

Bid for purchase of 3198 Tablets as an e-Learning Support Tool for Hearing Impaired Children on behalf of Gujarat Council of School Education, Gandhinagar, Government of Gujarat

Under this project, 3198 Tablets are required to be supplied for Students at schools with preloaded e-Content Software provided by GSCE.

The children with hearing impairment (HI) need additional support to learn sign language (ISL) and understand the current class curriculum. Children with hearing impairment can learn sign language (ISL) by watching it. For that, a medium that is available visually is required. Therefore, if children with hearing impairment are given tablets for e-learning support, their individual learning needs can also be met along with their participation in the regular classroom. For this purpose, the content to be made available on tablets to provide e-learning support to children with hearing impairment is as follows.

- Textbooks converted into ISL video format on GSHALA APP
- Indian Sign Language Research and Training Centre Concept Videos
- Indian Sign Language Research and Training Centre ISL Dictionary
- PM-E- Vidya Channel no. 31
- Other necessary ISL videos to be prepared in future

The requirement of Tablets for Hearing Impaired Children (as per Child Tracking System) is as below :

Sr No	Std.	No. of Children having Hearing Impairment
1	6 to 8	2060
2	9 to 12	1138
Total		3198

The proposed number of tablets will be allocated to schools only and the schools will ensure the E-Learning Support to be provided to HI Children through Tablet.

Qty. of Tablets can be increase or decrease up to 25% of bid quantity at the time of placement of contract.

Bid Eligibility Criteria:

- **Bidder Turn over:** The Bidder must have average annual turnover of Rs. 9.50 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.
- **OEM Turn over:** The OEM of quoted Tablet must have average annual turnover of Rs. 24 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
- The bidder must have one office in Gujarat. Please upload the copy of any two of the following: Property tax bill/Electricity Bill/Telephone Bill/GST Registration/Lease agreement etc.. **OR** if bidder do not have office in Gujarat then at the time of bid submission, they will have to submit undertaking letter to open office in Gujarat within 45 days from date of order.
- The bidder should be authorized by its OEM for Tablet to quote the bid. (bid no. must be mentioned).
- **Past Performance Criteria (Bidder):**
The bidder must have successfully executed/completed at least
 - one single order of **2550 Qty or**
 - 2 Orders each of **1590 Qty or**
 - 3 Orders each of **1270 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.
- **Past Performance (OEM) :**
The OEM of quoted Tablet must have supplied 8000 no. s of same or similar product of during the last 3 years before the bid opening date. Copies of relevant contracts to be submitted along with bid.
- Bidder will have to submit Self-Declaration letter for acceptance of ATC Given in bid
- The OEM(s) of Tablet shall have minimum One service center in Gujarat which should be functional. A Self Certified letter by an authorized signatory of OEM mentioning the address & Contact details of service center is required to be submitted.
- Bidder & OEM of quoted item should not be blacklisted/debarred by any state government / central government / PSU in last three years as on last date of bid submission. Bidder & OEM will have to submit undertaking letter at the time of bidding.
- OEM will have to submit undertaking letter by mentioning that manufacturing of the quoted items manufactured in current Year.

Note:

- **In GeM bid, Eligibility Criteria are not mentioned, however bidder & OEM of the quoted product must meet eligibility criteria as mentioned above only & Eligibility Criteria as mentioned above will be considered for evaluation.**
- **Consortium or Subletting in any form will not be permitted**
- **Any entity which has been barred by the Central / a State Government, or any entity controlled by them, from participating in any project and the bar subsists as on the date of Application, would not be eligible to submit bid.**
- **If OEM would like to participate through their authorized partner, then the partner must be Authorized by OEM. OEM & their authorized Partner should not participate simultaneously & only one of them should participate.**

Bidder turnover Exemption

Following categories of bidders shall be exempted from Bidder turnover;

1. Micro and Small Enterprises (MSEs) who are holding valid Udyam Registration and are **manufacturer of the offered/quoted Primary Product** and whose credentials are validated online through Udyam Registration website of Ministry of MSME and also through supporting document uploaded during bid submission and validated by the Buyer. **Traders/Distributors are excluded from the exemption.**
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.

