

REQUEST FOR PROPOSAL FOR PROCUREMENT OF LAPTOPS & EMPANELMENT OF VENDORS FOR THE PERIOD OF 2 YEARS, RFP-NPCI/RFP/2020-21/IT/8 dated 26.05.2020

(REPLIES TO CONSOLIDATED LIST OF PRE-BID QUERIES)

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1	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	10	3.1	The bidder is required to provide exhaustive list of the hardware, software, etc to implement the project.	Please detail the expectation		Bidder shall provide detailed component and specification in compliance with technical specification given in the RFP
2	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	11	4.1	The bidder should have reported minimum annual turnover of Rs. 20 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported 5% profits (profit after tax) as per audited financial statements in at least two of last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019).	Requesting for modify this 5% profit Clause to positive Profit-PAT or Net Profit (+ve) in 2 years out of 3 years (We have audited Annual Turnover more than Rs.20 Crores in each year for last 3 years and we have PAT or Net Profit Positive +ve)		Please refer the Corrigendum 1
3	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	22	8.11	If during the Warranty Period any Laptops are found to be damaged or defective or not acceptable, they shall promptly be replaced or rectified /re-furnished or rendered by Bidder at its own cost including the cost of dismantling and reinstallation on the request of NPCI and if removed from the Site for such purpose, Bidder has to repair or replace / re-furnish, render the laptops and shall arrange to redeliver to - NPCI by Bidder at its own cost.	Please detail the expectation as physical damage can occur during usage which is beyond our control.		After successful of delivery and installation of laptops, if any laptops is damaged by user will not covered. But if any damage or defective are found in warranty period they shall promptly be replaced or rectified /re-furnished or rendered by Bidder at its own cost including the cost of dismantling and reinstallation on the request of NPCI and if removed from the Site for such purpose, Bidder has to repair or replace / re-furnish, render the laptops and shall arrange to redeliver to - NPCI by Bidder at its own cost.
4	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	22	8.12	The Vendor shall provide support for the Laptops in case they are shifted to other location.	Please detail the expectation as OEM Warranty will be void if we support. Requesting to remove this clause.		No change in the RFP terms
5	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	22	8.15	NPCI would like to avail the AMC support from the selected bidders after the expiry of warranty of 3 years, in such case the AMC should be 5% on the cost of laptop.	Please specify where to factor in commercial section also need to know the period as well. - for the quote the AMC support no separate commercial table		AMC should be factored for 4th & 5th year after the expiry of 3 years warranty period. No separate commercial table is required. Bidder should be maintained the AMC rate 5% on the cost of laptop for the period of 4th & 5th year.

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6	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	24	8.23	<p>c. Reverse transition mechanism would be activated in the event of cancellation of the contract or exit by the bidders prior to expiry of time for awarding the final bid / the contract. The Bidder should perform a reverse transition mechanism to NPCI or its selected vendor. The reverse transition mechanism would facilitate an orderly transfer of services to NPCI or to an alternative 3rd party / vendor nominated by NPCI. Where NPCI elects to transfer the responsibility for service delivery to a number of vendors, NPCI will nominate a service provider who will be responsible for all dealings with the Bidder regarding the delivery of the reverse transition services.</p> <p>d. The reverse transition services to be provided by the Bidder shall include the following: 1. The Bidder shall suitably and adequately train NPCI or its designated team for fully and effectively manning, operating the Devices. 2. Bidder shall provide adequate documentation thereof. 3. The Bidder shall jointly manage the Devices with NPCI or designated team for a reasonable period of time</p> <p>e. Knowledge Transfer: The Bidder shall provide such necessary information, documentation to NPCI or its designee, for the effective management and maintenance of the Deliverables under this RFP/Purchase Order/contract. Bidder shall provide documentation (in English) in electronic form where available or otherwise a single hardcopy of all existing</p>	we fill this points not applicable in this contrac- request for more clarity		No change in the RFP terms
7	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	25	8.24	<p>The bidder shall be required to consistently execute, in a successful and professional manner, the jobs assigned under this RFP or subsequent Purchase Order / Contract, as shall be entered by NPCI with the Bidder, to the satisfaction of and as decided by the NPCI up to a period of two (2) years (completion period) reckoned from the date of commencement of the services and may be extended for further period on satisfactory performance by bidder. However even in case, the bidder is not interested to extend the Contract for a further period, bidder shall be essentially required to execute the work at least for next 6 Months period on the same rates and terms & conditions of the Contract. NPCI has right to alter (increase or decrease) the number of resources. NPCI has right to place repeat order to the bidder for any resources mentioned in the Contract. The contract shall be co-terminus with the Purchase orders issued unless extended by NPCI.</p>	we fill RFP is for Laptop supply & no onsite manpower provision required in the same. Kindly clarify		The RFP is for procurement of Laptop and empanelment of vendors for the period of 2 years.
8	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	45	Annexure N	Annexure N - Commercial Bid Optional Item for Rate Contract for the period of 2 years.	I hope your aware the IT Peripherals Rates keeps on fluctuating so please modify the clause/ Table C is Missing from commercial format		No change in the RFP terms
9	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	45	Annexure N	AMC charges should not be less than 5% of the hardware cost.	Since its B2B Warranty please specify the period & where to mention the rate in commerical section.		Pls refer corrigendum-1. AMC cost should be 5% for 4th and 5th year AMC
10	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	Nil	Nil	Nil	Total Penalty to be capped at 5% of the contract value.		No change in the RFP terms

