

Bid for procurement of Digital Display-cum-Exhibition for the office of the Directorate of Information, Gandhinagar. (GeM Tender No. GEM/2026/B/7296475 dated 02.03.2026.)

Response to Pre-bid queries

Sr. no.	Terms in the tender		Bidder's queries	Response to bidders
1	Eligibility Criteria for the OEM	OEM of the quoted Display {themselves or through reseller(s)} must have supplied at least 185 nos. same or similar product during last 3 years before the bid opening date. Cumulative orders will be considered in last 3 years.	OEM of the quoted Display {themselves or through reseller(s)} must have supplied at least 185 nos. similar product during last 3 years before the bid opening date. Cumulative orders will be considered in last 3 years.- Installation list on OEM letterhead should be submitted	Suggestion not accepted, as per bid
2		Copies of Purchase Orders should be submitted.	Request to revise as "Supply of LED Video Wall or similar display products in Government/PSU/Corporate sector during last 3 years." Quantity criteria may be reduced or made project-based. Clarification: The requirement of exactly 185 numbers seems restrictive and may limit participation of capable bidders. Many experienced OEMs have executed similar projects but may not meet the exact quantity criteria.	Please see corrigendum
3			Will we get relaxation in experience in 185 no of screen supplied in PSU / central govt being MSME ,our company is manufacturing active module in india with fully automatic SMT machine in Delhi .We are full filling all technical parameters of active led as per your tenders and have all quality management certificate	Please see corrigendum

4			we also request to consider our request for exemption for past experience from MSME as per gem policy for msme to promote in india . it should be reasonable in of 185 to 50 installations in govt/psu / pvt / direct or through partners / reseller . By consideration of the same , you will have more fair competition from msme across pan india	Please see corrigendum
5			Are we required to submit a single order for the supply of 185 nos. of the same or similar product executed within the last three years, OR is the requirement to submit multiple individual orders whose combined quantity equals 185 nos. of the same or similar product supplied within the last three years?	It is clearly mentioned in bid , Cumulative orders will be considered in last 3 years.
6			OEM of the quoted Display {themselves or through reseller(s)} must have supplied at least 30 nos. same or similar product during last 3 years before the bid opening date. Cumulative orders will be considered in last 3 year	Suggestion not accepted, as per bid
7	Eligibility Criteria for the OEM	The OEM of Display should have minimum one authorized service center in Gujarat which should be functional. Self Certified letter by an authorized signatory of OEM mentioning the address & Contact details of service center is required to be submitted	The OEM of Display should have minimum one authorized service center in India which should be functional.	Suggestion not accepted, as per bid
8			Existing Clause in Tender : Service station required in each and every district of Gujarat Request to revise to Service Support Center in Gujarat with defined response time (e.g., 24/48 hours support). Clarification : Maintaining service stations in all districts is difficult for OEMs and may restrict competition. Centralized service support with defined response time can ensure better service.	Suggestion not accepted, as per bid

9			<p>We respectfully suggest that at least 50% service centres in all the districts of the Gujarat should be operational for a minimum of one year, supported with documentary proof . (Legal Agreement)</p> <p>Justification : The current RFP requires only one operational service centre, without specifying experience or operational duration. For a project of this magnitude and geographical spread, a stronger and proven service infrastructure is critical.</p>	Suggestion not accepted, as per bid
10			we also request you to have undertaking from MSME to have functional service centre within 30 days of getting order from you	Suggestion not accepted, as per bid
11	Eligibility Criteria for the OEM	<p>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., 2022-23, 2023-24, 2024-25).</p> <p>The copies of Audited Annual Accounts and Statutory CA Certificate for last three years (i.e. 2022-23, 2023-24, 2024-25) should be submitted along with the bid</p>	<p>Request to reduce the turnover requirement or allow MSME participation as per Government of India MSME policy.</p> <p>Clarification : The high turnover requirement restricts participation of MSME companies, despite them having sufficient technical capability and project experience.</p>	<p>It is clearly mentioned in bid Following categories of bidders shall be exempted from Bidder turnover;</p> <p>1. Micro and Small Enterprises (MSEs) who are holding valid Udyam Registration and are manufacturer of the offered/quoted Primary Product and whose credentials are validated online through Udyam Registration website of Ministry of MSME and also through supporting document uploaded during bid submission and validated by the Buyer. Traders/Distributors are excluded from the exemption...</p>