Note:

- **No bidders will be exempted from Past Performance criteria.**
- **For Make in India OEMs, Past Performance (OEM) criteria will be same as Past Performance (Bidder) criteria.**

Bidder shall submit their bids on GeM portal.

Contact Person	DGM (Tech.), Gujarat Informatics Ltd. Email: dgmtech-gil@gujarat.in , Phone no. : 079-23252026 Gujarat Council of School Education, Gandhinagar Email: mis-ss@gujarat.gov.in
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The pre-bid queries / clarifications if any should be submitted in writing to Gujarat Informatics Limited & Gujarat Council of School Education at least on or before 2 days of pre-bid meeting date. Thereafter the clarifications received from the bidders will not be entertained.

Please address all pre-bid queries and correspondence to

- Mr. Prakash Dholakia, DGM (Tech.), Gujarat Informatics Limited, Block No. 2, 2nd Floor, Karmayogi Bhavan, Sector-10A, Gandhinagar 382010, Phone No. 079-23252026, E-mail: dgmtech-gil@gujarat.gov.in, upmab@gujarat.gov.in
- Gujarat Council of School Education, Sector-17, Gandhinagar, E-mail: mis-ss@gujarat.gov.in.

Email should be followed by post confirmation copy.

Scope of Services to be performed by Bidder

- To supply, install, commission & maintain hardware, eContent software and connected accessories
- To undertake preventive maintenance supplied hardware & software
- Delivery of set-up with pre-loaded e-content software for State Board Std. 6 to 8 & Std. 9 to 12
- Updation of e-content through manual/online process of installation of e-content for necessary updates as suggested by GCSE, SS as and when required during the contract period.
- The operating system and other software packages including e-content shall be upgraded / updated by bidder from time to time as and when upgraded version of operating system is available as well as during preventive maintenance schedule.
- Maintenance and troubleshooting support for the entire duration of the project
- The Bidder shall maintain the hardware, operating software, eContent and connected accessories in proper working condition throughout the contractual period.
- Bidder will be responsible for providing users functional training for the equipments & eContent software to be supplied under this project in co-ordination with GCSE - SS for normal operations and conversant in installation of hardware & operating software and its basic trouble shooting.
- Bidder will have to provide operational training of supplied hardware, Operating Software, eContent software and peripherals to all school teachers after delivery/installation of items at schools.

The terms and conditions are as follows:

- **EMD** : Rs. 9,60,000/- to be submitted by bidder either in the form of BG /DD/through RTGS.
- **ePBG Percentage(%)** : 5,
- **Duration of ePBG required (Months)** : 14 (Warranty period + 2 months)

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name: Gujarat Council of School Education (GCSE), Samagra Shiksha. Account No. 70802010016253, IFSC Code: CNRB0002381, Bank Name: Canara Bank Branch address: Gandhinagar-382016.

Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of online transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

Following categories of bidders shall be exempted from furnishing EMD;

1. Micro and Small Enterprises (MSEs) who are holding valid Udyam Registration and **are manufacturer of the offered/quoted Primary Product** and whose credentials are validated online through Udyam Registration website of Ministry of MSME and also through supporting document uploaded during bid submission 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. Sellers / Service Provider having annual turnover of Rs.500 Crore or more, at least in one of the past three completed financial year(s).
4. Central / State PSUs.

