



**Indian Institute of Banking & Finance  
Corporate Office  
Kohinoor City, Commercial II, Tower I,  
2<sup>nd</sup> Floor, Kiroi Road,  
Kurla - West  
Mumbai – 400 070.**

**REQUEST FOR PROPOSAL**

**TO SUPPLY, INSTALL AND MAINTAIN THE PCs AND LAPTOPS OF  
THE INSTITUTE**

**(No:- RFQ/ITHW/25-26/02)**

*(IIBF reserves the right to cancel this request for RFP and / or invite afresh one with or without amendments to this RFP, without any liability or any obligation for such RFP and without assigning any reason. Information provided at this stage is indicative and IIBF reserves the right to amend / add further details in the RFP document.)*

**TO BE SUBMITTED ON OR BEFORE  
27/06/2025**

**ADDRESSED TO:**

**Director (Operations)  
Corporate Office  
Indian Institute of Banking & finance  
Kohinoor City, Commercial II, Tower I,  
2<sup>nd</sup> Floor, Kiroi Road,  
Kurla – (West)  
Mumbai – 400 070.**



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***Request for Proposal to Supply, Install and Maintain the PCs and Laptops of the Institute.***

**1. ABOUT IIBF :**

Established in 1928 as a Company, Indian Institute of Banking & Finance (IIBF), is a professional body of banks, financial institutions and their employees in India with a Mission to develop professionally qualified and competent bankers and finance professionals primarily through a process of education, training, examination, consultancy/counseling and continuing professional development programs. Since inception, the Institute has awarded several banking and finance qualifications, viz., JAIIB, CAIIB, Diplomas and Certificates in specialized areas and helped the practitioners of banking and finance to sustain their professionalism through continuing professional development programs.

**2. Introduction of the Assignment :**

The Institute wish to identify a prospective bidder to supply – branded 100 PCs (Dell OptiPlex Small Form Factor 7020, XCTO) and 21 Laptops (Dell Latitude 3450, XCTO) on a buy-back basis. The bidder should also submit a proposal to provide a warranty of 5 years and maintain (Comprehensive Annual Maintenance Contract) the PCs and laptops after the expiry of the warranty period. The duration of the AMC will be 2 Years. The complete details of these items are given in the respective annexures.

**3. Brief Scope of Work**

**Specifications and Requirements**

***3.1 Scope of Work***

In this connection, the Institute would like to invite tenders through this RFP (Request for Proposal) from reputed bidders, who should supply, install and maintain the PCs and laptops.

**Supply of New PCs and Laptops:**

- (a) A successful bidder who will be identified through this RFP shall supply, install, and configure the PCs and Laptops at the said locations. The bidder has to transfer the user's data from the old devices to the new devices. The bidder has to pick-up the old PCs and Laptops from the respective locations in the buy-back arrangement. The details of PCs and Laptops to be taken under buy-back are given in Annexure- II

**Warranty and Comprehensive Annual Maintenance Contract:**

- (b) The Institute may enter into a Comprehensive Annual Maintenance Contract (AMC) for 2 more years after completion of the warranty period based on the performance of the bidder. The bidder has to cover the comprehensive AMC and warranty of these machines located at the Corporate Office of the Institute and MSS Dept., located at Western Zone in Mumbai,



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and Professional Development Centers one each at Mumbai, Delhi, Chennai, Kolkata, Guwahati, Lucknow and Bangalore. The addresses of the locations are given in annexure-IV.

- (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. IIBF shall provide applications such as Antivirus and MS Office, and the bidder should assist the institute in reinstalling them.
- (d) During the warranty and AMC period, the Service Provider will have to undertake comprehensive support of the entire Product (hardware/components/ operating software/firmware) supplied by them at no additional cost to the Institute. During the support period (warranty and AMC), Service Provider shall maintain the Product (hardware/software, etc.) to comply with parameters defined for acceptance criteria and Service Provider shall be responsible for all costs relating to labour, spares, maintenance (preventive and corrective), compliance of security requirements and transport charges from and to the designated site(s) in connection with the repair/ replacement of the Product (hardware/equipment/ components/ software or any component/ part thereunder), which, under normal and proper use and maintenance thereof, proves defective in design, material or workmanship or fails to conform to the specifications, as specified.
- (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. This preventive maintenance during the warranty period will consist of cleaning and defragmenting the file systems of the machine. The service provider shall also be required to provide the following services: -
- Correct any faults & failures in any hardware under this contract during office hours.
  - The service provider shall require to provide a total of 99.9% uptime of all equipment under the contract.
  - 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.
  - The Service provider shall require to move to provide services to different locations at Institute's Corporate office Kurla (Mumbai), MSS Department (Cuff parade (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.
  - 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.
  - The service provider must provide the entire AMC Service comprehensively on-site (at Institute's premises) basis only. In case any hardware to be taken to the service provider's base for repairment / testing, the Service provider must provide Standby hardware immediately and the carrying arrangement cost of Institute's hardware as well as standby hardware must be done & borne by the service provider only without any extra cost to the Institute.
- (f) Service provider shall arrange for taking backup of existing Desktops for data migration from the existing machine in case of formatting of Desktops. The following activity is also to be completed by the service provider while the installation of the Desktops in the Institute's Offices:



