

**Bid for Purchase of 3198 Tablets as an e-Learning Support Tool for Hearing Impaired Children on behalf of Gujarat Council of School Education (GCSE), Gandhinagar (GeM bid No. GEM/2026/B/7085113 Dated: 07-02-2026)**

**Responses of Pre-bid queries**

Sr. no.	Terms in the tender	Bidder / Vendor's representation	Responses of pre-bid queries
1	<p><b>Bid Eligibility Criteria</b>                      - Past Performance Criteria (Bidder):                      The bidder must have successfully executed/completed at least                      o one single order of 2550 Qty or                      o 2 Orders each of 1590 Qty or                      o 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.</p>	<p>We humbly request your good office to kindly consider successful PC supply experience as qualifying experience for this tender. We believe this consideration will promote wider participation while maintaining the quality and intent of the eligibility framework.</p>	<p>No change in bid.</p>
2	<p><b>Terms and conditions in Scope of Work</b>                      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.</p>	<p>The requirement of the department is that EMD should be submitted except by MSE, startups, and sellers having an annual turnover of ₹500 Cr in any one of the last three financial years. However, as per the GeM GTC, EMD exemption is allowed to various categories such as KVIC, Vendor Assessed, COIR, etc. Hence, we request the department to adhere the GeM GTC and allow EMD exemption.</p>	<p>As per the GeM GTC (page 19), exemption may be granted upon submission of valid documentation as specified in the GeM GTC.</p>
3	<p>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 &amp; Contact details of service center is required to be submitted.</p>	<p>The department requirement is for an OEM Functional service centre in Gujarat. But as per GeM GTC, "Bidder/OEM must have a Functional Service Centre in the State of each Consignee's Location in case of carry-in warranty. (Not applicable in case of goods having on-site warranty). If service center is not already there at the time of bidding, successful bidder / OEM shall have to establish one within 30 days of award of contract." Hence, it is requested that the department allow 30 days for the successful bidder/ OEM to set up service centre.</p>	<p>No change but OEM have to submit undertaking letter to open service center in Gujarat within 30 days after award of the contract.</p>
4	<p><b>Bid Eligibility Criteria</b>                      - Past Performance Criteria (Bidder):                      The bidder must have successfully executed/completed at least                      o one single order of 2550 Qty or                      o 2 Orders each of 1590 Qty or                      o 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.</p>	<p>The department requirement for bidder experience of one order of 2550 qty, or two orders of 1590 qty, or three orders of 1270 qty, which equals to 80%, 50%, and 40% of the bid quantity is very high. This requirement is highly restrictive for bidders who comply with all bid terms and conditions but does not have such high experience. Further, as per the GeM terms and conditions, bidders can offer their own experience or OEM experience obtained either directly or through resellers. Hence, to allow wider participation of eligible bidders, it is requested that the department revise this clause and ask that the bidder/OEM (themselves or through reseller(s)) should have executed/completed experience of single order of 10% of the bid quantity.</p>	<p>No change in bid.</p>
5	<p>OS Certification GMS and AER certification</p>	<p>Kindly note that as an OEM, we have GMS certification and also our company is Android Enterprise Silver Partner, please find here the link for confirmation of same.  <a href="https://androidenterprisepartners.withgoogle.com/provider/#!/ZXM47M4ZhvIzXuggfAy6">https://androidenterprisepartners.withgoogle.com/provider/#!/ZXM47M4ZhvIzXuggfAy6</a>                      Also note two of our models (Datamini T84G 8inch &amp; Datamini T104G 10inch) are already AER certified. However, since the requirement in this tender is for 11inch display, we would request you to kindly accept an Undertaking confirming that AER certification of our offered 11inch model can be provided within 45 days of being technically qualified for other technical parameters and the bid with our quoted model being shortlisted as L1. As we are already AER certified Silver Partners and two of our models also AER certified, we will get the 11inch model also AER certified. The amendment will enable us as an OEM to participate in the above Bid providing better competition in the procurement.</p>	<p>As stated in the scope of work, it is mandatory under the Technical Minimum Specifications for the tablet.</p>
6	<p>Bidders have to supply the tablets along with screen guard and tablet safety casing to give protection from physical damage.</p>	<p>Regarding Safety Casing to give protection from physical damage, kindly note that you have already asked for inclusion of Flip cover with Keyboard, hence we request you to please clarify whether Safety Casing is still needed as the Tablet will be inside the Flip cover and already protected.</p>	<p>The requirement of compatible carry case - flipcover &amp; Screen Guard already mentioned in minimum technical specifications. <b>Hence, additional tablet safety casing is not required.</b></p>

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7	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.	We would request you to extend the warranty period to 2 or 3 years as this will enable extended service support for the user at minimal cost.	No change in bid.
8	<p><b>Bid Eligibility Criteria</b>                      - Past Performance Criteria (Bidder):                      The bidder must have successfully executed/completed at least</p> <ul style="list-style-type: none"> <li>o one single order of 2550 Qty or</li> <li>o 2 Orders each of 1590 Qty or</li> <li>o 3 Orders each of 1270 Qty</li> </ul> <p>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>In the Past Performance Criteria bidder must have successfully executed or completed specific orders for the (Tablet) same or similar products within the last three years.                      We are a Gujarat-based company and have participated in various tenders over the past 3 years. However, in the past three years, we cannot find such high quantity tablet tenders in GEM or any other portals.                      We kindly request that you consider including desktop computers and laptops, as well as All-in-One category products, within the scope of experience accepted for this tender.</p>	May allow tablet / laptop option in bid eligibility criteria.
9	<p><b>Bid Eligibility Criteria</b>                      - Past Performance Criteria (Bidder):                      The bidder must have successfully executed/completed at least</p> <ul style="list-style-type: none"> <li>o one single order of 2550 Qty or</li> <li>o 2 Orders each of 1590 Qty or</li> <li>o 3 Orders each of 1270 Qty</li> </ul> <p>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>We are requesting under the Bid Eligibility Criteria, Past Performance Criteria of Bidder for same or similar product- Tablet/Laptop 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.                      Justification: This will bring more competition and make wider participation for the said RFP.                      We are requesting for kind consideration so as to ensure more bidders can participate.</p>	May allow tablet / laptop option in bid eligibility criteria.
10	<p><b>Bid Eligibility Criteria</b>                      - Past Performance Criteria (Bidder):                      The bidder must have successfully executed/completed at least</p> <ul style="list-style-type: none"> <li>o one single order of 2550 Qty or</li> <li>o 2 Orders each of 1590 Qty or</li> <li>o 3 Orders each of 1270 Qty</li> </ul> <p>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>In the Past Performance Criteria for bidders, it states that the bidder must have successfully executed or completed specific orders for the (Tablet) same or similar products within the last three years.                      We would like to inform you that we are a Gujarat-based firm and have actively participated in various tenders over the Many years. However, from last 3 years we have not come to know about this type of high qty tablet tender in GEM or any other portals.                      We kindly request that you consider including desktop computers and laptops, All in One category, within the scope of experience accepted for this tender.</p>	May allow tablet / laptop option in bid eligibility criteria