

PRE-BID QUERIES

Tender No. RFQ_007_2026_SOCH — Procurement of Desktop Computers, Accessories, Ancillary Devices and Software/Licenses

Sl. No.	Document & Page Reference	Existing Clause (As Stated)	Clarification / Revision Sought	Response of YRGMERF
1	Page 4	Logistics, Installation and Maintenance (SLA)	Is On-site installation needed for all 273 locations?	<u>YES. Even If plug-n-play, then the unpacking and plug-in shall be done in the presence of the vendor's representative in all the locations to determine satisfactory completion of deliveries. Besides, the Goods Received Note (GRN) is mandatory milestone for payment.</u>
2	Main RFQ Document, Page 6 ("Delivery Regions / Installation Points") Delivery Locations Annexure	Delivery and installation completion in all centres	Time-span for the installation across all the centres? Where is the Bio-metric device to be installed? Cabling for bio-metric device needed? Do we need to pre-load all the Microsoft / A-V software?	<u>Deadline for completion of all deliveries and installations at all sites stands as the 30th of November 2026.</u> Inside ART Centre. No installation / configuration nor cabling needed for either of the two devices in Lot 2. Yes, the OS + MSO + Anti-virus software need to be pre-loaded and installed, activated keys (see last point below) to be shared as Annexure to the GST invoice.
3	Main RFQ Document, Page 4 ("Comprehensive On-Site Warranty")	"Desktop supplies mandate a comprehensive on-site warranty coverage of 3 years."		Desktop PCs Warranty must be for 3-Years on-site. For Bio-metric and Bar code machine, manufacturer warranty to be indicated.
4	Main RFQ Document, Page 3 ("Performance Bank Guarantee (PBG)")	"...performance guarantee shall be valid until 60 days past the warranty expiration date for the computer and accessory products..."	Once the mandatory warranty period is confirmed (see previous item), please confirm the resulting exact PBG validity period to be arranged with the bank.	The PBG requirement is waived. However, the bidders must provide an undertaking from the OEM that the warranty will be honoured and that service support will continue to be provided through alternative sources, even after the dealer

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				has closed the business or the dealership has been revoked during the warranty period.
5	Main RFQ Document, Page 3 ("Software Requirements") vs. General Terms & Conditions, Page 3, Clause 3.2	"Applications like Microsoft Office 365... must include perpetual or specified multi-year licenses." vs. "The Supplier must bundle each applicable computing unit with a perpetual, standalone license of Microsoft Office Business. Subscription-based software frameworks... are strictly excluded."	Please confirm the exact Microsoft Office SKU/edition required — a perpetual license (e.g. Office Home & Business / LTSC) or a Microsoft 365 subscription.	Please refer carefully to the point 27 in the document Annexure A_PC_Lot 1 with the Bid Documents. Charity or Educational pricing will not be accepted. Only Business standard accepted.
6	General Terms & Conditions, Page 3, Clause 3.3 ("Endpoint Protection") vs. Main RFQ Document, Page 3 ("Software Requirements")	"Each hardware asset must include a pre-installed installation of a professional Anti-virus... three (3) year runtime subscription..." vs. Main RFQ only requires "anti-virus programs" generically, with no brand specified.	Please confirm whether a specific antivirus brand (Bit-Defender) is compulsory, or whether any reputed/equivalent brand meeting the same license term (3 years) is acceptable.	Please refer carefully to the point 28 on the document Annexure-A_PC_Lot1 uploaded with the Bid Documents.
7	Main RFQ Document, Page 4 ("Liquidated Damages (LD)") vs. General Terms & Conditions, Page 4, Clause 5.1	"...often 0.5% of the contract value per week of delay, capped at a maximum of 10%..." vs. "...0.5% of the delayed goods' value for each week of delay... capped at a maximum ceiling of 8% of the total contract value."	Please confirm the correct LD calculation basis (total contract value vs. value of the delayed goods only) and the applicable cap (8% or 10%).	The discrepancy between the two documents has been corrected. Calculation of LD will be on total contract value. Capping will be at 10% of total contract value.