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- Reinstallation of Windows OS / Installation of any patches/ updates / Installation of utility software's/drivers in all locations.
- Installation of the shelf product of the Institute.
- Installation of an Antivirus and Office 365 applications.
- Making the necessary configuration required for the working of Institute's Applications.
- Creation of a user in the Institute's Active Directory and configure the same in the user PC's.
- Installation of peripherals (like different printers, scanners etc.) attached to the PC.

Note:- The above activities are part of FMS services, and the bidder has to take care of the installation of the applications. However, the supply of Office 365 and Antivirus licenses is out of the scope of this project.

**Facility Management Services (On-site technical support):**

(g) The Institute also wish to avail the facility management services with an onsite engineer made available at the Corporate Office, Mumbai, to attend day-to-day technical support. The onsite engineer should be a Microsoft Certified Professional with at least 5 years of experience in maintaining the hardware and software. The onsite engineer should be present on working days of the Institute and be available during office hours from 9.30AM to 5.30PM. In case the Engineer does not attend IIBF on a particular day the bidder has to make alternative arrangements without fail. Further, the engineer should be made available to the Institute on any non-working days if it conducts any training programs or any other activities on such days, then the Institute will pay separate per man-day charges for such visits or a compensatory-off will be given.

**Support Service at Corporate Office-Mumbai, MSS Dept. and PDCs:**

(h) The service provider should make all necessary arrangements to offer the technical services at the Membership Services Dept. Mumbai and Professional Development Centers located in Mumbai, New Delhi, Chennai, Kolkata and Guwahati. Moreover, there are a few more upcoming PDCs (Lucknow and Bangalore) where the service provider should make all necessary arrangements. The service provider should provide the details of contact persons, call logging mechanism and escalation matrix at the above locations. Any call logged before 2 PM on a day, should be resolved on the same day. In any case, a call logged should be resolved and closed within one working day.

***3.2 Specifications***

- i. The complete specifications of PCs and Laptops to be procured are given in Annexure-I
- ii. The Complete specifications of Buy-Back PCs and Laptops are given in Annexure-II
- iii. The bidder is required to go through the above annexures before submitting the bids.

***3.3 Requirements***



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The successful bidder is required to assist the Institute in system integration of PCs and Laptops as per its requirements.

### **4 . Bidding Process:**

- The Institute is inviting bids to procure branded PCs (Dell) and Laptops (Dell) on a buy-back basis through this RFP (Request for Proposal). Eligible bidders are invited to submit the bids in separate sealed envelopes for Technical and Commercial bids. The commercial quotes offered by the bidders will be used to arrive at the L1 price.

### **5. Schedule of activities of Bidding:**

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

Sr. No	Description	Date
1	Releasing of Request for Proposal (RFP)	31/05/2025
2	Submission of written requests for any Clarifications from prospective bidders (Email:- <a href="mailto:itbids@iibf.org.in">itbids@iibf.org.in</a> )	07/06/2025
3	Pre-bid meeting for clarifications on written Queries at 3PM	11/06/2025
4	Last Date of submission of bids up to 3PM	<b>27/06/2025</b>
5	Opening of technical bids	27/06/2025
6	Opening of commercial bids	04/07/2025

**The above dates are tentative and IIBF reserves the right to change the schedule of activities, including the associated dates**

### **6. Minimum Eligibility Criteria:**

Sr.	Minimum Eligibility Criteria	Documents to be submitted	Compliance (Yes/No)
1	The bidder should have been in the business of supplying, installing and maintaining the PCs, and Laptops for the last 3 consecutive years.	Certificate of incorporation	
2	The bidder should have a turnover of Rs. 5 crores or above during each year for the last three completed financial years.	self-certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years.	
3	The bidder should be earning a Net Profit <b>or having +ve Net Worth</b> in each of the last three completed financial years.	self-certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years.	



