



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

REQUEST FOR PROPOSAL

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

(No:- RFP/ITHW/25-26/03)

(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
22/04/2026**

ADDRESSED TO:

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



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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/HP/Lenovo) and 50 Laptops (Dell/HP/Lenovo) 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.

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. The complete specifications of PCs and Laptops to be procured are given in Annexure-I

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 of 5 years, based on the performance of the bidder. The bidder has to cover the comprehensive AMC and warranty of these machines located at the Office of the Institute at Kurla and Cuff Parade in Mumbai, and Professional Development Centers at Mumbai, Delhi, Chennai, Kolkata, Guwahati, Lucknow and Bangalore. The addresses of the locations are given in Annexure-III.



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- (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 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.
 - 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:
- Reinstallation of Windows OS / Installation of any patches/ updates / Installation of utility software's/drivers in all locations.



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- Installation of the off-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 one onsite engineer made available at the Corporate Office, Mumbai, to attend day-to-day technical support. The onsite engineer should be present on all working days of the Institute and be available from 9.30AM to 6.00PM. 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.

Manpower Deployment & Statutory Wage Compliance:

- (h) The successful bidder must deploy One Technical Support Engineer under the Facility Management Services (FMS), for a period of 5+2 years. 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. The Technical Support Engineer must be paid wages not less than the minimum wages as notified from time to time under the Labour law and should be commensurate with the 5 years experienced hardware/network engineer wages and should not be less than the minimum wages offered for such positions. The bidder should comply with the statutory obligations and Labour Regulations/Rules in this regard so far as applicable. The bidder shall be responsible for payments of all statutory dues with respect to each of its personnel/employee engaged by it to render service under this agreement with respect to each applicable Labour law, such as Minimum wages, payment of wages, ESIC, PF etc. Bids quoting manpower charges lower than the applicable minimum wages and statutory contributions shall be treated as abnormally low bids and may be rejected without further correspondence. Non-compliance with the provisions of this clause shall be treated as a material breach of contract, liable for appropriate action, including termination of contract, forfeiture of performance security, and blacklisting, as per extant rules. The bidder should indemnify the Institute against any claims arising from non-compliance with labour laws.

Support Service at Corporate Office-Mumbai and PDCs:



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- (i) The service provider should make all necessary arrangements to offer the technical services at the Institute's office Kurla, and Cuff Parade in Mumbai and Professional Development Centers located in New Delhi, Chennai, Kolkata, Guwahati and Bangalore. Moreover, there are a few more upcoming PDCs (such as Gift City, Gandhinagar) 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

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/HP/Lenovo) and Laptops (Dell/HP/Lenovo) 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.
- Any bid received by the Institute after the last date for submission of bid will not be accepted.

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)	30/03/2026
2	Last date for submission of written requests for any clarifications from prospective bidders (Email:- itbids@iibf.org.in)	06/04/2026
3	Pre-bid meeting (in person) for clarifications on written Queries at 3.30 PM at the Corporate Office, Mumbai	10/04/2026
4	Last Date of submission of bids is up to 3.00 PM.	22/04/2026
5	Opening of technical bids in the presence of Bidders at 4 PM	22/04/2026
7	Opening of commercial bids	To be communicated later



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

Bidders are required to submit pre-bid queries, before the date of the pre-bid meeting. Bidders are required to submit the pre-bid queries in the following format.

Sr. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks

6. Minimum Eligibility Criteria:

(To be submitted on bidder letterhead)

Sr.	Minimum Eligibility Criteria (Pre-Qualification Criteria)	Documents to be submitted	Compliance (Yes/No)
1	The bidder should be a firm / Pvt. Ltd / limited company registered under the Indian Companies Act, 1956, operating for the last 3 years as on the bid submission date of RFP.	Certificate of incorporation issued by a competent authority from the Government of India.	
2	The bidder should have a turnover of Rs. 25 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. (FY2022-23, FY2023-24, FY2024-25)	
3	The bidder should be earning a Net Profit or having +ve Net Worth 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.	
4	The bidder should have executed at least 03 orders of a similar nature/value and preferably in multiple locations. The bidder should have supplied at least 100 Laptops / Desktops through a single order or multiple orders in a year during each preceding 3 financial years to organizations under the	<ul style="list-style-type: none">• PO• Project completion report (Bidder has to submit certificates/letter/emails from the client clearly specifying the quantity supplied)	