12			<p>We request that the turnover criteria be enhanced and specifically linked to the quoted OEM/product category, ensuring that participating OEMs possess adequate financial capability, manufacturing strength, and long-term commitment to deliver and support such large-scale deployments.</p> <p>Justification : Higher turnover criteria aligned with the quoted product category ensures participation from financially stable and established OEMs capable of delivering consistent product quality, large-scale supply capability, and long-term support.</p>	Suggestion not accepted, as per bid
13			<p>Turnover : The current OEM Turnover (Rs. 100 Cr) benchmarks are exceptionally high. We request these be lowered for MSEs to ensure a level playing field and prevent a situation where only a few large MNCs are eligible to participate.</p>	<p>It is clearly mentioned in bid Following categories of bidders shall be exempted from Bidder turnover; 1. Micro and Small Enterprises (MSEs) who are holding valid Udyam Registration and are manufacturer of the offered/quoted Primary Product and whose credentials are validated online through Udyam Registration website of Ministry of MSME and also through supporting document uploaded during bid submission and validated by the Buyer. Traders/Distributors are excluded from the exemption...</p>
14			<p>Bidder Should Quote Display from those OEM Who Have Average Annual Turnover of Rs 15 Crores or more during last three financial Years (i.e ,2022-23,2023-24,2024-25).</p>	Suggestion not accepted, as per bid

15	Eligibility Criteria for the bidder /OEM	<p>*The Bidder must have average annual turnover of Rs. 40 crores in last three financial years (i.e. 2022-23, 2023-24, 2024-25).</p> <p>*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., 2022-23, 2023-24, 2024-25).</p>	<p>As per Qualification criteria, the Bidder should have turnover of 40 Cr as per point no 1 , and OEM should have 100 cr turnover . We are OEM cum bidder , MSME company and manufacture of Active video wall and OEM on GEM portal, will we get relaxation as MSME act , in turnover criteria . Our turnover is 68.17 Cr in place of 100 cr</p>	<p>It is clearly mentioned in bid Following categories of bidders shall be exempted from Bidder turnover; 1. Micro and Small Enterprises (MSEs) who are holding valid Udyam Registration and are manufacturer of the offered/quoted Primary Product and whose credentials are validated online through Udyam Registration website of Ministry of MSME and also through supporting document uploaded during bid submission and validated by the Buyer. Traders/Distributors are excluded from the exemption...</p>
16	Eligibility Criteria for the OEM /Bidder		<p>Existing Clause : The Bidder/OEM must have an average annual turnover.In order to promote MSME Bidder/OEM it is requested to exempt average annual turnover as long as MSME Bidder/OEM provides MAF from the quoted major product Bidder/OEM so that Major Bidder/OEM can participate in the tender.</p>	<p>It is clearly mentioned in bid Following categories of bidders shall be exempted from Bidder turnover; 1. Micro and Small Enterprises (MSEs) who are holding valid Udyam Registration and are manufacturer of the offered/quoted Primary Product and whose credentials are validated online through Udyam Registration website of Ministry of MSME and also through supporting document uploaded during bid submission and validated by the Buyer. Traders/Distributors are excluded from the exemption...</p>

17	Eligibility Criteria for the bidder	The bidder must have successfully executed/completed at least• One single order of Rs. 16 Cr. OR• 2 Orders each of Rs. 10 Cr. OR• 3 Orders each of Rs. 8 Cr.For Video Wall / Datawall in last 3 years to any Central / State Government / PSU/ Listed	Experience: The current Past Experience (Rs. 16 Cr/10 Cr) benchmarks are exceptionally high. We request these be lowered for MSEs to ensure a level playing field and prevent a situation where only a few large MNCs are eligible to participate.	Please see corrigendum for Exemption in Experience Criteria
18	Eligibility Criteria for the bidder	Company.Copies of Purchase Orders should be submitted.	<p>The Bidder/OEM must have successfully executed/completed at least</p> <ul style="list-style-type: none"> • One single order of Rs. 16 Cr. OR • 2 Orders each of Rs. 10 Cr. OR • 3 Orders each of Rs. 8 Cr. <p>For Video Wall / Datawall in last 3 years to any Central / State Government / PSU/ Listed Company.</p> <p>As per MSME Clause, We request that MSME Bidder/OEM be exempted from the requirement of submitting past experience details.</p> <p>Alternatively, the clause may be amended as suggested below to enable wider participation from major Bidder/OEM, as such high-value single orders may not be commonly available with many Bidder/OEM</p>	Please see corrigendum for Exemption in Experience Criteria