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<b>4</b>	The bidder should have executed at least three orders of similar nature/value and preferably in multiple locations with a similar size of organization.	<ul style="list-style-type: none"><li>• PO</li><li>• Project completion report</li></ul>	
<b>5</b>	The bidder should have qualified, Microsoft Certified and experienced (at least 5 years) Software/Hardware engineers to install and maintain the systems.	Number of Software/Hardware Engineers with appropriate qualifications and certification of year/s of experience.	
<b>6</b>	The bidder should have direct authorization from OEM for selling and supporting the hardware and software offered under this project	Copy of an OEM certificate	
<b>7</b>	The bidder has never been blacklisted/barred/disqualified by any regulator/statutory body or any PSU or any company	Copy of a declaration	
<b>8</b>	The bidder who did not have their own offices in Mumbai, Chennai, New Delhi, Kolkata, Guwahati, Lucknow and Bangalore may have an alternative arrangement with their channel partners to supply the PCs and Laptops and Maintain the same. However, the responsibility of logging the calls and completing the task will rest with the primary service provider.	Details of the channel partner should be submitted along with the bid	

**Note:**

- Supporting documents requested should be arranged/numbered in the same order as mentioned above.
- Failure to meet any of these criteria will disqualify the bidder and it will be eliminated from further process.
- The Institute reserves the right to verify and/ or to evaluate the claims made under eligibility criteria and any decision in this regard shall be final, conclusive and binding upon the bidder.
- ‘Project completion report’ should include references of customers where a system of similar complexity/size/cost has been successfully implemented and is in operation.



## **7. Evaluation of Bids:**

- The bidders shall be evaluated technically based on the minimum eligibility criteria mentioned in the RFP.
- The bidder who offers the lowest total price will be declared as the 'L1' and shall be awarded the work order.

## **8.1. Proposal Format :**

The commercial proposals should be submitted in a sealed cover, the sealed proposal should be submitted in a big cover super scribed with the label "Proposal to supply, install and maintain the new PCs and laptops of the Institute".

- The bidder should submit the proposals with a clarity & proper pagination so that the papers are not lost.
- The proposals, which are not sealed or bids sent through e-mail will be summarily rejected.
- The proposals which are not submitted in the prescribed format or having incomplete in details are liable for rejection.
- The proposals containing unauthenticated erasing or alterations will not be considered.

## **8.2. Technical Proposal should include the following:**

- A covering letter duly signed by an authorized person of the firm/company on it's letter head with his/her name, title and seal should be submitted to the Institute along with the following:
- Table of Contents (List of documents enclosed)
- Authorization letters from OEMs (Original Equipment Manufacturers/Software Bidder) of the quoted products, in case of 3rd party products.
- Detailed technical specifications/brochures of the solutions proposed.
- Future road map on scalability, version upgrades/releases etc.
- Proof of implementation of similar project.
- Technical proposal should **not** indicate any cost aspect directly or indirectly.





## **9. Terms and Conditions:**

- A bidder must submit the commercial quotes for only one brand of PCs and Laptops, i.e Dell. A vendor cannot offer quotes for a brand other than Dell. For example, a bidder should not offer PCs from HP, Lenovo, etc. They should submit an offer for only one make of brand, i.e Dell.
- The Bidder shall assign a Project Manager who will act as a single point of contact for all activities regarding this project. The Project Manager should be able to make on-site decisions regarding scope of the work and any changes required therein. In case the project manager leaves midway during the currency of the project, the bidder should make an alternative arrangement by assigning another project manager to this project.
- The bidder shall provide all utility software, necessary driver software, reference manuals, booklets, e-books and other materials required for the effective maintenance of the systems. (in hard copy and soft one).
- Functional & technical information of the solution being offered must be provided in the exact format as given in the RFP.
- The selected bidder will have to sign a service agreement with the Institute, incorporating the requirements specified in this RFP.
- The bidder shall bear all costs associated with the preparation and submission of the proposal, attending pre-bid meeting or arranging product walk through etc. IIBF will provide no reimbursement for such costs.
- To assist in the scrutiny, and evaluation the Institute at its discretion, may ask some or all bidders for any clarifications of their offers.
- While quoting, the bidders should anticipate the version /product changes during the entire project (TCO) period (including 5-year warranty period) and should be incorporated the same in their commercial proposals.
- 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.
- Any effort by a bidder to influence the IIBF on any matter relating to the proposal, it's evaluation, comparison, or selection may result in the rejection of the bidder's proposal.



### **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. The bank guarantee will be returned/refunded in case the bidder is not assigned the work. The EMD of the successful bidder shall be returned once he picks up the order and submits the performance bank guarantee as per clause 12 of this RFP. The earnest money will be forfeited, in case the successful bidder picks up the order and does not proceed with the project. This period will be decided by the Institute.