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	category of nationalized bank/BFSI/PSU/Govt. Organisation/Financial Institution)		
5	The bidder should have at least 3 qualified, Microsoft Certified and experienced (at least 5 years) Software/Hardware engineers to install and maintain the systems.	Number of Hardware/Software Engineers with appropriate qualifications and certification of year/s of experience. The bidder should provide the declaration certificate.	
6	The bidder should have been empaneled for a period of at least 1 year for supplying desktop/laptop in India in any of the nationalized banks/BFSI/PSU/Govt. Organizations/Financial Institutions during the last 3 years as on bid submission date.	The bidder has to submit certificates/letter/email from the client against the empanelment letter.	
7	The bidder should be registered under GST and or tax registration in the state where the bidder has a registered office.	Proof of registration with GSTIN	
8	The bidder should have direct authorisation from OEM for selling and supporting the hardware and software offered under this project. OEM of the desktop/laptop should be authorized by M/s Microsoft for pre-loading of Windows OS. (Only the bidder or OEM can participate in the bidding process. In case both OEM and authorised representative bid for the captioned tender, both will be rejected by the Institute.)	<ul style="list-style-type: none">•Ink-signed OEM certificate (MAF) for technical compliance, warranty and accessories•Authorization letter from OEM (Microsoft) for pre-loaded Windows 11	
9	The bidder has never been blacklisted/barred/banned at the time of submission of the bid by any regulator/statutory body/nationalized banks/BFSI/PSU/Govt. Organization/Financial Institution in India.	A self-declaration letter from the authorized person of the organization.	
10	The OEM/bidder should have support offices with the necessary support infrastructure for the maintenance of desktop/laptop in Mumbai, Chennai,	List/Details of the support offices/channel partners/support locations with complete address and contact details.	



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	New Delhi, Kolkata, Guwahati, Lucknow and Bangalore, either directly or through their authorized service providers/partners and maintain the same. However, the responsibility of logging the calls and completing the task will rest with the primary service provider.		
11	Bidders who have not honoured past orders are not allowed to participate in the bidding process, and their bids shall be summarily rejected.	Self-declaration letter confirming that the bidder has not dishonoured any IIBF purchase order in the past.	

Note:

- Bidders need to ensure compliance with all the eligibility criteria points.
- 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 bids will be evaluated as follows:

7.1 Evaluation Approach

The bid evaluation shall be carried out under a Two-Bid System, comprising:

- Technical Bid Evaluation
- Commercial (Financial) Bid Evaluation

Only those bidders who qualify in the technical evaluation stage shall be considered for commercial evaluation.

7.2 Technical Evaluation (Compliance-Based)

- The technical bids shall be evaluated on a compliance basis (Yes/No) against the technical specifications, eligibility criteria, and other terms & conditions as defined in this RFP.
- Bidders must provide documentary evidence for all claimed technical specifications and eligibility criteria. Non submission of the relevant documents evidence will lead to disqualification.
- Any deviation from the prescribed specifications may lead to disqualification.
- Clarifications, if required, may be sought during evaluation.



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7.3 Commercial (Financial) Evaluation

- Commercial bids of only technically qualified bidders (meeting all technical requirement) shall be opened.
- Evaluation shall be done on the Total Cost of Ownership (TCO).
- The bidder quoting the lowest TCO (L1) shall be considered for the award of the contract, subject to:
 - Meeting all technical requirements
 - Acceptance of all terms and conditions of the RFP

Note:

IIBF's decision in respect of the evaluation methodology and short-listing the bidders will be final, and no claims whatsoever in this matter will be entertained.

8. Proposal Format:

The technical proposals should be submitted in a sealed envelope. 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 Tender Ref No:- RFP/ITHW/25-26/03”**.

- 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.

8.1. The technical proposal should include the following:

1. 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:
2. Eligibility criteria format on a company's letter head along with the relevant documents.
3. Detailed technical specifications duly signed and stamped on letter head of the company along with the brochures of the hardware proposed. (Annexure-I)
4. List of old PCs and laptops for buy back to be signed and stamped on letter head of the company. (Annexure-II)



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5. The tentative quantity of desktop/laptop to be delivered to all the locations of the Institute to be signed and stamped on letter head of the company. (Annexure-III)
6. Authorization letters from OEMs (Original Equipment Manufacturers/Software Bidder) of the quoted products, in case of 3rd party products. (Annexure-V)
7. Declaration regarding clean track by the bidder to be signed and stamped on the company's letter head. (Annexure-VI)
8. Undertaking of authenticity for items supplied to be signed and stamped on the company's letter head. (Annexure-VII)
9. Self-declaration letter confirming that the bidder has not dishonored any IIBF purchase order in the past. (Annexure-VIII)
10. Authorization letter from OEM (Microsoft) for preloaded Windows-11.
11. Future road map on scalability, version upgrades/releases etc.
12. Proof of implementation of similar project along with the work orders.
13. Technical proposal should not indicate any cost aspect directly or indirectly.
14. The bidder should submit duly signed all the pages of the RFP document with company's seal having accepted all the terms and conditions of the RFP.
15. A statement of proprietary information, if any.