19	Eligibility Criteria for the OEM /Bidder	<p>*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., 2022-23, 2023-24, 2024-25).</p> <p>*The bidder must have successfully executed/completed at least</p> <ul style="list-style-type: none"> • One single order of Rs. 16 Cr. OR • 2 Orders each of Rs. 10 Cr. OR • 3 Orders each of Rs. 8 Cr. <p>For Video Wall / Datawall in last 3 years to any Central / State Government / PSU/ Listed Company.</p>	<p>1.Ensuring a Level Playing Field for MSE The current requirements for an OEM Turnover of Rs. 100 Crores in this tender and high-value past experience (orders of Rs. 16 Cr / 10 Cr) are benchmarks typically met only by few companies. We respectfully submit that if these high financial thresholds are maintained without MSE exemptions, it may lead to a restrictive bidding environment where only a few large global firms are eligible. To ensure healthy, transparent competition and to discover the most cost-effective solutions for the Department, we request a relaxation of these criteria for qualified local MSEs.</p> <p>2.Supporting the Vision of "Atmanirbhar Bharat" as Promoted by the PMO In line with the Atmanirbhar Bharat mission strongly promoted by the Prime Minister's Office (PMO) and the Government of India, public procurement policies are specifically designed to empower the local MSME ecosystem. Setting such high entry barriers inadvertently discourages the growth of indigenous manufacturers and benefits few companies. We urge the Department to support the local MSME ecosystem by giving exemption in past experience , turnover and EMD these thresholds or granting exemptions, thereby ensuring that the PMO's vision for a self-reliant India is reflected in this prestigious project.</p>	<p>Bidder turnover Exemption criteria is already mentioned in bid</p> <p>Please see corrigendum for Exemption in Experience Criteria</p>
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20	Eligibility Criteria for the OEM /Bidder	*The bidder must have successfully executed/completed at least• One single order of Rs. 16 Cr. OR• 2 Orders each of Rs. 10 Cr. OR• 3 Orders each of Rs. 8 Cr.For Video Wall / Datawall in last 3 years to any Central / State Government / PSU/ Listed Company.*OEM of the quoted Display {themselves or through reseller(s)} must have supplied at least 185 nos. same or similar product during last 3 years before the bid opening date. Cumulative orders will be considered in last 3 years.	As per the prevailing guidelines of the Government e-Marketplace (GeM), OEM bidder, As a MSE firms are eligible for exemption from prior experience criteria in public procurement, subject to applicable conditions. In view of this provision, and considering that similar relaxation was granted in your previous tender, we respectfully request that the exemption in experience requirements be extended to MSE firms in the present tender as well. This will promote fair competition and encourage wider participation of MSE enterprises.	Please see corrigendum for Exemption in Experience Criteria
21	Technical Specifications for video wall at central & District location	Screen Size : Minimum 12ft x 5 ft (or higher) for Central location Minimum 10ft x 7 ft (or higher) for District location	Minimum 11.8 ft x 5 ft (or higher) for Central location Minimum 9.84 ft x 7 ft (or higher) for District location	Please see corrigendum
22			Please change the size of District location to either 9.5 X 5(+/-5%) or 12.5 X 7(+/-5%) as the size is not a standard size i.e. 16:9 Aspect ratio Compliance : Yes- 12.6 X 5.3, Yes, 12.6 X 7	Please see corrigendum
23	Technical Specifications for video wall at	Pixel Pitch : ≤ 2.5 mm or better	Request to please change it to 1.56mm to achieve higher resolution for the same display size & provide sharper image quality for close viewing distances typical in command centers	Suggestion not accepted, as per bid