**Note:-** The bidder who wishes to be exempted from EMD of Rs.2,00,000/- (Rupees Two lacs only) need to 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.

### **11. Project Schedule:**

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.

### **12. Bank Guarantee**

1. 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.
2. The bidder has to submit an additional 5% of TCO in the form of PBG valid for a period of one year against the warranty of the desktops/laptops.

### **13. Warranty:**

1. The product shall carry a 5-year comprehensive on-site warranty covering all the equipment's from the date of installation.
2. Warranty terms and conditions shall cover all equipment, including spare replacements along with OS and other system softwares etc. The warranty should include maintenance support from OEM including email, telephonic and onsite support etc.



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3. If during the warranty period any goods are found damaged or defective or not acceptable, they have to be promptly replaced or rectified by a bidder at its own cost (including the cost of dismantling and reinstalling) on the request of IIBF. If the items are taken to repair or replace all such items shall be re-delivered by the service provider without any cost to IIBF.
4. The bidder shall guarantee that the equipment quoted and supplied shall not be obsolete or proclaimed/declared as “End of Life/Support” by OEM during the warranty and AMC period.
5. The bidder shall guarantee that the OEM shall support the equipment with necessary spares during the warranty and AMC periods thereafter.
6. 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.
7. All spares to be used shall be genuine or compatible spare parts (in that order) and the same shall be procured from the authorized dealers or manufacturers.

**14. Penalty Clause:**

The successful bidder should complete the project as per the project schedule mentioned in clause 12. 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. The penalty shall be limited to a maximum of 5% of the total cost (TCO) that may be levied by IIBF. Once the maximum is reached, IIBF may consider termination of the contract, and the performance security (Bank Guarantee) shall be invoked. The penalty is attributable to the bidder towards the delay in delivery of the machines.

**15. Termination of contract:**

- (a) If the PCs and Laptops delivered by the bidder do not comply with standard norms or are found to be spurious, the contract is liable to be terminated in addition to invoking the penalty clause
- (b) Both parties have the right to terminate the contract by giving three month’s notice in writing.
- (c) In the event of the bidder choosing to terminate the contract without any reasonable cause and/ or failure on his part to perform the contract in full or in part, the Institute reserves the right to invoke bank guarantee and/or take any other steps as deemed necessary.
- (d) If the PCs and Laptops, supplied by the bidder are not acceptable to IIBF and it chooses to terminate the contract, the Institute may recover the costs paid so far and may invoke the performance bank guarantee.



**16. Payment Schedule for PCs and Laptops will be as under:**

<b>Milestone</b>	<b>% of TCO</b>
Advance along with award of Contract	10%
After Delivery of all items & After Installation and Commissioning of all items	90%

**(b) 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.**

**17. Sub-contracting:**

The Bidder shall not subcontract or delegate or permit anyone other than the bidder's personnel to perform any of the work, service or other duties required of the bidder under this agreement without the prior written consent of the Institute.

**18. Waiver of Minor Irregularities:**

IIBF reserves the right to waive minor irregularities in proposals provided such action is in the best interest of IIBF. Where IIBF may waive minor irregularities, such waiver shall in no way modify the RFP requirements or excuse the bidder from full compliance with the RFP specifications and other contract requirements if the bidder is selected.

**19. Signing of agreement:**

The shortlisted bidder shall sign an agreement as per the scope mentioned in the RFP, along with a non-disclosure agreement.

**20. Non-Disclosure:**

The contents of the proposal and all the project outputs should not be disclosed to any party unless Bidder and IIBF mutually agree in writing to the same. Bidder will not use the contents of this RFP to bid for any other contract.

The following Annexures shall form part of the RFP and should be read together while submitting the proposal.

Annexure -I:-Technical Specifications and Features of PCs and Laptops

Annexure-II:- List of old PCs and Laptops for Buy-Back

Annexure-III:-Contact Addresses

Annexure-IV:-Commercial Template for item wise charges



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Annexure-V:- Manufacturer's Authorization Form

Annexure-VI:-Declaration regarding clean track by Bidder

Annexure-VII:- Undertaking of Authenticity for items Supplied

**The Institute reserves the right to change / add / modify / relax any / all conditions stipulated or increase / decrease items requested as also to accept / reject any / all offers without assigning any reason whatsoever.**

**The Institute also reserves the right to cancel this RFP or go for a fresh one with or without any amendments without any liability or any obligations.**

**The decision of the Institute in selecting the bidder would be final and conclusive and the Institute will not entertain any correspondence in this regard.**