The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per above clause with the bid. Under MSE category, **only manufacturers of the offered Primary Product** are eligible for exemption from EMD. **Traders/Distributors are excluded from the exemption.**

- Only one make & model should be quoted by bidder against item in the bid.
- Bidder will have to submit Brochure & Technical specification compliance (showing line by line bid specifications) on OEM letter head with duly signed & stamped along with bid
- Bidder will have to supply all the necessary required accessories/cables with quoted item for make the supplied items functional/operational.
- Bidder will have to submit (Refundable) Earnest Money Deposit (E.M.D.) as asked in bid.
- The E.M.D. may be forfeited:
 - (a) if a Bidder withdraws its bid during the period of bid validity
 - (b) In case of a successful Bidder, if the Bidder fails:
 - (i) If the bidder is found to be involved in fraudulent practices.
 - (ii) If the successful bidder fails to submit the Performance Bank Guarantee. GIL also Reserve the right to blacklist such bidder from participating in future tenders if sufficient cause exists
- Price shall be inclusive of all freight, forwarding, transit insurance and installation charges.
- Before delivery at respective site, bidder will have to offer inspection in the manner as decided by GIL before delivering to the respective sites or at customer sites. The arrangement of inspection of goods has to be done by supplier. Any deviation found in the specification of the produced goods or delivered goods after inspection from the tender specifications will lead to the cancellation of the order, forfeiture of EMD/PBG and prohibition in the participation in the future purchase of Government of Gujarat. GIL/GoG will not be responsible for any time delay which may arise due to any deviation from the bid technical specification found at the time of inspection and the bidder has to deliver and install the ordered goods within prescribed time limit.
- In case of successful bidder is found in breach of any condition(s) of bid or supply order/work order, at any stage during the course of supply / installation or warranty period, the legal action as per rules/laws, shall be initiated against the successful bidder and EMD/PBG shall be forfeited, besides debarring and

blacklisting the bidder concerned for the time period as decided by Govt., for further dealings with GoG.

- The Successful bidder has to submit Performance Bank Guarantee @ 5% of total order value within 15 days from the date of issue of order by GIL (for warranty period + extra 2 months) (from banks operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. issued by Finance Department or further instruction issued by Finance department time to time in the name of Purchasing Department & submit copy of the same at GIL.
- The bidder will have to supply, install, maintain and provide operational training of supplied hardware, Operating Software and carry out necessary integration at office.
- **Delivery & Installation:** Within 60 calendar days from the date of purchase order.

eContent to be supplied under this project will be provided by GCSE to L1 bidder before delivery & Installation.

- **Delivery location:** Various schools located within the state of Gujarat
- **Penalty Clause for delay in delivery & installation**
 - If the bidder fails to deliver and install the requisite hardware and operating software within the time limit as mentioned in the bid, then 0.5% of the contract value of delayed qty. per week or part of the week of delayed period shall be deducted proportionately.
 - The amount of penalty for delay in delivery & installation shall be subject to a maximum limit of 10% of the total contract value.
 - In case, the selected bidder does not supply the ordered items for any reason, (after providing notice/cure period of 10 days to bidder) the bidder will be liable to pay the difference amount to the purchaser, over and above the performance guarantee, which indenter department must pay to the next or other selected bidder for purpose of the said items.
 - In case, delay for delivery and installation of the requisite hardware and operating software will be due to purchasing Department OR its field offices, then penalty will not be imposed.

Warranty: On-site warranty for 1 years for Tablet from OEM from the date of supply including updation of eContent Software in case of any change in syllabus during contract period.. **The successful bidder shall provide maintenance and repair / replacement services at Resource Rooms / Schools.**

