

Response to queries raised in the pre-bid meeting on 24.09.2026 by different agencies regarding the Request for Proposal (RFP) for Selection of Agency for Implementation of Personalised Adaptive Learning (PAL) Solution-GeM bid number GEM/2026/B/8029298 dated 18-09-2026

Sl.No	Queries received via Email	Response
1	In order to encourage participation from competent specialised EdTech/PAL solution providers and system integrators, kindly consider reducing the minimum average annual turnover requirement to INR 25 crore. Alternatively, the turnover of the prime bidder and the proposed PAL Software OEM may be permitted to be considered cumulatively, subject to audited financial statements and a valid OEM authorisation.	The RFP clauses are self-explanatory
2	Kindly permit fulfilment of the experience criterion through cumulative completed/ongoing government education projects covering at least 50 schools, provided that the proposed solution has individual student logins, learning analytics and evidence of successful implementation. This will retain the intended capability requirement while broadening qualified participation.	The RFP clauses are self-explanatory
3	The 500-government-school threshold may be restrictive for otherwise proven PAL platforms. Kindly consider accepting PAL deployment experience in at least 250 government schools, or an equivalent deployment serving a minimum of 50,000 students in government/publicly funded educational institutions, supported by client work orders or completion certificates.	The RFP clauses are self-explanatory
4	Please confirm that bidders may propose any one of the deployment approaches permitted under the RFP—micro-SD based, direct device/cloud-based, or school-level local-server architecture—provided all offline functionality, data security, synchronisation and reporting requirements are met. Please also clarify that micro-SD cards are not mandatory where an approved server-based architecture is proposed.	The RFP clauses are self-explanatory. As per RFP's Scope of Work, Micro SD Card mandatory only for bidders proposing the SD card-based solution and not required for bidders opting for the server-based architecture.
5	Considering the coverage of 1,384 schools and dependencies relating to school readiness, content approval, API availability and onboarding, kindly permit a mutually approved phased rollout plan with batch-wise Go-Live certification. Any timeline assessment and associated penalty may be applied only to a delayed batch where the delay is demonstrably attributable to the successful bidder.	The RFP clauses are self-explanatory
6	Kindly issue the complete SLA and service-credit framework before bid submission, including uptime calculation, severity categories, response/resolution time, exclusions, measurement method, maximum aggregate penalty and escalation mechanism. This will enable bidders to price and plan the support model accurately.	The RFP clauses are self-explanatory
7	"Page 22, Clause 1.3.1 (a) xxxix: ""The PAL software in tablets may be deployed through direct device installation, cloud-based deployment, a school-level local server accessed through LAN/Wi-Fi, proposed by the software OEM. ... Permitting a school-level server model as an additional approved method of PAL deployment, alternative to the microSD card-based method mentioned in the RFP. ... SD may not be included in the supply of items for the existing/ new tablets in case of server-based architecture."" The Authority should mandate ONE single deployment architecture (either microSD card-based or server-based, as the Authority deems fit) as the sole permitted method for this tender, applicable uniformly to all bidders and all schools.	The RFP clauses are self-explanatory

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8	"Page 17, Clause 1.3 (b): ""i. Deploy an FMS team consisting of field coordinators and technical support staff assigned to each of the 30 districts in Odisha, with a maximum of 15 schools per FMS."" ""ii. Minimum {95%} attendance of the field team on the ground, inclusive of vacancies or actual absence of the staff. Measured by the total number of FMS present as a % of the mandated FMS."" Page 32, Clause (c): ""The bidder will set up a helpdesk at a remote central location for the duration of the program in English and Odia, staffed with a minimum of five (5) qualified technical personnel..."" Page 38, Section 1 (E): ""• Helpdesk staffed by five (5) remote technical personnel."" All FMS and helpdesk personnel (including the 5 helpdesk resources) deployed under this project should work EXCLUSIVELY on this project — full-time, not concurrently (fully or partially) on any other project of the bidder — for their entire deployment period. Any transfer, resignation, joining, or replacement must be intimated to the Authority within 5 working days. Dedicated, specialised accountable staffing is essential for smooth execution and achievement of project outcomes.	The RFP clauses are self-explanatory. All FMS and helpdesk personnel (including the 5 helpdesk resources) deployed under this project will dedicatedly work only on this project.