**Bidders are requested to offer the best price, item wise (exclusive of taxes), along with other terms and conditions on or before 27<sup>th</sup> June-2025 by 3.00 pm in sealed envelopes duly super scribed as ‘ “Proposal to supply, install and maintain the new pcs and laptops of the Institute” (Technical-Information only) ‘ “Proposal to supply, install and maintain the new pcs and laptops of the Institute” (Commercial-Information only). Both the envelopes should be enclosed in a bigger single envelope by super scribing “Proposal to supply, install and maintain the new PCs and laptops of the Institute”.**

The proposal should be addressed and forwarded to:

**Director (Operations)  
Indian Institute of Banking & Finance  
Corporate Office  
Kohinoor City, Commercial II, Tower I,  
Second Floor, Kirol Road,  
Kurla - West  
Mumbai – 400 070.**



**ANNEXURE – I**

**Technical Specifications and Features of New PCs and Laptops**

**PC Configuration:**

**Configuration of Desktops to be supplied**

To qualify in the Technical Evaluation, a Bidder must comply with all the requirements as listed in the table below. Bidder(s) must submit their response in yes or no only, any compliance with a qualified statement shall be treated as non-compliance.

<b>Sr.No</b>	<b>Specification</b>		<b>Compliance (Yes / No)</b>
1	<b>Make/Model*</b>	<b>Dell OptiPlex Small Form Factor 7020 XCTO</b>	
2	<b>Processor/CPU*</b>	Intel Core i5 processor 14500 vPro (24MB cache, 14 cores, 20 threads, up to 5.0 GHz Turbo, 65W)	
3	<b>Memory*</b>	16 GB: 1 x 16 GB, DDR5 RAM, 4800 MT/s. upgradable upto 64GB RAM, 2 UDIMM slots.	
4	<b>Chipset</b>	Intel Q670 Chipset	
5	<b>Monitor*</b>	<b>Dell 22 Monitor - E2225HM.</b> 21.5" FHD Monitor, ENERGY STAR & TCO Certified. Resolution: 1920 x 1080, Refresh Rate: up to 100 Hz, Contrast Ratio: 3000:1	
6	<b>Speaker</b>	Built-in or external speaker	
7	<b>Power Supply</b>	OptiPlex SFF with 180W Bronze Power Supply	
8	<b>Storage*</b>	M.2 2230 1TB PCIe NVMe SSD Class 35	
9	<b>Optical Drive</b>	8x DVD-ROM 9.5mm Slimline Optical Disk Drive	
10	<b>Ports</b>	2 USB 2.0 (480 Mbps) ports 1 USB 3.2 Gen 1 (5 Gbps) Type-C® port 1 USB 3.2 Gen 1 (5 Gbps) port 1 Universal audio jack 2 USB 2.0 (480 Mbps) ports with Smart Power On 2 USB 3.2 Gen 1 (5 Gbps) ports 1 DisplayPort™ 1.4a (HBR2) port 1 HDMI 1.4b port 1 RJ45 Ethernet Port 10/100/1000 Mbps	
11	<b>Keyboard</b>	Dell Multimedia Wired Keyboard - KB216 Black - US International	
12	<b>Mouse</b>	Dell USB Optical Mouse-MS116 (EPEAT) - Black	
13	<b>Ethernet Interface</b>	RJ45 Ethernet Port 10/100/1000 Mbps	



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14	<b>Expansion Slots</b>	1 Half-height Gen3 PCIe x16 slot 1 Half-height Gen3 PCIe x1 slot Two SATA 3.0 slots for Hard Disk Drive and Optical Disc Drive 1 M.2 2230 slot for Wi-Fi and Bluetooth combo card	
15	<b>Operating system*</b>	Factory preloaded Windows 11 Pro OS from OEM	
16	<b>Manageability</b>	Manage your fleet of PCs - reliably and easily. Help secure and optimize your endpoints and deliver end-user productivity with Dell Manageability Solutions. Dell Trusted Update Experience makes it simple to update endpoints, packing the latest BIOS, driver, and firmware version. Dell is the only Top-5 PC vendor that: IT Admins can deploy fleet-wide device updates on a predictable timeline. IT Admins can expect a trusted, system compatible update deployment, across a fleet of devices.	
17	<b>Cabinet/Form Factor</b>	Small Form Factor	
18	<b>Certification</b>	ENERGY STAR Qualified, EPEAT, Trusted Platform Module (Discrete TPM Enabled), TCO Certified	
19	<b>Warranty*</b>	5 Year Onsite OEM back to back Warranty	

