

Representation – Desktop Bid no. GeM/2026/B/7268665 Dated 21.1.2026

Sno	Bidders Request	Date	Bank's Response
1	Dear Sir, The bidder must have supplied minimum 3000 Desktops/ PCs/ AIO of Proposed Hardware OEM to any single organization under BFSI/ PSU/ Government department in India during any one financial Year (2024-25, 2023-24, 2022-23)----- Request to Bank to consider The bidder must have supplied minimum 3000 Desktops/ PCs/ AIO of OEM to any single organization under BFSI/ PSU/ Government department in India during any one financial Year (2024-25, 2023-24, 2022-23	23.02.2026 11:59 AM	No Change
2	Eligibility Criteria. Pt. 10/ Page No. 7. The Bidder must have successfully executed: The bidder must have supplied minimum 3000 Desktops/ PCs/ AIO of Proposed Hardware OEM. Request for Amendment: The bidder must have supplied minimum 1500 Desktops/ PCs/ AIO of any OEM to any single organization under BFSI/ PSU/ Government department in India, during any one financial Year (2024-25, 2023-24, 2022-23). Because you have asked for 3000 qty for OEM hence Bidder eligibility should be 50% of OEM eligibility. Kindly consider our request and allow us to participate in the Bid.	23.02.2026 2:11 PM	No Change
3	"As per General Terms and Conditions on GeM (dated 16th December 2024 at page no. 18-19 point no viii.) It is mentioned that "Seller / Service Provider registered with designated Agency/Authority as specified in the bid document by the Buyer – such bidder shall have to upload scanned copy of relevant valid registration document in place of Bid Security document while bidding." so please allow EMD Exemption to MSME Vendors resellers (Bidder) No EMD to 4be 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. "	23.02.2026 5:51 PM	Will be considered as per revised GTC dated 22.12.2025
4	"With reference to the bid conditions, it is submitted that the requirement of TCO Certification for Monitor is not in conformity with prevailing Government procurement guidelines. As per the Disclaimer Clause (Serial No. 9) of the bid document and in line with the DPIIT Office Memorandum No. P-45014/33/2021-BE-II (E-64737) dated 20-12-2022, mandating any foreign/international certification (such as TCO) is prohibited where Indian Standards exist, unless an equivalent Indian certification is specified. In this regard, we request the deletion of the said clause. We shall furnish valid BIS Certification, which is an approved Indian standard ensuring quality, safety, and regulatory compliance. This may kindly be considered in the spirit of promoting Make in India and ensuring policy-aligned, fair participation."	23.02.2026 5:51 PM	Already mentioned in Bid Document. Refer Page 47 Point 11 of RFP.
5	I would like to inform you that as per your requirement energy star labelling is not mandatory for Desktop computer, we will provide you BEE certificate for energy consumption as per MeitY guideline our product fall under compulsory registration scheme (BIS) and or IS 13252.	23.02.2026 5:51 PM	Already mentioned in Bid Document. Refer Page 48 Point 21 & 23 of RFP.
6	Clause Reference:: (page 8, PQ clause 10) Past Experience & Specific PO Requirements Query / Clarification Sought:: Request you to also consider Laptop/Chromebook PO's for fulfilment of Experience criteria Justification:: As	24.02.2026 12:18 PM	No Change



	Laptop/Chromebook also comes under the same category as Desktop/AIO. Desktop, Laptop & Chromebook fall under end-user computing devices category under MeitY specifications.		
7	Clause Reference:: (page 8, PQ clause 10)The bidder must have supplied minimum 3000 Desktops/ PCs/ AIO of Proposed Hardware OEM to any single organization under BFSI/ PSU/ Government department in India during any one financial Year (2024-25, 2023-24, 2022-23) Query / Clarification Sought:: Request you to add "State Government" PO's, as clause also mentions only BFSI/ PSU/ Government department. Justification:: State Government bodies procure at similar scales and follow rigorous processes. Including it will broaden the pool of eligible, experienced bidders without compromising quality.	24.02.2026 12:18 PM	Govt Department in India means Central/State Govts.
8	Clause Reference:: Total Quantity – 8400 Units Query / Clarification Sought:: Kindly confirm whether delivery locations are single or multiple branches across India. Justification:: For accurate logistics planning and costing.	24.02.2026 12:18 PM	Already mentioned in Bid Document. Refer Page 19 Point 13 of RFP.
9	Clause Reference:: Installation Scope Query / Clarification Sought:: Kindly confirm whether installation includes LAN connectivity and domain joining. Justification:: For manpower deployment estimation.	24.02.2026 12:18 PM	Please refer Scope of Work on Page no.11-13 of RFP.
10	Clause Reference:: Option Clause-Quantity variation up to 25% Query / Clarification Sought:: Kindly confirm whether rate contract will remain same for optional quantity. Justification:: For pricing stability.	24.02.2026 12:18 PM	Will remain same as finalized after RA.
11	Clause Reference:: Delivery Period Query / Clarification Sought:: Request you to increase delivery time period from 70 days to "90 days". Justification:: Because of material shortage in market. And to avoid LD implications.	24.02.2026 12:18 PM	No Change
12	We respectfully submit that as per the experience clause mentioned in the bid, 25% relaxation over the specified experience criteria is admissible to MSE Bidders, MSE OEMs and Start-up enterprises recognized by the Department for Industry & Internal Trade (DPIIT), subject to compliance with technical and quality requirements. In this regard, we hereby confirm that we are a duly registered MSME as well as a DPIIT-recognized Start-up enterprise, and valid supporting certificates have been uploaded along with the bid documents. Accordingly, we request the buyer to kindly extend the eligible 25% relaxation in experience, including cumulative quantity supplied and single order requirement, strictly as permitted under the bid conditions. We further confirm that all technical specifications, quality standards and functional requirements of the tender are fully complied with by us. We therefore request kind consideration of our representation.	24.02.2026 5:13 PM	Will be considered in terms of RFP, GTC and Applicable Policies.
13	We respectfully submit that as per the bid condition, 25% relaxation in the specified turnover criteria is admissible to MSE Bidders, MSE OEMs and Start-up enterprises recognized by the Department for Industry & Internal Trade (DPIIT), subject to compliance with technical and quality specifications. In this regard, we confirm that we are a duly registered MSME as well as a DPIIT-recognized Start-up enterprise, and the relevant MSME and DPIIT certificates have been uploaded with the bid. Accordingly, we request the	24.02.2026 5:13 PM	Will be considered in terms of RFP, GTC and Applicable Policies.