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8	Page 2 – Past Performance	Evidence of having supplied Computer products to any central / state government department / PSU or autonomous body. This requires documentary proof of having supplied at least 80% of the bid quantity in a single order during the past three years.	Are we allowed to show cumulated total of minimum quantity supplied in the past?	No. experience of having handled between 50% - 80% of the order quantity (per lot) in any single order <u>during the past three years.</u>
9	Main RFQ Document, Page 2 ("Financial Turnover")	"...minimum average annual financial turnover of INR (5) five crores... over the previous three financial years, {23-24, 24-25, 25-26} certified by a Chartered Accountant."	Please confirm the correct three financial years for turnover certification (likely 2023-24, 2024-25, and 2025-26).	Turnover information to be provided for the FY 2023-24, 2024-25, and 2025-26
10	Main RFQ Document, Page 3 ("Hardware & Accessories Bundle")	"Bids often mandate that the keyboard and mouse must be from the same OEM as the PC."	Please confirm, as a firm Yes/No compliance point, whether the keyboard and mouse must compulsorily be from the same OEM as the CPU/monitor for this specific tender.	We corrected the sentence for clarity. We insist on all the peripheral accessories to be of the same brand as that of the Personal Computer. [Not applicable to UPS]
11	General Terms & Conditions, Page 5, Clause 4.3 ("Warranty and Spare Parts Guarantee") vs. Main RFQ Document, Page 4 & Page 5 ("Comprehensive On-Site Warranty"; "Availability of Service Centres")	General Terms only requires "a comprehensive commercial hardware warranty" (no "on-site" wording, no year figure). The RFQ (Page 4) separately mandates "comprehensive on-site warranty coverage." The RFQ (Page 5) also states the service-centre-per-state rule applies "in case of carry-in warranty" and is "not applicable in case of goods having on-site warranty" — implying carry-in warranty may also be an acceptable model.	Please confirm whether on-site warranty is compulsory for all units, or whether a carry-in warranty model (with state-wise service centres) is also an acceptable alternative.	On-site Warranty is needed for the PC System, Software, Licenses including for all the ancillary devices.
12			In whose name will the billing be done?	- The Invoice and E-Way Bill will be In the name of the Buyer as per the Purchase Order issued. (For h/w and s/w) - The Consignee will be as

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				indicated in the Purchase Order and as stated in the Annexure_B_Delivery_Sites
13	Main RFQ Document, Pages 3–4 ("Technical Scope of Supply"; "Logistics, Installation & Maintenance")	The RFQ prices the supply as a fixed bid price, valid for 45 days, with no provision addressing component cost volatility or specification substitution.	Given the prevailing global shortage of RAM/memory modules (DRAM and NAND) affecting pricing and availability through 2026, bidders request: (a) a price variation/cost pass-through clause permitting adjustment for verified increases in memory component costs between bid submission and delivery; and (b) permission to substitute an equivalent or higher-capacity/performance RAM module (with OEM certification of equivalence) where the exact specified module is unavailable at the time of manufacture.	The Bid validity has to be for 90 days from the date of deadline for bid submission. As per Public Procurement Norms for this project, and given the lead time for deliveries, the request cannot be accommodated. Note: The supplies require very rapid deliveries & installations. So the validity is merely a precaution for both parties.
14	MS Windows 11 Pro		Is the Factory pre-loaded version desired or is the alternative of Bulk-loading at the Supplier's facilities permitted?	The hardware manufacturer (e.g., Dell, HP, Lenovo, Acer etc) or their authorized system integrator pre-loads the OS at the factory level and ensures the license is physically and digitally injected into the motherboard (BIOS/UEFI chip).
15	Are the web camera and speaker preferred or a requirement?			The web camera and speaker are required either integrated or as external devices. Bids must clearly state which type is being offered.
16	Which Generation of the PC with i5 Processor is being considered? Are there detailed, mandatory specifications for the Computer Hardware / Software requirements in this tender.			The exact processor model / SKU, Generation, Core count, Cache, Frequency and OEM Data Sheet must be part of the offer. Please refer carefully to the document Annexure-A_PC_Lot1 uploaded with the Bid Documents.

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17	Final payment under the contract		What are the requirements for effecting the final payment?	Payment will only be released upon successful validation of the digital keys against Microsoft's activation servers under the End-User's domain for Microsoft products; for other software the same logic of activation will apply. In all cases, it is obligatory to list and tabulate the Machine Sl.Nr. OS Key Nr. MS Office License Nr. Anti-virus license Nr. Delivery Location for all the supplies. In all cases, completed deliveries, installation and written confirmation from the project unit shall be obligatory in the form of a Goods Received Note and confirmation of completed installations. Post receipt of these confirmations, the final invoice from the supplier is processed for payment within 15 working days.