- If item gives continuous trouble, say more than 3 times in one month during the warranty period, the bidder shall replace the systems with new system without any additional cost to the purchaser.
- Free maintenance services shall be provided by the Bidder during the period of warranty.
- In case, bidder is not providing satisfactory support & doing unwarranted delay in providing warranty support, Government offices reserves right to repair the equipment at risk & cost of the bidder. (after providing notice/cure period of 10 days to bidder)
- Bidder must ensure that the warranty support & service should be available up to delivery locations to provide repairing cum replacement services of faulty equipment within 48 hrs.
- **Operational/Warranty period Penalty:**
 - During warranty period, if the complaint is not resolved within 48 hrs the penalty of Rs. 300 per day for Tablet will be levied. However, if the complaints not resolved within 7 days then from 8th day to 14th day, penalty would be levied @ 150% and from 15th day onwards penalty @ 200% of the above rates would be levied. The amount of penalty will be recovered from the Performance bank guarantee during warranty period.
 - The amount of Operational/Warranty period Penalty shall be subject to a maximum limit of 5% of the total contract value.
- The Bidder/System Integrator will be required to co-ordinate with software vendor and/or do liaison with other service provider to achieve the end-to-end connectivity if required. This also includes OS configuration with respect to LAN/WAN technologies implementation.
- **Payment:** Payment for Goods and Services shall be made by GIL in Indian Rupees as follows:

- No advance payment will be made.
 - 100% payment after successful inspection & delivery of the ordered goods. The inspection will be done as decided by GIL.
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- **Change request of new make & model:** No “End of Life” product should be quoted in the bid. Make & Model quoted by the bidder should be available till the contract period (duly supported for spares/OEM support for contract period). However, during the contract period, if the OEM stops manufacturing the quoted model and the bidder will offer to supply new model (equivalent or higher) instead of quoted model, the bidder is liable for the delay late delivery and applicable penalty will be levied for the delay including time lase in approval of change model request. Hence, the bidder/OEM is expected to offer/quote a make & model, which will be available for at least contract period.
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- **All bidders/OEMs who are bidding, the responsibility of applicable GST will be of bidder/OEM only as per the category of the product & applicability of GST rate. Dept. will not take any responsibility OR make any additional payment if any tax liability arises. Bidders are required to submit undertaking letter for the same along with technical bid.**

Technical Minimum Specifications Tablet:

Sr. No.	Parameters	Specification Parameters	
1	Display	Display Size (Minimum) (Inch)	11
2	Display	Display Resolution(Pixels)	1920*1080
3	Display	Display Type	TFT/IPS/LCD
4	Display	Display Refresh Rate	90Hz
5	Display	Brightness (Minimum) (Inch)	>=350 Nits
6	Operating System	Operating System Details	>= Android 14.0
7	Connectivity	Connectivity Type	Wifi + Cellular
8	Connectivity	Cellular Data Support	5G,4G VoLTE, 4G LTE, 3G
9	Connectivity	GPS	GPS, GLNSS
10	Connectivity	Number of GSM SIM	>=1
11	Connectivity	Cellular Voice Calling	Yes
12	Connectivity	Wi-Fi Connectivity	Dual Band, 802.11a/b/g/n.6 Optional
13	Connectivity	Bluetooth Connectivity	Yes, >=5.1
14	Processor	Processor Speed (Minimum) (GHz)	>=2.2 GHz
15	Processor	Processor Core (Number)	Octa-Core
16	RAM	RAM Size (GB)	>=8 GB
17	RAM	SD Card Support	Yes Upto 1TB
18	ROM	Internal Storage Capacity(GB)	>=128 GB
19	Rear Camera	Rear Camera (Mega Pixel)	>=8 MP
20	Rear Camera	Rear Camera Geotagging Feature	Yes
21	Front Camera	Front Camera (Mega Pixel)	5 MP
22	Front Camera	Front Camera Geotagging Feature	Yes
23	Battery	Battery Capacity(mAH)	>=7000 mAh
24	General	Device Weight including Battery(Grams)	<=600 grams
25	Accessories	Adapter	Yes
26	Accessories	Charging Cable	Yes
27	Accessories	Compatible Carry Case	Flipcover
28	General	USB Ports	Type C >= V2.0
29	General	Audio Port	3.5 mm Jack
30	General	Speaker	Quad Stereo
31	General	Hard Switches	Power Button, Volume + -
32	General	Mobile Device Management (MDM) Support	Yes
33	General	Virtual Assistant for Reminders, To-Do list	Yes
34	General	MultiMedia Support	Music, Video, Document Reader
35	General	Certification	BIS and BEE (if applicable), EPR, SAR and RoHS and any other relevant Indian Certificates
36	General	Updates	Support 2 OS update and security update for 3 years

