

Indian Institute of Banking & Finance

Prebid clarifications and Corrigendum to the RFP (Ref No. RFQ/ITHW/25-26/01 Dated 25/04/2025 “TO SUPPLY, INSTALL AND MAINTAIN THE PCs AND LAPTOPS OF THE INSTITUTE”) based on the prebid queries received during pre-bid meeting held on 9th May 2025.

Sl. No.	Page No.	Clause No.	RFP Clause	Seeking Clarification	IIBF Response
1	4	3.1 (c)	During the installation of new PCs/Laptops, the bidder has to ensure that the entire end user’s data is copied from the old to the new device without any data loss along with the installation of applications.	Existing system folder data will be copied from old to new system. But any application data stored in that application that data will not be our responsibility.	IIBF shall provide applications such as Antivirus, MS Office, and the vendor should assist the institute in reinstalling the same.
2	4	3.1 (e)	Repair & Maintenance Services (Hardware): - The service provider shall be required to maintain the equipment (PCs and Laptops) and shall perform preventive maintenance of these equipment once every three months.	These new systems will be under Warranty of 5 years. But Preventive maintainance is part of AMC & we cant open system which are under warranty. We can perform Preventive Maintainance activity at AMC period. Please clarify whether you need Preventive maintainance of these system in warranty period or AMC period. Again this activity having additional cost to add to your BoQ.	This is preventive maintenance that consists of cleaning and defragmenting the file systems of the machine during the warranty period.
3	5	3.1 (f)	Installation of an Antivirus and Office 365 applications.	Instalaltion of O365 should not be bidder scope under this project. Please clarify & remove the same.	This is a part of FMS services. However the supply the Office 365 licenses is out of scope of this project.
4	5	3.1 (f)	Configuration of user details in the Institute's Active Directory and configure the same in user PC’s.	Configuration or any activity in Active Directory should not be bidder scope in this project. Please clarify and remove the same.	This is a part of FMS services.

5	6	6.1 Eligibility Criteria	The bidder should have been in the business of supplying, installing and maintaining the PCs, and Laptops for the last 5 consecutive years.	We are MSME & Startup organization registered under Govt DPIIT, incorporated in 2021. MSME & Startup organizations are allowed for exemption in Years of experience & Turnover. Therefore we are requesting you to please revise this clause & consider as "The bidder should have been in the business of supplying, installing and maintaining the PCs, and Laptops for the last 3 consecutive years."	RFP clause amended as under the bidder should be in a similar business for the last 3 consecutive years.
6	6	6.1 Eligibility Criteria	The bidder should have a turnover of Rs.10 crores or above during each year for the last three completed financial years.	We are MSME & Startup organization registered under Govt DPIIT & incorporated in 2021. MSME & Startup organizations are allowed for exemption in Years of experience & Turnover. Therefore we are requesting you to please revise this clause & consider as "The bidder should have a turnover of Rs.5 crores or above during each year OR 8 crores Average turnover for the last three completed financial years."	RFP clause amended as under the bidder should have a turnover of Rs. 5 crores for each year for the past 3 years
7	10	10. Earnest Money Deposit:	A bidder who wishes to respond to the RFP should deposit an earnest money of Rs.2,00,000/-(Rupees Two lacs only) in the form of a bank guarantee that should be valid for six months.	We are MSME, NSIC & Startup organization registered under Govt DPIIT & incorporated in 2021. MSME organizations are allowed for exemption against EMD. Therefore we are requesting you to please allow exemption against EMD.	The bidder should submit the MSME certificate from the Govt. of India, mentioning that the bidder has been exempted from submission of EMD and the certificate should be valid on the date of submission of the bid.

8	10	11. Project Schedule:	The successful bidder should deliver, install, configure and commission the PCs and Laptops within one month at the said locations from the date of issue of the work order.	These systems are back to back model & OEM generally took 5-7 weeks for delivery, then need to do site delivery. Again installation & data Migration activities is also time taking process. Therefore please consider 6-8 weeks for delivery & 2-3 weeks more for installation process. User availability & dependency may delay the installation activity. hence, the request for 6-8 weeks.	As time is the essence of the project, the bidder should deliver and install the machines within 6 weeks from the date of receipt of the purchase order from the institution.
9	10	12. Bank Guarantee	The successful bidder shall furnish the performance security equivalent to 10% of the total cost of ownership in the form of Performance Bank Guarantee that may be issued by a Commercial Bank in India which has to be valid for a period of 5 years + 6 months from the date of work order. In case the Institute awards AMC contract after expiry of warranty (5 years) period, the bidder has to submit a separate PBG for two years, 10% total cost of ownership.	We are requesting you to please relax on the PBG value & consider 5% instead of 10% as PBG. This will INCREASE the prices to the BoQ due to the Bank finance costs attached to PBG. Higher the value, higher the cost of the asset increases.	No change in RFP clause
10	11	16. Payment Schedule	10% Advance along with award of Contract, 80% After Delivery of all items & After Installation and Commissioning of all items & 10% After one year of Warranty period	We request to please revise this as 20% as advance, 60% on delivery & 20% on Installation.	RFP clause amended as under 10% Advance along with award of Contract, 85% After Delivery of all items & After Installation and Commissioning of all items & 5% After one year of Warranty period

