

**Bid for the purchase of Smart LED TV**  
**GEM BID No - GEM/2026/B/7264745**  
**PRE-BID Queries response/ Corrigendum dated 27.05.2026**

Sr. No.	Clause Reference	Existing Clause	Requested Amendment	Response
1	<b>OEM Criteria (Service Centre)</b> Page No. 02 of 11	OEM should have a 24x7 toll-free helpdesk number operational in two languages: Hindi and Gujarati. The toll-free number should be indicated on the OEM's website.	We kindly request your consideration to allow the toll-free helpdesk to be operational during working hours (09:00 AM to 07:00 PM) in Hindi and Gujarati instead of 24x7. The toll-free number will continue to be displayed on the OEM's official website.	OEM should have toll-free helpdesk number operational in two languages: Hindi and Gujarati to be operational during working hours (09:00 AM to 07:00 PM). The toll-free number should be indicated on the OEM's website.
2	<b>OEM Past Performance</b> Page No. 01 of 11	The OEM of the quoted LED Smart TV (Smart TV / LED TV / IFP – Interactive Flat Panel) must have supplied at least 30,000 units of 43-inch or above Smart TV / Commercial TV to any State/Central Government / PSU / Public Listed Company in the last three financial years (up to 31st March 2025 or the last date of bid submission).	Considering the project size, we request whether the required quantity may be revised from 30,000 units to 20,000 units of 43-inch or above Smart TV / Commercial TV supplied in the last three financial years for broader participation without compromising the quality.	No Change. As per RFP.
3	<b>BOQ</b>	Request for increase in budget	In view of the recent increase in television prices at both national and global levels, we kindly request you to consider enhancing the per-unit budget.	No Change. As per RFP.
4	<b>Delivery &amp; installation</b> Page no 05	Delivery & Installation: Within 45 days from the date of purchase order.	Considering the large volume involved, we humbly request whether the delivery timeline may be extended to 90 days, including pre-dispatch inspection and delivery at site.	Delivery & Installation: Within 60 days from the date of purchase order.
5	<b>OEM Past Performance:</b>	As per Tender Terms : The OEM of the quoted LED Smart TV { Smart TV/ LED TV/ IFP (Interactive Flat Panel)} must have supplied at least 30,000 nos. of the Smart TV / Commercial TV of 43 Inch or above for any State/Central Govt/ Public Sector Undertaking (PSU)/ Public Listed Company in the last three financial years (till 31st March 2025 or up to the last date of bid submission)	WE REQUEST YOU TO ASK FOR 2X QTY AS PER TENDER QTY REQUIREMENT I.E 20,000 QTY TO 24,000 QTY.	No Change. As per RFP.
6	Service Centre	As per Tender Terms : OEM should have 24x7 Toll free helpdesk number operational in two languages: Hindi and Gujarati. Toll free no. should be indicated on the website of the OEM.	WE REQUEST YOU TO CHANGE THE TIMING FROM 9AM TO 7PM AS PER WORKING HOURS FOR OEM TOLL CENTRE.	OEM should have toll-free helpdesk number operational in two languages: Hindi and Gujarati to be operational during working hours (09:00 AM to 07:00 PM). The toll-free number should be indicated on the OEM's website.
7	Increase Budget for 43 inch Television		We request you to increase Budget for Per Unit Television due to price rise in the television industry Nationally & globally.	No Change. As per RFP.
8	<b>OEM Criteria:-</b>	The OEM should be a manufacturer of smart LED TV in existence and operational over the last 3 years as on the last date of bid submission. Copy of Work order(s) on or after 31st March 2023 should be submitted for proof of 3 years existence.	Kindly consider OEM should be manufacturer for the same or similar product (Smart TV / LED TV/ IFP (Interactive Flat Panel)) on or after 31st March 2023 or up to the last date of bid submission) to any central / state Government / PSU / Public Listed Company.	No Change. As per RFP.
9		Manufacturer should have Authorized Service Centres of Smart LED TV with Legal Agreements active from 6 Months before date of publishing of bid (Agreement Copies) in at least 20 districts in Gujarat. If not available, undertaking should be submitted by the OEM open the service centre in at least 20 district in 30 days from the receipt of contract	Manufacturer should have Authorized Service Centres of {Smart TV / LED TV/ IFP (Interactive Flat Panel)}with Legal agreements active from 6 Months before date of publishing of bid (Agreement Copies) in at least 20 districts in Gujarat. If not available, undertaking should be submitted by the OEM to open the service centre in at least 20 district in 30 days from the receipt of contract	No Change. As per RFP.
10		Delivery & Installation: Within 45 days from the date of purchase order	Delivery & Installation: Within 60-90 days from the date of purchase order as current market situation and availability of products is difficult to delivery within 45 days.	Delivery & Installation: Within 60 days from the date of purchase order.
11	<b>OEM Past Performance:</b>	The OEM of the quoted LED Smart TV { Smart TV/ LED TV/ IFP (Interactive Flat Panel)} must have supplied at least 30,000 nos. of the Smart TV / Commercial TV of 43 Inch or above for any State/Central Govt/ Public Sector Undertaking (PSU)/ Public Listed Company in the last three financial years (till 31st March 2025 or up to the last date of bid submission).	IFP [ Interactive panel ] Word has not mentioned into supplied section which must consider as it is contradictory statement in an OEM Past performance	No Change. As per RFP.
12	Product should be Make in India:	Procurement under this bid is reserved for purchase from Class I local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry – MeitY for specific Goods/Products in notification W-43/1/2020- IPHW -MeitY, Dated: March 09, 2021.	As per Guidelines Make In India class I or Class II both must applied in tender , Only asking MII Class I will lead to specific an OEM's	As per the Guidelines, Make In India class I or Class II may be applied in the said bid

