

Indian Institute of Banking & Finance

Prebid clarifications and Corrigendum to the RFP (Ref No. RFP/ITHW/25-26/03 Dated 30/03/2026 “TO SUPPLY, INSTALL AND MAINTAIN THE PCs AND LAPTOPS OF THE INSTITUTE”) based on the pre-bid queries received during the pre-bid meeting held on 10th April 2026

Sr. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	IIBF Response
1	15	Payment Schedule no 17	Advance along with the award of the contract 10% After Delivery of all items & After Installation and Commissioning of all items 90%	We are request you to kindly change the clause as "Advance along with the award of the contract 10% After Delivery of all items 80% After Installation and Commissioning of all items 10%	No change in RFP clause
2	13	12. Performance Bank Guarantee	The successful bidder shall furnish the performance security equivalent to 10% of the total cost of the equipment in the form of a 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 the work order. The bidder has to submit the PBG within 3 working days after the issuance of the PO. In case the Institute awards the AMC contract after expiry of the warranty (5 years) period, the bidder has to submit a separate PBG for two years,	We are request you to kindly change the clause as " The successful bidder shall furnish the performance security equivalent to 3% of the total cost of the equipment in the form of a 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 the work order. The bidder has to submit the PBG within 10 working days after the issuance of the PO. In case the Institute awards the AMC contract after expiry of the warranty (5 years) period, the bidder has to submit a separate PBG for two years, 3% of the total AMC cost of the extended period."	RFP clause amended as under: The successful bidder shall furnish the financial security equivalent to 10% of the total cost of the equipment in the form of a Bank Guarantee that may be issued by a Commercial Bank in India, which has to be valid for a period of 03 months from the date of the work order. After 03 months, the bidder has to submit a fresh PBG equivalent to 5% of the total cost of the equipment, which should be valid for a period of 5 years + 3 months. The bidder has to submit the BG within 3 working days after the issuance of the PO. In case the Institute awards the AMC contract after expiry of the warranty (5 years) period, the bidder has to submit a separate PBG for two years equivalent to 5% of the total AMC cost of the extended period.

			10% of the total AMC cost of the extended period.		
3	13	11. Bid validity & Project Schedule:	The Bid shall remain valid for a period of 04 calendar months from the Bid submission date. The successful bidder should deliver, install, configure and commission the PCs and Laptops within Six Weeks at the said locations from the date of issue of the work order, as time is the essence of the contract.	In view of the current war situation, we kindly request you to revise the delivery schedule to 8–10 weeks.	RFP clause amended as under The Bid shall remain valid for a period of 03 weeks from the last date of bid submission. The successful bidder should deliver, install, configure and commission the PCs and Laptops within Eight Weeks at the said locations from the date of issue of the work order, as time is the essence of the contract.
4	25	ANNEXURE – IV	The selected bidder needs to provide the required devices at the same cost for a period of 04 months in case a repeat order is placed for extra items	Won't be able to accept or hold the prices once the order is executed due to heavy surge in price for RAM, SSDS, and shortage in supply. The market is heavily volatile.	RFP clause amended as under The selected bidder needs to provide the required devices at the same cost for a period of 03 weeks in case a repeat order is placed for extra items
5	12	10. Earnest Money Deposit:	A bidder who wishes to respond to the RFP should deposit an earnest money of Rs.5,00,000/-(Rupees Five lacs only) in the form of a bank guarantee from any commercial bank favoring to Indian Institute of Banking & Finance and payable at Mumbai. The EMD must be valid for six months from the last date of submission of the application. EMD should be accompanied by the technical bid. The EMD will not carry any interest.	As we are an MSE bidder, we request you to kindly consider granting us exemption from submission of the EMD, as per applicable guidelines	No change in RFP clause