	buyer to kindly allow 25% relaxation in the minimum average annual turnover requirement for the last three financial years (2022-23, 2023-24 and 2024-25), based on the audited financial statements of the individual company. We further confirm full compliance with all technical, quality and functional requirements of the tender. We therefore request kind consideration of our representation.		
14	We respectfully submit that as per the turnover eligibility condition of the bid, 25% relaxation over the specified turnover requirement is admissible to MSE Bidders, MSE OEMs and Start-up enterprises recognized by the Department for Industry & Internal Trade (DPIIT), subject to compliance with technical and quality specifications. In this regard, we hereby confirm that we are a duly registered MSME as well as a DPIIT-recognized Start-up bidder, and the relevant supporting certificates have been uploaded along with the bid documents. Accordingly, we request the buyer to kindly allow 25% relaxation in the minimum average annual turnover requirement of Rs. 60.00 Crore for the last three financial years (2022-23, 2023-24 and 2024-25), based on the audited financial statements of our individual company only and not as a group entity. We further confirm full compliance with all technical, quality and functional requirements of the tender and request kind consideration of our representation.	24.02.2026 5:13 PM	Will be considered in terms of RFP, GTC and Applicable Policies.
15	We respectfully submit that the bid stipulates a requirement of at least one single order of 3,000 units or above, along with at least one supply per Financial Year to a PSU Bank / Private Bank. In this regard, we wish to seek clarification whether Purchase Orders executed under a Joint Venture / Consortium arrangement would be considered acceptable towards meeting the said experience criteria. We would also like to submit that a single order of 3,000 units is substantially large for MSME and Start-up enterprises, and such a condition may unintentionally restrict wider participation. In the interest of promoting competition and encouraging participation of MSMEs and Start-ups, in line with the principles of the Government e-Marketplace (GeM), we humbly request the buyer to kindly amend the clause through a corrigendum, permitting consideration of Joint Venture / Consortium-based experience for meeting the single order requirement. This amendment will enable more eligible and capable se	24.02.2026 5:13 PM	No Change
16	We respectfully submit that as per the bid details, the Pre-Bid Meeting is scheduled on 27-02-2026 at 15:00 hrs at CBD Belapur, Central Bank of India. Due to certain unavoidable personal reasons, we may not be able to attend the pre-bid meeting physically at the specified venue. However, we are keen to participate in the pre-bid discussion and seek necessary clarifications related to the bid. In view of the above, we humbly request the buyer to kindly consider conducting the pre-bid meeting in virtual / online mode, or alternatively allow virtual participation through video conferencing, so that we may attend and participate effectively. We assure you of our sincere interest in the bid and request your kind consideration of this request.	24.02.2026 5:13 PM	Pre Bid Meeting already held through virtual mode.



