

Response to Pre-Bid Queries for RFP					
RFP Ref.	CPCM-30/2026-27 Date: 24-Jul-2026 GEM Bid No. GEM/2026/B/7827352				
RFP Name	Request for Proposal (RFP) for procurement of Laptops at StockHolding				
Sr. No.	Page No.	RFP Clause	Clause Description	Query	StockHolding Remarks
1	15	Scope of RFP Project Scope	2. Delivery and Installation The successful vendor shall complete delivery and installation within a period of 10 weeks (6 weeks for delivery and 4 weeks for installation) from the date of purchase order.	plesae amend this clasue as a The successful vendor shall complete delivery and installation within a period of 14 weeks (11 weeks for delivery and 3 weeks for installation) from the date of purchase order.	<u>Clarification:</u> No Change
2				Request to you kindly revsied as a The successful vendor shall complete delivery and installation within a period of 12 weeks (10 weeks for delivery and 2 weeks for installation) from the date of purchase order.	<u>Clarification:</u> No Change
3	16	Scope of RFP Project Scope	3. Payment Terms Support Cost 10% payment shall be released in the following proportions as Support Cost after completion of 1st, 2nd and 3rd year warranty	Dear Sir, We kindly request you to release the pending 10% payment upon submission of an Early Performance Release Bank Guarantee. As the Bank Guarantee provides adequate security for the remaining contractual obligations, we request you to consider releasing the outstanding payment without awaiting the completion of the warranty period	<u>Clarification:</u> No Change
4				Dear Sir, We request you to kindly release the pending 10% payment against submission of an Early Performance Release Bank Guarantee. We would appreciate your kind consideration and request you to process the payment at the earliest.	<u>Clarification:</u> No Change

5	7 & 22	Eligibility Criteria	5. Bidder should have experience in supply of laptops for: 1 purchase order of Rs 40 lakhs Or 2 purchase orders of Rs. 25 lakhs and above Or 3 purchase orders of Rs. 20 lakhs and above to Central Government Authorities / Public Sector Undertakings / State Government / BFSI sector organizations/reputed private sector organizations during the last 03 (three) years	We request you to kindly accept the submitted Purchase Order (PO) as valid proof of experience for the referenced supply. The scope of the laptop supply is limited to the supply of factory-configured laptops. Accordingly, we request you to consider the Purchase Order as sufficient evidence of successful execution and relevant experience for the supply of laptops.	Clarification: No Change
6				We request you to kindly consider the Purchase Order (PO) as valid proof of supply and experience for the laptop procurement. Laptops are supplied with a pre-installed operating system and built-in configuration. Therefore, no separate installation or commissioning activity is involved under the scope of supply. As a result, issuance of a Completion Certificate, Commissioning Certificate, or CRAC is generally not applicable for such procurements. In view of the above, we request you to kindly remove the mandatory requirement of a Completion Certificate/CRAC and consider the Purchase Order as sufficient documentary evidence of supply experience. We request your favorable consideration and appropriate amendment to the tender conditions.	Clarification: No Change
7				Dear Team, We kindly request you to consider the Purchase Order (PO) , along with the corresponding invoice and proof of delivery, as valid documentary evidence of experience.	Clarification: No Change
8				6. The Bidder should possess an Authorization Certificate directly from the OEM - Digital copy of Authorization certificate from OEM	Ink Signed MAF - We request you to add ink signed MAF to the tender

9			11. The bidder should have technically qualified Engineers who have expertise and certification to support the installation of Laptop's.	Certifications - FCC, CE, RoHS, EPEAT Gold India, Energy Star	<u>Clarification:</u> No Change
10			3. Chipset -Chipset with Intel Q670 / Q770 or Higher or equivalent	1. Chipset mismatch: Intel Q670/Q770 chipsets are desktop business chipsets, not laptop chipsets. Most business laptops (Dell Latitude, HP EliteBook/ProBook, Lenovo ThinkPad) do not specify Q-series chipsets.	<u>Revised Clause:</u> Integrated SoC Chipset with support for Intel vPro Enterprise Technology / AMD PRO Technology or equivalent or higher enterprise hardware-level remote management and security suite
11			10. Power Supply-180 Watt or higher, Auto Power Sensing, 90% Efficiency or above	2. Power supply: A 180 W adapter is unusually large for a laptop with integrated graphics. Most 15-inch business laptops use 65 W, 90 W, or 100 W USB-C adapters.	<u>Revised Clause:</u> Minimum 65W (or higher as per OEM design) USB Type-C AC Adapter, 100V-240V Auto-Sensing, compliant with Energy Star / Bureau of Energy Efficiency (BEE)/Level VI Efficiency standards, BIS India, CE, FCC, ROHS certified. Efficiency ≥90% with auto power sensing.