13	OEM Past Performance	As per Tender Terms : The OEM of the quoted LED Smart TV { Smart TV/ LED TV/ IFP (Interactive Flat Panel)} must have supplied at least 30,000 nos. of the Smart TV / Commercial TV of 43 Inch or above for any State/Central Govt/ Public Sector Undertaking (PSU)/ Public Listed Company in the last three financial years (till 31st March 2025 or up to the last date of bid submission)	Past Performance (OEM): OEM of the quoted LED Smart TV {themselves or through reseller(s)} must have supplied at least at least 30,000 nos of the Commercial LED TV/Smart TV of 32 inch or above during last three years before the bid opening date. Please submit the copies of purchase orders references for the same. Documentary Proof: Copy of orkOrder/PO/Contract/Agreement	As per Tender Terms : The OEM of the quoted LED Smart TV { Smart TV/ LED TV/ IFP (Interactive Flat Panel)} must have supplied at least 30,000 nos. of the Smart TV / Commercial TV of 32 Inch or above for any State/Central Govt/ Public Sector Undertaking (PSU)/ Public Listed Company in the last three financial years (till 31st March 2025 or up to the last date of bid submission)
14	OEM Criteria:	The OEM should be a manufacturer of smart LED TV in existence and operational over the last 3 years as on the last date of bid submission. Copy of Work order(s) on or after 31st March 2023 should be submitted for proof of 3 years existence. Relevant copies of work orders/ Agreement and completion certificate issued in the name of OEM / If the project has been performed through an SI, completion certificate from end client mentioning name of OEM is to be submitted.	The Quoted Brand should have own manufacturing factory and experience in Supply of Commercial LED TV with any Centre/State Government Agency/PSU/ Govt. Institute in India for not less than last 5 years in TV Category preceding bid due date and same address should be mentioned in BIS certificate Documentary Proof: Copy of Factory license, BIS certificate to be submitted.	The Quoted brand should be BIS Certified and and OEM factory should have factory license.
15	OEM Criteria:	No clause on network	The OEM(s) of LED TV should have positive Net Worth in each of the last three Financial Years (2022-23, 2023-24 & 2024-25)	No Change. As per RFP.
16	OEM Criteria:	Product should be Make in India: Procurement under this bid is reserved for purchase from Class I local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry – MeitY for specific Goods/Products in notification W-43/1/2020-IPHW -MeitY, Dated: March 09, 2021. Bidder has to provide Necessary Document proof	Kindly allow class I and Class II local supplier as per the public procurement policy.	As per the Guidelines, Make In India class I or Class II may be applied in the said bid
17	Service Center:	OEM should have 24x7 Toll free helpdesk number operational in two languages: Hindi and Gujarati. Toll free no. should be indicated on the website of the OEM.	OEM should have 24x7 Toll free helpdesk number operational in two languages: Hindi and English. Toll free no. should be indicated on the website of the OEM.	OEM should have toll-free helpdesk number operational in two languages: Hindi and Gujarati to be operational during working hours (09:00 AM to 07:00 PM). The toll-free number should be indicated on the OEM's website.
18	Service Center:	The OEM should have an online customer support functionality on its website with live chat functionality	The OEM should have an online customer support functionality on its website.	The OEM should have an online customer support functionality on its website.
19	Service Center:	OEM should have their own android service application having the following three features in service application. a) Service Centre Locator- Application regarding Service Centre Locator shall guide the end user searching for the nearest service Centre details with address and contact number. b) Booking a repair- Application regarding book a repair shall enable the end user to book an appointment at the nearest service Centre through the app. c) Feedback- Application regarding Feedback shall have an option for the end user to give a feedback on the service provided.	To be removed	please consider as the point is ommitted.
20	Service Center:	Manufacturer should have Authorized Service Centres of Smart LED TV with Legal agreements active from 6 Months before date of publishing of bid (Agreement Copies) in at least 20 districts in Gujarat. If not available, undertaking should be submitted by the OEM to open the service center in atleast 20 district in 30 days from the receipt of contract	Manufacturer should have Authorized Service Centres of Smart LED TV with Legal agreements active from 6 Months before date of publishing of bid (Agreement Copies) in at least 20 districts in Gujarat.	No Change. As per RFP.
21	Specifications	No clause available	Operating System :OEM should have their own operating system	No Change. As per RFP.

22		Bidder shall be responsible to provide usage tracking software (installation to be done at GSDC) with real time automatic usage/on-off logs for equipment. Bidder will have to develop & provide a usage tracking application for monitoring the usage of equipment. The said usage tracking application is required to be preloaded in the 43" LED Smart TV. The usage tracking application should provide following details: o Number of LED Smart TV switched ON at any point of time – daily basis o Duration for which a LED Smart TV was ON – Daily basis o These reports should be generated Anganwadi wise, district wise.	To be removed	Bidder shall be responsible to provide usage tracking software (installation to be done at GSDC/private cloud) with real time automatic usage/on-off logs for equipment. Bidder will have to develop & provide a usage tracking application for monitoring the usage of equipment. The said usage tracking application is required to be preloaded in the 43" LED Smart TV. The usage tracking application should provide following details: o Number of LED Smart TV switched ON at any point of time – daily basis o Duration for which a LED Smart TV was ON – Daily basis o These reports should be generated Anganwadi wise, district wise.
23	Others	Within 45 days from the date of purchase order.	Delivery, Installation, Commissioning & Inspection For 11897 Anganwadi center: · T + 60 ( 1st lot 3000 Anganwadi) · T + 90 (2nd lot additional 4,448 Anganwadi) · T + 120 (3rd lot additional 4,449 Anganwadi)	Delivery & Installation: Within 60 days from the date of purchase order.
24		The bidder has to provide an installation report duly signed & stamped by the Anganwadi officer. The installation report should include a proper wall mount, electricity, and proper wall mount, electricity, and proper earthing sign-off.		No Change. As per RFP.
25	EMD Exemption for Startups		As per GeM GTC provisions, eligible Startups are entitled to exemption from Earnest Money Deposit (EMD). State entities may seek EMD from MSE bidders only if specifically provided in ATC/STC. In the absence of such an explicit clause, the exemption provisions prevail. We therefore request that EMD exemption be extended to eligible DPIIT-registered Startups in accordance with applicable GeM and Government guidelines.	No Change. As per RFP.
26	Mandatory Local Office/Service Center within the State		We respectfully object to the requirement of having an existing Local Office/Service Center within the State as a pre-qualification condition. Such a clause is restrictive and contrary to Rule 144 of GFR 2017, which mandates transparency, fairness, and open competition in public procurement.  State-specific eligibility requirements create artificial barriers and limit wider participation. Further, Articles 14, 19(1)(g), and 301 of the Constitution of India guarantee equality before law and freedom of trade across India. Imposing a pre-existing local presence condition is arbitrary and restricts fair competition.  We undertake to establish a local office/service support arrangement within 30 days of award, if required. We therefore request suitable amendment or removal of this clause.	No Change. As per RFP.

