders are requested to kindly go through the Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 of Ministry of Finance, Dept. of Expenditure, Public Procurement division related restrictions on procurement from border countries. As per this GR, bidders are required to quote/offer the product which adheres to this GR. The undertaking as from bidder as well as from offered product OEM is required to be submitted along with bid as per given Performa.	Additional Specifications OEM should have proper documentation for FNo. 6/18/2019-PPD, Ministry of Finance, Department of Expenditure - Public Procurement Division. Restrictions on procurement from a bidder of a country which shares a land border with India, any OEM/bidder from a country which shares a land border with India will not be eligible to bid in this tender	It is clearly mentioned in the bid regarding land border criteria
24	-	-	Additional Specifications Service centre clause - OEM authorised Service centres in state (min 70% of districts coverage) Service centres should be available on OEM website. -OEM should have at least one 24x7 Toll Free Helpdesk no.- (manned support, IVR shall not be accepted). Toll Free nos. should be indicated on OEM website. OEM should have their own Android service application wherein details of toll-free no. should be mentioned. OEM should have on Android Service Application having the following 3 features in the Service App - a. Service Centre Locator, b. Book a repair, c. Feedback" <p>This clause ensures prompt, reliable, and transparent after-sales support, which is critical for minimizing downtime in government/enterprise operations. 70% district coverage ensures faster on-site support and reduced device downtime. Publishing service centres and toll-free numbers on the OEM website ensures authenticity, transparency, and ease of verification. A 24x7 manned helpdesk guarantees immediate human support during critical failures, unlike IVR-based systems which may delay resolution. An OEM-owned Android service application enables efficient digital service management, real-time tracking, user convenience, and accountability through feedback. These requirements collectively ensure service continuity, SLA compliance, and user satisfaction across the entire deployment geography.</p>	No change in bid.
25	-	-	Additional Specifications It Should designed to operate within a normal ambient temperature range of 32° to 95° Fahrenheit (0° to 35° Celsius).	No change in bid.