12		ANNEXURE - 3 – Technical Specifications Sheet	11. Ports - 1 USB Type-C 10Gbps signaling rate; 03 qty USB Type-A 5Gbps signaling rate; 01 qty Headphone/Microphone Combo (3.5 mm TRRS), 04 qty USB 2.0 Type-A; ethernet LAN (100/1000 Mbps), 01 HDMI 1.4b; 01 DisplayPort 1.4a; Wi-Fi 6, Bluetooth 5.3 / 5.4, 3.5mm audio combo jack, audio line-in/line-out; 1 serial (optional), Trusted Platform Module (TPM) 2.0.	3. Ports: The requirement of 4 USB 2.0 Type-A + 3 USB 3.2 Type-A + 1 USB-C (8 USB ports total) is not practical for a laptop. This configuration resembles a desktop specification.	Revised Clause: 01 USB Type C 10Gbps or Higher signaling rate; Minimum 03 quantity USB3.1 Type A 5Gbps signaling rate; 01 qty Headphone/Microphone Combo (3.5 mm TRRS), 01 Qty Ethernet LAN (100/1000 Mbps) or Higher, Minimum 01 Quantity HDMI 2.0 or Higher; Wi-Fi 6, Bluetooth 5.3 / 5.4 or Higher,
13				The Ports on most Laptop are 1 min Type C with Thunderbolt 4.0 with Power Delivery and Display Port 2.1 type features and desktops have 04 USB 2.0 Type A Ports, Audio Line-in / line-out and serial ports. No laptops have serial ports. Request to amend the specs to below 1x USB Type-C Thunderbolt 4.0 with Power Delivery 3.1 & DisplayPort 2.1 1x USB Type-C with Power Delivery 3.1 & DisplayPort 2.0, 2 x USB 3.2 Gen 1 Type-A (1 with PowerShare), 1x HDMI 2.1, 1x RJ-45 (1 GbE), 1x Global Headset Jack, Wi-Fi 6E 2x2, BT 5.3 Wireless Card	Revised Clause: 01 USB Type C 10Gbps or Higher signaling rate; Minimum 03 quantity USB3.1 Type A 5Gbps signaling rate; 01 qty Headphone/Microphone Combo (3.5 mm TRRS), 01 Qty Ethernet LAN (100/1000 Mbps) or Higher, Minimum 01 Quantity HDMI 2.0 or Higher; Wi-Fi 6, Bluetooth 5.3 / 5.4 or Higher,
14			5. Display	Non-Touch 15 inches with IPS Panel or Higher	Clarification: No Change
15	General		5. DDR4 Memory: With Intel 14th Gen business laptops, many current models use DDR5 instead of DDR4. If you want broader competition, specifying "DDR4 or DDR5" would be better.		Clarification: RFP mentions "16 GB DDR4 or higher". DDR4 is the minimum requirement. Bidder may propose a higher specification as well

16	15	3. Payment terms	Delivery, Installation & Warranty Confirmation 60% payment on delivery on completion of following activities 30% payment on completion of following activities 10% payment shall be released in the following proportions as Support Cost after completion of 1st, 2nd and 3rd year warranty period. 1st year: 3% 2nd Year: 3% 3rd Year: 4%	We want the payment terms to be amended as 70% after the delivery and 30% after completion of the activities	<u>Clarification:</u> No Change
17	25	Validity of the Bid	StockHolding reserves the right to increase or decrease the quantity to be ordered by up to 25 percent of bid quantity for a period of at least 6 months after the issue of original purchase order at the same cost, terms and conditions. Bidders are bound to accept the orders accordingly. Not doing so shall result in forfeiture of PBG.	Given the times today and , we request you to kindly waive off the clause since we would not be able to share the price validity to 6 Months	<u>Clarification:</u> No Change
18			2. Processor - Latest Intel Core i7 (14th generation or Higher) or equivalent Processor	Latest Intel Core i7 (14th generation or Higher) or equivalent Processor - There is no 14th generation CPUs in Laptops.-Kindly amend to Intel Core Ultra 7 265U (12 Cores, 14 Threads, 12MB Smart Cache) (AI CPUs) or equivalent	<u>Clarification:</u> RFP mentions the specifications as minimum configuration. Bidder may propose a higher specification as well.

