

Response to the Pre-bid Queries

Bid for Selection of Agency for purchase of Digital Display-cum-Exhibition to be arranged/installed at all 33 District Collector's Offices and 33 District Development Officer's (DDO) Offices and 08 Municipal Corporations of the State, total of 74 places on behalf of Office of the Director of Information, Gandhinagar (Bid No. GEM/2025/B/6796623 dated 17.10.2025)

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		How will u control the display & which content will u play?	All Display will be controlled Centrally All data/Video will be Sent from Central CCC Room Through GSWAN Network Any Data, or any Video Format.
2			Pls share estimated cost?	As per tender.
3			Pls confirm MSE OEM is exempted from experience and turnover criteria.	As per Bid and GEM GTC.
4			Request fairness and transparency in bidding procedure.	It is open bid.
5	Bid Eligibility Criteria		Please mention exact size since there is a lot of discrepancy in sizes ? please mention exact size. Since GEM bid mention different size & ATC mention different size. Pls clarify	Please refer Scope of Work. Additional Terms and conditions specification are final
6			Sir please share application? how will u play the content & control the display ?	Bidder has to provide application to broadcast media from central location to remote sites. The bidder to play and control the display from central sites.
8	Scope of Supply/Service		How will u send this content to the display.	Bidder has to provide application to broadcast media from central location to remote sites.
9			Who shall provide power and signal cable?? pls mention	Raw Power till Display point and Display mounting Location will be Provided by Customer . Product Installation Accessories Like HDMI,USB Cable, Audio Cable will be in Bidder Scope.
10			Pls allow fairness and allow non Gujarat bidders.	This bid/tender is open, any bidder can quote.
11	Product/Service specification		Sir please share structure specifications? who shall provide structure ? same will be pole mounted or wall mounted ?	In the Scope of Work Point No. 11-Installation Standard – It is already mentioned that Bidder has to provide all necessary mounting kits and brackets & structure & necessary accessories.
12			Please mention installation location?	Installation Location is already mentioned in the last page of the Scope of Work.
13			Pls confirm MSE OEM is exempted from EMD payment.	As per GeM - The bidder seeking EMD exemption, must submit the valid supporting document for the

				relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.
14	Technical Minimum Specifications of Hardware, Software and connected Accessories Page No. 13	Control System & Connectivity Supports at least 3x HDMI 2.0 or higher input	<u>For Control System & Connectivity</u> Why 3x HDMI 2.0 ports are required when the use case is limited to connecting digital signage and even DP port is also there so generally that much ports are not required? Kindly Justify as major OEM provides 1 port or maximum 2 ports for redundancy.	Supports at least 2x HDMI 2.0 or higher input from Day 1 if require
15	Technical Minimum Specifications of Hardware, Software and connected Accessories Page No. 13	AV Media Device RAM: 8GB Storage: 256 GB SSD, Linux. Optional Wi-Fi capability.	<u>For AV Media Device</u> a. Why 8GB storage & 256 GB SSD is required as it is to used for IP and not any much data storage is required if at all possible request to kindly change the same to 2 GB Ram & 32 GB SSD or 64 GB SSD as major standard OEM are falling under this category. b. Wi-Fi mandatory we don't suggest it is mandatory as everything is majorly covered by IP so there is no mandatory requirement of WIFI router.	Minimum RAM: 2GB Storage: 64GB MicroSD, (For Linux based) For any other the specification would remain same. Optional Wi-Fi capability.
16	Scope of Work Page No. 14	CHECKLIST for the Proof of concept/Demonstration of the quoted Products <u>Point No.7 Content Management Software Point No.7.8</u> - Centrally turn ON/OFF Displays (Can be scheduled or on demand through commands)	This is not possible as centrally the only possible parameter it will go to sleep mode not physically getting off through any of the software so some mistake is there in the statement kindly rephrase the same because for that too also need to have some controller & touch panel along with some control ports to process the same.	Any third party hardware / solution may be used for ON / OFF displays like timer switch.
17	Technical Minimum Specifications of Hardware, Software and connected Accessories Page No. 13	LED 10X8 Feet Display Resolution - Full HD (1920 × 1080) Pixel Pitch (LED) - ≤2.5 mm or better	<u>For LED 10*8 Feet Display :-</u> The resolution mentioned is FHD but the pixel pitch ≤ 2.5 MM so that is technically not possible as if FHD resolution is required then we need to increase the Size of LED or reduce the Pixel pitch and this will double the commercials for the same.	For LED-10x8 Feet Full HD display or whichever matches in pixel pitch should be considered. (Regarding LED size) Pixel Pitch, 2.5 mm or better shall be considered with reference to resolution having good picture quality.
18	Technical Minimum Specifications of Hardware, Software and connected Accessories Page No. 13	LED 10X8 Feet Display Resolution - Full HD (1920 × 1080) Pixel Pitch (LED) - ≤2.5 mm or better	Considering the current dimensions and a 2.5 mm pixel pitch, achieving Full HD resolution is technically impossible, regardless of manufacturer. To meet Full HD, pixel pitch must be reduced or screen size increased, both of which will raise cost substantially.	For LED-10x8 Feet Full HD display or whichever matches in pixel pitch should be considered. (Regarding LED size) Pixel Pitch, 2.5 mm or better shall be considered with reference to resolution having good picture quality.
19	Technical Minimum Specifications of	Control System & Connectivity Supports at least 3x HDMI 2.0 or higher input	Since the system only needs one HDMI input for CMS player connection, two HDMI ports (with one redundant) are more than adequate. A third HDMI port is unnecessary.	Supports at least 2x HDMI 2.0 or higher input

	Hardware, Software and connected Accessories Page No. 13			
20	Technical Minimum Specifications of Hardware, Software and connected Accessories Page No. 13	AV Media Device RAM: 8GB Storage: 256 GB SSD, Linux.	Linux-based CMS players are designed for efficient performance and generally come with 2 GB RAM, which is sufficient even for 4K playback. Unlike Windows or Android systems, they do not require higher memory for stable operation.	AV Media Device RAM: 2GB Storage: 64GB MicroSD. (For Linux.) For rest the specification would remain same.
21			The CMS software, centrally deployed, will manage all content for connected players. Local SSDs are not essential, as the MicroSD card in each player can easily accommodate 4K content and handle automatic overwriting through FIFO storage management.	AV Media Device RAM: 2GB Storage: 64GB MicroSD, (For Linux.) For rest the specification would remain same.
22	Technical Minimum Specifications of Hardware, Software and connected Accessories Page No. 13	Optional Wi-Fi capability.	For consistent operation, it is recommended to connect all players to the GSWAN network via LAN. Wi-Fi connectivity can lead to signal drops and makes the system more vulnerable. LAN ensures stable and reliable control from the central CMS.	In the Bid we have asked Optional Wi-Fi capability.
23			Power scheduling for displays can be achieved through standard control commands. However, no direct API exists to control power of Active LEDs. To automate this function, additional third-party controllers or electrical integration would be needed, adding to cost.	Any third party hardware / solution may be used for ON / OFF displays like timer switch.
24	Technical Minimum Specifications of Hardware, Software and connected Accessories Page No. 13	LED 10X8 Feet Display Resolution - Full HD (1920 × 1080) Pixel Pitch (LED) - ≤2.5 mm or better	With the current display dimensions and 2.5 mm pixel pitch, Full HD resolution cannot be achieved irrespective of OEM. Reaching Full HD would require reducing pixel pitch or enlarging display size — both options significantly raise total project cost.	For LED-10x8 Feet Full HD display or whichever matches in pixel pitch should be considered. (Regarding LED size) Pixel Pitch, 2.5 mm or better shall be considered with reference to resolution having good picture quality.
25	Technical Minimum Specifications of Hardware, Software and connected Accessories Page No. 13	Control System & Connectivity Supports at least 3x HDMI 2.0 or higher input	Based on system design, only one HDMI port is required for CMS player connection, with one additional for redundancy. Thus, two HDMI ports are adequate; three are not necessary.	Supports at least 2x HDMI 2.0 or higher input