9	"Sl. No. 13 (a): ""Tablet OEM should satisfy the following criteria: a. Tablet OEM should have supplied at least 1 lakh units of tablet to government institutions in the last 3 financial years, i.e 2023-24, 2024-25, & 2025-26"" "Recalibrate the threshold to 40-80% of the actual tender quantity, per Annexure 12 (footnote 136) of the Manual for Procurement of Goods, 2024. Tender quantity = 754 schools × minimum 14 tablets/school = 10,556 units. Accordingly: 40% = 4,223 units (minimum) to 80% = 8,445 units (maximum) — i.e., the Authority should ask for prior supply of approximately 4,223 to 8,445 tablet units (NOT 1,00,000), with ~50% (~5,278 units) suggested as a fair mid-point. Kindly also allow Government and Non-Government supply experience (cumulative over the 3 financial years), subject to submission of valid documentary proof of supply and of payment received against such supplies."	The RFP clauses are self-explanatory

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10	"Sl. No. 3: ""The bidder or OEM must have received and/or executed work orders for implementation of either their proposed PAL/ LMS solution or an EdTech solution, in at least 100 government schools/institutions in India in at least 1 of the last 5 financial years (i.e., between FY 2021-2022 to 2025-26) and should have similar project experience: • One similar project value of ₹ 15 crore or more each OR • Two similar projects each of ₹7.5 crore or more each OR • Three similar projects each of ₹5 crore or more each"" — Supportive document: ""Work order or Contract document and Work completion certificate from the client..." Sl. No. 4: ""The bidder or OEM (Original Equipment Manufacturer) must have received and/or executed a Work Order of supply of software deployment (either PAL software or any EdTech software which has individual student level login) and field management support in the last 5 financial years (i.e., between FY 2021-22 to 2025-26)"" Sl. No. 5 (A): ""Received and/or executed a work order for supply of hardware (Tablets/ PC/Laptop/ ICT) in at least 500 schools."" Sl. No. 6: ""The PAL Software OEM must have prior experience in implementing its PAL software in at least 500 government schools within the last 5 financial years. (i.e., between FY 2021-22 to 2025-26)"" — Supportive document: ""Work order or Contract document from the previous client."" "Amend Sl. No. 3, 4, 5 and 6 to specify that qualifying work orders/contracts must be issued directly by Central Government Departments, State Government Departments, District Government/Administration or Government PSUs, for implementation in Government schools/colleges/institutions. Insert the following supportive-document requirement against Sl. No. 3, 4, 5 and 6: ""Copy of Work Order/MoU/Contract Agreement/Project Completion Certificate received from Central/State Government/District Government/Government PSU to be enclosed."" Private/institutional work orders should not be accepted in lieu of this."	The RFP clauses are self-explanatory
11	"Sl. No. 7: ""The bidder or OEM must hold a valid certification for ISO 27001/ ISO 9001, and CMMI 3 or Higher Level."" Remove the CMMI Level 3 (or higher) requirement from the PQ criteria; retain only the ISO 27001/9001 requirement.	The RFP clauses are self-explanatory
12	"Sl. No. 13 (b): ""Tablet OEMs need to specify its class & Country of Origin of the quoted product as per the MII guidelines; the tablet to be supplied must be Class 1 or Class 2 MII compliant."" Retain the MII Class 1/Class 2 requirement itself (this is a valid, standard MII compliance ask), but ensure it is not compounded with the disproportionate 1,00,000-unit threshold at Sl. 13(a), which together operate to exclude genuine Class-II local suppliers who would otherwise qualify.	The RFP clauses are self-explanatory
13	"Page 22, Clause 1.3.1 (a) xxxix: ""The PAL software in tablets may be deployed through direct device installation, cloud-based deployment, a school-level local server accessed through LAN/Wi-Fi, proposed by the software OEM. ... Permitting a school-level server model as an additional approved method of PAL deployment, alternative to the microSD card-based method mentioned in the RFP. ... SD may not be included in the supply of items for the existing/ new tablets in case of server-based architecture."" The Authority should mandate ONE single deployment architecture (either microSD card-based or server-based, as the Authority deems fit) as the sole permitted method for this tender, applicable uniformly to all bidders and all schools.	The RFP clauses are self-explanatory

