


Clarifications on Points Raised During Pre-Bid Meeting for Tender on Procurement of Mobile Based Barcode Scanners (Bid no.- GEM/2025/B/6815179)

S. No.	Name of Bidder / Firm	Query	Suggestion / Request by Bidder	Clarification / Remarks by CSMCL (with Reasoning)
1	Arya Communications & Electronics Services Ltd.	Representation received before pre-bid meeting requesting category change.	Requested cancellation of the existing tender and republishing it under "Custom Category" instead of "Handheld Terminal Category" on GeM.	Request not accepted. The tender was published after due deliberation with GeM experts, and the selected category accurately represents the technical and functional specifications required for the procurement. Therefore, change in category is not warranted or permissible.
2	TVS Electronics Ltd.	AER Certificate mentioned in specifications. The bidder stated that AER certification is not mandatory in India.	TVS stated they currently do not have AER certificate but will apply for the same if CSMCL insists.	Specifications mentioned in the tender are final and mandatory. Therefore, AER Certificate shall be mandatorily submitted by all bidders. This requirement ensures compliance with international safety and environmental standards critical for long-term reliability.
3	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.
4	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.
5	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.
6	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.

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7	Zebra Technologies India Pvt. Ltd.	Buyback Clause and Depreciation Method / Warranty Declaration.	Requested depreciation and uniform 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.
8	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 consistency and financial control.
9	Zebra Technologies India Pvt. Ltd.	AMC vs Extended Warranty Model.	Requested to adopt extended warranty model instead of AMC.	Already clarified in Point No. 4. The existing tender clause specifying warranty and AMC terms shall prevail.
10	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.
11	Zebra Technologies India Pvt. Ltd.	Estimated Price of ₹54,000 (GST Paid).	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.


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