17	Dear Sir, As per RFP page no. 10 , clause no. 5(I) PBG - The successful bidder shall also submit a Service Level Agreement (SLA), Non-Disclosure Agreement (NDA), and a Performance Bank Guarantee (PBG) equivalent to 5% of the PO : Kindly clarify whether we are required to submit the PBG upon receipt of the PO or at the time of payment.	25.2.2026 5:35 pm	
18	As per RFP page no. 21, clause no. A (iv) Payment Terms -The remaining 5% of the invoice value (TCO) would be payable on completion of 3 years warranty period OR against Bank Guarantee (Valid for 39 Months & issued from SCB other than Central Bank of India) of equivalent amount of the consolidated invoice value. This Bank Guarantee of 5% is in addition to the initial 5% PBG of TCO submitted after acceptance of PO : Since you have already requested a 5% PBG upon receipt of the PO. However, we understand that an additional 5% PBG is now being requested at the time of payment, making the total PBG requirement 10%, which is considerably high. We respectfully request you to kindly consider accepting a single PBG of 5% instead of two separate PBGs totalling 10%.	25.2.2026 5:35 pm	No Change
19	Dear Sir, As per RFP terms - 5) The Bidder should have minimum average Annual turnover of Rs.60.00 Crore in last 3 financial years i.e. 2022-23, 2023-24 and 2024-25 as per the audited balance sheet available at the time of submission of tender, in individual company and not as group of companies. Relaxation of 25% over specified turn-over will be given to MSE Bidder, MSE OEM and start-up enterprises recognized by the Department for Industry & Internal Trade (DPIIT), subject to meeting quality & technical specifications: Generally, such relaxations are provided to only MSE OEMs not MSE Bidders	25.2.2026 7:41 pm	Will be considered in terms of RFP, GTC and Applicable Policies.
20	The OEM should have a Pan-India service Network. The Bidder/OEM must have at least two (02) Direct/Indirect support offices/service support centres in each State of India except Sikkim & 7 NE States, where out of these 8 states, at least 04 (Four) states must have at least 01 (One) Service Support centre - We request you to kindly amend that OEM should have a Pan-India service Network. The Bidder/OEM must have at least one Direct/Indirect support offices/service support centres in each State of India except Sikkim & 7 NE States, where out of these 8 states, at least 04 (Four) states must have at least one Service Support centre. Documentary Proof in form of registration should be provided	25.2.2026 7:41 pm	No Change
21	Its mentioned that the OEM shall have a demonstrated track record of supplying desktops at a large scale, having supplied at least 10,000 Desktops/ PCs/ AIO in India during the last three (3) financial years i.e. (2022-23, 2023-24 and 2024-25), with at least one single order of 3,000 units or above. OEM has made at least one supply per Financial Year to PSU Bank/Pvt Bank. Relaxation of 25% over specified experience will be given to MSE Bidder, MSE OEM and start-up enterprises recognized by the Department for Industry & Internal Trade (DPIIT), subject to meeting quality & technical specifications. We request that the OEM shall have a demonstrated track record of supplying desktops at a large scale, having supplied on an average at least 10,000 Desktops/ PCs/ AIO in India during the last three (3) financial	25.2.2026 7:41 pm	No Change



	years i.e. (2022-23, 2023-24 and 2024-25), with at least one single order of 3,000 units or above. OEM has made at least one supply per Financial Year to PSU Bank/Pvt Bank.		
22	Relaxation of 25% over specified experience will be given to MSE Bidder, MSE OEM and start-up enterprises recognized by the Department for Industry & Internal Trade (DPIIT), subject to meeting quality & technical specifications	25.2.2026 7:41 pm	Yes
23	We request you to kindly clarify about Buy Back - Does the final price to be shown on Gem Portal will be provided by the bidder after deducting Buy Back PC Cost of Rs.100/- (including GST) OR it will be further deducted from the Price shown on GeM Portal.	25.2.2026 7:41 pm	Clause in RFP is self explanatory
24	Dear Sir/Madam, We request to provide MSME exemption as per Government of India Policy.	26.2.2026 10:48 am	Will be considered in terms of RFP, GTC and Applicable Policies.
25	We would like to bring to your kind attention that, as per the Guidelines issued by the Ministry of Electronics and Information Technology (MeitY), IPHW Division, dated 19th August 2024, it is recommended that devices supplied with the Windows Operating System shall be certified under the Windows Hardware Compatibility Program (WHCP) by Microsoft. In light of the above, and in reference to your tender requirement specifying the use of the Windows Operating System, we respectfully request you to kindly include a provision mandating Windows Certification by Microsoft, in alignment with the said MeitY guidelines	26.2.2026 3:56 pm	Clause in RFP is self explanatory
26	As per the Government of India, Ministry of Commerce & Industry, Department for Promotion of Industry and Internal Trade (DPIIT), we respectfully request your kind consideration to allow Startup exemptions on prior experience, Earnest Money Deposit (EMD), and prior turnover requirements in accordance with the Government Office Memoranda and circulars issued vide No. DPE/7(4)/2017-Fin dated 8th November 2016, No. F.20/2/2014-PPD (Pt) dated 20th September 2016, No. F.2AE2014-PPD (Pl.) dated 25th July 2016, F. No. 1(2)(1)/2024-MA Part dated 10th March 2016, and F. No. 1(2)(1)/2016-MA dated 10th March 2016. In line with the Startup India provisions, we kindly request that these exemptions be extended to our organization to encourage fair participation and support for startups in government procurement opportunities.	26.2.2026 3:56 pm	Clause in RFP is self explanatory