37	General	Protection	Tempered Glass
38	General	OS Certification	GMS and AER certification
39	General	Call Center Support	24/7 with tollfree number, live chat and email support
40	General	Service Support	Across All major cities
41	Display	Default Display Orientation	Landscape
42	Display	Display DPI	>=205
43	Connectivity	AGPS	AGPS
44	Processor	Processor Architecture	64 Bit
45	Processor	GPU	Optional
46	Rear Camera	Rear Camera Flash Light	Yes/No
47	Rear Camera	Rear Camera Auto Focus	Yes/No
48	Rear Camera	Rear Camera Image Format	JPEG
49	Rear Camera	Rear Camera Video Recording Resolution	FHD 1080p
50	Rear Camera	Rear Video Recording Frame Rate (FPS)	30fps
51	Front Camera	Front Camera Flash Light	No
52	Front Camera	Front Camera Auto Focus	No
53	Front Camera	Front Camera Image Format	JPEG
54	Front Camera	Front Camera Video Recording Resolution	HD 720p
55	Front Camera	Front Video Recording Frame Rate (FPS)	30fps
56	Battery	Battery Type	Rechargeable
57	Sensors	Accelerometer Sensor	Yes/No
58	Sensors	Light Sensor	No
59	Sensors	Gravity Sensor	No
60	Sensors	Proximity Sensor	No
61	Sensors	Gyroscope Sensor	No
62	Sensors	Rotational Vectors	Yes/No
63	Accessories	Compatible Carry Case	Flip cover with Keyboard
64	Accessories	Compatible Active Stylus	Optional
65	Accessories	Ear Phone	No
66	General	Protection	Corning Gorilla Glass >3 or equivalent glass (density > =2.4 g/cm ³ . resistant to normal scratches)

Items 1 to 40 are mandatory and 41 to 66 are nice to have

Note:

- Bidders have to supply the tablets along with screen guard and tablet safety casing to give protection from physical damage.
 - Above mentioned specifications are technical minimum specifications, bidders may quote same or higher specifications.
 - Bidder & OEM of the quoted product must meet Technical Specifications as mentioned above only , Technical Specifications as mentioned above only will be considered for evaluation.
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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.

On letterhead of Bidder

Sub : Undertaking as per 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 published by Ministry of Finance, Dept. of Expenditure, Public Procurement division

Ref: Bid Number: _____

I have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India. I certify that we as a bidder and quoted product from following OEMs are not from such a country or, if from such a country, these quoted products OEM has been registered with competent authority. I hereby certify that these quoted product & its OEM fulfills all requirements in this regard and is eligible to be considered for procurement for Bid number _____.

No.	Item Category	Quoted Make & Model

In case I'm supplying material from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority, otherwise GIL/End user Dept. reserves the right to take legal action on us.

(Signature)

Authorized Signatory of M/s <<Name of Company>>

On letterhead of OEM

Sub : Undertaking as per 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 published by Ministry of Finance, Dept. of Expenditure, Public Procurement division

Ref: Bid Number: _____

Dear Sir,

I have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India. I certify that our quoted product and our company are not from such a country, or if from such a country, our quoted product and our company have been registered with competent authority. I hereby certify that these quoted product and our company fulfills all requirements in this regard and is eligible to be considered for procurement for Bid number_____.

No.	Item Category	Quoted Make & Model

In case I'm supplying material from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority; otherwise GIL/End user Dept. reserves the right to take legal action on us.

(Signature)

Authorized Signatory of M/s <<Name of Company>>