8.2 Inputs of commercial bids:

The bidders should provide prices in separate envelope.

- Envelope "II" should contain the item-wise prices as per Annexure – IV and should be superscribed as "Prices Item Wise". Taxes will be extra.
- The bidders must provide all the relevant information of price and not contradict the technical proposal in any manner. All prices must be quoted in Indian Rupees only.

9. Terms and Conditions:

- A bidder must submit the commercial quotes for only three brands of PCs and Laptops, i.e Dell/HP/Lenovo. A vendor cannot offer quotes for a brand other than Dell/HP/Lenovo. For example, a bidder should not offer PCs from Acer, Asus, etc. They should submit an offer for a brand, i.e Dell/HP/Lenovo.



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- The bidder shall quote and supply desktops and laptops of only one Original Equipment Manufacturer (OEM) for the entire scope of supply under this RFP. Mixing of multiple OEM brands, such as Dell, HP and Lenovo, or any other brands within the same bid shall not be permitted. Any bid found quoting multiple OEMs shall be liable for rejection during technical evaluation.
- 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 course 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).
- Technical & commercial information of the product 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 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, its 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.5,00,000/- (Rupees Five lacs only) in the form of a bank guarantee from any commercial bank favoring to



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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.

10.1. Refund of EMD:

- EMD is refundable to bidders who could not succeed in the RFP Process i.e. after identifying a successful bidder of the RFP process.
- EMD of the successful bidder shall be returned to them after execution of a service level agreement (SLA) and furnishing a Performance Bank Guarantee, which would be 10% of the cost of the equipment.

10.2. Forfeiture of EMD:

The EMD (earnest money) submitted by the bidder towards the RFP shall be forfeited if the bidder-

- Withdraws the bid after it gets accepted by IIBF; or
- Withdraws the bid before the expiry of the valid period of the RFP; or
- Violates any of the provisions of the terms and conditions of the RFP and SLA
- In case a successful bidder fails to furnish the SLA and / or PGB in accordance with the terms and conditions of the RFP document.
- Or in case the successful bidder picks up the order and does not proceed with the project. This period will be decided by the Institute.

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.

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, 10% of the total AMC cost of the extended period.



13. Rejection of Bids:

The bids are liable to be rejected if:-

- 1) Received after the expiry of the due date and time.
- 2) Not received in sealed condition.
- 3) It is a conditional bid.
- 4) Not in conformity with the instructions mentioned in the RFP.
- 5) It is incomplete, including the non-furnishing of the requisite documents.

IIBF reserves the right to reject the tender/s without assigning any reasons. The decision of IIBF will be final, and no communication whatsoever will be entertained in the matter.

14. 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.
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.

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. The penalty shall be limited to a maximum of 5% of the total cost (TCO) that may be



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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.

16. 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.

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

Milestone	% of the total cost of equipment
Advance along with the award of the contract	10%
After Delivery of all items & After Installation and Commissioning of all items	90%

Note:-

- **Payment shall be released only after submission of the PBG and sign off of the agreement.**
- **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.**

18. 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.

19. 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.



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20. Signing of agreement:

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

21. Non-Disclosure:

The contents of the proposal and all the project outputs must be kept secret and must 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 proposal to bid for any other contract. The IPR of the content will vest with IIBF and the bidder agrees to deliver the content to IIBF at the end of the contract period. The bidder has to sign a separate Non-Disclosure Agreement.

22. Reservation of rights:

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.

All the items mentioned in the list should be genuine, original and of the specified branded company. If the material supplied is found to be of substandard quality, the same will be returned / replaced and the Institute will not be responsible for any loss to the bidder for such supply.

If the bidder is not able to supply the original and genuine items, appropriate action may be taken against the bidder i.e., Imposition of a penalty, forfeiture of PBG with the cancellation of the contract, including blacklisting the bidder.

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.

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

Annexure-V:- Manufacturer's Authorization Form

Annexure-VI:- Declaration regarding clean track by Bidder

Annexure-VII:- Undertaking of Authenticity for items Supplied

Annexure-VIII:-Self-declaration letter confirming that the bidder has not dishonored any IIBF purchase order in the past.

