

Response to queries raised in the pre-bid meeting on 24.07.2026 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 department is requested to kindly extend the tender submission for 07 working days from the current bid due date i.e. till 07th Aug 2026. This will ensure full compliance and OEM alignment for the said tender.	Please refer to corrigendum
2	In reference to the technical evaluation and Demonstration of PAL software, the same must be done in the Odia language only, as it will ensure the readiness of the proposed solution. This will help the department to evaluate a capable Bidder/OEM for timely execution of the said project	RFP clause is self explanatory
3	Keeping in mind the increased number of schools from 762 to 1392 Nos. and timely execution of the said project, we request the department to kindly allow part sub contracting or sub-letting of the total scope keeping 100% compliance to the technical parameters of the RFP and the end motive of the Govt. intact.	RFP clause is self explanatory
4	In reference to the clause of eligibility i.e. Clause No. 6 Page No. 42, the department is requested to allow the past experience of the The PAL Software OEM in PAL software in at least 500 Government schools or across a state-level project in Government schools within the last five financial years (i.e., FY 2021-22 to FY 2025-26). Restricting to a certain number of schools only limits participation.	RFP clause is self explanatory
5	In reference to the clause mentioned in Page No. 41/42 sl no. 5 of the RFP, the department is requested to kindly delete the said clause i.e. "The bidder or OEM (Original Equipment Manufacturer/ through it authorised resellers) 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)" since its restrictive and limits only few OEM/Bidder to participate.	Please refer to corrigendum
6	In reference to the SD Card support against the technical specification of the tablet the department is requested to kindly allow products having SD Card support of 500GB or higher. This request is in line to the size requirement of the said project which is approx. 50GB. Kindly consider for participation of multiple OEM in the said tender.	Please refer to corrigendu
7	1. Mandatory requirement of CMMI Level 3 or higher at the Pre-Qualification/Eligibility stage (Section-2, Sl. No. 3 Pre-Qualification Criteria, Eligibility Criteria: Sl. No. 7; BID SUBMISSION CHECKLIST Sl. No. 8.A)	RFP clause is self explanatory
8	2. Marks allocated for CERT-In security audit certification under Technical Evaluation (Section-2, Sl. No. 4, Technical Evaluation Criteria: 4.2 Technical Presentation, Sl. No. 6; BID SUBMISSION CHECKLIST Sl. No. 38; read with Section-1, 1.3.1 Provision of Services, General Conditions for PAL Software: i. Security; BID SUBMISSION CHECKLIST Sl. No. 39) Notwithstanding this, the same Corrigendum simultaneously allots as much as 10 out of 50 Technical Presentation marks (20% of Technical Presentation weightage) to possession of this very certificate at the bid stage itself. We respectfully request that the Technical Evaluation table at Sl. No. 6 be revised as under, so that CMMI Level 3 or higher (Point 1 above) is recognised as an alternate acceptable certification alongside CERT-In, and the marks for this parameter are reduced from 10 to 5, commensurate with its non-mandatory, post-award-deferrable nature:	RFP clause is self explanatory
9	Remove CMMI as a mandatory eligibility criterion; recognise it instead as an alternate, scored Technical Evaluation parameter (see Sl. No. 2)	RFP clause is self explanatory
10	Reduce marks for Sl. No. 6 from 10 to 5; accept CMMI Level 3 or higher as an alternate acceptable certificate in the same row; redistribute the balance 5 marks to core PAL/technical parameters.	RFP clause is self explanatory
11	Extend the bid due date by a minimum of 5–7 working days from the date of the Corrigendum, to allow bidders/OEMs adequate time to comply.	Please refer to corrigendum
12	Revise the minimum Display Size specification at Table-3, Sl. No. 1 from "8.5 inch or Higher" to "10 inch or Higher", to safeguard student health and ensure an age-appropriate viewing experience.	RFP clause is self explanatory
13	2 Years Extended warranty from date of expiry of the 1-year OEM warranty for Tablets, and 6 months standart warranty for accessories Tablet cover, headphone and tablet holder.	Please refer to corrigendum

Sl.No	Queries received via Email	Response
14	The PAL software may be deployed through microSD card-based installation, direct device installation, cloud-based deployment, a school-level local server accessed through LAN/Wi-Fi, or any other suitable architecture proposed by the software OEM. The proposed deployment model must ensure complete online and/or offline functionality, continuity of student learning profiles, data security, version control, periodic synchronisation, and consolidated dashboards and reports, in accordance with the requirements of the RFP. 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.	Please refer to corrigendum

Sl.No	GeM Query/Representation	Response