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14	"Page 35, Application-Level Security, item 11: ""Selected Bidder not having Cert-In certification to obtain a CERT-in security audit certificate post-software release within 1 month period. Supportive documents to be submitted by the bidder: Undertaking as per Annexure VIII if CERT-In certificate not available."" Page 48, Clause 4.2, Sr. No. 5: ""Certification and compliance: Bidder or OEM to have CERT-In security audit certification Copy of submitted certificate 5 0: No certificate 5: Certificate submitted"" Page 112, Annexure-VIII: ""I/ We undertake that our company or firm will submit the necessary CERT-In audit certificate post-software release within 1 month of the period of award of contract."" "Either (a) remove the CERT-In certification criterion (5 marks) from the Technical Evaluation scoring sheet altogether, and retain the CERT-In security audit as a mandatory project-level compliance requirement post-software release (as already provided at Page 35 and Annexure-VIII); OR (b), if the Authority wishes to retain it, the existing scheme should continue as-is — 5 marks awarded only to bidders who actually submit a valid CERT-In certificate with the technical bid, with no marks (and no equivalence) for the Annexure-VIII undertaking route. In either case, kindly clarify the certificate required (e.g., security audit certificate for the proposed PAL application issued by a CERT-In empanelled auditor, valid as on the bid submission date)."	The RFP clauses are self-explanatory
15	"Page 10, Table-3, S.No. 1: ""Display Display Size (Minimum) (Inch) 8.5 or Higher"" minimum tablet display size upward to greater than 9 inch.	Revise the The RFP clauses are self-explanatory
16	"Page 5, Section 1 (B): ""Hardware (Tablets & Accessories): To be supplied to 754 PM SHRI schools"" ""Software (PAL Licenses): To be provided to 762 PM SHRI schools & an additional 630 Government Schools already possess sufficient existing computing devices and therefore require only software licenses."" Page 6, Clause 1.1: ""Provide, configure, and maintain 40-60 software licenses for the schools (to be used across both tablets and PCs) in 762 PM Shri schools and 20 software licenses for tablets in 630 schools for a period of 3 years..."" ""PAL Software License – Tablets (per Year) License/year 34840"" ""PAL Software License – PCs (per Year) License/year 15240"" Page 15, Clause 1.2.2: ""The bidder must plan for the deployment of 40-60 licenses per school across 40-60 devices/school in 762 PMShri and 20 licenses per school in 630 schools, being deployed in a phased manner. The PAL software must be compatible with approximately: a. ~20-40 tablets per school (New Devices as well as existing Devices) b. ~20 existing desktops/ PCs/ Think Client/ Laptops per school (already available in the schools)"" "Kindly publish the school-wise list (UDISE code, district, block, Grade 6–10 enrolment) separately for: (a) the 754 schools receiving new tablets; (b) the 762 PM SHRI schools receiving tablet and PC licences; and (c) the 630 schools receiving tablet-only licences. Kindly confirm: (i) whether the 754 schools are a subset of the 762, and the position of the remaining 8 schools; (ii) the school-wise number of tablet licences (new + existing tablets) and PC licences, and the computation basis of 34,840 tablet and 15,240 PC licences; (iii) whether the existing devices in the 630 schools are tablets (as Clause 1.1 states) or other computing devices (as Section 1 (B) states); and (iv) the make/model/OS of existing devices on which licences are to be installed."	The RFP clauses are self-explanatory

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17	"Page 6, Clause 1.1.1: ""License Type: Each license is tied to a device, not to an individual student account. There is no restriction on the number of student profiles or logins that to be created and operated through a single device license."" Page 52, Milestone 1.1 (2nd & 3rd Year): ""(Active license means a unique student login that has recorded at least 20 learning minutes per week and 3 distinct sessions per month, for at least 4 weeks in the relevant quarter, with activity captured in server logs and reflected in dashboard exports. Licenses without this threshold shall not be payable."" ""50% of the Software Licensing Cost on a pro rata basis of the number of software licenses deployed in the school for the 2nd/3rd year"" "Kindly harmonise the two definitions. As the licence is tied to a device (Clause 1.1.1), the 'active licence' test should also be applied at the device level. For example: a device licence shall be treated as active if PAL usage on that device (aggregated across all student logins) meets the prescribed threshold, or if at least one student login on that device meets it. Kindly also confirm that: (i) the number of payable licences shall not exceed the number of licences deployed; and (ii) the count of student logins shall not be used as the count of licences. (This query is without prejudice to Sr. No. 14 below.)"	The RFP clauses are self-explanatory