24	central & District location		Considering the Project at District Collector's Offices, Request to Change the Pixel Pitch from ≤ 2.5 mm or better to 1.5 mm or better Resolution. This will help us to give a Resolution of 1920 x 1080 (9.5 feetx 5.3 Feet) in case of 1.5mm Pixel Pitch. Compliance : No	Suggestion not accepted, as per bid
25	Technical Specifications for video wall at central & District location	LED Packaging Technology: SMD	LED type: Chip on board as it is Dustproof, Water proof, anti-oxidation, anti static, anti collision, anti scratch, has higher contrast ratio & lower power consumption	Suggestion not accepted, as per bid
26	Technical Specifications for video wall at central & District location	Speakers : Two 30 watts, 2 way powered, wall/ceiling mountable with clear sound	External speakers- SI Scope	Please see corrigendum
27	Technical Specifications for video wall at central & District location		Kindly clarify whether Inbuilt speakers are reqd or External Speakers. Always suggestable to go for External speakers for better Output.	Please see corrigendum
28	Technical Specifications for video wall at central & District location	Mounting Structure : Bidder to supply complete mounting frame/structure with accessories	Structure : Cabinet type Not specified in tender Kindly clarify the cabinet type and structure requirement (Die-cast Aluminium / standard cabinet).	Please see corrigendum
29	Technical Specifications for video wall at central & District location	Aspect Ratio : 16:9	None of the display sizes mentioned are 16:9. Please change the sizes to 12.5 X 7(+/-5%) and 9.5 X 5.5(+/-5%) Compliance : No	As mentioned above in screen size
30	Technical Specifications for video wall at central & District location	Viewing Angle (H/V) : $\geq 160^\circ$ / 160°	This is restrictive and should be change to $\geq 150^\circ$ / 150° or better for maximum participation of OEM's, Compliance : No	Please see corrigendum

31	Technical Specifications for video wall at central & District location	Ingress Protection : Front \geq IP30 (indoor) or OEM equivalent	Request to change it to IP20. IP20 is sufficient for indoor or low-risk environments where dust and water exposure are minimal. Compliance : No	Please see corrigendum
32	Technical Specifications for video wall at central & District location	-	To be Added Request to add UL, CE, FCC Certificate. UL (Underwriters Laboratories) certificate is often required for products to ensure they meet specific safety and performance standards.	Suggestion not accepted, as per bid
33	Technical Specifications for video wall at central & District location	-	We request you to confirm the type, grade, and required standards of the materials to be used for the LED structure, so that the same can be considered accurately while preparing the bid.	Please see corrigendum
34	-	-	To be added : OEM Presence in Gujarat For efficient coordination, faster service response, and stronger accountability, we suggest that the RFP include a provision requiring the OEM to have a registered office presence in the State of Gujarat for at least the last three years, supported by valid documentary evidence Justification : A stable OEM presence within the state enhances responsiveness, improves service delivery, and ensures better coordination with government stakeholders throughout the project lifecycle.	Suggestion not accepted, as per bid

35	-	-	<p>To be added-Emphasis on Quality, Capability, and Experience For a project of this scale and strategic importance, it is essential that quality, OEM capability, and proven experience are given adequate weightage in the eligibility and evaluation criteria.</p> <p>Justification : We respectfully request that the RFP framework be strengthened to ensure that bidders demonstrate proven deployment capability, established service ecosystem, and credible OEM backing, rather than evaluation being driven predominantly by pricing parameters.</p>	Suggestion not accepted, as per bid
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36	Terms and conditions	<ul style="list-style-type: none"> • EMD : Rs. 40,00,000/- Following categories of bidders shall be exempted from furnishing EMD; 1. Micro and Small Enterprises (MSEs) who are holding valid Udyam Registration and are manufacturer of the offered/quoted Primary Product and whose credentials are validated online through Udyam Registration website of Ministry of MSME and also through supporting document uploaded during bid submission and validated by the Buyer.2. Start-ups as recognized by Department for Promotion of Industry and Internal Trade (DPIIT), holding valid Startup Recognition Certificate which is to be uploaded while bidding and claiming EMD exemption and to be validated by the Buyer. Bidder to ensure that turnover for any of the financial years has not exceeded beyond limits prescribed in the certificate / Start Up scheme of DPIIT. The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per above clause with the bid. Under MSE category, only manufacturers of the offered Primary Product are eligible for exemption from EMD. Traders/Distributors are excluded from the exemption.For other EMD exemption criteria will remain same as per GeM GTC. 	EMD Exemption: In line with the Public Procurement Policy for MSEs, we request a formal exemption from the Rs. 40 Lakhs EMD.	EMD Exemption clause is clearly mentioned in bid
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37			<p>We have BIS certificate too for imports of active led components as raw materials to assemble and manufacturing active module in india at authorized industrial area in delhi. will as bidder cum OEM , we have to pay EMD or relax as per MSME act .</p> <p>We have factory license too.</p> <p>We have our repairing centre in delhi for repair of all components of active by qualified engineers</p> <p>We have PAN india operation and branch office in Mumbai , Hyderabad & Dubai .</p> <p>We have no of installations in PSU/ govt / pvt organizations direct through GEM portal / through our reseller.</p>	
38			<p>Request for Statutory EMD Exemption (Rs. 40 Lakhs), we request the Department to formally allow the exemption of the Rs. 40 Lakhs EMD for registered MSE bidders. This support is crucial for small businesses to participate in state-building projects without facing prohibitive capital blocks.</p>	

Corrigendum dated 06.04.2026

Sr. no.	Existing clause	Revised clause
1	<p>Eligibility Criteria for the OEM : OEM of the quoted Display {themselves or through reseller(s)} must have supplied at least 185 nos. same or similar product during last 3 years before the bid opening date. Cumulative orders will be considered in last 3 years.</p> <p>Copies of Purchase Orders should be submitted.</p>	<p>OEM of the quoted Display {themselves or through reseller(s)} must have supplied at least 185 nos. Video Wall / Data wall during last 3 years before the bid opening date. Cumulative orders will be considered in last 3 years.</p> <p>Copies of Purchase Orders should be submitted.</p>
2	<p>Note: No bidders will be exempted from Past Performance criteria.</p>	<p>Note: No bidders will be exempted from Past Performance criteria.</p> <p><u>Exemption in Experience Criteria:</u></p> <p>Following categories of bidders shall be exempted from Bidder's Experience Criteria;</p> <ol style="list-style-type: none"> 1. Micro and Small Enterprises (MSEs) who are holding valid Udyam Registration and are manufacturer of the offered/quoted Primary Product and whose credentials are validated online through Udyam Registration website of Ministry of MSME and also through supporting document uploaded during bid submission and validated by the Buyer. Traders/Distributors are excluded from the exemption. 2. Start-ups as recognized by Department for Promotion of Industry and Internal Trade (DPIIT), holding valid Startup Recognition Certificate which is to be uploaded while bidding and claiming EMD exemption and to be validated by the Buyer. Bidder to ensure that turnover for any of the financial years has not exceeded beyond limits prescribed in the certificate / Start Up scheme of DPIIT.
3	<p>Technical Specifications for video wall at central & District location</p> <p>Screen Size : Minimum 12ft x 5 ft (or higher) for Central location Minimum 10ft x 7 ft (or higher) for District location</p>	<p>Screen Size : Minimum 12ft x 5 ft (+/- 2%) (or higher) for Central location Minimum 10ft x 7 ft (+/- 2%) (or higher) for District location</p>

4	<p>Technical Specifications for video wall at central & District location</p> <p>Speakers : Two 30 watts, 2 way powered, wall/ceiling mountable with clear sound</p>	<p>Speakers : Two 30 watts, 2 way powered, wall/ceiling mountable with clear sound (Internal / External)</p>
5	<p>Technical Specifications for video wall at central & District location</p> <p>Mounting Structure : Bidder to supply complete mounting frame/structure with accessories</p>	<p>Mounting Structure : Bidder to supply complete mounting frame/structure with accessories</p> <p>The use of Die-cast Aluminium for the Cabinet/Structure is permissible.</p>
6	<p>Technical Specifications for video wall at central & District location</p> <p>Viewing Angle (H/V) : $\geq 160^\circ / 160^\circ$</p>	<p>Viewing Angle (H/V) : $\geq 150^\circ / 150^\circ$</p>
7	<p>Technical Specifications for video wall at central & District location</p> <p>Ingress Protection : Front \geq IP30 (indoor) or OEM equivalent</p>	<p>Ingress Protection : Front \geq IP20 (indoor) or OEM equivalent</p>
8	<p>SCOPE OF WORK (SoW)</p> <p>3.1.3 Central Hardware Infrastructure</p> <p>The bidder shall supply and commission all central hardware infrastructure including but not limited to:</p> <p>a) Central CMS Server (physical/virtual as per architecture).....</p>	<p>The bidder shall supply and commission all central hardware infrastructure including but not limited to:</p> <p>a) Central CMS Server (On premise physical/virtual as per architecture).....</p>
9	-	<p>Additional terms :</p> <p>Private Static IP will be provided to L1 by Dept. For all locations</p>

All other clauses/specifications are as per bid.