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11	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	23	8.2	Indemnity; The bidder shall indemnify, protect and save NPCI and hold NPCI harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting from any act or omission or negligence or misconduct of the bidder and its employees and representatives, breach of the terms and conditions of the agreement or purchase order, false statement by the bidder, employment claims of employees of the bidder, third party claims arising due to infringement of intellectual property rights, death or personal injury attributable to acts or omission of bidder, violation of statutory and regulatory provisions including labour laws, laws related to information technology and intellectual property rights, breach of confidentiality obligations, breach of warranty, etc. Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensation. Bidder shall indemnify NPCI, provided NPCI promptly notifies the Bidder in writing of such claims and the Bidder shall have the right to undertake the sole defense and control of any such claim.	Clause t be modified as under; The bidder shall indemnify, protect and save NPCI and hold NPCI harmless from and against all actual, direct and proven claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting from any Wilful act or omission or Gross negligence or Wilful misconduct of the bidder and its employees and representatives, breach of the terms and conditions of the agreement or purchase order, false statement by the bidder, employment claims of employees of the bidder, third party claims arising due to infringement of intellectual property rights, death or personal injury attributable to wilful acts or omission of bidder, violation of statutory and regulatory provisions including labour laws, laws related to information technology and intellectual property rights, breach of confidentiality obligations, breach of warranty, etc. Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensation. Bidder shall indemnify NPCI, provided NPCI promptly notifies the Bidder in writing of such claims and the Bidder shall have the right to undertake the sole defense and control of any such claim.		Please refer the corrigendum 1 for changes in the 2nd Para of the Indemnity clause to be changed as under: “The liability of the bidder under indemnity shall exclude any indirect, consequential and incidental damages. Bidder shall indemnify NPCI, provided NPCI promptly notifies the Bidder in writing of such claims and the Bidder shall have the right to undertake the sole defense and control of any such claim. Apart from the aforesaid, there shall be no change in the terms of this clause.
12	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	23	8.21	Bidder's Liability The selected Bidder will be liable for all the deliverables. The Bidder's aggregate liability in connection with obligations undertaken under the purchase order, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract/purchase order. The Bidder's liability in case of claims against NPCI resulting from willful and gross misconduct, or gross negligence, fraud of the Bidder, its employees, contractors and subcontractors, from infringement of patents, trademarks, and copyrights or other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited	Clause to be modified as under; The selected Bidder will be liable for all the deliverables. Notwithstanding anything contained anywhere in the RFP, The Bidder's aggregate liability in connection with obligations undertaken under the purchase order, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract/purchase order. The Bidder's liability in case of claims against NPCI resulting from willful and gross misconduct, or gross negligence, fraud of the Bidder, its employees, contractors and subcontractors, from infringement of patents, trademarks, and copyrights or other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited		No change in the RFP terms
13	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	24	8.23	a. NPCI reserves its right to cancel the order in the event of happening of one or more of the situations as mentioned in the "Order Cancellation" clause 8.26 herein under.	30 days prior written notice of cancellation/termination to be given to the bidder.		No change in the RFP terms
14	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	24	8.23	c. Reverse transition mechanism would be activated in the event of cancellation of the contract or exit by the bidders prior to expiry of time for awarding the final bid / the contract. The Bidder should perform a reverse transition mechanism to NPCI or i	Clause to be modified as under; b. Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Bidder should continue to provide the facilities to NPCI at NPCI's locations provided that the dispute between the party is not with respect to non payment of Service Charges and NPCI continue to pay for the services rendered .		No change in the RFP terms
15	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	25	8.25	Order Cancellation	30 days prior written notice of cancellation/termination to be given to the bidder.		No change in the RFP terms