Bidders are requested to offer the best price, item wise (exclusive of taxes), along with other terms and conditions on or before 22nd April-2026 by 3.00 pm in sealed envelopes duly super scribed as:



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

Envelope-I: -

“Proposal to supply, install and maintain the new pcs and laptops of the Institute Tender Ref No:- RFP/ITHW/25-26/03” (Technical-Information only).

And

Envelope-II: -

“Proposal to supply, install and maintain the new pcs and laptops of the Institute Tender Ref No:- RFP/ITHW/25-26/03” (Commercial-Information only).

Envelope-III: -

Both the envelopes (Envelope-I and Envelope-II) 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 Tender Ref No:- RFP/ITHW/25-26/03”**.

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, Kirod Road,
Kurla – West, Mumbai – 400 070.**



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

ANNEXURE – I

Technical Specifications and Features of New PCs and Laptops

Desktop 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.

<u>Sr.No</u>	<u>Specification</u>		Compliance (Yes / No)
	Make and Model to be supplied (Dell/HP/Lenovo)		
1	Processor/CPU	Intel® Core™ Ultra 5 processor (latest generation) with integrated NPU	
2	Memory	(1*16gb DDR5) 5600, expandable to 64 GB DDR5-5600 MT/s Minimum 2 DIMM slots	
3	Chipset	Intel® Q870 -class chipset or equivalent	
4	Monitor	21.5 inch LED ENERGY STAR & TCO Certified. Resolution: Full HD 1920 x 1080 or better, Aspect Ratio: 16:9, Brightness / Contrast: As per OEM standard	
5	Speaker	Integrated internal speaker	
6	Power Supply	Minimum 180W or higher/80 PLUS Bronze or better	
7	Storage	1TB 2280 PCIe NVMe Solid State Drive	
8	Ports	USB Type-A (USB 3.x / USB 2.0) – Minimum 8 USB Type-C – Minimum 1 DisplayPort – Minimum 1 HDMI – Minimum 1 RJ-45 Ethernet port Line-out audio port Audio combo jack	
9	Keyboard	OEM-supplied wired USB keyboard	
10	Mouse	OEM-supplied wired USB optical mouse	
11	Ethernet Interface	Integrated Gigabit Ethernet (10/100/1000 Mbps), Wi-Fi 6 / 6E with Bluetooth (OEM standard)	
12	Expansion Slots	Provision for a minimum one PCIe slot and M.2 slots for storage and WLAN	
13	Operating system	Factory preloaded Microsoft® Windows 11 Pro (64-bit) from OEM (The offered model shall be OEM-certified for	



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

		Microsoft Windows 11)	
14	Manageability	<ul style="list-style-type: none"> • OEM BIOS with password protection • BIOS-level device enable/disable (USB, LAN, ports) • Secure Boot • TPM 2.0 support • Drive encryption support (BitLocker compatible) 	
15	Cabinet/Form Factor	Small Form Factor (SFF) Desktop	
16	Certification	BIS, Energy Star 9, EPEAT Gold, FCC CE ROHS, TCO 10, UL	
17	Warranty	5 Year Onsite OEM back to back Warranty	

Laptop Configuration:

Configuration of Laptops to be supplied

Sr.No	Specification		Compliance (Yes / No)
	Make and Model to be supplied (Dell/HP/Lenovo)		
1	Processor / CPU	Intel® Core™ Ultra 5 processor (latest generation)	
2	Graphics	Intel Integrated Graphics	
3	Display	14.0" FHD	
4	Memory	RAM 16GB (1x16GB) DDR5 5600	
5	Storage	1TB PCIe NVMe Solid State Drive	
6	Battery	Minimum 50 Whr battery with fast charging support	
7	Internal Keyboard	English International hotkey keyboard, 79-key	
8	Wireless	Wi-Fi 6 / 6E with Bluetooth 5.x	
9	Power Adaptor	ACADPT 65 Watt nPFC USB-C	
10	Camera	Integrated Cam FHD	
11	Microphone & Speaker	Dual stereo speakers with integrated microphones	
12	Backpack	OEM Backpack	
13	Operating System	Factory preloaded Microsoft® Windows 11 Pro (64-bit) from OEM (The offered model shall be OEM-certified for Microsoft Windows 11)	
14	Ethernet	RJ-45 (1 Gigabit) Ethernet Port	
15	Ports	Minimum 2- USB Type-C (supporting display output, and power delivery) Minimum 2 - USB Type-A ports Minimum 1 - HDMI port Headphone/microphone combo jack	



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

		RJ-45 Ethernet port	
16	Certification	Energy Star, EPEAT Gold, FCC CE ROHS, MIL STD 810 , TCO 9	
17	Warranty	5 Year Onsite back to back OEM Warranty	

