

**Response to the Queries received on GeM portal**

Bid for procurement of 43" LED Smart TVs on behalf of Women & Child Development Department, Gandhinagar (Bid No. GEM/2024/B/5042269 dated 26.06.2024)

Sr. No.	RFP/Tender Reference		Query / Clarification / Suggestions from the Venders	Responses to Vendors
	Page No./Section No./ Clause No.	RFP/Tender Description		
1	Terms and Conditions		Bid Offer Validity of 180 days is very long and none of the depts. set such a long bid offer validity. It becomes difficult for OEM or bidder to keep the stock for so long. Also, the price of the model gets fluctuated, and holding the price for this long as per current market trend can be a problem So, requesting to ask for bid offer validity of 30 days.	Suggestion not accepted. As per Bid.
2			The dept. has given a delivery timeline of 45 days. But for delivery of 1250 TVs to 1250 different locations of Gujarat, bidder has to deliver more than 25 TVs per day to meet the current delivery timeline which is not realistically possible. Bidders have to get the stock from their OEMs before proceeding with the delivery of TVs to the consignee locations. So, requesting to extend delivery days to 75 days to allow bidders to get sufficient time for delivery.	Delivery time may be kept 60 days
3			According to GeM, buyer can specify the required number or percentage of functional service centers. But GeM does not allow mentioning the locations. So, requesting to modify this clause and ask for functional service center availability in 50% of the districts in the state.	Suggestion not accepted. As per bid - The OEM of (1) LED Smart TV should have minimum 3 authorized service center in Vadodara, Surat & Dahod/Narmada/Panchmahal.  (2) Bidder should have minimum one authorized service center/office in Gujarat Documentary proof the same to be submitted. In case it doesn't have, it should setup within 30 days of work order if it gets selected.
4	Product/Service specification		The dept. has asked for LED TVs with Android OS. But in the last bid published by the dept., the dept. has only asked that the Smart TV should be compatible with G-Shala LMS platform. Many brands use different OS like Tizen, Web OS, Linux etc., which are also available on GeM. Also, there are several manufacturers who offer their own platforms. So, the current requirement of Android OS and G-Shala LMS platform doesn't allow several manufacturers and their bidders to participate in the bid. Requesting the dept. to kindly remove the given requirement and allow "Operating System: Android, Tizen, Linux, Web OS"	G-Shala LMS to be removed and rest all other terms should be remain same.