**Note:- \* Marked specifications are Mandatory**

**Laptops:**

**Configuration of Laptops to be supplied**

<b>Sr.No</b>	<b><u>Specification</u></b>		<b>Compliance (Yes / No)</b>
1	<b>Make &amp; Model*</b>	<b>Dell Latitude 3450, XCTO</b>	
2	<b>Processor / CPU*</b>	Intel Core Ultra 5 135U (12MB cache, 12 cores, 14 threads, up to 4.40 GHz)	
3	<b>Graphics</b>	Intel Integrated Graphics	
4	<b>Display</b>	14.0" FHD (1920x1080) Non-Touch, AG, IPS, 250 nits, FHD Cam, WLAN	
5	<b>Memory*</b>	16 GB: 1 x 16 GB, DDR5, 5200 MT/s or higher, upgradable upto 64GB.	
6	<b>Storage*</b>	1TB SSD Storage, M.2 2230, QLC PCIe Gen 4 NVMe	
7	<b>Battery</b>	3- cell, 42Wh Battery, Express Charge, Express Charge Boost capable	
8	<b>Internal Keyboard</b>	English International non-backlit AI hotkey keyboard, 79-key	
9	<b>Wireless</b>	Wi-Fi & Bluetooth: Realtek RTL 8852BE 2x2 Wi-Fi 6,	



***Request for Proposal to Supply, Install and Maintain the PCs and Laptops of the Institute.***

		Bluetooth Wireless Card	
10	<b>Power Adaptor</b>	65W AC rugged adapter, 4.5mm barrel, E4	
11	<b>Camera</b>	FHD HDR RGB Camera, TNR, Camera Shutter, Microphone	
12	<b>Microphone &amp; Speaker</b>	2 x Noise-Cancelling Microphones. 2 x Speakers, Waves MaxxAudio Pro Intelligent Audio with Neural Noise Cancellation	
13	<b>Backpack</b>	Dell 14-16 EcoLoop Backpack	
14	<b>Operating System*</b>	Factory preloaded Windows 11 Pro OS from OEM	
15	<b>Ethernet</b>	RJ-45 (1 Gigabit) Ethernet Port	
16	<b>Ports</b>	1x USB4 Gen 2 Type-C (20G x1) w/ Power Delivery & DisplayPort (DP-Alt mode: DP 1.4 w/ RPL, DP 2.0 w/ MTL) 4.5mm barrel power delivery 3 x USB 3.2 Gen 1 Type-A (1 w/ PowerShare) 1x HDMI 1.4 (RPL), HDMI 2.0 (MTL) 1x RJ-45 (1 Gigabit) 1x Universal Audio Jack 1x Wedge-shaped Lock slot	
17	<b>Certification</b>	EPEAT 2018 Registered (Silver), ENERGY STAR Qualified, TPM	
18	<b>Warranty*</b>	5 Year Onsite back to back OEM Warranty	

**Note:- \* Marked specifications are mandatory in laptops also**

Yours faithfully,

Authorized Signatory

Name:

Designation:

Place:

Date:

Organization Seal





*Request for Proposal to Supply, Install and Maintain the PCs and Laptops of the Institute.*

**ANNEXURE – II**

**List of old PCs and Laptops for Buy-Back**

**Old PCs and Laptops for Buy Back at Corporate Office, MSS Department, Mumbai and PDCs at Delhi, Chennai and Kolkata**

<b><u>PCs and Laptops for Buyback at IIBF Offices</u></b>				
<b>Sr. No.</b>	<b>Desktop Configuration</b>	<b>Pick-up Location*</b>	<b>Date of Purchase</b>	<b>Count</b>
1	<b>DELL Optiplex 5050 Desktop PC</b> - Processor: Intel(R) Core (TM) i5-7500 CPU @ 3.40GHz 3.41 GHz - RAM: 8.00/16.00 GB - HDD: 1 TB - Operating System: Windows 10 Pro - Display: 1920 x 1080	Corporate Office, Kurla (West) Mumbai	03/11/2018	79
		MSS Department, Cuffe Parade, Mumbai	03/11/2018	3
		Professional Development Centre (PDC), West Zone, Cuffe Parade, Mumbai	03/11/2018	4
		Professional Development Centre (PDC), North Zone, New Delhi	03/11/2018	4
		Professional Development Centre (PDC), East Zone, Kolkata	03/11/2018	5
		Professional Development Centre (PDC), South Zone, Chennai	03/11/2018	5
<b>Total Desktop PCs</b>				<b>100</b>