18	"Page 28–29, (b) ii. Qualifications: ""Minimum qualification for the manager should be M.Sc.– IT/CS, BE/BTech IT/CS+MBA, M.Sc-CS/IT with minimum 4 years of experience in an overseeing role/ managerial position and experience of working with Government in Edtech program/PAL Program, while for FMS staff, B. Sc., Computer Science, B.E/ B. Tech/ MCA/ BCA/Diploma in tech-based field, PG with PGDCA with minimum 2 years of experience in a similar role. Content experts should have an M.Sc. and an M.Ed. degree in their respective subjects with at least 5 years of experience in e-content and edtech. Both the manager and FMS staff should have good computer, networking, and communication skills, and fluency in Odia. All FMS must have previously worked in Odisha state with schools or educational institutions."" "Kindly allow equivalent qualifications, as follows: (a) State Manager: Post-graduate degree in IT/CS, Engineering, Management or Education, with the stated 4 years of managerial experience in Government EdTech/PAL programmes. (b) Content Experts: M.Sc. in the respective subject OR M.Ed./B.Ed. with graduation/post-graduation in the respective subject (i.e., 'M.Sc. or M.Ed.' in place of 'M.Sc. and M.Ed.'), with 5 years of e-content/EdTech experience. (c) FMS staff: Replace ""All FMS must have previously worked in Odisha state with schools or educational institutions"" with ""Fluency in Odia (reading, writing and speaking) is mandatory; prior work experience in Odisha is preferred.""	The RFP clauses are self-explanatory
19	"Sl. No. 4: ""The bidder or OEM (Original Equipment Manufacturer) must have received and/or executed a Work Order of supply of software deployment (either PAL software or any EdTech software which has individual student level login) and field management support in the last 5 financial years (i.e., between FY 2021-22 to 2025-26)"" "Replace ""(either PAL software or any EdTech software which has individual student level login)"" with ""PAL software"", so that only Personalized Adaptive Learning solution implementation experience (with field management support) is considered. The qualifying work order should be issued by a State Government/Central Government/Government PSU (as per Sr. No. 8 above)."	The RFP clauses are self-explanatory

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20	"Page 49, Clause 6 (b): ""Weightage for the technical bid is 70%, and the financial bid is 30%."" Page 49, Note: ""The 'Grand Total amount including GST' shall be used for financial bid evaluation."" ""The quoted prices shall be valid for the entire project duration and include all operational costs, manpower deployment, training, support services and everything else defined in the scope."" Page 91, TECH-15: ""4 Annual Maintenance Contract/Onsite Extended OEM warranty (per year) Per Device /year 10556"" ""1 PAL Software License – Tablets (per year) License/year 34840"" ""2 PAL Software License – PCs (per Year) License/year 15240"" ""5 MDM License with 3-Year Support & Hosting License 34840"" ""6 District-Level Field Coordinators Person-per Year 93 ""93"" coordinators × 3 years"" ""7 State-Level Program Management Team (3 posts × 3 years) Person- per Year 3"" ""8 Help Desk Team (5 posts × 3 years) Person- per Year 5""""Kindly publish the financial bid / price schedule (BoQ) format and confirm: (a) the unit basis for each line item — PAL licences quoted per licence per year; MDM per licence for the full 3-year term; FMS, State team and Helpdesk per person per year; AMC per device per year; tablets and consumables as one-time unit prices; (b) that the 'Grand Total' for evaluation will be computed over the full contract term, i.e., licences × 3 years, FMS/State team/Helpdesk × 3 years, AMC × 2 years (Years 2 and 3, after the 1-year warranty), MDM for the 3-year term, plus hardware and consumables; and (c) the formula for computing the financial score (e.g., financial score = 100 × lowest evaluated Grand Total ÷ bidder's Grand Total)."	The RFP clauses are self-explanatory
21	"Page 52, Milestone 1.1: ""Re-evaluation of the number of active PAL software licenses in Schools. Re-evaluation of the number of active PAL software licenses in existing devices or additional New Devices. (Active license means a unique student login that has recorded at least 20 learning minutes per week and 3 distinct sessions per month, for at least 4 weeks in the relevant quarter, with activity captured in server logs and reflected in dashboard exports. Licenses without this threshold shall not be payable. This milestone shall be validated through acknowledgement reports duly signed by the school principal / HM, and they are certified by the DEO and MIS programmer of the respective district in the format provided by the State Project Office for the school-level deployment and activation of the PAL Solution"" ""To be paid at the end of 6 months"" (Milestone 1.1); ""To be paid at the end of 12 months"" (Milestone 1.2)" ""Kindly link Year 2 and Year 3 software licence payments to the successful deployment, activation and availability (uptime) of the PAL solution on licensed devices. Student usage may be monitored as a Key Performance Indicator (KPI) of project outcomes. The bidder's performance may be assessed on parameters within its control, such as system uptime, licence activation, timely usage analytics, dashboards, alerts, reports, and proactive nudges to schools and education officials. Alternatively, if usage-linked payment is retained, kindly: (i) apply the test at device level, consistent with Clause 1.1.1 (see Sr. No. 2); (ii) align the measurement window with the half-yearly payment cycle instead of 'the relevant quarter'; and (iii) exclude school vacations, examination periods, school closures, and periods when the device, electricity, internet or school ICT infrastructure is unavailable for reasons not attributable to the bidder."	The RFP clauses are self-explanatory