27	Restrictive Turnover and Experience Criteria		<p>We submit that the turnover and past experience conditions appear excessive and not proportionate to the scope and value of the contract. As per applicable DPIIT and GeM policy guidelines, excessive turnover criteria and disproportionate experience requirements not commensurate with contract execution needs are discouraged.</p> <p>Such clauses restrict fair competition and adversely impact Startup participation, contrary to the objective of promoting inclusive and competitive public procurement.</p> <p>We therefore request that the turnover and experience criteria be suitably amended or rationalized in line with applicable policy framework.</p>	No Change. As per RFP.
28	EQDC Testing Requirement		<p>We undertake to provide testing from equivalent or better NABL-accredited laboratories. The required purpose and testing parameters shall be fully complied with as per tender specifications.</p> <p>We kindly request that submission of equivalent/better NABL-accredited laboratory test reports be permitted in lieu of specific EQDC testing, as the technical intent and quality requirements will be completely fulfilled.</p>	No Change. As per RFP.
29	MII Class I	Product should be Make in India: Procurement under this bid is reserved for purchase from Class I local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry – MeitY for specific Goods/Products in notification W-43/1/2020-IPHW-MeitY, Dated: March 09, 2021.	Class 1 compliance is mentioned in the bid document, however it is marked as "No" under Golden Parameters. Please clarify whether Class 1 compliance is required.	As per the Guidelines, Make In India class I or Class II may be applied in the said bid
30	Technical Specification page no 7 & 8	LED TV	Please specify and add Commercial LED TV	No Change. As per RFP.
31	OEM turn over Page 1	OEM of the quoted product must have average annual turnover of Rs. 178 crores in the last three financial Years (2022-23, 2023-24, 2024-25). The copies of Audited Annual Accounts/Statutory CA Certificate for last three years shall be uploaded along with the bid	Please revise the clause - The OEM(s) of LED TV should have an average annual turnover of at least Rs. 178 Crores from Commercial LED TV of 43 Inch or above sales only during the last three financial years (2022-23, 2023-24 & 2024-25). The copies of Audited Annual Accounts/Statutory CA Certificate for last three years shall be uploaded along with the bid	No Change. As per RFP.

32	OEM Past Performance Page 1	The OEM of the quoted LED Smart TV { Smart TV/ LED TV/ IFP (Interactive Flat Panel)} must have supplied at least 30,000 nos. of the Smart TV / Commercial TV of 43 Inch or above for any State/Central Govt/ Public Sector Undertaking (PSU)/ Public Listed Company in the last three financial years (till 31st March 2025 or up to the last date of bid submission).	OEM of the quoted LED Smart TV (themselves or through reseller(s)) must have supplied at least 25,000 nos. of the Commercial LED TV/Smart TV of 43 Inch or above during last three years before the bid opening date. Please submit the copies of purchase orders / completion certificate / customer references for the same.	No Change. As per RFP.
33	Service Center Pg-2 ATC Point 1	OEM should have 24x7 Toll free helpdesk number operational in two languages: Hindi and Gujarati. Toll free no. should be indicated on the website of the OEM.	OEM should have 24x7 Toll free helpdesk number operational in two languages: Hindi and English. Toll free no. should be indicated on the website of the OEM.	No Change. As per RFP.
34	Service Center Pg-2 ATC	OEM should have their own android service application having the following features in service application: a) Service Centre Locator – Application regarding Service Centre Locator shall guide the end user searching for the nearest service centre details with address and contact number. b) Booking a repair – Application regarding booking a repair shall enable the end user to book an appointment at the nearest service Centre through the app. c) Feedback – Application regarding Feedback shall have an option for the end user to give a feedback on the service provided. Provide OEM declaration regarding the service support features and their details to be uploaded along with the Bid.	To be removed	please consider as the point is ommitted.
35	OEM Criteria <b>Service Centre Page 2</b>	Manufacturer should have Authorized Service Centres of Smart LED TV with Legal agreements active from 6 Months before date of publishing of bid (Agreement Copies) in at least 20 districts in Gujarat. If not available, undertaking should be submitted by the OEM to open the service center in at least 20 district in 30 days from the receipt of contract	Please revise the clause - Manufacturer should have Authorized Service Centres of Smart LED TV with Legal agreements active from 6 Months before date of publishing of bid (Agreement Copies) in at least 17 districts in Gujarat. If not available, undertaking should be submitted by the OEM to open the service center in at least 17 district in 30 days from the receipt of contract. Centers in all the consignee locations (Districts), as a documentary proof Gumashtha/Municipal corporation issued license and GST registration certificate issued by Gujarat GST Department on OEM's name along with valid service Centre Agreement with OEM in last 3 years. In case it doesn't have, it should setup within 30 days of work order if it gets selected.	No Change. As per RFP.

36		Manufacturer should have Authorized Service Centres of Smart LED TV with Legal agreements active from 6 Months before date of publishing of bid (Agreement Copies) in at least 20 districts in Gujarat. If not available, undertaking should be submitted by the OEM to open the service center in atleast 20 district in 30 days from the receipt of contract	Would request to amend service centre in every district	No Change. As per RFP.
37	Delivery & Installation Page - 5	Within 45 days from the date of purchase order. 1. All the hardware mentioned in the bid has to be delivered to the offices of all cities/districts of Gujarat State. The details of which will be given at the time of issue of the work order	Would request to amend to 75 days	Delivery & Installation: Within 60 days from the date of purchase order.
38	Technical Minimum Specifications 1. Smart LED TV Page 7 or 8	Request to Add New Technical Specification - Operating System	Please add new Technical Specification - Operating System - OEM should have own operating system	No Change. As per RFP.
39		Bidder shall be responsible to provide usage tracking software (installation to be done at GSDC) with real time automatic usage/on-off logs for equipment. Bidder will have to develop & provide a usage tracking application for monitoring the usage of equipment. The said usage tracking application is required to be preloaded in the 43" LED Smart TV. The usage tracking application should provide following details:  o Number of LED Smart TV switched ON at any point of time – daily basis  o Duration for which a LED Smart TV was ON – Daily basis  o These reports should be generated Anganwadi wise, district wise.	To be removed	Bidder shall be responsible to provide usage tracking software (installation to be done at GSDC/private cloud) with real time automatic usage/on-off logs for equipment. Bidder will have to develop & provide a usage tracking application for monitoring the usage of equipment. The said usage tracking application is required to be preloaded in the 43" LED Smart TV. The usage tracking application should provide following details:  o Number of LED Smart TV switched ON at any point of time – daily basis o Duration for which a LED Smart TV was ON – Daily basis o These reports should be generated Anganwadi wise, district wise.
40	Technical Specification Page No 7 & 8	Audio Out - Yes	Pls add Audio/HDMI(ARC/eARC)	No Change. As per RFP.
41	To be added	Power Consumption	70W or less	No Change. As per RFP.
42	(ATC, Page no.1), Bidder Turn over	he Bidder (Make in India OEM / Reseller) must have average annual turnover of <b>Rs.71 Crores</b> in the last three financial Years (2022-23, 2023-24, 2024-25). The copies of Audited Annual Accounts/Statutory CA Certificate for last three years shall be uploaded along with the bid.	Bidder Turn over: The Bidder (Make in India OEM / Reseller) must have average annual turnover of <b>Rs. 15 Crores</b> in the last three financial Years (2022-23, 2023-24, 2024-25). The copies of Audited Annual Accounts/Statutory CA Certificate for last three years shall be uploaded along with the bid.	No Change. As per RFP.