11	11	16. Payment Schedule	10% Advance along with award of Contract, 80% After Delivery of all items & After Installation and Commissioning of all items & 10% After one year of Warranty period	You have already asked PBG to submit for the period of 5 years + 6 months, which covers your security concerns over bidder. But again you are holding 10% as retention money. This will increase the financial cost & same way increase the BoQ cost to IIBF. Therefore please remove this additional 10% retention money clause. PBG & Retention cannot be considered together. Hence, the request to remove retention amount.	RFP clause amended as under 10% Advance along with award of Contract, 85% After Delivery of all items & After Installation and Commissioning of all items & 5% After one year of Warranty period
12	15	Annexure-I, PCs specification, 15, Operating System	Windows 11 Pro and provide a license for the same.	Please confirm whether you need Windows 11 Pro preloaded with the PC/Laptop or you need separate perpetual license in your Microsoft portal. We suggest to please take OS as Factory Preloaded with the PC/Laptops which will come along with PC/Laptops from Dell only. Please clarify & confirm	Factory preloaded Windows 11 Pro OS from OEM
13	16	Annexure-I, Laptop Specification, 14, Operating System	Windows 11 Pro and provide a license for the same.	Please confirm whether you need Windows 11 Pro preloaded with the PC/Laptop or you need separate perpetual license in your Microsoft portal. We suggest to please take OS as Factory Preloaded with the PC/Laptops which will come along with PC/Laptops from Dell only. Please clarify & confirm	Factory preloaded Windows 11 Pro OS from OEM
14	21	Annexure-IV, Commercial Format		There is no column or format to enter buyback price, Please clarify this point.	The provided commercial template (Annexure-IV) has been modified and attached along with this document on the last page.

15	11	Penalty Clause	a penalty of 1% of the contract value shall be levied per week or part thereof until actual delivery of the machines	in case the dependency and unavailability of users for completing the activity delays the completion of the project, the same shall be considered in waiving off the penalty clause.	The clause is attributable to the vendor towards the delay in delivery of the machines.
S N	Page No.	Tender Clause	RFP Clause	Clarification Req	IIBF Response
1	4		Repair & Maintenance Services (Hardware): - The service provider shall be required to maintain the equipment (PCs and Laptops) and shall perform preventive maintenance of these equipment once every three months.	Asked Preventive Maintenance can't be done in PC or Laptops which are under AMC. If we open PC / Laptop, then OEM may raise concern on warranty period. We can perform this in AMC period. Kindly confirm	This is preventive maintenance that consists of cleaning and defragmenting the file systems of the machine during warranty period.
2	5		Installation of an Antivirus and Office 365 applications.	Microsoft O365 Installation should not be our scope, as this is a different activity. Kindly confirm	This is a part of FMS services. However, the supply of Office 365 licenses is out of scope of this project.
3	5		Configuration of user details in the Institute's Active Directory and configure the same in user PCs.	AD Configuration should not be our scope, as this is a different activity. Kindly confirm	This is a part of FMS services.
4	6		The bidder should have been in the business of supplying, installing and maintaining the PCs, and Laptops for the last 5 consecutive years.	Our organization comes under MSME & we are a Startup organization, we have been in this related business since last 3 years. Considering this, we are requesting you to please change this to 3 years in place of 5 years.	RFP clause amended as under the bidder should be in a similar business for the last 3 consecutive years.

5	6		The bidder should have a turnover of Rs.10 crores or above during each year for the last three completed financial years.	Kindly consider 4 Crores as turnover during each year for the last three completed financial years. Our organization comes under MSME & we are Startup organization. Considering the project of PC & laptop & being MSME, kindly consider above request & confirm	RFP clause amended as under the bidder should have a turnover of Rs. 5 crores for each year for the past 3 years.
6	10		A bidder who wishes to respond to the RFP should deposit an earnest money of Rs.2,00,000/-(Rupees Two lacs only) in the form of a bank guarantee that should be valid for six months.	Our organization comes under MSME & we are Startup organization, Please allow us exemption on the EMD. MSME & Startup organization are allowed for the same in RFQ. Kindly consider & confirm.	The bidder should submit the MSME certificate from the Govt. of India, mentioning that the bidder has been exempted from submission of EMD and the certificate should be valid on the date of submission of the bid.
7	10		The successful bidder should deliver, install, configure and commission the PCs and Laptops within one month at the said locations from the date of issue of the work order.	These systems are back to back model & OEM generally took 5-7 weeks for delivery, then need to do site delivery. Again installation & data Migration activities is also time taking process. Therefore please consider 6-8 weeks for delivery & 2-3 weeks for installation process.	As time is the essence of the project, the bidder should deliver and install the machines within 6 weeks from the date of receipt of the purchase order from the institute.
8	10		The successful bidder shall furnish the performance security equivalent to 10% of the total cost of ownership in the form of Performance Bank Guarantee that may be issued by a Commercial Bank in India which has to be valid for a period of 5 years + 6 months from the date of work order. In case the Institute awards AMC contract after expiry of warranty (5 years) period, the bidder has to submit a separate PBG for two years, 10% total cost of ownership.	Kindly consider 3% as PBG in place of 10%. This will help us to prepare our proposal more aggressively.	No change in RFP clause

9	11		Payment Terms:: 10% After one year of Warranty period	IIBF is taking PBG but again you are asking to hold 10% payment till 1 year after warranty. This will overburden our costing & financial calculation. Generally one PBG is there in RFP. Kindly remove this clause & confirm	RFP clause amended as under 10% Advance along with award of Contract, 85% After Delivery of all items & After Installation and Commissioning of all items & 5% After one year of Warranty period
10	15		Windows 11 Pro and provide a license for the same.	Kindly clarify if you want PC & Laptop with NO OS and then we have to supply Windows Perpetual License as OS in your Microsoft Portal and install it in your PC & Laptop. OR you want PC & Laptop with Factory Preinstalled Win 11 Pro from Dell. Kindly confirm.	Factory preloaded Windows 11 Pro OS from OEM
Sr. N.	RFP Page	RFP Clause Details	RFP Clause	Queries	IIBF Response
1	5		Scope of Work: (f): Installation of an Antivirus and Office 365 applications. Making the necessary configuration required for working of Institute's Applications. Configuration of user details in the Institute's Active Directory and configure the same in user PC's. Installation of peripherals (like different printers, scanners etc.) attached to the PC.	These all are third party software installation which has dependency on that product details & expertise. These generally not comes under this scope. Plz clarify.	This is a part of FMS services and the bidder has to take care of the installation of the applications.
2	6		Eligibility Criteria: The bidder should have been in the business of supplying, installing and maintaining the PCs, and Laptops for the last 5 consecutive years.	Kindly consider 3 years for the bidder to be in the same business.	RFP clause amended as under the bidder should be in a similar business for the last 3 consecutive years.

3	6		<p>Eligibility Criteria: The bidder should have a turnover of Rs.10 crores or above during each year for the last three completed financial years.</p>	<p>Kindly consider 5 Crores as turnover during each year for the last three completed financial years. This will help us to participate in the RFP.</p>	<p>RFP clause amended as under the bidder should have a turnover of Rs. 5 crores for each year for the past 3 years</p>
4	10		<p>EMD: A bidder who wishes to respond to the RFP should deposit an earnest money of Rs.2,00,000/- (Rupees Two lacs only) in the form of a bank guarantee that should be valid for six months.</p>	<p>Kindly relax on this clause & consider Rs.1,00,000/- as EMD. Also please confirm that if DD also considered in place of BG.</p>	<p>No change in RFP clause. In case bidder is MSME, the bidder should submit the MSME certificate from the Gov. of India, mentioning that the bidder has been exempted from submission of EMD and the certificate should be valid on the date of submission of the bid.</p>
5	10		<p>Project Schedule: The successful bidder should deliver, install, configure and commission the PCs and Laptops within one month at the said locations from the date of issue of the work order.</p>	<p>Delivery at PAN India multiple location, Installation along with Data copy & migration from Old PC to New PC, these all are time taking process. Migration activity completion time depends on the Data size & application process. Here we request to please consider 12 weeks together till complete the project. Again further as copy migration involved so this process will be dependent on user availability. So these dependencies should not be counted in these process. Sir Please confirm.</p>	<p>As time is the essence of the project, the bidder should deliver and install the machines within 6 weeks from the date of receipt of the purchase order from the institution.</p>
6	10		<p>Bank Guarantee: The successful bidder shall furnish the performance security equivalent to 10% of the total cost of ownership in the form of Performance Bank Guarantee that may be issued by a Commercial Bank in India which has to be valid for a period of 5 years + 6 months from the date of work order. In case the Institute awards AMC contract after expiry of warranty (5 years) period, the bidder has to submit a separate PBG for two years, 10% total cost of ownership.</p>	<p>We request to relax on this clause & Kindly consider 3-5% as PBG in place of 10%.</p>	<p>No Change in RFP clause.</p>