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

<u>PCs and Laptops for Buyback at IIBF Offices</u>				
Sr. No.	Desktop Configuration	Pick-up Location*	Date of Purchase	Count
1	DELL Optiplex 5050 Desktop PC - 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
Total Desktop PCs				100

Sr. No.	Laptop Configuration	Pick-up Location	Date of Purchase	Count
1	DELL Latitude 3590 laptop - 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	DELL Inspiron 7501 - 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



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

3	Lenovo ThinkBook 14 14.0FHD/W10 Professional /I5-10th Gen Processor /16GB RAM (8GB + 8GB) /500 GB/1TB HDD/ HD CAMERA.	Corporate Office, PDC Eastern Zone, PDC North Zone, PDC South Zone	29/06/2021 22/05/2021	22
4	Dell Latitude 3410 14.0FHD/W10 Professional /I5-10th Gen Processor /16GB RAM (8GB + 8GB) DDR4 /1 TB HDD / HD CAMERA.	Corporate Office, Kurla (West), Mumbai	26/02/2021	7
Total Laptops				50
Total PCs and Laptops				150

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.

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

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

Declaration by the Bidder

We hereby agreed to take the 150 Desktops/Laptops under buy-back and confirm that desktops/laptops will be picked up as mentioned in the RFP document.

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

ZONE/PDC	CONTACT ADDRESSES	No of PCs to be delivered	No of Laptops to be delivered
Corporate Office Kurla	Kohinoor City Commercial – II Tower-I, 2nd & 3rd Floor Kirol Road Off-L.B.S Marg Kurla- West Mumbai - 400 070 Phone : 91 - 022 - 25039746 / 9604 / 9907	79 PCs	42 Laptops
MSS DEPARTMENT/PDC (WZ), MUMBAI CUFF PARADE	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
PDC KOLKATA	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	1 Laptop
PDC DELHI	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	2 Laptops
PDC CHENNAI	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	3 Laptops



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

PDC GUWAHATI	Indian Institute of Banking & Finance 3rd Floor, Rani Dati Sadan, Motilal Nehru Road,PAN Baazar, Guwahati, Assam,781001	NA	NA
PDC LUCKNOW	Indian Institute of Banking & Finance A-301 3rd Floor Tower A, Bhavya Corporate Tower, Vibhuti Khand, Gomti Nagar Lucknow 226010 (U.P)	NA	NA
PDC BANGALORE	Indian Institute of Banking & Finance (IIBF) 5th floor, No.3/2 Hosur Main Road Bommanahalli, Bengaluru -560068 (Karnataka)	NA	NA

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)	50								
3	Old Desktops for buyback (DELL Optiplex 5050 Desktop PC)	100 (-)								(-)
4	Old Laptops for buyback (DELL Latitude 3590/3410 laptop/ DELL Inspiron 7501/Lenovo ThinkBook 14)	50 (-)								(-)
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 Laptops/Desktops may increase based on the requirement. 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.



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

- **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.**
- **One on-site engineer will be for 7 years. The FMS charges offered should be applicable, in accordance with the provisions of the Minimum Wages Act, as mentioned in point 3.1 (h) “Brief scope of work”.**

Declaration by the Bidder

1. 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.
2. We hereby confirm that during the absence of the engineer, the bidder has to make alternate arrangements.

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:- RFP/ITHW/25-26/03).

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:- RFP/ITHW/25-26/03).

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:- RFP/ITHW/25-26/03).

With reference to the RFP for supply, install and maintain the PCs and laptops of the Institute (No:- RFP/ITHW/25-26/03) 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:



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

Annexure-VIII
Declaration Regarding Non-Dishonor of IIBF Purchase Orders

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:- RFP/ITHW/25-26/03).

With reference to the RFP for supply, install and maintain the PCs and laptops of the Institute (No:- RFP/ITHW/25-26/03) being quoted to you vide our quotation No:.....Date.....

We hereby solemnly declare and confirm the following:

1. We have not dishonored, defaulted, or failed to execute any Purchase Order issued by the Indian Institute of Banking & Finance (IIBF) in the past.
2. We further confirm that:
 - No Purchase Order issued by IIBF has been cancelled due to our non-performance or non-compliance.
 - We have not been blacklisted, debarred, or terminated by IIBF on account of any contractual breach.
3. We understand that in case the above declaration is found to be false or misleading at any stage, our bid may be rejected, and if awarded, the contract may be terminated with appropriate action as deemed fit by IIBF.

This declaration is made voluntarily and with full knowledge of its implications.

Yours faithfully,

Organization Seal

Authorized Signatory

Name:

Designation:

Place:

Date: