

Reply to Queries for bid no. GEM/2021/B/1225597 (Purchase of Tablets)				
Sr .n o.	Name of Comp any	Content of Bid	Request by bidder	Response of the Department
1	Samsu ng		15W Fast charging	No Change.
2		Display Resolution (Pixels)- 1280 x 800	WXGA+ (1340x800) Immersive Display which will be very beneficial for students.	No Change.
3		Dedicated /toll Free Telephone No. for Service Support: BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.	Department should ask for 24/7 Toll Free number for service support and Availability of Customer Service Android application for remote support. Features should include FAQs, Call to CS Support Center, Remote Control Support and Listing of Service Locations	No Change.
4		Android Pie 9.0 or higher	Latest OS Android R should be considered	No Change.
5	Chawl a Digital	ePBG- 10%	Kindly decrease the % of Epgb and make it 2% as per GFR Rules.	No Change.
6	Lava and Chawl a Digital		MII Purchase Preference- Kindly allow Make in India as per the latest guidelines issued by DPIIT dated 04.06.2020	No Change.
7			Preference to Make In India- Kindly allow Make in India as per the latest guidelines issued by DPIIT dated 04.06.2020	
8			Reserved for Make India- Kindly allow Make in India as per the latest guidelines issued by DPIIT dated 04.06.2020	
9		Availability of Mobile Device Management (MDM) Support: Yes, No	Kindly confirm for MDM whether the department required the MDM for education content	Not required. It is optional.
10	Indiavi dual Learning Limite d	Scope of supply: As the Tablets are for Educational purpose for the School Department, Punjab	We would request the inclusion of Personalized Adaptive Learning Platform solution with the hardware to increase the quality of education across the state of Punjab, We would like to highlight that the entire procurement of Tablet Computers wouldn't be as effective without the students, the teachers and the education department getting real-time, data-driven insights powered by Artificial Intelligence	No Change.
11		Experience Criteria (3 years): In respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the Financial	We would request to allow collaboration in terms of forming a consortium/partnership.	No Change.

		year. In case of bunch bids, the category of primary product having highest value should meet this criterion.		
1 2	Accel IT Service, 	Turnover of OEM- The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year- 23.82 Cr.	The Department has asked for a OEM Turnover 23.82 Cr which is on very higher side as per Bid Value. Whereas WishTel is Make in India Product and currently the total OEM annual turnover is 19.5 Cr. Hence request you amendment of OEM turnover accordingly.	No Change.
1 3		Certifications- BIS, UL/CB, CE, FCC, RoHS	The department has asked for International Certificate as UL, CB and FCC. and have also not preferred a MII purchase under the Govt of India Instructions. WishTel is Make in India Product. WishTel largely focused on Indian Market. We wish to confirm WishTel comply all certifications norms as per Indian Standard i.e. BIS, RoHS, ISO. Moreover WishTel comply GMS (Google Mail Certify) as per the new google norms. Hence request you to exclude International certificate as UL, CB and FCC. Following the guidelines of Govt. of India you may preferred Make in India Purchase too.	No Change.
1 4		Delivery- 22 District HQ	Request for Clarifications. We wish to know whether the delivery location is single for all 3700 Tablets or bidder has to delivery these tablets at different locations. In that case share the locations detail	No Change.
1 5		Payment- As per GeM GTC- 100% after successful delivery and installation	Request for Clarifications. The payment terms are not mention in GEM Bid clearly. Kindly confirm the payment terms	Payment will be done as per GeM GTC.
1 6	Queris received through GeM- WishTel		Financial Qualification Criteria is a Challenge for us to participate in the above Bid, Being an Indian Company with our core focus on Technology we only focus on Tablet PC Segment. We would request you to kindly look into the matter and allow Indian OEM to participate and grow under the Make In India and Atmanirbhar Bharat Initiative. Since we understand the Parameters of the Qualification criteria we would request you to add a option of PSU approved Consortium bidding the project. We bring in with our experience high quality product and unmatched services. We look forward for working on this project and creating a new space for Indian brand Thanking You, Wishtel Private Limited ira@wishtel.com	No Change.
1 7		Availability of Mobile Device Management (MDM) Support- Any Value	Dear Sir/Ma'am, We are actively working on your inquiry with Vendors. Further, we request you to kindly consider the Mobile Device Management Hosting (MDM)	No Change.

			should be from same OEM of device as it comes with all the leading OEMs and it will help in maximum participation and healthy competition in the interest of organization.	
1 8		<p>Turnover of OEM- The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year- 23.82 Cr.</p> <p>Certifications- BIS registration under CRS of Meity for Tablet along with battery, UL/CB, CE, FCC, RoHS</p>	<p>Dear Respective Team, we have 2 constraints in this bid as below. 1. Turnover clause: The department has asked for a OEM Turnover of 23.82 Cr, our request pls. allow the Turnover below 19Cr where you will get healthy competition and good product. 2. Certifications: The department has asked for International Certificate as UL, CB and FCC. and have also not preferred a MII purchase under the Govt of India Instructions.</p>	No Change.
1 9			<p>The bid's tech. specs. support only a single brand registered in China (Hong Kong) with Tablet Model M8 HD (3GB). Since this government procurement is on GeM it falls under the mandate of GFR 2017 (Rule 144 (xi)) which is also applicable on all GeM bids under GeM GTC Clause No. 26. So, participation from bidders representing OEMs which share land border with India would require a registration by Competent Authority as per the Office Memorandum F.No.6/18/2019-PPD, date: 23/07/2021 and F.No.18/37/2020-PPD, date: 08/02/2021 which clarifies that registration of vendors (OEM/Brands) with Competent Authority is required if a bidder proposes to supply finished goods procured directly/indirectly from vendors sharing a Land Border with India, as released by the Ministry of Finance, Govt. of India. With respect to the same the Education Dept. Punjab is requested to give their stand on whether the dept. has allowed bid participation of bidders representing OEM/brands belonging to China.</p>	No Change. GeM has already incorporated clause i.e "Compliance of Restrictions under Rule 144 (xi) of GFR 2017" in GeM GTC and these guidelines are applicable on all bids.
	Lava (Query during pre-bid meeting)	<p>Cellular Data Support 3G, 4G / LTE, VoLTE, GSM/Edge, NA Or higher</p>	Bidder has requested that only 4G should be considered.	No Change.