



Clarifications on Points Raised During Pre-Bid Meeting for Tender on Procurement of Bluetooth Operated Printers (Gem Bid no. - GEM/2025/B/6819244)

S. No.	Name of Bidder / Firm	Query	Suggestion / Request by Bidder	Clarification / Remarks by CSMCL (with Reasoning)
1.	TVS Electronics Ltd.	Bluetooth Version requirement – tender specifies Bluetooth 5.0.	Requested modification to “Bluetooth Version 4.0 and above.”	Not accepted. CSMCL is focused on procurement of latest generation devices with upgraded specifications, as the devices are intended for minimum 7-year usage. Hence, Bluetooth 5.0 specification shall remain unchanged for ensuring performance and future compatibility.
2.	Zebra Technologies India Pvt. Ltd.	Scope of Work – Product life cycle and AMC period.	Recommended life cycle of 5 years with 2 years AMC/Warranty Extension.	Not accepted. The tender already specifies 3 years of warranty, with provision for 2 years of possible warranty extension, and an additional 2 years of AMC if required. CSMCL will adhere to the existing clause as per operational and lifecycle requirements.
3.	Zebra Technologies India Pvt. Ltd.	AMC Type and Cost Escalation.	Requested clarification on AMC type and suggested up to 10% escalation per annum.	AMC shall be comprehensive in nature. However, CSMCL requires a fixed cost from the beginning for transparent evaluation; hence, request for 10% escalation not accepted.
4.	Zebra Technologies India Pvt. Ltd.	Payment Terms – 100% payment after final acceptance.	Requested payment within 10 days from issue of CRAC, as per GeM policy.	It is already stated that GeM rules shall be followed for payment. However, CRAC shall be generated only after due testing and compatibility verification of devices to ensure compliance before payment release.
5.	Zebra Technologies India Pvt. Ltd.	Buyback Clause and Depreciation Method / Warranty Declaration.	Requested uniform depreciation and optional buyback.	The tender only requires a Warranty Declaration as per Government rules to ensure uniformity. Hence, bidders must follow government norms while making such declarations.
6.	Zebra Technologies India Pvt. Ltd.	Form of Performance Security.	Requested acceptance of 2% PBG instead of FDR, in line with GeM policy.	Request not accepted. As per Chhattisgarh Store Purchase Rules, minimum 3% of contract value must be furnished as security. CSMCL has decided that Performance Bank Guarantee shall be submitted in the form of FDR for

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				consistency and financial control.
7.	Zebra Technologies India Pvt. Ltd.	AMC vs. Extended Warranty Model.	Requested to adopt extended warranty model instead of AMC.	Already clarified in Point No. 2. The existing tender clause specifying warranty and AMC terms shall prevail.
8.	Zebra Technologies India Pvt. Ltd.	Make-in-India and MSME Preference.	Requested enabling of Make-in-India and MSME purchase preference.	CSMCL reserves discretion to apply purchase preferences. For this tender, the committee has decided not to enable Make-in-India or MSME preference due to the specific technical and operational requirements.
9.	Zebra Technologies India Pvt. Ltd.	Estimated Bid value – Rs. 6,45,15,000/-	Requested upward revision of estimated price citing higher configuration cost.	No change required. The estimate is indicative, based on prior procurement data. Bidders are free to quote higher rates as per their cost and configuration. Evaluation will be based on compliance and value for money.
10.	Zebra Technologies India Pvt. Ltd.	RDM is not applicable for Bluetooth Operated Printers and SDK/API is not needed which is currently included scope of work of tender.	Requested department to review and reconsider the RDM and SDK/API requirement clause for Bluetooth Operated Printers.	The requirement for RDM and SDK/API shall be applicable only if found necessary for operational or integration purposes, as determined by CSMCL during implementation.
11.	Kores India Pvt Ltd	2% additional material for leverage – interpretation.	Sought clarification whether the Department may demand additional 2 % material from successful bidder.	The tender includes a clause for keeping 2 % devices on standby to ensure timely replacement in case of defects, so that CSMCL's operations are not affected due to delay in replacement.
12.	Kores India Pvt Ltd	"2 additional people for 3 years' service support at the Department (10 AM to 11 PM)."	Requested details on roles and coverage; noted extended hours may require 4 people in two shifts.	These two persons shall handle repairs, maintenance, and service issues, including compatibility matters as defined in the tender. CSMCL requires at least 2 personnel at the company's cost; appointment of additional personnel, if deemed necessary, is at the company's discretion.
13.	Kores India Pvt Ltd	Make-in-India Preference.	Suggested that the Department should provide preference to Indian-made products.	Already clarified in Point No. 8 above.
14.	Kores India Pvt Ltd	FDR clarification.	Queried whether the FDR shall serve as the Performance Bank Guarantee.	Yes, as already clarified in Point No. 6 above, the Performance Security shall be in the form of FDR amounting to 5 % of the contract value.


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