43	(ATC, Page no.1), Bidder Past Performance:	Dept. has only asked for Bidder's Past performance and did not allow OEM (themselves or through re-seller(s)) experience. This is a restrictive clause and does not comply with GeM standard conditions. As per GeM terms, Bidder/OEM (themselves or through re-seller(s)) performance is considered. Hence, requesting the dept. to revise the clause as, "The Bidder/OEM (themselves or through re-seller(s)) must have successfully executed/completed: * at least one single order of Rs. 28 Crores * 2 Orders each of Rs. 17 Crore or * 3 Orders each of Rs. 14 Crore of same or similar product {Smart TV / LED TV/ IFP (Interactive Flat Panel)} in the last 3 years (till 31st March 2025 or up to the last date of bid submission) to any central / state Government / PSU."	Past Performance: The bidder/ OEM (themselves or through resellers) must have successfully executed/completed (i) Single order of at least 35% of estimated bid value; or (ii) Two orders of at least 20% each of estimated bid value; or (iii) Three orders of at least 15% each of estimated bid value of the same or similar product {Smart TV / LED TV/ IFP (Interactive Flat Panel)} in the last 3 years (till 31st March 2025 or up to the last date of bid submission) to any central / state Government / PSU.	No Change. As per RFP.
44	ATC, Page no.1) OEM Past Performance:	The OEM of the quoted LED Smart TV {Smart TV/ LED TV/ IFP (Interactive Flat Panel)} must have supplied at least 30,000 nos. of the Smart TV / Commercial TV of 43 Inch or above for any State/Central Govt/ Public Sector Undertaking (PSU)/ Public Listed Company in the last three financial years (till 31st March 2025 or up to the last date of bid submission).	OEM Past Performance: The OEM (themselves or through resellers) of the quoted LED Smart TV {Smart TV/ LED TV/ IFP (Interactive Flat Panel)} (themselves or through resellers) must have supplied at least 20,000 nos. of the Smart TV / Commercial TV of 43 Inch or above for any State/Central Govt/ Public Sector Undertaking (PSU) in the last three financial years (till 31st March 2025 or up to the last date of bid submission).	No Change. As per RFP.
45	(ATC, Page no. 2), Pre-dispatch Inspection:	After Financial bid opening qualified Bidders will be called for EQDC Testing of the proposed Smart LED TV. The qualified bidders will have to successfully pass the EQDC testing within 30 days of the intimation by department. In case any qualified bidder(s) fails to pass the EQDC testing, then in such case said bidder will be disqualified and the PBG will be forfeited.	The Selected BIDDER shall conduct pre-dispatch quality inspection as per industry norms from any one of the Inspection Agency: Government inspection agency / IRCLASS Systems / RITES/ BUREAU VERITAS / SGS INDIA / NABL Lab on behalf of buyer. All arrangements for inspection shall be made by the Seller, and all inspection fee/charges shall be borne by the Seller only.	After Financial bid opening qualified Bidders will be called for EQDC Testing/ NABL accredited laboratory testing of the proposed Smart LED TV. The qualified bidders will have to successfully pass the EQDC testing within 30 days of the intimation by department. In case any qualified bidder(s) fails to pass the EQDC testing, then in such case said bidder will be disqualified and the PBG will be forfeited.
46	(ATC, Page no. 2), MII:	Product should be Make in India: Procurement under this bid is reserved for purchase from Class I local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry – MeitY for specific Goods/Products in notification W-43/1/2020-IPHW -MeitY, Dated: March 09, 2021.	Purchase Preference shall be given to Class I and Class II local suppliers as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time.	As per the Guidelines, Make In India class I or Class II may be applied in the said bid
47	(ATC, Page no. 1), Non-Blacklisting:	Neither the Bidder nor the Original Equipment Manufacturer (OEM) of the quoted item shall have been blacklisted, debarred, involved in non-performance issues, or had their Performance Bank Guarantee (PBG) forfeited by any State Government, Central Government, or Public Sector Undertaking (PSU) during the last three (3) years as on the last date of bid submission. The Bidder and the OEM shall submit an undertaking to this effect along with the bid.	Kindly Remove this clause.	No Change. As per RFP.
48	(ATC, Page no. 2), 24x7 Toll free helpdesk:	OEM should have 24x7 Toll free helpdesk number operational in two languages: Hindi and Gujarati. Toll free no. should be indicated on the website of the OEM.	The OEM should have a Toll-Free Helpdesk number with a dedicated Call Centre to manage service support in India. The Toll-Free number should be displayed on the OEM's official website.	OEM should have toll-free helpdesk number operational in two languages: Hindi and Gujarati to be operational during working hours (09:00 AM to 07:00 PM). The toll-free number should be indicated on the OEM's website.
49	(ATC, Page no. 2), Android Service Application	OEM should have their own android service application having the following three features in service application. a) Service Centre Locator- Application regarding Service Centre Locator shall guide the end user searching for the nearest service Centre details with address and contact number. b) Booking a repair- Application regarding book a repair shall enable the end user to book an appointment at the nearest service Centre through the app. c) Feedback- Application regarding Feedback shall have an option for the end user to give feedback on the service provided.	Kindly remove this clause.	please consider as the point is omitted.