6		Suggestion		One bidder should bid only with one OEM and same OEM for both laptop and Desktop	No change in RFP clause. Refer to the RFP clause "9. Terms and Conditions" for same OEM for both desktop and laptop.
7	Page No. 3	Introduction of the Assignment Clause 2	Quantity Devices	Please confirm whether the quantity of 100 desktops and 50 laptops is firm or indicative, and whether variation ($\pm 10-20\%$) may occur at PO stage.	The quantity to be supplied, 100 desktops and 50 laptops, is fixed, but it may increase at the time of releasing the PO, subject to the Institute's requirement.
8	Page No. 4	Repair & Maintenance Services (Hardware) Clause E	99% Uptime	Kindly clarify whether 99.9% uptime is measured per device, per location, or overall infrastructure, and whether planned maintenance is excluded.	The uptime requirement of 99.9% shall be calculated on a per-device basis, quarterly. Downtime shall include any period during which the equipment is non-functional due to hardware/software issues attributable to the bidder. Planned / preventive maintenance, if carried out with prior approval, shall be excluded from downtime calculation.
9	Page No. 6	Support Service at Corporate Office-Mumbai and PDCs: Clause No. i	Support Service at Corporate Office-Mumbai and PDCs: Clause No. i	Please clarify if the same-day resolution (calls logged before 2 PM) applies to PDC locations outside Mumbai as well.	The same-day resolution (calls logged before 2 PM) applies to all PDC locations outside Mumbai as well.
10	Page No. 8	OEM Authorization	Microsoft OEM Authorization	Will an OEM-issued standard Windows 11 Pro authorization letter suffice, or is Microsoft-specific MAF required separately?	For systems supplied with preloaded OEM Windows 11 Pro, an OEM-issued authorization/certification confirming preinstallation and licensing of the operating system shall be sufficient. A separate Microsoft Manufacturer Authorization Form (MAF) is not required in such cases. The bidder shall ensure that all licenses provided are genuine and compliant with applicable licensing policies. Relevant OEM documentation / declaration to this effect must be submitted along with the bid.

11	Page No. 15	Payment Schedule for PCs and Laptops will be as under: Clause No. 17	Advance along with the award of the Contract	Kindly confirm whether 10% advance is released after PO + PBG submission, or against proforma invoice.	Refer to clause 17 of the RFP: "Payment shall be released only after submission of the PBG and sign off of the agreement."
12	Page No. 25	FMS charges with on-site engineer per annum Clause No. 6	FMS charges with on-site engineer per annum	Should FMS charges be quoted fixed for 7 years, or may they include statutory escalation (minimum wages) year-on-year?	Refer to clause 3 point (h) of the RFP "Manpower Deployment & Statutory Wage Compliance"
13	15	17	Payment on account of AMC/FMS will be made at the end of each quarter of the calendar year which will be equal to 25% of yearly AMC/FMS charges payable	Request you please release AMC/FMS payment in advance instead of in arrears.	No change in RFP clause
14	4	e)	The service provider shall provide standby of equivalent models of hardware items during the breakdown period. In case the equivalent hardware is not available during the contract period, the bidder has to provide the hardware with higher specification or higher version without any additional cost to the Institute.	Request you to please take spare devices as standby will take time.	No change in RFP clause
15	5	h)	The onsite engineer should be a qualified (B.Sc-IT/BCA/B-Tech) along with a Microsoft Certified Professional, and should have minimum 5 years of experience in maintaining the hardware and software.	Please clarify whether onsite engineer is required for 5 years or 7 years.	Refer to clause 3 point (h) of the RFP "Manpower Deployment & Statutory Wage Compliance"-- The successful bidder must deploy One Technical Support Engineer under the Facility Management Services (FMS), for a period of 5+2 years

16	14	15	If the bidder does not adhere to the project schedule, a penalty of 1% of the contract value (total cost of ownership) shall be levied per week or part thereof until actual delivery of the machines.	Request you to please consider penalty 0.5% per week on undelivered items maximum upto 2%.	No change in RFP clause
17	4	Scope of Work 3.1 (c)	IIBF shall provide applications such as Antivirus and MS Office, and the bidder should assist the institute in reinstalling them	Installation of Antivirus & Office should not be bidders scope under this project.Please clarify and remove the same.However please clarify the scope to be carried by IIBF or the vendor. This would increase the cost overall	No change in RFP clause (application installation is a part of FMS services)
18	4	Scope of Work 3.1 (e)	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.	The New systems will be under warranty of five years and we are not allowed to open the systems under warranty. Preventive maintenance is part of AMC and can be carried this activity only during AMC period	No change in RFP clause (preventive maintenance during warranty period will include physical inspection and cleaning of equipment, health check of hardware components, verification of system performance and checking and applying necessary updates/patches (where applicable)

19	4	Scope of Work 3.1 (e.3)	<p>The maintenance services shall be comprehensive and shall include cost of labor, faulty parts/ complete equipment replacement with new parts/ equipment, including plastic parts etc</p>	<p>Warranty & AMC services never covers consumables & plastic parts.hence these spares will be on a chargeable basis whenever required.</p>	<p>The comprehensive onsite warranty shall cover all hardware components of the system, including internal parts and external components, against manufacturing defects and normal wear and tear. Plastic parts integral to the equipment, such as chassis, bezels, hinges, and panels, shall be covered under warranty if damaged due to Manufacturing defects and Normal usage conditions. In case of physical damage to laptops, the bidder shall include Accidental Damage Protection (ADP) for the entire warranty period as part of the Total Cost of Ownership (TCO). ADP shall not be applicable to desktops. ADP shall cover accidental damages such as: Drops, Liquid spills, physical damage to screen, body, and components. The ADP shall be: OEM-backed. Applicable for the full warranty period.</p>
20	4	Scope of Work 3.1 (e.4)	<p>The Service provider shall require to move to provide services to different locations at the Institute's office, Kurla, Cuff Parade in Mumbai, Professional Development centers at Chennai, Delhi, Kolkata, Guwahati, Lucknow and Bangalore at the contractor's cost. No payment shall be made by the Institute on local moves.</p>	<p>Movement of any assets to other locations of institute should be under IIBF scope. It costs transport ,expenses which needs to be borne by IIBF</p>	<p>No change in RFP clause (Bidders are required to factor this in their pricing)</p>

