

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	Main RFQ Document, Page 4 ("Logistics, Installation & Maintenance") Annexure X (Commercial Bid Format), Page 12 & Forms-2, Page 1	"The default timeline for IT hardware delivery is generally between 30 to 45 days from the award of the contract..." vs. "The delivery will be as per the list of ART Centres <i>starting</i> within 2 weeks from the date of Purchase Order (PO)." Also, the Bidding Timeline (Page 8) allows only ~25 days between contract execution (25-Sep-2026) and completion of delivery/installation (20-Oct-2026).	Please confirm a single, binding delivery + installation timeline from the date of PO, applicable uniformly across all ART Centre locations. Further, given the ongoing global shortage in RAM/memory modules that is extending OEM production and allocation lead times through 2026, bidders request that the confirmed timeline be set at a minimum of 6 to 8 weeks (42–56 days) from PO date, rather than the shorter periods currently indicated (2 weeks / ~25 days).	Deadline for completion of all deliveries and installations at all sites stands revised as the <u>15th of November 2026.</u>
2	Main RFQ Document, Page 6 ("Delivery Regions / Installation Points") Delivery Locations Annexure	The RFQ requires direct delivery, installation, and site-wise acceptance at individual ART Centres spread across 23 States (200+ locations per the Delivery Locations Annexure).	Bidders request that YRGMERF consider permitting delivery to a single consolidated location (or a limited number of regional/state-level hubs), with onward distribution to individual ART Centres arranged separately, rather than requiring the successful bidder to execute delivery, installation, and acceptance testing at every individual site pan-India.	Deliveries are desired at the locations and addresses listed.
3	Main RFQ Document, Page 4 ("Comprehensive On-Site Warranty")	"Desktop supplies mandate a comprehensive on-site warranty coverage of 3 to 5 years."	Please issue a corrigendum fixing the warranty requirement as two distinct, clearly defined bidding options — a 3-year on-site warranty and a 5-year on-site warranty — so bidders may quote a firm price against a specific duration rather than an undefined range.	Warranty must be for 3-Years on-site.
4	Main RFQ Document, Page 3	"...performance guarantee shall be valid until 60 days past the warranty	Once the mandatory warranty period is confirmed (see previous item), please	The PBG must be secured for the stated period beyond the Warranty period.

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	("Performance Bank Guarantee (PBG)")	expiration date for the computer and accessory products..."	confirm the resulting exact PBG validity period to be arranged with the bank.	
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 document "20260901_Mandatory_Specifications. pdf " uploaded with the Bid Documents.
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 Bit-Defender 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 document "20260901_Mandatory_Specifications. pdf " uploaded with the Bid Documents.
7	Annexure X (Commercial Bid Format) — within Main RFQ Document, Page 12 vs. Forms-2, Page 1 (separate Annexure X document)	"The prices mentioned in bid are exclusive of taxes, as separately indicated." vs. "The amounts mentioned in bid are inclusive of taxes, as indicated."	Please confirm whether the Financial Bid figures should be quoted inclusive or exclusive of GST / applicable taxes. Two versions of the same Annexure X carry directly opposite instructions on tax treatment. This affects how every bidder prices and how bids are compared — it must be resolved before submission.	Discrepancy between the two documents has been corrected. All costs beyond the basic device price shall have to be added to the basic price and shown as a single cost. This applies to taxes, freight, insurance and any such extra costs. In other words, one row per item of supply & one, all-inclusive price indicated across three columns: Qty. Unit Price Total Price.

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8	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.
9	General Terms & Conditions, Page 1, Clause 1.1 & Page 4, Clause 5.4 vs. Forms-1 (Annexure VII – NDA), Pages 4–5	General Terms: "the competent courts in New Delhi shall have exclusive jurisdiction"; "the seat and place of arbitration shall be Chennai, India." NDA: "exclusive jurisdiction of the courts of Mumbai"; arbitration seat "Mumbai." Registered office shown as "Kilpauk Garden East Street 36, Chennai 600 010," differing from the address on the RFQ cover and other Annexures.	Please confirm the correct governing jurisdiction and arbitration seat applicable across the Purchase Contract and the NDA, and YRGMERF's correct registered office address.	Jurisdiction stands corrected in the documents as Chennai. For good reasons, NDA alone states the Registered office address. Other documents provide the Administrative Office address <u>which is also mentioned as such in the NDA</u> for abundant clarity.
10	Forms-2, Page 1 (Annexure X, Point 5) vs. Delivery Locations Annexure; Main RFQ Document, Page 6	"Delivery largely within Mumbai MMR and some locations across India as mentioned earlier."	Please confirm whether this reference to Mumbai MMR is a template carryover from an unrelated tender and may be disregarded.	Error removed as pointed out. Annexure B with Delivery points uploaded earlier, still applies.
11	Main RFQ Document, Page 8 ("Bidding Timeline", Stage 3)	Stage 3 – "Posting of Clarifications on the Website" – shown with a start date of 01-Aug-2026, ahead of Stage 1 (Publication, 25-Aug-2026) and Stage 2 (Pre-Bid Conference, 31-Aug-2026).	Please correct the date for posting of clarifications on the website (likely intended as 01-Sep-2026).	Typo error stands corrected. Though the time duration of one day shown is indicative of real date of posting which is 01st Sep. 2026.
12	Main RFQ Document, Page 2 ("Financial Turnover")	"...minimum average annual financial turnover of INR (5) five crores... over the previous three financial years, {22-23, 23-24, 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

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13	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.	1. We corrected the sentence for clarity. 2. We insist on all the peripheral accessories to be of the same brand as that of the Personal Computer. [Not applicable to UPS]
14	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.
15	Forms-1, Annexure V (Undertaking), Page 1, Clause (b)	"We have read and understood the Request for Quotation (RFQ) document – 'Procurement of Desktop Computers, UPS systems, Monitors, Bar Code Scanners and Bio metric measurement devices' ..."	Please confirm this Annexure is intended for RFQ_007_2026_SOCH and not carried over from a different tender, and provide a corrected Annexure V referencing the correct scope of supply.	Incorrect observation: Tender Notice is clear. YRGMERF invites Bids for Desktop PCs with accessories, software licenses and electronic devices for supply & delivery to the ART Centres of National AIDS Control Organisation. <i>Please read this citation from page 5 of the Bidding Instructions:</i> "Please refer to the three worksheets in attached Annexure A for detailed specifications, quantities and delivery / installation addresses."
16	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	1. The Bid validity has to be for 90 days from the date of deadline for bid submission. 2. As per Public Procurement Norms for this project, and given the lead time for deliveries, the request cannot be accommodated. Besides,

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			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.	most of the items forming the subject of this supply tender are rarely – if at all – manufactured upon receipt of the Purchase Contract.
17			Can an advance payment be made upon signing of the purchase contract?	GFR 2017 do not allow advance payments to be made under the Goods Supply contract.
18	MS Windows 11 Pro		Is the Factory pre-loaded version is 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).
19	1. 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.
20	1. 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.			Yes. Please refer carefully to the document "20260901_Mandatory_Specifications. pdf " uploaded with the Bid Documents.
21	Final payment under the contract		How long after the delivery, installation and invoicing by the supplier, will the balance payment be effected?	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

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				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 invoice from the vendor is processed for payment within 15 working days.