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22	".....Provide, configure, and maintain 40-60 software licenses for the schools (to be used across both tablets and PCs) in 762 PM Shri schools and 20 software licenses for tablets in 630 schools for a period of 3 years,....." "Clarification/Query: The RFP specifies 40–60 licenses per school, which is not aligned with a PAL solution that requires individual student logins for personalized learning. Kindly clarify the basis of this license count. Suggestion: It is recommended to remove the fixed "40–60 licenses per school" requirement and instead adopt a school-based licensing model (1 License per school covering all student), ensuring all enrolled students have individual access. For estimation purposes, an indicative student strength per school (e.g., ~400 students) may be considered. Bidders should quote on a per-school (unlimited student access) basis Justification: PAL requires individual student profiles and continuous tracking. A fixed license cap may restrict access, impact learning outcomes, and create inconsistency in implementation and costing."	The RFP clauses are self-explanatory
23	"Hybrid Deployment Capability: The capability to function in both online and offline environments to ensure continued access. Mode of Installation: Software for the existing/new tablets to be provided using micro SD cards (minimum 32GB of Class 10 specification), which can be directly deployed in the Tablets. Software for the desktop/Thin Client/laptop devices is to be installed directly into the device storage. " "Clarification / Suggestion The RFP presently mandates deployment through 32 GB Class 10 micro SD cards for tablets. For a PAL solution involving student profiles, adaptive learning, learning history, assessments and analytics, we request that the micro SD card-based deployment be replaced with a school-level Local Server architecture. Each school should be provided with one dedicated local server with minimum configuration: Intel Core i5 / AMD Ryzen 5 or equivalent 16 GB RAM 512 GB SSD The server should host the PAL application, learning content and centralized student database over the school LAN/Wi-Fi, with synchronization to the central/cloud platform whenever connectivity is available. Key benefits: Centralized Student Data: Maintains a single, school-level repository for student profiles, learning history, assessments and progress, independent of individual tablets. Seamless PAL & Updates: Enables consistent personalized learning across devices and allows application/content updates to be managed centrally rather than updating individual SD cards. Reliable Synchronization & Analytics: Consolidates offline activity at the school level and synchronizes it with the central platform when connectivity is restored, enabling reliable data management and analytics. Accordingly, the Local Server should be included as a mandatory BOQ item for each school, replacing the prescribed SD-card-based deployment."	The RFP clauses are self-explanatory

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24	HeadPhone "Clarification/Query: The RFP specifies headphones but does not define detailed technical specifications. Kindly clarify the minimum required specifications to ensure uniform quality and pricing. Suggestion: Define clear minimum specifications for headphones, including connectivity, audio quality, durability, controls, microphone, and warranty. A standard specification may be included in the RFP to ensure uniform compliance across bidders. Proposed specs: Connectivity: Wired (3.5 mm jack compatible) Passive Noise Isolation: Over-ear/on-ear with memory foam cushioning Sound Quality: Dynamic EQ with wideband audio and digital signal processing (DSP) Controls: Inline volume control (up/down) Microphone: Inbuilt microphone Cable: Reinforced/braided cable suitable for school usage Warranty: Minimum 1-year warranty Justification: Lack of defined specifications leads to variation in quality and pricing, resulting in non-uniform bids and risk of substandard supply. Standard specifications ensure fair competition and realistic costing."	The RFP clauses are self-explanatory
25	Cellular connectivity "Clarification / Query The RFP specifies that the schools have internet connectivity; however, the tablet specification mandates Wi-Fi + 4G/5G cellular connectivity, GSM SIM, GPS/GNSS and cellular voice calling. Please clarify the specific project requirement and use case for these additional features, as the PAL solution can operate through the school's existing Wi-Fi/internet infrastructure. These specifications also increase the tablet cost and introduce recurring SIM/data expenses without a clearly stated functional requirement. Justification: Since connectivity is already available at the school level, Wi-Fi is sufficient for accessing the PAL platform, local server and central/cloud services. Mandating cellular connectivity, GPS and voice calling adds hardware and recurring costs without directly contributing to the core educational functionality. We therefore request that 4G/5G, GSM SIM, GPS/GNSS and cellular voice calling be removed from the mandatory tablet specifications, unless the Authority has a specific operational requirement for these features."	The RFP clauses are self-explanatory
26	Existing tablet specification "The RFP requires software for existing/new tablets to be deployed through micro SD cards. However, the specifications provided for the existing tablets only mention "1 × Micro SD Socket" under the I/O interface and do not specify the supported micro SD capacity, standard, speed/class, file system, or compatibility with 32 GB Class 10 cards. Since the proposed deployment depends on the SD card being technically compatible with the existing tablet hardware, kindly clarify whether all existing tablets are verified to support the proposed minimum 32 GB Class 10 micro SD cards. We request that the Authority provide the make/model and detailed SD-card compatibility specifications of the existing tablets, or alternatively confirm that the tablets shall be upgraded/replaced where the required SD-card deployment is not supported."	The RFP clauses are self-explanatory

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27	11. Selected Bidder not having Cert-In certification to obtain a CERT-in security audit certificate post-software release within 1 month period. Supportive documents to be submitted by the bidder: Undertaking as per Annexure VIII if Cert-In certificate not available "Clarification / Query: As per Page 36, a bidder not having a CERT-In security audit certificate is permitted to participate by submitting an undertaking and is required to obtain the certificate post-software release within one month. However, the technical evaluation awards 5 marks to bidders/OEMs already possessing the certificate and 0 marks to those without it. This creates an inconsistency in the evaluation methodology. If obtaining the certificate after software release is an acceptable compliance route for the selected bidder, awarding additional marks solely for possessing the certificate at the bidding stage may provide an advantage to bidders who already have an audited product, although such certification is not mandatory for participation. Further, security certification/audit should ideally assess the actual proposed solution/version to be deployed, rather than merely the bidder/OEM's possession of a previous certificate. We therefore request that the 5-mark criterion be removed and treated as a mandatory post-award compliance requirement applicable uniformly to the selected bidder, with the security audit to be conducted on the actual proposed software before production deployment. Alternatively, if the Authority intends to retain the marks, please clarify the technical rationale for awarding marks for an existing certificate when bidders without the certificate are expressly permitted to obtain it after selection."	The RFP clauses are self-explanatory
28	Kindly clarify the unit on which PAL licence payments will be calculated in Years 2 and 3 — licensed device or active student login. Since the RFP specifies a device-based licensing model, please also clarify how individual student licenses licensed device will be treated for payment. We request that the “active licence” definition be aligned with either device-based licensing provision or to make it based on “individual student licence” to avoid ambiguity.	The RFP clauses are self-explanatory
29	Kindly confirm that for a bidder proposing the approved school-level server architecture, the clauses requiring the PAL application, adaptive engine and content to reside on individual micro-SD cards will not apply, provided equivalent offline/online functionality, local data capture, adaptive learning, synchronisation and continuity are demonstrated.	The RFP clauses are self-explanatory
30	Kindly clarify under which financial/BoM line item the local server and any associated networking components required for the proposed architecture should be quoted. Please confirm whether these costs are to be included within the PAL software licence price or whether a separate line item will be provided.	The RFP clauses are self-explanatory
31	Kindly consider allowing the offline server-based demonstration to be conducted using on 3 -4 devices to effectively demonstrate the required offline functionality, local content delivery, student-level learning continuity and subsequent data synchronisation, instead of mandating demonstration with 14 tablets. This would adequately validate the proposed architecture while reducing unnecessary logistical and operational complexity during the technical evaluation.	The RFP clauses are self-explanatory
32	Kindly confirm that “all deliverables become the Client's property” refers to project-specific deliverables/data/customisations and does not transfer ownership of the PAL OEM's pre-existing source code, algorithms, platform, proprietary content or other background IP. Please also confirm that the post-Year-3 perpetual licence constitutes a continuing right to use the deployed solution within Odisha.	The RFP clauses are self-explanatory

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33	The RFP envisages continued maintenance and support of the PAL solution beyond the initial contract period. However, the current implementation model relies significantly on the FMS structure for school-level support, troubleshooting, coordination and ongoing maintenance. Since the FMS deployment is expected to cease at the end of the contract period, continued maintenance of PAL across schools would require the PAL OEM/service provider to retain or redeploy a dedicated support structure, which may have additional operational and cost implications. We therefore request the Authority to kindly consider one of the following options: 1. Remove the post-contract obligation, with the bidder's responsibility ending upon completion of the contract period. 2. Provide that continued operation and maintenance beyond the contract period will be taken up through a fresh RFP/procurement process, under which the incumbent PAL OEM may participate along with other eligible providers, ensuring clear ownership, transition arrangements and appropriate provisioning for ongoing support costs.	The RFP clauses are self-explanatory
34	Kindly provide clarity on which PAL functionalities are required to be fully available/live at the technical- evaluation stage and which may be Customised /developed post-award within the prescribed implementation timelines. In particular, please clarify the evaluation-stage expectation for complete Odia content, State-specific dashboards, VSK/HPC integration and the at-home application.	The RFP clauses are self-explanatory
35	Kindly clarify the final production requirement for language coverage. Is complete Grade 6–10 Mathematics and Science content required separately in both English and Odia, or is complete Odia-medium content with bilingual English support/terminology sufficient?	The RFP clauses are self-explanatory
36	Kindly clarify that the bidder's responsibility for existing State-owned devices is limited to PAL software compatibility, configuration and installation, and does not extend to repair/replacement of pre-existing hardware defects, damaged devices or end-of-life equipment that was not supplied under this contract.	The RFP clauses are self-explanatory
37	Kindly clarify that the seven-day requirement applies to reasonable dashboard configuration changes, filters, formats and reports available within the existing platform. Material new functionality, integrations or development requiring changes to scope/effort should be processed through the Change Request mechanism with mutually agreed timelines.	The RFP clauses are self-explanatory
38	Kindly clarify whether a native iOS or Andriod application is mandatory, or whether a responsive web application accessible on mobile devices will meet the requirement.	The RFP clauses are self-explanatory
39	Kindly specify the expected turnaround time for SCERT/OSEPA/BSE review and approval of submitted content. Please confirm that where review/approval or consolidated feedback from the State is delayed, the corresponding content delivery timeline will be extended without penalty to the bidder.	The RFP clauses are self-explanatory
40	The RFP seeks grade-wise counts of “practice questions” and “videos” available in the PAL solution for Mathematics and Science. Kindly clarify the definition and scope of content to be considered under each of these categories. PAL solutions may include different types of learning assets embedded within or linked to questions, such as animations, GIFs, interactive explanations, worked examples, hints, remedial content and short concept explanations, rather than only standalone practice questions or video files. We therefore request clarification on the following: • Whether “practice questions” should include all question/assessment items mapped to chapters, concepts and sub-concepts, including adaptive/remedial questions and question variants. • Whether “videos” refers only to standalone video learning objects, or whether embedded explanatory assets such as animations, GIFs, visual explanations and short remedial multimedia content may also be included. • Whether the Authority would consider allowing bidders to report content under broader categories such as questions/assessment items, videos,	The RFP clauses are self-explanatory

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	animations/interactive content and other explanatory/remedial learning assets, so that the content strength of different PAL solutions can be represented more accurately.	
41	The bidder or OEM (Original Equipment Manufacturer) must have received and/or executed a Work Order of supply of software deployment (either PAL software or any EdTech software which has individual student level login) and field management support in the last 5 financial years (i.e., between FY 2021-22 to 2025-26) We request that experience in implementation of government school-wise software deployment (without individual student-level login) also be considered for eligibility, as very few government projects provide individual student-level login. Large-scale school-wise deployments demonstrate equivalent implementation capability.	The RFP clauses are self-explanatory
42	Mode of Installation – Software for the existing/ new tablets to be provided using micro SD cards (minimum 32GB of Class 10 specification, sufficient enough to ensure enough storage for all PAL content for grade 6-10), which can be directly deployed in the Tablets. "Kindly clarify whether a Micro SD Card is required to be supplied with each new tablet. "	The RFP clauses are self-explanatory. As per RFP's Scope of Work, Micro SD Card mandatory only for bidders proposing the SD card-based solution and not required for bidders opting for the server-based architecture.
43	The PAL Software OEM must have prior experience in implementing its PAL software in at least 500 government schools within the last 5 financial years. (i.e., between FY 2021-22 to 2025-26) We request that experience in implementation of EdTech software, digital learning solutions, e-content platforms, or PAL software in government schools be considered for meeting this criterion, as all such solutions serve similar educational objectives and demonstrate equivalent implementation capability.	The RFP clauses are self-explanatory
44	Considering the extensive scope involving PAL content development/customisation, curriculum alignment with Odisha State Curriculum for Grades 6–10, creation of assessments, adaptive learning pathways, quality assurance, testing, localisation and deployment readiness, the proposed timeline may require additional time to ensure quality and effective implementation. We therefore request OSEPA to kindly consider a 6-month implementation timeline from the date of Lol/Contract Award. The proposed content development timeline may be: T+90 days for the 1st half-yearly content as per the syllabus and T+180 days for the 2nd half-yearly content as per the syllabus. This will enable adequate time for content development, validation, customisation and effective deployment.	The RFP clauses are self-explanatory
45	Our organisation has successfully implemented a PAL solution across the State of Haryana, with the curriculum aligned to the Tulna 2.0 framework. We initiated the EdTech Tulna evaluation process on 10/07/2026. However, the Tulna team has informed us that evaluators are presently not available for our subject/domain. Despite our willingness and efforts, obtaining the report is currently beyond our control. We have substantial PAL implementation experience, Tulna 2.0 alignment and have already initiated the evaluation process. We remain willing to undergo the evaluation once the appropriate evaluator becomes available. We therefore request the Department to kindly consider our proven PAL capability and provide us a fair opportunity to participate. We are ready to submit implementation proof, evaluation request and Tulna communication.	The RFP clauses are self-explanatory

SI.No	Queries received via Email	Response
46	We request the Department to kindly amend the clause to read "The Bidder/OEM should supply Tablets meeting the minimum specifications or higher as mentioned in Table 3 of the Scope of Work." This will provide clarity that the required tablet specifications may be fulfilled and certified by the bidder or the proposed OEM, along with the required supporting documents.	The RFP clauses are self-explanatory
47	Request to add MDM for 15,240 desktop PCs / Thin Clients along with the 34,840 tablets (total 50,080 licenses) on a single console, as a separate line item in TECH-15 and the Price Bid. Benefits to the Department: a) Remote installation and updates of PAL software and content b) Lockdown to PAL and approved apps, with USB and web control c) Remote screen access for faster troubleshooting d) Asset inventory with alerts on hardware removal e) "At School" tagging and offline PAL access on school PCs (Clauses xvii & xxi)	The RFP clauses are self-explanatory
48	Page 21 – Section 1.3.1 (a)(1), Clause xxxiii "MDM software to be extended to existing tablets in schools as well." Page 91 – TECH-15: Bill of Materials D. MDM & Device Management, S. No. 5: MDM License with 3-Year Support & Hosting Unit: License Total No. of Units: 34840 Please confirm the exact number of existing tablets to be enrolled in MDM, along with their make, model and Android version.	The RFP clauses are self-explanatory