<b>Sr. No.</b>	<b>Laptop Configuration</b>	<b>Pick-up Location</b>	<b>Date of Purchase</b>	<b>Count</b>
1	<b>DELL Latitude 3590 laptop</b> - Processor: Intel(R) Core (TM) i5-7200U @ 2.50GHz - RAM: 12 GB - HDD: 1 TB - Operating System: Windows 10 Pro - Display: 1920 x 1080	Corporate Office, Kurla (West) Mumbai	03/11/2018	16
		MSS Department, Cuffe Parade, Mumbai	03/11/2018	2
		Professional Development Centre (PDC), North Zone, New Delhi	03/11/2018	1
		Professional Development Centre (PDC), South Zone, Chennai	03/11/2018	1
2	<b>DELL Inspiron 7501</b> - Processor: Intel(R) Core (TM) i5-10300H @ 4.50GHz - RAM: 16 GB - HDD: 1 TB - Operating System: Windows 10 Pro - Display: 1920 x 1080	Corporate Office, Kurla (West) Mumbai	06/11/2020	1
<b>Total Laptops</b>				<b>21</b>
<b>Total PCs and Laptops</b>				<b>121</b>



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**Total number of old PCs and Laptops the bidder has to pick up from the respective locations in the buy-back arrangement is 121.**

**\*For complete pick-up location address, kindly refer to the Annexure III.**

**Note:- Bidder has to clean the data of all the desktops/laptops using cleaning tools before the pick-up.**

Yours faithfully,

Authorized Signatory

Name:

Designation:

Place:

Date:

Organization Seal



*Request for Proposal to Supply, Install and Maintain the PCs and Laptops of the Institute.*

**ANNEXURE – III**

<b>ZONE/PDC</b>	<b>CONTACT ADDRESSES</b>	<b>No of PCs to be delivered</b>	<b>No of Laptops to be delivered</b>
<b>Corporate Office Kurla</b>	Kohinoor City Commercial – II Tower-I, 2nd & 3rd Floor Kirod Road Off-L.B.S Marg Kurla- West Mumbai - 400 070 Phone : 91 - 022 - 25039746 / 9604 / 9907	79 PCs	17 Laptop
<b>MSS DEPARTMENT/PDC (WZ), MUMBAI CUFF PARADE</b>	Indian Institute of Banking & Finance 191-F, Maker Towers,19th Floor, Cuffe Parade, Mumbai - 400 005 Phone : 91-022-2218 3302 Phone : 91-022-2218 5134 Email : iibfwz@iibf.org.in	7 PCs	2 Laptops
<b>PDC KOLKATA</b>	Indian Institute of Banking & Finance Avani Heights, 2nd Floor, 59A, Jawaharlal Nehru Road, KOLKATA - 700020 Tel: 033-46032850 Email : iibfez@iibf.org.in	5 PCs	-----
<b>PDC DELHI</b>	Indian Institute of Banking & Finance C-5/30, Safdarjung Development Area (SDA), Near SDA Local Shopping complex Outer Ring Road, Opp IIT Delhi, NEW DELHI-110 016 Phone : 91-011- 2575 2191 Tel:011-2653 2194 / 2191 (office) Email : iibfnz@iibf.org.in	4 PCs	1 Laptop
<b>PDC CHENNAI</b>	Indian Institute of Banking & Finance No.94, Jawaharlal Nehru Road (100 Feet Road) Opposite to Hotel Ambica Empire, Vadapalani, CHENNAI - 600 026 Phone : 044 - 24722990, 24727961 Email : iibfsz@iibf.org.in	5 PCs	1 Laptop



**Request for Proposal to Supply, Install and Maintain the PCs and Laptops of the Institute.**

<b>PDC GUWAHATI *</b>	Indian Institute of Banking & Finance 3rd Floor, Rani Dati Sadan, Motilal Nehru Road,PAN Baazar, Guwahati, Assam,781001		
<b>PDC LUCKNOW *</b>	Upcoming PDC		
<b>PDC BANGALORE *</b>	Upcoming PDC		

**\*Address and quantity of Laptop/Desktop to be delivered in the Guwahati, Lucknow and Bangalore PDC will be shared at the time of releasing the PO.**

**Note:- The quantity of desktops/laptops to be delivered is tentative in all the locations and may increase/decrease. The exact quantity to be delivered will be shared at the time of releasing the PO.**

**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 (-)								(-)
<b>Net Total after Buy Back (A)</b>										
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			
<b>Total AMC Charges (B)</b>										
6	FMS charges with on-site engineer per annum	01								
<b>Total FMS Charges (C)</b>										
7	Engineer per man-day charges on holiday	NA								NA
<b>Grand Total Charges (A+B+C) =</b>										

**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.**

- One on-site engineer will be for 7 years. However, during the absence of the engineer, the bidder has to make alternate arrangements. The FMS charges offered should be commensurate with market rates to get quantitative manpower.**



*Request for Proposal to Supply, Install and Maintain the PCs and Laptops of the Institute.*

Yours faithfully,

Authorized Signatory

Name:

Designation:

Place:

Date:

Organization Seal



Request for Proposal to Supply, Install and Maintain the PCs and Laptops of the Institute.