21	7	Minimum Eligibility Criteria:6:2	The bidder should have a turnover of Rs. 25 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 been in the business of supplying, installing and maintaining the PCs, and Laptops for the last 4 consecutive years also we request to revise to the turnover of Rs. 5 CR during each year or Rs 7 CR average turnover for the last three completed financial years.	No change in RFP clause
22	12	Terms and Conditions:	The bidder will be responsible to provide complete documentation of the machines supplied which includes but not limited to the following:1. User Manuals; including Error Messages, their meanings and action steps.2. Maintenance Documents.	Machines supplied comes with standard documents from OEM,other documents are not part of machines which comes in packed condition	Bidders are required to provide standard OEM documentation available with the supplied equipment such as User manuals / user guides, Installation and setup guides.
23	14	14.(6) Warranty	In case the OEM discontinues the support for a particular model of equipment supplied, the bidder has to upgrade the hardware at his own cost without any additional cost during the warranty period.	The upgraded hardware cost to be discussed mutually in case OEM discontinues the support and be borne by IIBF at an agreed cost.	No change in RFP clause

24	14	15. Penalty Clause	The successful bidder should complete the project as per the project schedule mentioned in clause 11. If the bidder does not adhere to the project schedule, a penalty of 1% of the contract value (total cost of ownership) shall be levied per week or part thereof until actual delivery of the machines.	We request you to consider and remove the penalty as at present delivery is completely on OEM dependency with the current situation. And the installation will further will get delayed due to delivery or site dependency	No change in RFP clause
25	22	ANNEXURE – II	The total number of old PCs and Laptops the bidder has to pick up from the respective locations in the buy-back arrangement is 150	Old PCs and laptops should be allowed to pick up from the respective locations immediately after the completion of the installation process	RFP clause amended as under Old PCs and laptops will be allowed to pick up from the respective locations immediately after the completion of installation, data migration and user acceptance.
26	26	ANNEXURE – IV	In the event the quoted make and model is discontinued, declared End-of-Life (EOL), or becomes unavailable during the RFP procurement process. The offered substitute model shall meet or exceed all the minimum technical specifications stipulated in the RFP and shall be subject to approval by the Institute.	In such situation if the quoted make & model gets discontinued or EOL or unavailable, the only option is to invite the proposal again to resubmit as per the available model and price which can be on higher side due to current unstable market conditions. This is a strict mandate and communication from all the OEMs. They will not consider any exceptions for submitting the same price. Hence we request you to finalize the project immediately and place the order within the 7 days window.	No change in RFP clause
27	26	Declaration by the Bidder	We hereby undertake to supply the latest equivalent or superior model of the same OEM at no additional cost to the Institute in case the quoted model is discontinued by the OEM.	We can not give this declarations since OEM has not accepted such condition due to the current heavy shortage & unavailability of the material in the market. Resubmission of the proposal are required as per the OEM	No change in RFP clause

28	18	ANNEXURE -1-Configuration of Desktops to be supplied	Power Supply - Minimum 180W or higher/80 PLUS Bronze or better	We suggest Minimum 360W Platinum PSU or better for Ultra 5 machines for better performance	No change in RFP clause
			Small Form Factor (SFF) Desktop	We suggest Small Form Factor (SFF) Desktop chassis less than 11Ltrs to position space saving chassis and less weight	No change in RFP clause
29	19	ANNEXURE -1 - configuration of Laptops to be supplied	Energy Star, EPEAT Gold, FCC CE ROHS, MIL STD 810 , TCO	please remove TCO from laptop and desktop	No change in RFP clause
			Minimum 2- USB Type-C (supporting display output, and power delivery)	Minimum 1- USB Type-C (supporting display output, and power delivery). More than 01 port increase the width and weight of the laptop.	No change in RFP clause

5. Revised Schedule of activities of Bidding:

The revised schedule of remaining activities of the bidding process is as under:

Sr. No	Description	Date
1	Last Date of submission of bids is up to 3.00 PM.	02/05/2026
2	Opening of technical bids in the presence of Bidders at 4 PM.	02/05/2026
3	Opening of commercial bids	To be communicated later