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16	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	25	8.25	Order Cancellation (Risk Purchase); In case of order cancellation, any payments made by NPCI to the Bidder for the particular service would necessarily have to be returned to NPCI with interest @ 15% per annum from the date of each such payment. Further the Bidder would also be required to compensate NPCI for any direct loss incurred by NPCI due to the cancellation of the Purchase Order and any additional expenditure to be incurred by NPCI to appoint any other Bidder. This is after repaying the original amount paid.	Clause to be deleted		No change in the RFP terms
17	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	25	8.26	Termination of Purchase Order/Contract; For Convenience: NPCI, by written notice sent to Bidder, may terminate the Purchase Order/ contract in whole or in part at any time for its convenience giving three months prior notice. The notice of termination may specify that the termination is for convenience the extent to which Bidder's performance under the contract is terminated and the date upon which such termination become effective. NPCI shall consider request of the bidder for pro-rata payment till the date of termination.	Clause to be made mutual to provide termination right for convenience to both parties		No change in the RFP terms
18	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	25	8.26	For Non-Performance: NPCI reserves its right to terminate the contract in the event of Bidder's repeated failures (say more than 3 occasions in a calendar year to maintain the service level prescribed by NPCI).	30 days prior written notice of termination to be given to the bidder with an opportunity to rectify the default		No change in the RFP terms
19	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	25	8.27	The Bidder agrees that after completion of the Term or upon earlier termination of the assignment the Bidder shall, if required by NPCI, continue to provide facility to NPCI at no less favorable terms than those contained in this RFP. In case NPCI wants to continue with the Bidder's facility after the completion of this contract then the Bidder shall offer the same terms to NPCI.	Below points to be added to the clause; The Bidder agrees that after completion of the Term or upon earlier termination of the assignment the Bidder shall, if required by NPCI, continue to provide facility to NPCI, bidder shall be entitled to bill the NPCI for such services with an increase of 5% over the fees immediately preceding the expiry. Provided that such arrangement shall continue for a maximum period of 3 months post expiry of the Agreement. All other terms and conditions of this Agreement shall continue to apply to the services during this period. If the parties fail to execute a renewal / fresh agreement with respect to the services during this 3 month period, Bidder shall have the right to stop services without any further notice.at no less favorable terms than those contained in this RFP. In case NPCI wants to continue with the Bidder's facility after the completion of this contract then the Bidder shall offer the same terms to NPCI.		No change in the RFP terms
20	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	25	8.27	NPCI shall make such prorated payment for services rendered by the Bidder and accepted by NPCI at the sole discretion of NPCI in the event of termination, provided that the Bidder is in compliance with its obligations till such date. However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be admissible. There shall be no termination compensation payable to the Bidder.	Clause to be modified as under; NPCI shall make such prorated payment for services rendered by the Bidder through the effective date of termination and accepted by NPCI at the sole discretion of NPCI in the event of termination, provided that the Bidder is in compliance with its obligations till such date. However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be admissible. There shall be no termination compensation payable to the Bidder.		No change in the RFP terms

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21	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	26	8.27	NPCI may make payments of undisputed amounts to the Bidder for services rendered till the effective date of termination. Termination shall be without prejudice to any other rights or remedies NPCI may be entitled to hereunder or at law and shall not affect any accrued rights or liabilities or either party nor the coming into force or continuation in force of any provision hereof which is expressly intended to come into force or continue in force on or after such termination.	dispute if any with respect to the invoices submitted shall be communicated within 7 days from the date of receipt of the particular invoice, failing which the Invoice shall deemed to be accepted. The Dispute, if any shall be resolved by the parties within 30 days from the date of dispute being raised.		No change in the RFP terms
22	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	48	Article 11	Term (Confidentiality Obligations); Irrespective of the termination, the obligation of the Receiving Party to protect Confidential Information disclosed under this Agreement shall survive termination of this Agreement and shall remain in effect indefinitely.	Clause to be modified as under; Irrespective of the termination, the obligation of the Receiving Party to protect Confidential Information disclosed under this Agreement shall survive for the period of 1 year post termination/expiration of this Agreement and shall remain in effect indefinitely.		No change in the RFP terms
23	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	Nil	Nil	Nil	request for extend the RFP Submission for 1 week		No change in the RFP terms
24	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	20	8.7	Delivery of the laptops should be within 4 weeks from the date of receipt of Purchase Order.	Due To covid-19 Request to NPCI to extend this 4 weeks to 6 weeks delivery time line		No change in the RFP terms
25	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	42	Annexure - K	Clause no. 6 - LED Minimum 13" or above FHD	Is FHD display mandatory?		Yes
26	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	42	Annexure - K	Clause no. 8 - 512GB SSD upgradable to 1TB	Upgradeable upto 1 TB SSD or HDD?		Upgradeable upto 1 TB SSD only
27	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	20	8.7	Delivery of the laptops should be within 4 weeks from the date of receipt of Purchase Order.	The ongoing Covid situation across the country has resulted in multiple limitations in the logistics and supply chain. Would request to reconsider the delivery timeliness to be 8 weeks instead. Please share tentative timelines for the delivery schedule of 500units in 1 year		No change in the RFP terms
28	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	22	8.16	Purchase Order shall remain fixed for a period of three (3) years from the date of Purchase Order. There shall be no increase in price for any reason whatsoever and therefore no request for any escalation of the cost / price shall be entertained.	Requesting you to consider 3% USD hedge clause. Implying, in case of any increase/decrease of USD beyond 3% would have to accordingly borne by NPCI/vendor. Please confirm if this will be a one-time PO for 500 units or multiple PO spread across a period of 1 year		NPCI reserve the right to place the order with required units of Laptops at intervals on need basis for a period of 1 year from date of acceptance of first purchase order
29	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	10	3.1	Scope of Work	Is there any installation after delivery at location		Laptops new to be installed as per the location given in the RFP
30	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	15	Section 5 - Instruction to Bidders - C	Submission of Bid	Can we submit document without Letterhead and stamp once lockdown is open we will submit hardcopy with sign stamp on letter head.		Please refer the clause 5.6 Bid submission
31	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	3	EMD - 11	Bank Guarantee of INR 5,00,000/- (Rupee Five lakhs only) towards Bid Security in Envelope 'A'- Earnest Money Deposit (EMD)	Request for reducing of EMD		No change in the RFP terms
32	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	22	8.12	Response: Within 4 hours. <input type="checkbox"/> Resolution: Same Business Day	dpoints are supported on a back to back warranty by OEM. They are supported by OEM on a NBD response basis while resolution is based on best effort.		No change in the RFP terms

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33	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	20	8.2	Term of the Order/ Empanelment The term of the Notification of Award/Purchase Order shall be for a period of three (3) years wherein the price of the deliverables as specified in the RFP would be at a fixed rate. The term of the empanelment shall be for a period of two (2) years from the date of issuance of empanelment letter from NPCI. However, the purchase orders will be placed for the required units of Laptops at intervals on need basis for a period of one year from date of acceptance of first purchase order.	1. Requesting you to consider 3% USD hedge clause. Implying, in case of any increase/decrease of USD beyond 3% would have to accordingly borne by NPCI/vendor. 2. Spares are not a saleable part, hence it is not possible to keep a rate contract for this. Spares Cost can be provided only against a defect which is not covered under standard warranty. 3. Please confirm if this will be a one-time PO for 500 units or multiple PO spread across a period of 1 year. 4. Please share tentative timelines for the delivery schedule of 500 units in 1 year.		No change in the RFP terms
34	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	20	8.7	Delivery schedule Delivery of the laptops should be within 4 weeks from the date of receipt of Purchase Order	The ongoing Covid situation across the country has resulted in multiple limitations in the logistics and supply chain. Would request to reconsider the delivery timeliness to be 8 weeks instead.		No change in the RFP terms
35	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	22	8.11	The adaptor and Battery should be standard one year warranty from the date of delivery of laptops	Technical specifications says battery warranty of 3 years. Please clarify/amend either one accordingly		We are requested to provide Battery of 3 yrs warranty
36	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	29	Section 9 - Technical Specification	Display - LED Minimum 13" Or above FHD	LED Minimum 13" or above FHD		No change in the RFP terms
37	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	29	Section 9 - Technical Specification	Hard Disk - 512 GB SSD upgradable to 1TB	Upgradeable upto 1 TB SSD or HDD?		Upgradeable upto 1 TB SSD only
38	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	11	4.1 Eligibility Criteria	The bidder should have reported minimum annual turnover of Rs. 20 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported 5% profits (profit after tax) as per audited financial statements in at least two of last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019).	Request you to give relaxation on 5% PAT and pls amend the clause as " The bidder should have reported minimum annual turnover of Rs. 20 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported profit after tax as per audited financial statements in at least two of last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019).	As you have removed this clause from your last RFP # NPCI/RFP/2019-20/IT/26 dated 24.12.2019, NPCI/RFP/2019-20/IT/23 dated 10.12.201 & NPCI/RFP/2020-21/IT/03	Please refer the Corrigendum 1
39	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	20	8.7 Delivery schedule	Delivery of the laptops should be within 4 weeks from the date of receipt of Purchase Order	Request you kindly amend the delivery time by 6 weeks		No change in the RFP terms
40	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	21	8.10 Penalty for default in delivery	NPCI shall impose a penalty @ 0.5% of the total value of the Purchase Order for each week's delay subject to a maximum of 5% of the total value of the Purchase Order	Please amend the clause as penalty @ 0.5% of the product or quantity for each week's delay subject to a maximum of 5% of the total value of the product or quantity		No change in the RFP terms
41	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	17	5.28 Price discovery method	Price discovery method: Bidder to submit their best price. NPCI reserves right to discover the lowest price through the Reverse Auction and/or may be further deliberated through PDC if so opted by NPCI management.	Please confirm whether the Commercial Evaluation Process will be through Reverse Auction only. As we need to submit Commercial as per your evaluation criteria.		The clause is Self-explanatory.

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42	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	15	5.14	In light of the lock imposed due to the COVID-19 pandemic, bid submission will be through email.	As we have to send documents through Email & Envelope-A & B both are having lots of documents & File size will be much larger. Please confirm us if your incoming mail having any file size restriction. There may be multiple mails from our side to sent all documents, please consider multiple mails as well.		Please share the document in the zipped folder. As per the NPCI email policy, NPCI have resitricred email size over and above 10MB.
43	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	15	5.15	RFP document duly sealed and signed	As we will be sharing via Email, so we request to remove this RFP docs to share to avoid larger file sent. As after signed & scan, the file size will be much larger		Please share the document in the zipped folder. As per the NPCI email policy, NPCI have resitricred email size over and above 10MB.
44	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	15	5.14	Commercial bid should be password protected.	As this will be Password procested file, we will be sharing it in Word format where we are having provision to make it Password protected. Please consider the same in Password protected Word format as well.		Document should be in the PDF format with password protected
45	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	20	8.2	The term of the Notification of Award/Purchase Order shall be for a period of three (3) years wherein the price of the deliverables as specified in the RFP would be at a fixed rate. The term of the empanelment shall be for a period of two (2) years from the date of issuance of empanelment letter from NPCI. However, the purchase orders will be placed for the required units of Laptops at intervals on need basis for a period of one year from date of acceptance of first purchase order.	Please elaborate this clause, its confusing.		The clause is Self-explanatory. Procurement of laptop terms valid for the period of 3 years with L1 bidder and empanelment for the period of 2 years with all successful bidders post eligibility & technical for new requirement.
46	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	20	8.7	Delivery of the laptops should be within 4 weeks from the date of receipt of Purchase Order.	As all OEM's only need min 5-6 weeks time for delivery to us, again as we aware due to Covid Pandemic all process including Office, Manufacturing, Logistics affected. So consening all ciscumstances we are requesting to please extend the Delivery period as min 8-10 weeks.		No change in the RFP terms
47	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	29	Section 9. Point No.9	Weight: Less than 1.40 kg	Considering all tech specs, we are requesting you to please revise the clause as Weight Less than 1.50 kg . This will help all to match all specificaions & participate more effctively. To consider more solid build quality laptops which will give ruggedness.		No change in the RFP terms
48	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	38	Annexure G	Annexure G - Format Power of Attorney (On Stamp paper of relevant value)	Due to Covid Pandemic Lockdown it is difcult to get the Stamp Paper. So we request your to please consider the Power of Attorney on our Letter Head.		Bidder can provide Board resolution copy for the same
49	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	8	-	Last date and time for Bid Submission: 05.06.2020, 5.00pm	This is very short time to submit the Bid. In this Lockdown due to Covid Pandemic, we are working with limited facilities and also all offices & process are afeceted. So we are requesting you to please extend the bid submission due date.		No change in the RFP terms
50	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	11	Clause No - 2 Eligibility	The bidder should have reported minimum annual turnover of Rs. 20 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported 5% profits (profit after tax) as per audited financial statements in at least two of last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019). In case audited financial statements for 2018-2019 are not ready, then management certified financial statement shall be considered for 2018-2019; however, this exception is not available in case of previous financial years.	Request you to give relaxation on 5% PAT and pls amend the caluse as " The bidder should have reported minimum annual turnover of Rs. 20 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported profit after tax as per audited financial statements in at least two of last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019).	Our turn over is more than 1200Cr and 5% PAT is not possible to get being SI	Please refer the Corrigendum 1

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Sr.No	Document Reference No.	Page No.	Clause No.	Description in RFP	Clarification sought	Additional remarks (if any)	NPCI Response
51	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	29	Section 9 - Technical Specifications Clause No - 3	8th Gen Intel® Core™ i7 (Quad Core) or higher	We request you to consider latest 10th Gen Intel Core i7 (Quad Core) or Higher with vPro Technology platform	We request you to consider latest 10th Gen Intel Core i7 (Quad Core) or Higher with vPro Technology platform or equivalent technology processor only. Reason : Intel vPro processor technology platform will enable The system to support out-of-band manageability allowing technician to execute full remote control of compute system over an Ethernet or Wi-Fi 802.11 connection, regardless of OS state. Solution should be able to show persistent connection with Endpoint throughout the boot cycle. For more details pls visit https://www.intel.in/content/www/in/en/products/processors/core/core-vpro.html	No change in the RFP terms
52	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	29	Section 9 - Technical Specifications Clause No - 6	LED Minimum 13" or above FHD	We request you consider 13.3" FHD (1920 x 1080) or above	As per current description bidder may quote HD (1366 x 768) display. Hence request you to change description to 13.3" FHD (1920 x 1080) or above with resolution detail mentioned on to it	No change in the RFP terms
53	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	29	Section 9 - Technical Specifications Clause No - 14	Spill resistant keyboard, US key Layout	We request you to consider Spill Resistant Keyboard with backlit	We suggest you to consider Backlit keyboard option. Backlit keyboard enables employees to be productive anytime and anywhere even beyond the office. Backlit keyboard is very much essential when working in dim light environemnt. It helps increasing the employee productivity and better user experience	No change in the RFP terms
54	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	22	8.12	Resolution: Same Business Day.		Resolution will be on best effort basis based on the availability of parts and the location	No change in the RFP terms
55	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	22	8.15	NPCI would like to avail the AMC support from the selected bidders after the expiry of warranty of 3 years, in such case the AMC should be 5% on the cost of laptop.	Please amend the calsue for 8% AMC instead of 5%		No change in the RFP terms
56	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	13	5.13	The Bid shall be signed by the Bidder or a person or persons as the case may be, duly authorized to sign on behalf of the Bidder.	PLs give relaxation, We shall submit the declaration that BID is sgined as it is not possible to submit now, We shall submit the same after lockdown is over.		Bidder shall submit the signed copy without any changes in document after lockdown else EMD will not return
57	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	37	Annexure G	Power of Attorney for signing of bid – Annexure G on stamp paper	Due to COVID-19 lock imposed , it is not possible to get Stamp paper , Hence request you to accept the authority letter on letter head.		Bidder can provide Board resolution copy for the same

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Sr.No	Document Reference No.	Page No.	Clause No.	Description in RFP	Clarification sought	Additional remarks (if any)	NPCI Response
58	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	20	8.7	Delivery of the laptops should be within 4 weeks from the date of receipt of Purchase Order	Make Delivery period upto 8 Weeks considering Covid Situation lockdown		No change in the RFP terms
59	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	14	5.12	The bidder shall submit the softcopy of the Bid only. Commercial Bid shall be protected with password and shall be provided after technical qualification	Does the Legal Documents hard copies need to submit later on after lockdown opens or not necessary. Please clarify.		Bidder shall submit the signed copy without any changes in document after lockdown else EMD will not return
60	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	17	5.28	Price discovery method: Bidder to submit their best price. NPCI reserves right to discover the lowest price through the Reverse Auction and/or may be further deliberated through PDC if so opted by NPCI management. If first Reverse Auction does not result successful, NPCI reserves the right to call technical qualified bidders for price discussion and declare the successful bidder through Price discussion method instead of conducting 2nd Reverse Auction. The decision with respect to conduct of 2nd Reverse Auction or otherwise shall be communicated to technically qualified bidders	Is the RA going to happen for sure or is it L1 Basis at first submission only. Please clarify		Selection of successful bidder clause is self explanatory .NPCI reserves right to discover the lowest price through the Reverse Auction and/or may be further deliberated through PDC if so opted by NPCI management.
61	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	22	8.11	If during the Warranty Period any Laptops are found to be damaged or defective or not acceptable, they shall promptly be replaced or rectified /re-furnished or rendered by Bidder at its own cost including the cost of dismantling and reinstallation) on the request of NPCI and if removed from the Site for such purpose, Bidder has to repair or replace / re-furnish, render the laptops and shall arrange to redeliver to - NPCI by Bidder at its own cost.	Damage of laptops during transit should not be the responsibility of Bidder and none of the cost will be borne by Bidder for replacement model		No change in the RFP terms
62	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	22	8.12	Resolution: Same Business Day	SBD Resolution only be possible if call log before 11 A.M. Else NBD resolution. Part replacement will be NBD only		No change in the RFP terms
63	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	23	8.18	Installation: 100% payment shall be made after installation of hardware along with submission of correct invoice, delivery challan duly verified/signed by NPCI officials.	Please clarify what will include in Installation of laptops.		Activation of Windows and other softwares if any.
64	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	29	Section 9	LED Minimum 13" or above FHD	Please confirm if its 13 inches or 14 inches		Minimum it should be 13" if not then above 13"
65	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	13	5.7	The Bidder is required to deposit Rs. 5,00,000 in the form of online transfer/ DD/Pay order in favor of NPCI payable at Mumbai or BG issued by any scheduled commercial bank valid for 6 mths, with a claim period of 12 mths after the expiry of validity of BG.	Request to consider 3 months claim period after the expiry of validity of BG		No change in the RFP terms
66	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	14	5.1	BID shall remain valid for a period of 180 days after the date of Bid opening as mentioned in section 1 or as may be extended time to time. NPCI reserves the right to reject a bid valid for a period shorter than 180 days as non responsive , without any correspondence.	Request to make it 90 days		No change in the RFP terms
67	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	20	8.4	The successful bidder shall, within 14 working days of receipt of PO, submit a PBG equal to 10% of total value of PO, valid for 3 years, with a claim period of 12 mths from the date of expiry of validity period of the BG as per statutory provisions in force.	Request to consider 3 months claim period after the expiry of validity of BG		No change in the RFP terms

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68	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	20	8.7	Delivery of the Laptops should be within 4 weeks from the date of receipt of PO	Request to consider delivery schedule to 6 weeks		No change in the RFP terms
69	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	21	8.1	If the bidder doesn't deliver the goods as per the above delivery period, or such authorized extension of delivery period as may be permitted in writing by NPCI, NPCI impose a penalty @0.5% of the total value of PO for each week's delay subject to maximum of 5 % of the total value of PO, without prejudice to any other right or remedy available under PO. If the bidder delivers with high priority defects, NPCI shall impose a penalty from certain percentage of the total value of the PO as decided from time to time. IN case of delay in compliance with the order beyond 10 days of the stipulated time period, NPCI will have the right to cancel the order.	Request to remove the clause IN case of delay in compliance with the order beyond 10 days of the stipulated time period, NPCI will have the right to cancel the order.		No change in the RFP terms
70	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	22	8.11	The supply installation & maintenance of Laptops supplied shall have thee comprehensive On-site warranty of 3 years with back to bacck support from OEM. The adaptor & battery should ne standard one year warranty from the date of delivery of laptops. Bidder guarantees laptops against any defects or failure, which arise due to faulty materials, workmanship or design(except materials or design furnished by NPSI) If during the warranty period any laptops are found to be damaged or defective or not acceptable, they shall promptly be replaced or rectified/ re-furnished or rendered by Bidder at it's own cost including the cost of dismantling & reinstallation on the request of NPCI & if removd from the site for such purpose, Bidder has to repair or replace/ re-furnish, render the laptops and shall arrange to redeliver to NPCI by bidder at its own cost.	Request to consider If during the warranty period any laptops are found defective or not acceptable, they shall promptly be rectified/ re-furnished or rendered by Bidder at it's own cost including the cost of dismantling & reinstallation on the request of NPCI & if removd from the site for such purpose, Bidder has to repair or replace/ re-furnish, render the laptops and shall arrange to redeliver to NPCI by bidder at its own cost.		No change in the RFP terms
71	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	22	8.12	Response time: within 4 hours	Request to make it 8 working hours.		No change in the RFP terms
72	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	22	8.12	Resolution: same business day	2 business days		No change in the RFP terms
73	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	22	8.12	The vendor shall provide support for the Laptops in case they are shifted to other locations	Please elaborate what kind of support		We have offices over pan India so if we found any proplem in the laptops then we should get the support at any location.
74	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	22	8.15	The successful shall provide comprehensive onsite maintenance of the hardware wuth back to back support with the OEM, for a period of 3 years. NPCI would like to avail the AMC support from the selected bidders after the expiry of warranty of 3 years, in such case the AMC should be 5% on the cost of LApTOP.	Please consider AMC should be 10% of the Laptop cost		No change in the RFP terms

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75	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	22	8.16	Purchase order shall remain fix for a period of 3 years from the date of PO. There shall be no increase in price for any reason whatsoever & therefore no request for any escalation of the cost/ price shall be entertained.	Request to consider revision in pricing on dollar fluctuation of more than 5%		No change in the RFP terms
76	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	23	8.18	Hardware: 100% payment shall be made after delivery of laptops along with submission of correct invoice, delivery challan duly verified/ signed by NPCI officials Hardware: 100% payment shall be made after installation of laptops along with submission of correct invoice, delivery challan duly verified/ signed by NPCI officials	Request to please clarify as if payment is 100% against delivery or installation. If it's 100% against installation, Request to make it 90% against delivery within 7 days of submission of correct invoice, delivery challan. 10% within 7 days of successful installation		No change in the RFP terms
77	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	23	8.18	Hardware: 100% payment shall be made after delivery of laptops along with submission of correct invoice, delivery challan duly verified/ signed by NPCI officials Hardware: 100% payment shall be made after installation of laptops along with submission of correct invoice, delivery challan duly verified/ signed by NPCI officials	Request to make it 10% against installation within 7 days of submission correct invoice, delivery challan		No change in the RFP terms
78	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	23	8.21	The Bidder's Liability in case of claims against NPCI resulting from willful & gross misconduct, or gross negligence, fraud of the bidder, its employees, contractors & subcontractors, from infringing of patents, trademarks & copyrights or other intellectual property rights or breach of confidentiality obligations shall be unlimited.	Request to remove this clause		No change in the RFP terms
79	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	26	8.28	if either party is prevented, restricted, delayed or interfered by reason of: a) Fire, explosion, cyclone, Floods, droughts, earthquakes, floods, epidemics; b) war, revolution, act of public enemies, blockage or embargo, riots & civil commotion; c) Any law, order, proclamation, ordinance, or requirements of any govt. or authority or representative of any such govt. including restrictive trade practises or regulations; d) strikes, shutdown or labour disputes which are not instigated for the purpose of avoiding obligations herein; OR e) Any other circumstances beyond the control of the party affected, then notwithstanding anything here before conatined, the party affected shall be excused from its performance to the extent such performance relates to prevention, restriction, delay or interference & provided the party so affected used its bestefforts to remove such causes of non-performance & when removed the party shall continue performance with the utmost dispatch. Each of the parties agrees to give written notice forthwith to the other upon becoming aware of an Event of Forcemajeure, the said notice to contain details of the circumstances giving rise to the Event of the Force Majeure. If theEvent of Force majeure shall continue for more that 20 days either party shall be entitled to terminate the agreement at any time thereafter without notice. Notwithstanding the provisions of the RFP, the successful bidder of NPCI shall not be liable for penalty or termination for defaultif & to the extent that its delay in performance or other failure to	Request you to add Pandemic as well.		Understand that the Pandemic is suggested to be added purusant Covid-19 situation. Covid-19 situation would not impact the business operations and hence the same would not qualify for Force Majeure event. Hence there is no need felt to include the same.
80	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	-	-	Installation Schedule not mentioned	Request to consider 2 weeks for installation		No change in the RFP terms

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81	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	-	-	Payment Authority & location	Request to clarify the Payment authority & location(one or multiple)		No change in the RFP terms
82	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	Annex N	45	Commercial Bid	Table C is missing while TCO = Table A + Table B + Table C + Table D		Please refer the corrigendum 1
83	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	8	7	Last date and time for Bid Submission	<p>Please consider 2 weeks time for bid submission from the date of clarification response publishing.</p> <p>Preparing the bid with bid details plus necessary approvals on EMD and internal approval processes to submit a bid will require min 2 weeks for a reputed organizations.</p> <p>We request you to kindly not rush submission, rather provide essential time to prepare a positive and accurate response.</p> <p>Since most of the approvals happen over calls on date, kindly consider the current situation to award reasonable time</p>	Kindly consider approval timelines essentials on the EMD requirements and other processing	No change in the RFP terms
84	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	25	8.25	In case of order cancellation, any payments made by NPCI to the Bidder for the particular service would necessarily have to be returned to NPCI with interest @ 15% per annum from the date of each such payment. Further the Bidder would also be required to compensate NPCI for any direct loss incurred by NPCI due to the cancellation of the Purchase Order and any additional expenditure to be incurred by NPCI to appoint any other Bidder. This is after repaying the original amount paid.	<p>Clause to be removed from RFP</p> <p>There is no advance payments and since payment release is linked to hardware and installation, this clause does not hold good</p>		No change in the RFP terms
85	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	20	NA	Mumbai, Chennai and Hyderabad	We request you to share the volumes per location. If available by site, kindly share the same		NPCI will share the location wise quantity with successful bidder
86	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	10	NA	The estimated quantity during the one-year period would be upto 500 units of Laptops	<p>We assume the 500 units order will be placed for year1 with associated maintenance services in the PO issued.</p> <p>Can the # of laptop requirement be greater than 500, if yes, what can be assumed as upper limit for year 1</p> <p>Kindly inform the rough estimate for year 2 of the laptop supply?</p>	This will help us plan as per your requirements	NPCI reserve the right to place the order with required units of Laptops at intervals on need basis for a period of 1 year from date of acceptance of first purchase order
87	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	10	NA	The software and/or hardware quoted by bidder in this RFP should not be obsolete or proclaimed as End of Life (EOL) and/or End of Support (EOS) by the OEM during the 3 years of Purchase order / contract period (warranty/AMC Period)	<p>Can we use any existing enterprise licenses (such as windows) that may be available with NPCI or any other software as part of your requirement list?</p> <p>We assume that all the components requested in the technical specification are necessary and nothing will be shared by NPCI.</p>	This is required to ensure participants are costing for all elements	No change in the RFP terms
88	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	22	NA	What is the expected rate of tickets for the 500 laptops?	Can you provide historic data in terms of expected rate of tickets at NPCI operations as on date ?		No change in the RFP terms

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89	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	20-21	8.7 & 8.9	Delivery of the laptops should be within 4 weeks from the date of receipt of Purchase Order. 8.9 Incentivizing the Service Providers (i) Delivery of hardware– in case of delivery of the deliverables earlier than the stipulated delivery schedule (6 weeks) as per the Purchase Order	Please confirm the requirement here in terms of delivery of laptop from the date of signatures of service agreement. PO does not constitute a legal documentation. Hence consider 6-8 weeks as estimated delivery time frame. Keeping this range will give cushion for supplier to align with current shipping conditions and exigencies		No change in the RFP terms
90	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	22	8.11	The adaptor and Battery should be standard one year warranty from the date of delivery of laptops	Certain brands offer 6 months		No change in the RFP terms
91	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	22	NA	Call Registration Process: Via Web, Phone & mail	Will we be given access to your existing services management tool to record, process and reporting activities Should we propose one as part of overall services? Or an email id/ phone provision for reporting incidents will suffice?		Please the clause 8.12 Service Level Requirements for more details.
92	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	10	NA	Asset & Inventory Management	Will this also be included as scope of service provider or will NPCI will utilise any existing operations.		Please refer the section 3 -scope of work
93	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	22	8.15	Bidder shall attend unlimited breakdown calls on receipt of complaints. No Spares or any other Items will be supplied by NPCI	Please confirm Field services scope as below: a. IMAC (Yes) b. Disposal (Yes) c. Swap (Yes): Where will the swaps be stored? At vendor premise or the client's? d. Warranty (yes): 3 year onsite? e. Refresh (No) If any of the above is not required or additionally considered, please confirm as in-scope and out-of-scope		No change in the RFP terms. All spares related with laptop should be available with respective OEM/Bidder.
94	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	22	8.13	Penalty of Rs.300.00 per day shall be levied if the call is not resolved within 24 hours or 1 business day. Maximum penalty applicable per year would be 5% of the cost of laptops. NPCI has the right to recover the penalty by invoking the PBG / BG or from any amount payable to the bidder.	Please confirm the reporting requirement to be 1 monthly SLA report. This is considered as average for all tickets raised.		Please the clause 8.12 Service Level Requirements for more details.
95	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	29	NA	No Antivirus Requirements?	Is there an Anti-virus install & regular patch release requirement?		Not Required
96	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	22	NA	Response: Within 4 hours	Kindly consider response as 4 business hours and resolution SLA as 2 business days and 5X9 business hours coverage email and calls. Any other SLA we should be aware of?		No change in the RFP terms
97	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years	29	NA	Always -0n- Access / ZERO TRUST Client software requirement	Would NPCI also consider installing the laptop with Always on access client software - this will help you setup an always on access infrastructure for future readiness and help you establish ZERO TRUST MODEL. Will providing these license along with laptop give additional scoring ?		No change in the RFP terms

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98	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years		NA	Does NPCI is specific to any particular brand?			No
99	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years		NA	Period of operations in required domain: Minimum 3 years preceding the bid participation or 3 successful customer implementation into production and handling transaction: More explanation like if we are a supplier of Hardware like servers etc. then eligible?			Please refer the Corrigendum 1
100	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years		NA	Extension of the RFP for another one week.			No change in the RFP terms
101	RFP for procurement of Laptops & empanelment of vendors for the period of 2 years		NA	Pre-bid meeting amendments etc.			No change in the RFP terms