50	(ATC, Page no. 3), EMD:	Following categories of bidders shall be exempted from furnishing EMD; 1. Micro and Small Enterprises (MSEs) who are holding valid Udyam Registration; 2. Start-ups as recognized by Department for Promotion of Industry and Internal Trade (DPIIT); 3. Central / State PSUs.	EMD exemption shall be provided as per GeM GTC.	No Change. As per RFP.
51	(ATC, Page no. 6), Penalty	The amount of penalty for delay in delivery & installation shall be subject to a maximum limit of 10% of the total contract value, then after contract order will be terminated.	The amount of penalty for delay in delivery & installation shall be imposed at the rate of 0.5% per week of delay, subject to a maximum limit of 5% of the total contract value, in accordance with GeM terms and conditions.	No Change. As per RFP.
52	Additional terms & Conditions, Bid Evaluation Criteria, Page no. 1	OEM Past Performance: The OEM of the quoted LED Smart TV {Smart TV/ LED TV/ IFP (Interactive Flat Panel)} must have supplied at least 30,000 nos. of the Smart TV / Commercial TV of 43 Inch or above for any State/Central Govt/ Public Sector Undertaking (PSU)/ Public Listed Company in the last three financial years (till 31st March 2025 or up to the last date of bid submission).	The current OEM past performance requirement of supply of at least 30,000 Smart TVs / Commercial TVs of 43 inch or higher is very high compared to the bid quantity of 11,897 units. Such a condition restricts participation from several capable OEMs who have relevant Government supply experience but may not have executed supplies of this scale This limits competition and may adversely impact competitive pricing for the dept.  It is requested that the requirement be revised as follows: <b>“The OEM {themselves or through re-seller(s)} must have supplied at least 20,000 nos. of the Smart TV / Commercial TV of 43 Inch or above for any State/Central Govt/ Public Sector Undertaking (PSU) in the last three financial years (till 31st March 2025 or up to the last date of bid submission).”</b>	No Change. As per RFP.
53	Additional terms & Conditions, OEM Criteria, Service Centre, Point no. 1, 2, 3	OEM should have 24x7 Toll free helpdesk number operational in two languages: Hindi and Gujarati. Toll free no. should be indicated on the website of the OEM.	The current requirement mandating the OEM to maintain a 24x7 toll-free helpdesk, live chat support on its website, and its own Android application with service features is restrictive in nature. The combination of these three conditions can practically be fulfilled by only one OEM, thereby limiting fair competition.  <b>It is requested that these clauses be removed</b> , as adequate service support can be ensured through authorised service centres and standard complaint redressal mechanisms.	OEM should have toll-free helpdesk number operational in two languages: Hindi and Gujarati to be operational during working hours (09:00 AM to 07:00 PM). The toll-free number should be indicated on the OEM’s website.  OEM should have toll-free helpdesk number operational in two languages: Hindi and Gujarati to be operational during working hours (09:00 AM to 07:00 PM). The toll-free number should be indicated on the OEM’s website.  please consider as the point is omitted.
54	Page no. 2	The OEM should have an online customer support functionality on its website with live chat functionality.		
55		OEM should have their own android service application having the following three features in service application. a) Service Centre Locator- Application regarding Service Centre Locator shall guide the end user searching for the nearest service Centre details with address and contact number. b) Booking a repair- Application regarding book a repair shall enable the end user to book an appointment at the nearest service Centre through the app. c) Feedback- Application regarding Feedback shall have an option for the end user to give a feedback on the service provided.		
56	Additional terms & Conditions, OEM Criteria, Page no. 2	Product should be Make in India: Procurement under this bid is reserved for purchase from Class I local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry – MeitY for specific Goods/Products in notification W-43/1/2020-IPHW -MeitY, Dated: March 09, 2021.	The current restriction limiting participation only to Class I local suppliers is not aligned with Make in India guidelines. As per MII policy, procurement can be restricted to Class I suppliers only when the concerned Nodal Ministry has issued a notification declaring sufficient local capacity and competition. No such notification has been issued for Smart TVs by MeitY.  <b>It is therefore requested that the dept. allow participation of both Class I and Class II local suppliers in the bid.</b>	As per the Guidelines, Make In India class I or Class II may be applied in the said bid

57	Additional terms & Conditions, Page no. 4	Following categories of bidders shall be exempted from furnishing EMD; 1. Micro and Small Enterprises (MSEs) who are holding valid Udyam Registration 2. Start-ups as recognized by Department for Promotion of Industry and Internal Trade (DPIIT) 3. Central / State PSUs.	The current bid conditions do not clearly provide EMD exemption as per Gujarat State Procurement Policy 2024. The said policy extends exemption to specified categories of bidders, and the same is consistent with GeM GTC provisions.  It is requested that the following clarification be incorporated: <b>“EMD Exemption shall be provided as per Gujarat State Procurement Policy 2024.”</b>	No Change. As per RFP.
58	Additional terms & Conditions, Bid Evaluation Criteria, Page no. 1	Bidder Turn over: The Bidder (Make in India OEM / Reseller) must have average annual turnover of <b>Rs.71 Crores</b> in the last three financial Years (2022-23, 2023-24, 2024-25). The copies of Audited Annual Accounts/Statutory CA Certificate for last three years shall be uploaded along with the bid	The current bidder average annual turnover requirement of Rs. 71 Crores in the last three financial years (2022-23, 2023-24, 2024-25) is disproportionately high compared to the estimated project value of approximately Rs. 30 Crores. As per GeM guidelines, the turnover requirement should generally be limited to up to 0.5 times of the estimated bid value.  It is requested that the minimum average annual turnover requirement be revised as - <b>"Bidder Turn over: The Bidder (Make in India OEM / Reseller) must have average annual turnover of Rs.15 Crores in the last three financial Years (2022-23, 2023-24, 2024-25). The copies of Audited Annual Accounts/Statutory CA Certificate for last three years shall be uploaded along with the bid."</b>	No Change. As per RFP.
59	Additional terms & Conditions, Bid Evaluation Criteria, Page no. 1	Bidder Past Performance: The bidder must have successfully executed/completed • at least one single order of Rs. 28 Crore or • 2 Orders each of Rs. 17 Crore or • 3 Orders each of Rs. 14 Crore of the same or similar product {Smart TV / LED TV/ IFP (Interactive Flat Panel)} in the last 3 years (till 31st March 2025 or up to the last date of bid submission) to any central / state Government / PSU / Public Listed Company.	The current past performance clause does not fully align with GeM provisions. As per GeM norms, bidders are permitted to submit either their own experience or that of their OEM (themselves or through resellers) for similar completed projects supplied to Central/State Government/PSUs. Also, GeM does not allow bidder or OEM to offer experience in supply to Public Listed Companies as it can be easily fabricated and is not verifiable.  It is requested to follow the GeM guidelines and ask for past performance of Bidder/OEM {Themselves or through reseller(s)} as follows -  <b>"Past Performance: The bidder or its OEM (either themselves or through resellers) must have successfully executed/completed • at least one single order of Rs. 28 Crore or • 2 Orders each of Rs. 17 Crore or • 3 Orders each of Rs. 14 Crore of the same or similar product {Smart TV / LED TV/ IFP (Interactive Flat Panel)} in the last 3 years (till 31st March 2025 or up to the last date of bid submission) to any central / state Government / PSU"</b>	No Change. As per RFP.