**Annexure-V**  
**Manufacturer's Authorization Form**

To,  
Indian Institute of banking and finance  
Kohinoor city, Commercial II, Tower I,  
2nd Floor, Off L.B.S Marg, Kirool Road  
Kurla West, Mumbai -400070.

Dear Sir,

**Subject:- Supply, install and maintain the PCs and laptops of the Institute (No:- RFQ/ITHW/25-26/02).**

We ..... who are established and reputable manufacturers of ..... having factories at ..... do hereby authorize M/s ..... (Name and Address of the Supplier/Channel Partner/System Integrator) to bid, negotiate and conclude the contract with IIBF against RFP no. .... For the above goods manufactured by us.

We hereby extend our full warranty as per the requirement, scope of work, general terms and Conditions of RFP for the goods offered for supply against this invitation for bid by the above firm.

We hereby further confirm that the solution quoted by our partner/agency including 5 (five) years comprehensive warranty. We also confirm that all the parts codes (product and warranty) quoted by our partner are OK and the solution quoted by our partner will work as per requirements specified by IIBF.

Your's faithfully,

(Name) For and on behalf of M/s.....

Signature of Witness  
Dated:  
Place:

Signature of Manufacturer  
Dated:  
Place:

Note: This letter of authority should be on the letterhead/certificate issued by the manufacturing concern (OEM) and should be signed by a person competent and having the power of Attorney to bind the manufacturer.



*Request for Proposal to Supply, Install and Maintain the PCs and Laptops of the Institute.*

**Annexure-VI**  
**Declaration regarding clean track by Bidder**

To,  
Indian Institute of banking and finance  
Kohinoor city, Commercial II, Tower I,  
2nd Floor, Off L.B.S Marg, Kiroli Road  
Kurla West, Mumbai -400070.

Dear Sir,

**Subject:- Supply, install and maintain the PCs and laptops of the Institute (No:- RFQ/ITHW/25-26/02).**

I/We have carefully gone through the Terms and Conditions contained in the above-referred RFP. I/We hereby declare that my company/firm is not currently debarred/blacklisted by any Government/Semi Government Organizations/Institutes in India or abroad. I/We further certify that I/We am/are a competent officer in my company/firm to make this declaration.

OR

I declare the following

Sr.No	Country in which the company is debarred/blacklisted/case pending	Blacklisted/debarred by Government/Semi Government Organizations/Institutes	Reason	Since when and for how long

(Note: In case the company/firm was blacklisted previously, please provide the details regarding periods for which the company/firm was blacklisted and the reasons for the same)

Yours faithfully,

Authorized Signatory

Name:

Designation:

Place:

Date:

Organization Seal





*Request for Proposal to Supply, Install and Maintain the PCs and Laptops of the Institute.*

**Annexure-VII**  
**Undertaking of Authenticity for items Supplied**

To,  
Indian Institute of banking and finance  
Kohinoor city, Commercial II, Tower I,  
2nd Floor, Off L.B.S Marg, Kirod Road  
Kurla West, Mumbai -400070.

Dear Sir,

**Subject:- Supply, install and maintain the PCs and laptops of the Institute (No:- RFQ/ITHW/25-26/02).**

With reference to the RFP for supply, install and maintain the PCs and laptops of the Institute (No:- RFQ/ITHW/25-26/02) being quoted to you vide our quotation No:.....Date..... we hereby undertake that the components/parts/assembly/software used in the PCs/Laptops under the above like hard disk, memory etc., shall be original new components/parts/assembly/ software only, from respective OEM's of the products and that no refurbished/duplicate/secondhand components/parts/assembly/ software ae being used or shall be used.

We also undertake that in respect of licensed operating system if asked for you in the purchase order, the same shall be supplied along with the authorized license certificate(e.g. product keys on certification of authenticity in case of Microsoft Windows operating system) and also that it shall be sources from the authorized source (e.g. authorized Microsoft channel in case of Microsoft operating system).

Should you required, we hereby undertake to produce the certificate from our OEM supplier in support of the above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from OEM suppliers at the time of delivery or within a reasonable time.

In case of defaults/we are unable to comply with above at the time of delivery or during installation for the IT Hardware/Software already billed, we agree to take back the IT PCs and Laptops which without demur, if already supplied and return the money if any paid to us by you in this regards.

We ..... also take full responsibility of both as per the content even if there is any defect by our authorized services center/ reseller/ SI etc.

Yours faithfully,

Organization Seal

Authorized Signatory

Name:

Designation:

Place:

Date: