

Bid for purchase of 30 no. Tablets on behalf of Directorate of Economics & Statistics, Gandhinagar . (Bid no. GEM/2025/B/6994743 dated 15.12.2025)

Responses of pre-bid queries

Sr. no.	Terms in the tender	Bidder / Vendor's representation	Responses of pre-bid queries
1	Technical Minimum Specification s	<p>1920 x 1200 or above We request you to kindly consider screen resolution as 1920 × 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.</p>	No change in Bid. POC is must.
2		<p>Screen Resolution - 1920X1200 Specifying 2000 × 1200 or above which on a 10" + display is available with specific OEM and unnecessarily restricts competition. The resolution of 1920 × 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. .</p>	
3		<p>Please amend the screen resolution from "2000x1200 or above" to "1920x1200 or above". The resolution of 1920 × 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 × 1200 or above unnecessarily restricts competition.</p>	
4	Technical Minimum Specification s	<p>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.</p>	A generic input device may be considered. POC is must.
5		<p>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.</p>	
6		<p>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 post-award disputes.</p>	
7	Technical Minimum Specification s	<p>Please amend the Wi-Fi requirement 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>	No change in Bid.

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8			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.	
9	Technical Minimum Specification s	GPS : should support GPS,AGPS, Glonass, Beidou, Galileo & Geo Tagging location Tracking to be supported by popular Maps	Remove Galileo as a specification in GPS. 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.	Remove Galileo.
10			Remove Galileo 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.	
11	Technical Minimum Specification s	Certifications: BIS & BEE, EPR and ROHS and any other relevant Indian Certificates	Remove BEE Certification. 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.
12	Technical Minimum Specification s	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.	Minimum Criteria for Mobile device Management support 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). POC is must.
13			There is no mention of the complete list of features required in MDM, kindly provide same 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 so that right MDM features are offered.	
14	Technical Minimum Specification s	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	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.	

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15		remotely on all the devices	These features are available through MDM, however there is no mention of the complete list of features required in MDM, kindly provide same. 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.	
16	-	-	Additional Specifications OEM should be in Top 3 IDC rating 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. Such OEMs provide: Clearly defined product lifecycle and roadmap. Guaranteed long-term support, firmware updates, and security patches. Reduced risk of product discontinuation or vendor exit.	No change in Bid.
17	Technical Minimum Specifications	Internal Storage : minimum 128 GB with expandable storage support capacity of minimum 512GB	Additional Specifications Min 2 TB expandable storage capacity 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. Expandability allows the organization to increase storage capacity as and when required, based on actual usage, avoiding upfront over-provisioning and reducing capital expenditure.	No change in Bid.
18	-	-	Additional Specifications MDM of same OEM as hardware for fool proof security & control 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. Ensures better compatibility, stability, and faster security updates, reducing configuration conflicts and management complexity. Enables single-vendor accountability, simplified support, faster issue resolution, and consistent SLA adherence. Enhances data protection, access control, and centralized device management, resulting in fool-proof security and governance.	No change in Bid.
19	Eligibility Criteria	<ul style="list-style-type: none"> OEM Turn over: The OEM of quoted Tablet must have average annual turnover of Rs. 45 Lac 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.

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20	-	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.	1920 x 1200 or above We request you to kindly consider screen resolution as 1920 × 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.	No change in Bid.
21	-	-	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" 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	No change in Bid.
22	-	-	Additional Specifications It Shoud designed to operate within a normal ambient temperature range of 32° to 95° Fahrenheit (0° to 35° Celsius).	No change in Bid.