60	Additional terms & Conditions, Bid Evaluation Criteria, Page no. 1	Neither the Bidder nor the Original Equipment Manufacturer (OEM) of the quoted item shall have been blacklisted, debarred, involved in non-performance issues, or had their Performance Bank Guarantee (PBG) forfeited by any State Government, Central Government, or Public Sector Undertaking (PSU) during the last three (3) years as on the last date of bid submission. The Bidder and the OEM shall submit an undertaking to this effect along with the bid.	<p>The current blacklisting/debarment clause extending applicability across all Government organisations is non-standard. Blacklisting or debarment is generally department-specific and applicable only for a defined period. Extending its scope to all depts. goes beyond standard procurement norms and is untenable.</p> <p>It is requested that the dept. remove or suitably modify this clause as follows -  <b>"Neither the Bidder nor the Original Equipment Manufacturer (OEM) of the quoted item shall have been blacklisted, debarred by any State Government, Central Government, or Public Sector Undertaking (PSU) during the last three (3) years as on the last date of bid submission. The Bidder and the OEM shall submit an undertaking to this effect along with the bid."</b></p>	No Change. As per RFP.
61	Additional terms & Conditions, Page no. 5	Delivery & Installation: Within <b>45 days</b> from the date of purchase order	<p>The current delivery timeline of 30 days for supply and installation of 11,897 Smart TVs across all Anganwadi Centres is not practically feasible. Manufacturing such large quantity, quality inspection, logistics planning, transportation to multiple districts, and installation at field-level Anganwadi centres require a reasonable execution period of at least 90 days. Requiring delivery within 30 days will compel bidders to factor in an additional penalty risk of at least 4–5% in their quoted prices. This will reflect in the financial bids and will not provide any competitive or cost advantage to the dept.</p> <p>It is requested that the dept. change the delivery timeline to 90 days.  <b>"Delivery &amp; Installation: Within 90 days from the date of purchase order."</b></p>	Delivery & Installation: Within 60 days from the date of purchase order.

62	Additional terms & Conditions, Page no. 6  and  Additional terms & Conditions, Page no. 7	Bidder must ensure that the warranty support & service should be available up to delivery locations to provide repairing cum replacement services of faulty equipment within 48 hrs. AND Operational/Warranty period Penalty: <input type="checkbox"/> During warranty period, if the complaint is not resolved within 48 hrs the penalty of Rs. 300 per day for Smart LED TV. However, if the complaints not resolved within 7 days then from 8th day to 14th day, penalty would be levied @ 150% and from 15th day onwards penalty @ 200% of the above rates would be levied. The amount of penalty will be recovered from the Performance bank guarantee during warranty period.	The current complaint resolution timeline of 48 hours for Smart TVs and the associated penalty clause are not aligned with practical service conditions and GeM standards. Smart TVs installed at Anganwadi Centres may require technician visits and in some cases part replacement. OEM-authorized service centres require at least 72 working hours to resolve the majority of such field-level complaints, especially in rural or semi-urban locations. A 48-hour resolution window is therefore operationally restrictive.  Further, the penalty clause should be aligned with GeM GTC norms to maintain uniformity in Government procurement. As per GeM standards, the applicable penalty is 0.5% of the contract value of the delayed quantity per week (or part thereof), subject to a maximum cap.  It is requested the dept. increase the complaint resolution timeline to 72 working hours and revise the penalty as per GeM.  "Bidder must ensure that the warranty support & service should be available service centres to provide repairing cum replacement services of faulty equipment <b>within 72 working hrs.</b> AND Operational/Warranty period Penalty: <input type="checkbox"/> <b>During warranty period, if the complaint is not resolved within 72 working hrs the penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller. Seller can deposit the penalty with the Buyer directly else the</b>	No Change. As per RFP.
63	Additional terms & Conditions, Page no. 8	Bidder will have to keep 1% stock in spares for all hardware at suppliers location (to fulfil contractual obligations) to store them considering geographical access across the state to make standby arrangement on immediate basis for any breakdown of hardware in Anganwadi center without an additional cost.	The current requirement mandating maintenance of additional spare parts inventory specifically for these Smart TVs is unnecessary. Spare parts for Smart TVs are already maintained and supplied through OEM-authorized service centres, which are responsible for warranty repair and replacement services. Since all service support will be routed through authorised OEM centres, creating a separate spare inventory for this project does not add operational value and will unnecessarily increase the project cost.  <b>It is requested that the dept. kindly remove this clause.</b>	No Change. As per RFP
64	Bid Eligibility Criteria		Dept. has mentioned that EMD exemption will be granted to MSEs, Start-ups and Central / State PSUs. But according to GeM GTC guidelines, the bidders in categories such as Vendor assessed, KVIC, COIR etc. should be given EMD exemption. Requesting that the dept. provide EMD exemption to all the categories recommended by GeM.	No Change. As per RFP.
65			Dept. has asked for OEM's Past performance in supply of at least 30,000 nos. of Smart TV/ Commercial TV of 43 inch or higher. Considering that the bid is for supply of only 11897 TVs, this clause is highly restrictive and limits competition from several capable OEMs. To ensure participation from increased number of OEMs, requesting the dept. to revise the clause as, "The OEM {themselves or through re-seller(s)} must have supplied at least 20,000 nos. of the Smart TV / Commercial TV of 43 Inch or above for any State/Central Govt/ Public Sector Undertaking (PSU) in the last three financial years (till 31st March 2025 or up to the last date of bid submission)."	No Change. As per RFP.

