

Response to queries raised in the pre-bid meeting on 14.07.2026 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/7749806 dated 07-07-2026

Sl.No	Queries received via Email	Response
1	The bidder or OEM (Original Equipment Manufacturer) must have received and/or executed a work order for supply of hardware procurement (Tablets/ PC/Laptop/ ICT) and deployment in at least 500 schools in the last 5 financial years (i.e., between FY 2021-22 to 2025-26). Documents Required: Work order or Contract document and Work completion certificate from the previous client in case of completed works/CA Certificate of Payment Received	Corrigendum 1 to be issued
2	The bidder or OEM (Original Equipment Manufacturer) should have experience in the supply of Tablets/, laptops/phones to schools (It's self or authorised reseller)and Tablet OEM must have been ranked among the top 5 in at least one of the last four quarters of the previous 3 calendar years(2023-24,2024-25, & 2025-26) according to International Data Corporation (IDC) for India PC/ PCD Market, Top 5 companies, Market share. Documents Required: Work order or Contract document and Work completion certificate from the previous client /CA Certificate of Payment Received	Corrigendum 1 issued
3	Mode of Installation – Software to be provided using Micro SD Cards, query "Kindly clarify whether a Micro SD Card is required to be supplied with each new tablet."	The RFP clauses are self-explanatory
4	Annual Maintenance Contract : Kindly review and correct the AMC quantity mentioned in the Bill of Materials, as it appears to require correction.	Corrigendum 1 issued
5	"The MDM must support Data encryption on both internal and external storage. The data stored in external storage such as an SD card should be encrypted and should not be accessed on any other device. And a feature to enable SIM card lock with PIN Number."	Corrigendum 1 issued
6	The MDM must support SIM lock using an admin-assigned PIN number to avoid unauthorised usage of the SIM by the end user in any other device."	Corrigendum 1 issued
7	Clause 14 (EMD): "The bidder must furnish, as part of the technical proposal, an Earnest Money Deposit amounting to Rs. 1,00,00,000/- from any scheduled commercial bank in favour of 'State Project Director, OSEPA', Bhubaneswar." Clause 15 (PBG): "...each qualified bidder shall have to furnish a Performance Bank Guarantee amounting to 5% of the contract value from a scheduled commercial bank situated in Bhubaneswar in favour of 'State Project Director, OSEPA', as per the format at Annexure-II..." Both clauses restrict the Bid Security and the Performance Security to instruments issued by a scheduled commercial bank, and do not recognise Insurance Surety Bonds as an acceptable instrument.	Corrigendum 1 issued
8	The dept. has asked for Bidder or OEM experience of implementation of PAL software or any EdTech software with one project of 15 crores or two projects of 7.5 crore each or three projects of 5 crore each. Teacher Resource Package (TRP) projects under Samagra Shiksha are also implemented for Government school education and involve hardware and software deployment along with training and ongoing support during the project period. Therefore, such experience is equally relevant for successful implementation of the present project. Requesting the dept. to also consider implementation experience of Teacher Resource Package (TRP) under Samagra Shiksha as a part of this clause.	The RFP clauses are self-explanatory, TFP is a type of Edtech program

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9	1.Splitting the Project Among at Least 2 Solution Providers Our respectful submission is that the scope of the current project has significantly expanded, involving large-scale implementation requirements. Based on our understanding of similar large-scale PAL initiatives across states, such projects are typically divided among multiple solution providers to ensure effective execution and quality outcomes. Given that this RFP represents one of the largest procurements for PAL solutions in the country, we would like to understand the rationale for not considering the option of splitting the project among at least two solution providers. For reference, the State of Haryana, under the e-Adhigam initiative (Tender No. KW39/22-2020 ACD(4); Link: https://etenders.hry.nic.in/nicgep/app), undertook one of the largest procurements of Personalized Adaptive Learning (PAL) solutions and strategically distributed the project among three suppliers to ensure smooth implementation and better delivery outcomes.	The RFP clauses are self-explanatory
10	2. CERTin Security Audit Certificate Our respectful submission is that, given the significantly increased scope and scale of the current project, it is essential to ensure that quality, security, and compliance standards are strengthened and not relaxed. Given that PAL/LMS platforms handle sensitive student and teacher data, pre-existing security validation is critical. CERT-In, under MeitY, is the national authority for cybersecurity, and its certification is a recognized benchmark for secure government platforms. We propose allocating an additional 10 marks in the technical evaluation for PAL OEMs submitting a valid CERT-In Security Audit Certificate from a CERT-In empanelled agency. Bidders not having the same may be required to obtain it within one month of Work Order issuance. This will help ensure higher security standards while maintaining fair competition.	Corrigendum 1 issued
11	3.CMMI Level 3 Certification.We request that CMMI Level 3 certification be made mandatory for all PAL OEMs participating in this tender at the pre-qualification stage. CMMI Level 3 certification demonstrates that the OEM follows well-defined and standardized processes for software development, quality assurance, and project management. Considering the scope of work involving implementation, customization, maintenance, and continuous enhancement of a Personalized Adaptive Learning (PAL) platform, it is essential to ensure a structured and mature development framework. Making CMMI Level 3 certification mandatory will help ensure consistent product quality, reliable service delivery, and successful project execution, while aligning with principles of transparency and value for money under GFR 2017. This clause was a part of the earlier RFP released dated 31-03-2026 (GEM/2026/B/7405004) but has been removed in the current RFP even while the total number of schools and the overall scale of the project has increased, which may lead to possible quality, stability and standardization issues, and therefore our humble submission is to include the same.	Corrigendum 1 issued

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12	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 We respectfully request that the minimum implementation experience requirement be revised to 100 schools. We also request that implementation experience in both Government and Private Schools be considered for meeting the eligibility criteria.	The RFP clauses are self-explanatory
13	Kindly clarify whether the project includes the provision of a local server/edge server at each school to support offline operation with individual student logins. As Personalized Adaptive Learning (PAL) solutions normally operate in online mode, offline functionality requires either reliable internet connectivity for periodic synchronization or a local server. If no local server is proposed under the project, we respectfully request the Purchaser to permit the PAL solution to operate in online mode.	The RFP clauses are self-explanatory
14	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
15	The bidder or OEM (Original Equipment Manufacturer) should have experience in the supply of Tablets/, laptops/phones to schools (It's self or authorised reseller) and Tablet OEM must have been ranked among the top 5 in at least one of the last four quarters of the previous 3 calendar years(2023-24,2024-25, & 2025-26) according to International Data Corporation (IDC) for India PC/ PCD Market, Top 5 companies, Market share Since the procurement is for tablets, we request that the OEM ranking requirement be based on the IDC India Tablet Market instead of the IDC PC/PCD Market. The current criterion appears to be unrelated to the product being procured and may unnecessarily restrict competition.	The RFP clauses are self-explanatory
16	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
17	We request you to add sub-letting of contract. This will enhance participation of capable and growing firms	The RFP clauses are self-explanatory

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18	We request you to amend the clause as The PAL Software OEM must have prior experience in implementing its PAL software across a state-level project in Government schools or in at least 1000 Government schools under a single This will enhance participation of more serious bidders who could execute the order on time We request you to add, “Hardware procurement and implementation”	The RFP clauses are self-explanatory
19	We request to add, “Demo Samples in Odisha medium” for all learning unit asked during technical evaluation. It is essential to ensure the readiness and expertise of the firms, especially in view of very tight timeline	The RFP clauses are self-explanatory
20	There can be vendors/consultants who have insider knowledge and are already providing services related to State’s Vidya Samiksha Kendra (VSK) platform. We request you kindly, exclude such bidders this is the case conflict of interest	The RFP clauses are self-explanatory
21	We request you to amend the storage capacity as 500GB or higher as this is sufficient for required scope of work. There are very few manufacturers for such high- capacity Micro SD card and hence will lead to unnecessary cost escalation for the government	The RFP clauses are self-explanatory
22	The requirement of submitting an EdTech Tulna evaluation report as an eligibility criterion is restrictive and may limit participation of experienced PAL Software OEMs with successful Government implementations. Further, obtaining the EdTech Tulna evaluation report generally takes 3–4 months, making it impractical for OEMs to obtain the certification within the current bid timeline. Request to remove this eligibility criterion. Alternatively, bidders may be permitted to submit an undertaking confirming that the proposed PAL solution complies with the EdTech Tulna framework/standards and shall obtain the EdTech Tulna evaluation report within a mutually agreed timeline after award of the contract, if required by the Department.	The RFP clauses are self-explanatory
23	Kindly clarify whether the bidder may supply tablets through an authorized Tablet OEM. The bidder/OEM should supply Tablets of the minimum specifications or higher as mentioned in Table 3 of the Scope of Work.	The RFP clauses are self-explanatory
24	Kindly clarify the documentary proof acceptable for establishing "Make in India" compliance for the PAL Software, as there is no standard Make in India certification issued for software products. For PAL Software, bidders may be permitted to submit a Chartered Accountant (CA) Certificate certifying that the software has been developed in India and qualifies as a Make in India product.	The RFP clauses are self-explanatory
25	Certain software features, certifications and sensors are generally not reflected in OEM product brochures. Kindly confirm whether an OEM undertaking/declaration shall be accepted for such parameters. OEM undertaking/declaration may be accepted wherever the specification is not explicitly available in the published OEM datasheet.	The RFP clauses are self-explanatory
26	Changes to Tablet specification:	The RFP clauses are self-explanatory

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27	The bidder or oem Must have received and/or Executed work orders For implementation of either their Proposed PAL/LMS Or an Edtech solution, In at least 100 Government schools / Institutions in India In at least 1of the last 5 financial year (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 project Each of ₹7.5 Crore or more each OR • Three similar projects Each of ₹5 crore or more each is requested to amend the eligibility criteria to specify that qualifying work orders must be for implementation in State Government or Central Government Schools/Colleges/Institutions only, to ensure that bidders possess relevant experience in executing projects within the Government education ecosystem	The RFP clauses are self-explanatory
28	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 five financial years (i.e, between FY 2021-2022 to 2025-26) As the scope of work is specific to a Personalized Adaptive Learning (PAL) solution, prior implementation experience of a PAL solution is essential to ensure successful execution. Experience with generic EdTech software may not demonstrate the specialized capabilities required for this project. Hence, it is requested that only PAL solution implementation experience be considered for eligibility. Work order to be considered from State Govt/Central Govt/PSU.	The RFP clauses are self-explanatory
29	The PEL Software OEM Must have prior experience In implementing its pal software in at least 500 government schools within the last five years (i.e, between FY 2021-2022 to 2025-26) "It is requested to kindly amend the eligibility criteria to specify that qualifying work orders/contracts should be those issued directly by State Government Departments, Central Government Departments, or Government PSUs for implementation of PAL software. Justification: Considering the nature and scale of this project, experience gained through projects awarded directly by State Government, Central Government, or Government PSUs best demonstrates the bidder's capability to execute Government education initiatives involving statutory compliance, stakeholder coordination, governance, and large-scale implementation. This amendment will help ensure that the qualifying experience is aligned with the objectives and implementation requirements of the proposed project while maintaining uniformity in the evaluation of bidders. The "	The RFP clauses are self-explanatory
30	At-Home learning Enablement: the agency shall enable seamless at-home access to the PAL Platform through web based and native android Application, ensuring that the interface, content access and user access remain consistent with in school environment to maintain learner familiarity and engagement . Since PAL licences are issued against school devices, which remain within the school premises, providing seamless at-home access may not be technically feasible under the proposed implementation model. It is therefore requested that this requirement may either be excluded from the scope or be made applicable only if separate student-level home-access licences and the necessary infrastructure are envisaged by the Department.	The RFP clauses are self-explanatory

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31	Re-evaluation of the number of active PEL software licences in schools: Re-evaluation of the number of active PAL software licences in existing device or Additional new devices.(Active licence means means a unique student login that has recorded at least 20 learning minutes per week and three distinct session per month For at least 4 weeks In the relevant quarter, with activity captured in server logs and reflected in dashboard exports. Licence without this threshold shall not be payable. This milestone shall be validated through acknowledgement report duly signed by the school principals/ 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. "It is requested to kindly reconsider linking software licence payments to the prescribed student usage criteria. The sucessful bidder is going to supplying only 10,556 tablets, whereas 50,080 PAL licences are expected to operate across both newly supplied devices and existing school ICT infrastructure. Actual usage depends on several factors beyond the bidder's control, including availability of existing hardware, electricity, internet connectivity, school calendar, examinations, student attendance, transfers, and teacher adoption. Accordingly, it is requested that payment be linked to the successful deployment, activation, and availability of the PAL solution. Student usage may instead be treated as a Key Performance Indicator (KPI) for monitoring project outcomes. The software provider's performance may be assessed on measurable activities within its control, such as system uptime, licence activation, timely submission of usage analytics, dashboards, alerts, reports, and proactive nudges to schools and education officials to improve adoption and bridge usage gaps.youtube It is requested that software licence payments be linked to successful deployment and activation of the PAL solution, while student usage may be monitored as a project performance indicator"	The RFP clauses are self-explanatory
32	Clause 1.1.1 states 'Each license is tied to a device, not to an individual student account', whereas Section 5 (At-Home Learning Enablement) and Clause xxii require that students be able to access the PAL platform on their own personal devices (smartphones/laptops/desktops) at home in online mode, using individual student login credentials. Since at-home access is explicitly permitted on personal (non-licensed, non-MDM-enrolled) devices under the RFP, it is requested that the Department clarify whether: (a) such personal-device/at-home logins are to be counted within, and are already included in, the total quantum of device-tied licenses being procured (34,840 for tablets + 15,240 for PCs), with no separate/additional license required per student for home access, or (b) the bidder is required to provision for unlimited concurrent personal-device sessions per student (over and above the licensed device count) at no additional cost. This clarification has a direct bearing on server/concurrency sizing, commercial pricing, and the SLA for the at-home learning module, and we request this be clarified prior to bid submission.	The RFP clauses are self-explanatory
33	We request that this criterion be revised to: "The PAL Software OEM should have successfully implemented its PAL solution either in a State-level Government Education Project or in at least 1,000 Government Schools under a single Government work order during the last five financial years." This would ensure participation of bidders having demonstrated experience in executing projects of comparable scale and complexity.	The RFP clauses are self-explanatory
34	We request that all demo content required during technical evaluation be presented in Odia medium. This will enable the evaluation committee to effectively assess localization readiness and implementation capability, particularly considering the stringent project timelines.	The RFP clauses are self-explanatory
35	We request explicit inclusion of "Hardware Procurement and Implementation" within the scope of work to remove ambiguity regarding the responsibilities of the selected agency.	The RFP clauses are self-explanatory
36	Since certain bidders may already be associated with the development or implementation of the VSK platform, we request that suitable Conflict of Interest provisions be applied to	The RFP clauses are

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	ensure transparency, fairness and equal opportunity for all participants.	self-explanatory
37	We request that the requirement be revised to 500 GB or higher, which sufficiently meets the operational requirements while allowing broader OEM participation and avoiding unnecessary cost escalation.	The RFP clauses are self-explanatory
38	We request the authority to permit sub-contracting of specialized components/services, while ensuring that complete contractual responsibility and accountability remain with the prime bidder. This would enable participation of competent organizations possessing complementary technical expertise without compromising project governance.	The RFP clauses are self-explanatory
39	1. Permitting a school-level offline server model as an additional approved method of offline PAL deployment, alongside the microSD card-based method mentioned in the RFP.	The RFP clauses are self-explanatory
40	2. Clarifying that each school may be classified as either online or offline at inception, based on connectivity and infrastructure readiness, rather than requiring every school to operate in both modes simultaneously.	The RFP clauses are self-explanatory
41	The RFP clarifies internet responsibility, but does not clearly mention whether Wi-Fi routers, access points, LAN cabling, switches, power backup, or local networking equipment will be available and functional in each school. Connectivity is assumed, but readiness criteria are not defined. Without a minimum connectivity/network checklist, the bidder may be held accountable for sync/update issues caused by school infrastructure gaps.	The RFP clauses are self-explanatory
42	The RFP expects compatibility with existing hardware but does not provide school-wise make, model, OS version, RAM, storage, working condition, available admin access, or network readiness. This is risky because the bidder does not supply existing devices. The software vendor should not be responsible for repairing/replacing pre-existing hardware failures.	The RFP clauses are self-explanatory
43	The RFP calls for VSK integration, but implementation depends on OSEPA's readiness. If the VSK/API environment is delayed, the bidder should not face timeline or payment penalties.	The RFP clauses are self-explanatory
44	Sync depends on the school's internet, router/Wi-Fi availability, power, local network, and device usage. A penalty should not apply where a sync failure is due to school connectivity or infrastructure issues outside the bidder's control.	The RFP clauses are self-explanatory
45	Physical SD card replacement across schools creates logistics, version control, and cost implications.	The RFP clauses are self-explanatory
46	Bidder does not fully control student attendance, timetable adherence, teacher adoption, holidays, exams, school closures, or state-directed non-usage periods.	The RFP clauses are self-explanatory
47	SCERT review and approval are external dependencies. Delay in SCERT feedback should not be treated as a bidder delay.	The RFP clauses are self-explanatory
48	The bidder or OEM (Original Equipment Manufacturer) should have experience in the supply of Tablets/laptops/phones to schools (It's self or authorised reseller) and Tablet OEM must have been ranked among the top 5 in at least one of the last four quarters of the previous 3 calendar years(2023-24,2024-25, & 2025-26) according to International Data Corporation (IDC) for India PC/ PCD Market, Top 5 companies, Market share.	The RFP clauses are self-explanatory