7	11		Payment Schedule for PC & Laptops	you have mentioned to hold 10% payment till 1 year after warranty. But you have already taking PBG for this purpose. How two tyme of security / payment holing in this RFQ, this will affect our finacial. Please remove payment holding clause.	RFP clause amended as under 10% Advance along with award of Contract, 85% After Delivery of all items & After Installation and Commissioning of all items & 5% After one year of Warranty period
8	14		Monitor: Dell 22 Monitor - E2225H	Dell is offering the higher model E2225HM in place of E2225H. Please consider & confirm the same. (21.5" FHD Monitor, ENERGY START & TCO Certified. Resolution: 1920 x 1080, Refresh Rate: up to 100 Hz, Contrast Ratio: 3000:1)	If the bidder supplies higher configuration Monitor with a competitive price that could be acceptable.
9	15		Operaring System: Windows 11 Pro and provide a license for the same.	kindly clarify this OS requirement. In market there are non genuine Windows 11 Pro OEM pack available and that can be added on DOS System locally and these will affect in your compliance process. So please take Windows 11 Pro Factory Prelaoded from Dell which will show in Dell portal also.	Factory preloaded Windows 11 Pro OS from OEM
10	15		Compliance: DMI 2.0 Compliance and green peace rating of 3.0 or above mandatory	Please elaborate this point.	DMI provides information about hardware components, OS and other relevant details, whereas the Greenpeace rating is a measure of a product's environmental impact and sustainability.
Sr.No.	RFP Page No.	Section No	Content of the RFP requiring clarification	Clarification Sought	IIBF Response

1	Page No. 11	16. Payment Schedule for PCs and Laptops	Milestone % of TCO - Advance along with award of Contract - 10% -After Delivery of all items & After - 80% Installation and Commissioning of all items -After one year of Warranty period - 10%	Request to change payment term to maintain financial viability of project Milestone % of TCO - Advance along with award of Contract - 10% -After Delivery of all items - 80% -After Installation and Commissioning of - 10% all items and submission of 10% PBG	RFP clause amended as under 10% Advance along with award of Contract, 85% After Delivery of all items & After Installation and Commissioning of all items & 5% After one year of Warranty period
2	Page No. 10	11. Project Schedule	The successful bidder should deliver, install, configure and commission the PCs and Laptops within one month at the said locations from the date of issue of the work order.	Project timeline is stringent to complete whole scope of work. Request to amend project timelines as below. The successful bidder should deliver, install, configure and commission the PCs and Laptops within two month at the said locations from the date of issue of the work order.	As time is the essence of the project, the bidder should deliver and install the machines within 6 weeks from the date of receipt of the purchase order from the institution.
3	Page No. 21	ANNEXURE – IV Commercial Template	Sr. No. 4 FMS charges with on-site engineer per annum	Please confirm no. of on-site engineers required ? Also confirm for how many years on-site engineer is required ?	One on-site Engineer for 7 years. However during the absence of the engineer the bidder has to make alternate arrangements.

ANNEXURE – IV

Commercial Template for Item-wise Charges

Sr.No	Particulars	Qty	Item-wise Charges (in Rs.)*							Total Cost in Rs.
1	Desktops (with five-year warranty)**	100								
2	Laptops (with five-year warranty)**	21								
3	Old Desktops for buyback (DELL Optiplex 5050 Desktop PC)	100 (-)								(-)
4	Old Laptops for buyback (DELL Latitude 3590 laptop/ DELL Inspiron 7501)	21 (-)								(-)
Net Total after Buy Back (A)										
5	AMC Charges Per Annum (for 2 years after 5-year warranty period)	NA	First Year	Second Year	Third Year	Fourth Year	Fifth Year	Sixth Year	Seventh Year	
			NA	NA	NA	NA	NA			
Total AMC Charges (B)										
6	FMS charges with on-site engineer per annum	01								
Total FMS Charges (C)										
7	Engineer per man-day charges on holiday	NA								NA
Grand Total Charges (A+B+C) =										

Note:-

*Item-wise charges in Rs. should be excluding taxes.

****The above quantity of Laptop/Desktop may increase based on the requirement. The selected bidder needs to provide the required devices at the same cost for a period of one year in case a repeat order is placed for extra items.**

- **The FMS charges offered should be commensurate with market rates to get quantitative manpower.**

Yours faithfully,

Authorized Signatory

Name:

Designation:

Place:

Date:

Organization Seal