26	Technical Minimum Specifications of Hardware, Software and connected Accessories Page No. 13	AV Media Device RAM: 8GB Storage: 256 GB SSD, Linux.	Linux-based CMS players are optimized for low-resource operation and perform smoothly with 2 GB RAM even at 4K resolution. Higher memory configurations offer no practical advantage.	AV Media Device RAM: 2GB Storage: 64GB MicroSD, (For Linux.) For rest the specification would remain same.
27			The proposed solution uses centralized CMS software to store and distribute content. Local storage via MicroSD card on each player is sufficient for 4K media, as it operates on FIFO storage logic. Therefore, SSDs are not required.	AV Media Device RAM: 2GB Storage: 64GB MicroSD, (For Linux.) For rest the specification would remain same.
28	Technical Minimum Specifications of Hardware, Software and connected Accessories Page No. 13	Optional Wi-Fi capability.	To ensure robust and secure connectivity, all players should connect over LAN within the GSWAN network. Wi-Fi connections can lead to inconsistency or loss of control, hence not recommended.	Optional Wi-Fi capability.
29			While display scheduling is possible, no direct API is available for turning Active LEDs on/off. Achieving this requires integrating additional electrical control components, which would increase system cost and complexity.	Any third party hardware / solution may be used for ON / OFF displays like timer switch.
30	Eligibility Criteria for the OEM No. 10	Bidder should quote Display from those OEM who have Average Annual Turnover of Rs. 100 crores or more during last three financial Years. (i.e. 2021-22, 2022-23, 2023-24).	To consider it as 85 crores as Average	No Change. As per Bid.
31	Eligibility Criteria for the OEM No. 12	The OEM of Display should have minimum two authorized service center in Gujarat.	Service centre Location to be in Mumbai, Delhi, Bangalore. Service engineer availability in Gujarat could be considered for faster & Better service.	To get better & faster service we have asked that - The OEM of Display should have minimum two authorized service center in Gujarat.
32	UPS ONLINE UPS, Single Phase Input, Single Phase output and 30 Min. Battery Backup	Output KW - 4000 W	In SOW document UPS specification - page 13 - UPS capacity is not mentioned. only output is mentioned as 4000W. please confirm rated capacity of UPS which is required to be quoted.	5kVA
33		Output voltage regulation - 230V +1%	In specification - Output voltage regulation - 230VAC + or - 1% should be mentioned in place of only +1%. please look into the same.	+1%
34	Eligibility Criteria for the OEM No. 2	The Bidder must have average annual turnover of Rs. 40 crores in last three financial years (i.e. 2021-22, 2022-23, 2023-24).	We wish to bring to your kind attention that our organization, has achieved an average annual turnover of ₹25 crores over the last three financial years. While we may fall short on the mentioned turnover benchmark, we have a proven track record of successfully executing multiple large-scale government and institutional projects across India, consistently delivering on quality, timelines, and performance commitments.	No Change. As per Bid.

			<p>Our company is a technically qualified, financially stable, and performance-driven organization with strong credentials, qualified manpower, and established service infrastructure. We have successfully handled projects of equal or greater technical complexity and commercial value.</p> <p>Considering the nature of this bid and the spirit of promoting fair competition and MSME participation, we sincerely request the relaxation or review of the turnover criteria to a more inclusive level (for example, ₹20–25 crores). This will enable capable and experienced mid-scale Indian enterprises like ours to participate and contribute effectively toward government initiatives without compromising on project quality or reliability.</p> <p>We firmly believe that such a modification would not only enhance competition but also encourage participation from high-performing Indian companies that have demonstrated excellence in government projects despite being below the large-corporate turnover threshold.</p>	
35	33 District Collector's Offices and 33 District Development Officer's (DDO) Offices and 08 Municipal Corporations Locations	LED 10X8 Feet Display Certification - BIS, CE, RoHS	<p>We request that the specification be amended to read as BIS/CE/ROHS. Kindly note that the BIS certification already encompasses standard parameters ensuring product quality and performance. Furthermore, as per Circular No. P-45021/2/2017-PP (BE-II) issued by the Government of India, Ministry of Commerce & Industry (DPIIT), dated 16th September 2020, mandating foreign certifications is considered a restrictive and discriminatory practice. We therefore request you to kindly consider our submission and amend the specification accordingly.</p>	Certification – BIS/CE/RoHS