66			Dept. has mentioned that Smart LED TV must have screen mirroring and Mobile App (Android/ iOS). Requesting the dept. to kindly clarify whether the requirement is only for screen mirroring functionality through a mobile device, or whether a dedicated mobile application is required for controlling and operating the TV.	No Change. As per RFP. For screen mirroring only
67	Terms and Conditions		Dept. has asked for Bidder turnover of Rs. 71 Crores in the last three financial Years (2022-23, 2023-24, 2024-25). Considering that the budget allocated for procurement of TVs under Poshan Abhiyaan is Rs. 25,000 per unit, the estimated budget of this project is approximately Rs. 30 Crores. According to GeM guidelines, the minimum Bidder turnover asked should be up to 0.5 times of the overall value of the project. Requesting the dept. to change the Bidder's minimum average annual turnover to Rs. 15 Crores in the last three financial Years (2022-23, 2023-24, 2024-25).	No Change. As per RFP.
68			Dept. has mentioned that neither the bidder nor the OEM should have been blacklisted/ debarred/ involved in non-performance issues or had their PBG forfeited by any Govt. organisations. This is a non-standard clause as blacklisting or debarment is generally applicable for a specific period and only with respect to the department that has imposed such action. Extending its applicability across all Government organizations is legally untenable and goes beyond standard procurement norms. Hence, requesting the dept. to remove the clause.	No Change. As per RFP.
69			Dept. mentioned that Smart TVs shall be purchased from Class I local suppliers. According to Make in India guidelines, products shall be purchased from Class I or Class II local suppliers unless the concerned Nodal Ministry has issued a notification/ order declaring that sufficient local capacity and local competition exist for the said product, restricting procurement to Class I suppliers. Since there is no such notification issued by the concerned Nodal Ministry for Smart TVs declaring sufficient local capacity and competition, requesting the dept. to allow both Class I and Class II local suppliers to participate in the bid.	As per the Guidelines, Make In India class I or Class II may be applied in the said bid
70	Scope of Supply/Service		Dept. has only asked for Bidder's Past performance and did not allow OEM (themselves or through re-seller(s)) experience. This is a restrictive clause and does not comply with GeM standard conditions. As per GeM terms, Bidder/OEM (themselves or through re-seller(s)) performance is considered. Hence, requesting the dept. to revise the clause as, "The Bidder/OEM (themselves or through re-seller(s)) must have successfully executed/completed: * at least one single order of Rs. 28 Crores * 2 Orders each of Rs. 17 Crore or * 3 Orders each of Rs. 14 Crore of same or similar product {Smart TV / LED TV/ IFP (Interactive Flat Panel)} in the last 3 years (till 31st March 2025 or up to the last date of bid submission) to any central / state Government / PSU."	No Change. As per RFP.
71			Dept. has mentioned OEM to have 24x7 toll-free helpdesk number, an online customer support functionality on its website with live chat and to have own android application with service features. These three conditions can only be fulfilled by a single OEM thereby limiting competition. Hence, requesting the dept. to remove the clauses.	OEM should have toll-free helpdesk number operational in two languages: Hindi and Gujarati to be operational during working hours (09:00 AM to 07:00 PM). The toll-free number should be indicated on the OEM's website.

72	Product/Service specification		Dept. has mentioned "If the complaint is not resolved within 48 hrs the penalty of Rs. 300 per day for Smart TVs. However, if the complaints not resolved within 7 days then from 8th day to 14th day, penalty would be levied @ 150% and from 15th day onwards penalty @ 200% of the above rates would be levied". This is a non-standard penalty clause and does not align with the GeM standards. Requesting the dept. to change the clause as per GeM and ask for a penalty @ 0.5% of the contract value of delayed qty. per week or part of the week of delayed period subject to a maximum limit of 5% of the contract value.	No Change. As per RFP.
73			Dept. has mentioned that "Bidder must ensure that the warranty support & service should be available up to delivery locations to provide repairing cum replacement services of faulty equipment within 48 hrs." Televisions have a standard TAT of at least 3 days. Requesting the dept. to revise the resolution timeline to at least 72 working hours.	No Change. As per RFP.
74	Terms and Conditions		The department has reserved the bid for purchase from Class I local suppliers. DPIIT Notification No. P-45021/2/2017-PP (BE-II)-Part(4)Vol.II date: 19th July 2024 states that "Only 'Class-I local supplier' and 'Class-II local supplier', as defined under the Order, shall be eligible to bid in procurement undertaken by procuring entities, except when Global tender enquiry has been issued.' Given that the current bid is not a global tender, it is a request to the department to revise this clause and allow Purchase Preference to both Class I and Class II local suppliers as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time.	As per the Guidelines, Make In India class I or Class II may be applied in the said bid
75			The turnover of bidder is given as 71 crores. This is very huge and many interested bidders cannot participate with such high turnover. It will be very helpful if the department reduces this bidder turnover according to GeM guidelines which only ask for 0.5 times the estimated bid value.	No Change. As per RFP.
76			The department gave 45 days to deliver the TVs. It is a request to the department to increase the delivery timeline to at least 90 days as it is not practically possible for the bidder to supply such huge qty of devices across all the districts in such a short timeline.	Delivery & Installation: Within 60 days from the date of purchase order.
77	Scope of Supply/Service		The department has asked for a live chat feature on OEM website. It is a request to the department to please clarify if WhatsApp chat is considered under live chat functionality.	The OEM should have an online customer support functionality on its website.
78			In the bidder past performance clause, the department only asked for bidder experience. This is not according to GeM standard guidelines. The department should consider asking for experience from 'Bidder/ OEM (themselves or through resellers)' as per GeM standard guidelines to increase participation.	No Change. As per RFP.
79	Product/Service specification		The department has asked the bidder to handle the electrical power cabling from the nearest power point to the LED installation location. This requirement will increase the project cost, as bidders will factor in additional charges for such installation, even if it is not required at all locations. This will unnecessarily impact the overall project budget. It is a request to the department to please remove this clause.	No Change. As per RFP.

80			The department asked for EMD of Rs. 71 lakhs which is very huge and has not given EMD exemption as per GeM GTC. It is a request that the department consider GeM guidelines for EMD exemption which will encourage more bidders to participate.	No Change. As per RFP.
81	Bid Eligibility Criteria		The department asked the OEM to be in the Smart TV business for the last 3 years and to submit work orders issued on or after 31st March 2023, along with a completion certificate from the client in the name of OEM as proof of existence. It is a request that the department ask for copies of relevant contracts clearly indicating the OEM brand name, in line with GeM terms and conditions.	No Change. As per RFP.
82			SUB: Restrictive Pre-Qualification Condition: Mandatory Local Office/Service Center in State – Violation of GFR 2017 and Constitutional Principles. Respected Sir/Madam, We object to the requirement of an existing Local Office/Service Center within the State as a pre-qualification condition. The said clause is restrictive and contrary to Rule 144 of GFR 2017, which mandates transparency, fairness, and open competition in public procurement. State-specific eligibility requirements create artificial barriers and limit wider participation. Articles 14, 19(1)(g) and 301 of the Constitution of India guarantee equality before law and freedom of trade across India, and such restrictions are arbitrary. Prayer: Kindly amend or remove this clause. We undertake to establish a local office within 30 days of award. Reservation of Rights: We reserve rights under GeM grievance mechanism, MSME Development Act 2006 and applicable laws.	No Change. As per RFP.
83	Bid Eligibility Criteria		We are a DPIIT-registered Startup and submit this representation regarding the eligibility criteria. We possess the required technical capability and infrastructure to meet your specifications; however, certain restrictive conditions are limiting Startup participation. As per GeM GTC provisions, EMD exemption is available to eligible Startups. State entities may seek EMD from MSE bidders only if specifically mentioned in ATC/STC; in absence of such clause, exemption provisions prevail. Further, Rule 170(i) of GFR 2017 provides that Startups are eligible for exemption from prior experience and turnover criteria, subject to meeting prescribed technical and quality standards. We therefore request suitable amendment/relaxation to ensure fair competition and promote Startup participation in transparent public procurement. Failing this, we reserve our rights under the GeM grievance mechanism, MSME Development Act, 2006, and other applicable laws.	No Change. As per RFP.
84			SUB: Restrictive Pre-Qualification Condition: Mandatory Local Office/Service Center in State – Violation of GFR 2017 and Constitutional Principles. Respected Sir/Madam, We object to the requirement of an existing Local Office/Service Center within the State as a pre-qualification condition. The said clause is restrictive and contrary to Rule 144 of GFR 2017, which mandates transparency, fairness, and open competition in public procurement. State-specific eligibility requirements create artificial barriers and limit wider participation. Articles 14, 19(1)(g) and 301 of the Constitution of India guarantee equality before law and freedom of trade across India, and such restrictions are arbitrary. Prayer: Kindly amend or remove this clause. We undertake to establish a local office within 30 days of award. Reservation of Rights: We reserve rights under GeM grievance mechanism, MSME Development Act 2006 and applicable laws.	No Change. As per RFP.

85	Terms and Conditions		EQDC testing equivalent or better NABL accredited laboratory testing will be provided. The required purpose and testing parameters shall be fully complied with as per tender specifications. Kindly allow us to submit equivalent/better NABL lab test reports in lieu of specific EQDC testing, as the intent and technical requirements will be completely fulfilled.	After Financial bid opening qualified Bidders will be called for EQDC Testing/ NABL accredited laboratory testing of the proposed Smart LED TV. The qualified bidders will have to successfully pass the EQDC testing within 30 days of the intimation by department. In case any qualified bidder(s) fails to pass the EQDC testing, then in such case said bidder will be disqualified and the PBG will be forfeited.
86			Sub: Restrictive Turnover & Experience Requirements – Violation of DPIIT and GeM Guidelines. Dear Sir/Madam, We object to the discriminatory turnover and past experience conditions in the subject tender, as they are contrary to DPIIT OM No. P-45014/33/2021-BE-II dated 20.12.2022 and GeM OM No. 2025/GeM/Policy/01 dated 22.09.2025. Excessive turnover criteria not commensurate with the financial capacity required for execution are expressly discouraged under Annexure A, Point 1(d). Similarly, disproportionate OEM presence or multi-year experience conditions exceeding actual contract needs are restrictive under Annexure A, Point 1(e) and reaffirmed by the above GeM OM. Such clauses limit fair competition and Startup participation. Prayer: Kindly remove or suitably amend these excessive turnover and experience requirements in line with applicable policy guidelines. Reservation of Rights: We reserve rights under GeM grievance mechanism, MSME Development Act 2006, and applicable laws.	No Change. As per RFP.
87	Terms and Conditions		Dear Sir, Greeting From LG Electronics India Limited, We request to you kindly amend below request. 1.Past Performance (OEM): OEM of the quoted LED Smart TV {themselves or through reseller(s)} must have supplied at least at least 30,000 nos of the Commercial LED TV/Smart TV of 32 inch or above during last three years before the bid opening date. Please submit the copies of purchase orders references for the same. Documentary Proof: Copy of work order/PO/Contract/Agreement 2.The Quoted Brand should have own manufacturing factory and experience in Supply of Commercial LED TV with any Centre/State Government Agency/PSU/ Govt. Institute in India for not less than last 5 years in TV Category preceding bid due date and same address should be mentioned in BIS certificate Documentary Proof: Copy of Factory license, BIS certificate to be submitted.	The Quoted brand should be BIS Certified and and OEM factory should have factory license.
88	Scope of Supply/Service		3. The OEM(s) of LED TV should have positive Net Worth in each of the last three Financial Years (2022-23, 2023-24 & 2024-25). 4. Kindly allow class I and Class II local supplier as per the public procurement policy. 5.OEM should have 24x7 Toll free helpdesk number operational in two languages: Hindi and English. Toll free no. should be indicated on the website of the OEM. 6.The OEM should have an online customer support functionality on its website. 7.To be removed : The requirement may be removed as leading OEMs of LED TVs are established global brands operating through standardized and efficient service ecosystems (including web portals, toll-free systems, and authorized networks), and mandating a specific Android application creates an unnecessary restriction favoring select OEMs rather than ensuring broader competition.	3. No Change. As per RFP. 4. As per the Guidelines, Make In India class I or Class II may be applied in the said bid. 5.OEM should have toll-free helpdesk number operational in two languages: Hindi and Gujarati to be operational during working hours (09:00 AM to 07:00 PM). The toll-free number should be indicated on the OEM's website. 6. The OEM should have an online customer support functionality on its website. 7 No Change. As per RFP.

89	Bid Eligibility Criteria		<p><b>8.</b> Manufacturer should have Authorized Service Centres of Smart LED TV with Legal agreements active from 6 Months before date of publishing of bid (Agreement Copies) in at least 20 districts in Gujarat.</p> <p><b>9.</b> Operating System :OEM should have their own operating system.</p> <p><b>10.</b> All the top OEMs of the LED TV has their own operating systems for the secure content and seamless integration. Due to the security reasons any third party application is not possible to be installed in the LED TV.</p>	<p>8. No Change. As per RFP.</p> <p>9.No Change. As per RFP.</p> <p>10.No Change. As per RFP.</p>
90	Other		<p><b>11.</b>The phase-wise delivery timeline up to 120 days should be retained considering the large quantity and wide geographic spread of Anganwadis across Gujarat, ensuring systematic, quality-driven installation and commissioning without logistical constraints. <b>12.</b>The bidder has to provide an installation report duly signed &amp; stamped by the Anganwadi office/ digital copies of OEM . The installation report should include a proper wall mount, electricity, and proper earthing sign-off.</p>	<p>11. Delivery &amp; Installation: Within 60 days from the date of purchase order.</p> <p>12. No Change. As per RFP.</p>