1	The dept. has asked for the product to be "Make in India" and has asked bidders to submit a Trademark Certificate, Make in India Certificate or any other relevant proof. Under the Public Procurement (Preference to Make in India) Order, 2017, MII compliance for procurements above ₹10 crore is established through a certificate issued by the OEM's Statutory Auditor or Chartered Accountant certifying the percentage of local content in the offered product. In addition, several OEMs registered on GeM offer Class-I Make in India tablets with at least 50% local content. Requesting the dept. to ask for only Class-I Make in India tablets with a minimum local content of 50% and ask bidders to submit a local content certificate issued by the Statutory Auditor/Chartered Accountant of the OEM in accordance with the Public Procurement (Preference to Make in India) Order, 2017.	RFP clause is self explanatory
2	The Department has specified separate penalty clauses for hardware, software, SLA, uptime, downtime etc. However, these penalty provisions are not in line with the standard GeM terms and conditions. As per GeM terms, liquidated damages and SLA penalties are levied at the rate of 0.5% of the contract value of the delayed quantity per week or part thereof, subject to a maximum of 10% of the contract value of the delayed quantity. Requesting the Department to revise all the penalty provisions in accordance with the GeM terms and conditions	RFP clause is self explanatory
3	It is requested that the Department ask for the bidder to have successfully supplied Tablets of at least 80% of the bid quantity to a minimum of 350 Government Schools under Samagra Shiksha and submit a successful completion certificate and work order/contract as proof. This will ensure that the bidder has prior experience in successfully executing large-scale Tablet supply projects under Samagra Shiksha and has the capability to manage project implementation across a large number of Government Schools.	RFP clause is self explanatory
4	The dept. has asked for a bid validity of 180 days and has also mentioned that the quoted prices shall remain valid for the entire project duration. But it is not possible for both bidders and OEMs to hold prices and reserve stock for such a long period due to the current volatile market conditions where there are significant fluctuations in the prices of devices which include RAM and storage. Requesting that the dept. to revise both the bid validity period and price validity to 60 days.	RFP clause is self explanatory
5	The dept. has linked 70% of the hardware cost to deployment of the PAL software and hardware in schools and the balance 30% of the hardware cost to Dashboard Ready and Go-Live Certification. The Go-Live milestone includes activities such as deployment of FMS staff, teacher training, activation of the centralized performance monitoring dashboard and integration with VSK, which relate to implementation of the PAL solution and are independent of the supply of tablets and accessories. Once the hardware has been successfully supplied and accepted by the schools, the balance hardware payment should not be linked to software implementation milestones. Requesting the dept. to release 100% payment of the hardware cost upon successful supply and acceptance of the tablets, MDM and accessories, while retaining separate payment milestones for PAL software, FMS and other implementation-related services.	RFP clause is self explanatory

SI.No	GeM Query/Representation	Response
	The Department has specified "Completion of 100% of the Supply & Installation of software to the designated schools for the establishment of the PAL programme, ensuring functionality and adherence to technical specifications" within T+90 days. However, the tender does not clearly specify whether this timeline is applicable only to implementation of the PAL solution or also includes the supply of tablets, accessories and MDM deployment. Since all these activities form part of the project scope, clarity on the applicable timeline is essential for proper project planning and execution. We respectfully request the Department to kindly clarify whether the timeline of 90 days is also applicable for the supply of tablets, accessories and MDM deployment.	RFP clause is self explanatory
7	The dept. has asked for hardware issue resolution within 2 working days. Although most service requests are resolved within 1–2 working days, certain hardware issues require replacement of components or procurement of spare parts from the OEM, which may take additional time. Accordingly, a resolution timeline of 5 working days is more practical and aligned with standard OEM service processes. Requesting the dept. to revise the hardware issue resolution timeline to 5 working days.	RFP clause is self explanatory
8	The Department has specified that the Bidder or OEM should have successfully executed one similar project of ₹15 crore, or two similar projects of ₹7.5 crore each, or three similar projects of ₹5 crore each relating to implementation of PAL/LMS/EdTech solutions. However, several states have implemented Teacher Resource Package (TRP) solutions under Samagra Shiksha, which are also large-scale digital education initiatives involving development, deployment and management of educational content for Government Schools. Such projects require capabilities similar to those required for implementation of the proposed PAL solution. We respectfully request the Department to also consider bidder or OEM experience of Teacher Resource Package (TRP) projects implemented under Samagra Shiksha as eligible experience for this criteria.	RFP clause is self-explanatory; TRP will be considered under the EdTech solution
9	The Department has specified that the Bidder or OEM should have executed a work order for deployment of PAL software or any EdTech software with individual student-level login and field management support. Since this eligibility criteria relates specifically to deployment of the proposed PAL software, the experience should pertain to the PAL Software OEM and not the Tablet OEM. We respectfully request the Department to revise the clause by replacing the term "OEM" with "PAL Software OEM".	RFP clause is self explanatory
10	The dept. has asked for the Bidder or OEM to have experience in supply of Tablets/PCs/Laptops/ICT to at least 500 Government Schools. PCs, laptops and general ICT projects are technically and operationally different from tablet supply projects and cannot be considered similar experience. Since the present procurement is exclusively for supply of tablets, the eligibility criteria should also be based on prior experience of supplying tablets. Requesting the dept. to consider only tablet supply experience.	RFP clause is self explanatory
11	The dept. has asked for blacklisting of the bidder for involvement in corrupt or fraudulent practices, non-delivery or unsatisfactory delivery of goods or services during the last three financial years. But this is not a standard clause. All the buyer depts. ask for blacklisting only on account of corrupt or fraudulent practices only. Requesting the dept. to revise the clause and restrict the blacklisting requirement to corrupt or fraudulent practices only.	RFP clause is self explanatory
12	The dept. has asked for Manufacturer's Authorisation Form (MAF) from the Tablet OEM and PAL Software OEM. However, the MDM solution is also a separate and critical component of the project, supplied and licensed by an independent MDM OEM. Since the successful implementation, licensing and technical support of the MDM solution are the responsibility of the MDM OEM, their formal authorisation is equally essential. Requesting the dept. to ask for Manufacturer's Authorisation Form from the MDM OEM to ensure that the bidder is duly authorised to offer the proposed MDM solution and will facilitate seamless implementation and post-deployment support.	RFP clause is self explanatory
13	1. The Department has specified the OS Certification as GMS or AER certification. As per the technical specifications issued by the Ministry of Education, both GMS and AER certifications are recommended to ensure that the quoted device fully supports Google services, enterprise device management, security updates, and long-term compatibility with the quoted MDM solution. Therefore, we respectfully request the Department to amend the specification as follows: "OS Certification: GMS and AER certification."	GMS is essential as it is Google's baseline device certification for updates, while AER is desirable. SOW of RFP SI. No. 35 of tablet specification ensures that the bidder has to mandatorily provide support for 2 OS

Sl.No	GeM Query/Representation	Response
		updates and security updates for 3 years in the tablets supplied. Therefore GMS or AER certification criteria in RFP.
14	7. The Department has specified 1 year standard onsite OEM warranty along with AMC for the 2nd and 3rd years. However, tablet OEMs generally provide standard carry-in warranty, and post-warranty support is normally offered in the form of extended warranty rather than Annual Maintenance Contracts (AMC). In addition, replacement of hardware is applicable only in cases of manufacturing defects or Dead-on-Arrival (DOA) conditions. All other hardware issues are addressed through repair by OEM-authorized service centres as per the OEM's standard warranty terms and conditions. We respectfully request the Department to revise the requirement to 3 years standard OEM carry-in warranty (1 year standard warranty + 2 years extended warranty), with repair carried out as per the OEM's standard warranty terms and conditions.	Please refer to corrigendum
15	2. The Department has specified the minimum processor speed as ≥ 2.0 GHz. As per the technical specifications issued by the Ministry of Education, a minimum processor speed of 2.2 GHz is recommended to ensure better performance for educational applications, multimedia content, adaptive learning platforms and multitasking. Therefore, we respectfully request the Department to amend the specification as follows: "Processor Speed (Minimum): ≥ 2.2 GHz."	RFP clause is self explanatory
16	3. The Department has specified the minimum front camera as 2 MP. As per the technical specifications issued by the Ministry of Education, a minimum front camera of 5 MP is recommended to support better-quality video interactions for online learning and virtual classrooms. Therefore, we respectfully request the Department to amend the specification as follows: "Minimum Front Camera: 5 MP."	RFP clause is self explanatory
17	8. The Department has provided separate pricing rows for tablets, headphones, tablet covers and tablet holders in the BoQ file. However, these accessories are supplied together with the tablets as part of a single package and are not delivered independently. Providing separate price schedules for accessories unnecessarily complicates commercial evaluation. We respectfully request the Department to provide a single pricing row covering the tablets along with all associated accessories.	RFP clause is self explanatory
18	4. The Department has specified the minimum refresh rate as ≥ 60 Hz. As per the technical specifications issued by the Ministry of Education, a minimum refresh rate of 90 Hz is recommended to provide a smoother and more responsive user experience for educational applications and adaptive learning platforms. Therefore, we respectfully request the Department to amend the specification as follows: "Refresh Rate: ≥ 90 Hz."	RFP clause is self explanatory
19	5. The Department has specified 1 year warranty along with 2 years AMC for accessories. However, accessories such as headphones, tablet covers and tablet holders are standard consumable items for which OEMs only provide a 6-month standard warranty. We respectfully request the Department to revise the warranty requirement for accessories to 6 months standard OEM warranty.	Please refer to corrigendum
20	Current due date of the Tender is 28th July 2026. Keeping in mind the side scope and alignment of the OEMs, you are requested to kindly extend the tender submission date for 07 working days i.e. till 06 Aug 2026.	Please refer to corrigendum
21	The department have increased number of schools from 762 to 1392 Nos. Hence part sub letting or sub-contracting for PAL software should be allowed with 100% compliance to the technical parameters of the RFP and keeping the end motive of this project intact. This will also ensure timely execution of the said project.	RFP clause is self explanatory
22	Keeping in mind the restrictive clause as mentioned in Page No. 41/42 clause no. 5 of the RFP, the department is requested to kindly delete the below mentioned clause for wider participation of the OEM / Bidder : "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) "	Please refer to corrigendum

Sl.No	GeM Query/Representation	Response
23	In reference Page No. 42 clause no. 6 of the RFP the department is requested to amend the clause i.e. "The PAL Software OEM must have prior experience in implementing its PAL software in at least 500 Government schools or across a state-level project in Government schools within the last five financial years (i.e., FY 2021-22 to FY 2025-26)". Restricting the eligibility clause only to a particular number of schools will not allow participation from wide range of bidders.	RFP clause is self explanatory
24	In reference to the clause mentioned in Page No. 41/42 sl no. 5 of the RFP, the department is requested to kindly delete the said clause i.e. "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	RFP clause is self explanatory
25	In reference to the specs of the Tablet i.e. SD Card Support i.e. Up to 1TB as requested in the tender, we request the department to kindly consider SD card support as 500 GB or higher. Since the specs mentioned in the tender is only applicable for only one OEM. This clarification is requested since the scope of work only requires approx 50 GB.	Please refer to corrigendum
26	In reference to the technical evaluation and demonstration the PAL demo must be done in Odia language only as it will ensure the readiness of the proposed solution. This will ensure timely execution of the project and evaluation of the capable Bidder/OEM.	Please refer to corrigendum
27	We would like to submit that, based on our market analysis, the requirement for support of a 1 TB SD Card, in conjunction with the other technical specifications stipulated in the tender, appears to be restrictive and is presently complied with by only a single OEM. Such a requirement inadvertently limits competition and restricts the participation of other capable OEMs and bidders. Further, considering the scope of work under the project, the storage requirement is significantly lower than the prescribed capacity, and therefore the requirement for 1 TB SD Card support is not technically essential for successful project execution. "SD card Support : Yes (500 GB or Higher)"	Please refer to corrigendum
28	The department is requested to kindly extend the tender submission deadline by at least two (2) weeks from the current bid due date	Please refer to corrigendum
29	Under Corrigendum, clause 1, S.No.a, Page 1, the deptt. has removed the requirement for SD card encryption from MDM features. However, the tender requires each tablet to be supplied with a 32 GB SD card for storage of PAL content. Since the SD card forms part of the official project and contains departmental educational content and related data, it should be protected against unauthorised access. In the absence of encryption, the SD card can be removed from the tablet and its contents can be viewed or copied using any compatible device, creating a potential risk of data leakage and misuse. Please retain the requirement for SD card encryption in the MDM features.	RFP clause is self explanatory
30	Under Corrigendum, clause 1, S.No.b, Page 1, the deptt. has removed the requirement for SIM PIN Lock from MDM features. However, since the tablets will be deployed for official use under the project, it is important to ensure that the SIM associated with each device remains protected against unauthorised use. Retaining the SIM PIN Lock feature will strengthen device security and reduce the possibility of misuse in case the SIM is removed. Please retain the requirement for SIM PIN Lock in the MDM features.	As the tablets are intended to be used through school wifi and internet and not via SIM card, hence SIM PIN lock is not required
31	It is requested that the deptt. ask for the bidder's quoted MDM solution to offer a chat feature with IMEI-to-IMEI restricted communication for authorized users only. This feature will enable the deptt. to create secure communication groups for officials, teachers, students and other authorized users to share instructions, circulars, documents, images, videos, voice notes, and other information in real time. It will also facilitate one-to-one and one-to-many communication for effective project coordination. Since communication is restricted on an IMEI-to-IMEI basis, only authorized devices will be able to join the communication groups. This will enable centralized administration, improve communication efficiency, and maintain data security throughout the project.	RFP clause is self explanatory
32	It is requested that the deptt. ask for the bidder's quoted MDM solution to support User Language Personalization for text and voice output in Odia, enabling users to select their preferred Indian language for real-time translation of incoming messages, along with on-demand replay of both the original and translated content. This will ensure improved accessibility, ease of use, effective communication, and better comprehension by allowing users to receive, review, and replay messages in their preferred language whenever required.	RFP clause is self explanatory

Sl.No	GeM Query/Representation	Response
33	It is requested that the deptt. ask the participating Bidder/OEM to provide a demonstration of the MDM features on the quoted device. This will ensure that the proposed MDM solution fully complies with the technical requirements and that all the required functionalities operate successfully on the quoted device.	Please refer to corrigendum
34	6. The Department has specified service support in all major cities under technical specifications. However, to ensure timely after-sales support and faster issue resolution across all project locations, we respectfully request the Department to amend the clause to ask the OEM/Bidder to have functional service centres in at least 90% of the districts of the State at the time of bid submission.	RFP clause is self explanatory
35	Bid Clause: EMD: ₹1,00,00,000/-. Proposals not accompanied by EMD shall be rejected & will be treated as non-responsive. GeM GTC 4.0 version 1.29 clause 4.xiii.m provides EMD exemption to eligible categories of sellers, including Vendor Assessed (VA) resellers, KVIC, Coir Board, Startups, MSMEs (where applicable), Kendriya Bhandar, etc. The GeM GTC specifically states that "No EMD to be taken from exempt category of sellers even by way of specific clauses mentioned in ATC / STC. Such clauses which are against the GeM GTC, will be treated as null and void." Suggestion: Please provide EMD exemption in accordance with the GeM GTC. Further, since tablets are the primary product under the present tender, kindly consider bidders who are Vendor Assessed under the Tablet category for availing EMD exemption.	RFP clause is self explanatory
36	ATC -- Eligibility Criteria --Clause Number 13 Page 44 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. Amendment- As per the Ministry of Commerce & Industry, Department for Promotion of Industry & Internal Trade (DPIIT) Office Memorandum No. P-45014/33/2021-BE-II (E-64737) dated 20 December 2022, the provisions of the Public Procurement (Preference to Make in India) Order (PPP-MII), any tender condition mandating compulsory presence, membership, or registration with IDC or any similar foreign body results in construed as restrictive, discriminatory, and contrary to the principles of fair competition.	RFP clause is self explanatory
37	Pg 44 ATC -- Eligibility Criteria --Clause Number 13 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. As per the Ministry of Commerce & Industry, Department for Promotion of Industry & Internal Trade (DPIIT) Office Memorandum No. P-45014/33/2021-BE-II (E-64737) dated 20 December 2022, the provisions of the Public Procurement (Preference to Make in India) Order (PPP-MII), any tender condition mandating compulsory presence, membership, or registration with IDC or any similar foreign body results in construed as restrictive, discriminatory, and contrary to the principles of fair competition	RFP clause is self explanatory
38	ATC -- Annexure IV -- Sr. No. 13 Pg 102 Connectivity Bluetooth Connectivity Yes, >= 5.1 We propose amending the specification to Bluetooth Version 5.0 or higher. Bluetooth 5.0 is a robust and mature standard that offers the same data speed (up to 2 Mbps), comparable range, and similar power efficiency as Bluetooth 5.1. It fully meets the functional requirements of the intended application. Since the additional features introduced in Bluetooth 5.1 are not essential for typical government use cases, specifying Bluetooth 5.1 or higher does not provide any significant operational advantage and may unnecessarily restrict wider OEM participation and competition.	Please refer to corrigendum
39	Pg 102, ATC -- Annexure IV -- Sr. No. 13,Connectivity Bluetooth Connectivity Yes, >= 5.1 We propose amending the specification to Bluetooth Version 5.0 or higher. Bluetooth 5.0 is a robust and mature standard that offers the same data speed (up to 2 Mbps), comparable range, and similar power efficiency as Bluetooth 5.1. It fully meets the functional requirements of the intended application. Since the additional features introduced in Bluetooth 5.1 are not essential for typical government use cases, specifying Bluetooth 5.1 or higher does not provide any significant operational advantage and may unnecessarily restrict wider OEM participation and competition	Please refer to corrigendum