19	11	Technical Specification Sheet	3. Chipset-Chipset with Intel Q670 / Q770 or Higher or equivalent	Laptops don't have Dedicated Chipset. Kindly amend to Intel SoC Chipset	<u>Revised Clause:</u> Integrated SoC Chipset with support for Intel vPro Enterprise Technology / AMD PRO Technology or equivalent enterprise hardware-level remote management and security suite
20			4. Memory -16 GB DDR4 or higher with 16GBx1 populated Memory & minimum 2 Memory Slot available for future expansion.	From last 2.5 years DDR5 memory is the default memory being shipped to all laptop customers. Kindly amend to reflect 16 GB DDR5 (5600 MT/s) or higher with 16GBx1 populated Memory & minimum 2 Memory Slot available for future expansion expandable to 64GB Memory.	<u>Clarification:</u> RFP mentions "16 GB DDR4 or higher". DDR4 is the minimum requirement. Bidder may propose a higher specification as well
21			5. Display -Non-Touch 15 inches with IPS Panel or Higher	There are no 15 inches laptops available now. Its is Min 14" Laptops. Kindly amend to Min. 14" 16:10 FHD+ (1920 x 1200), 60Hz, IPS, Non-touch, Anti Glare, 300 nit	<u>Clarification:</u> RFP mentions 15 inch Laptop size as minimum size. Bidder may propose a higher specification as well based on their make and model
22				Min 14" FHD+ (1920 x 1200) Anti-Glare, 300 nits, touch, IPS/WVA-14inch touch laptop is RCTO Make in India compliant , we have 15.6 inch size laptop constraint	<u>Clarification:</u> RFP mentions 15 inch Laptop size as minimum size. Bidder may propose a higher specification as well based on their make and model
23			6. Battery-3-cell, 55 Wh, Express Charge Capable or Higher	Kindly confirm if 3 years battery warranty is required. 3 cell 55 Wh, Li-ion, ExpressCharge 1.0, ExpressCharge Boost Capable	<u>Clarification:</u> Warranty is for the whole Laptop irrespective of the components(including power adaptor) of the Laptop.The warranty is comprehensive onsite with ADP for 03 years.
24			9. Security -Hardware TPM 2.0 or above, Chassis Lock Support	Chassis Lock support is on Desktops while Laptops have a Combination of Chassis Intrusion Switch and Security Lock slot for security. TPM 2.0 FIPS-140-2 Certified / TCG Certified, Chassis intrusion switch - Remotely detects hardware tampering Security Lock Slot	<u>Revised Clause:</u> Hardware TPM 2.0 (TCG / FIPS 140-2 certified), Integrated Chassis Intrusion Switch / Tamper Detection Sensor, and Security Lock Slot (Kensington / Noble Lock Slot compatible)

25			10. Power Supply-180 Watt or higher, Auto Power Sensing, 90% Efficiency or above	This Power supply is for Desktops and not Laptops. Laptops use a 65W adapter, USB Type-C	<u>Revised Clause:</u> Minimum 65W (or higher as per OEM design) USB Type-C AC Adapter, 100V–240V Auto-Sensing, compliant with Energy Star / Bureau of Energy Efficiency (BEE)/Level VI, BIS and CE/FCC, ROHS Efficiency standards with auto-stop technology to optimize charging, reduce heat and Efficiency ≥ 90% with protections (Over Voltage Protection, Over Current Protection, Over Temperature Protection, Short Circuit Protection).
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26	Annexure – 3 – Technical Compliance additonal technical point	Kinldy add below points in technical bid 1.The desktop/laptop must be supplied with Windows 11 Professional (25H2 or latest available version) factory preloaded. Windows Digital Product Key (DPK) must be securely embedded/injected in the BIOS/UEFI of the system. OEM shall submit an undertaking confirming that all Windows licenses supplied are genuine and original, duly signed by an authorized signatory holding a valid Power of Attorney (PoA). A copy of the PoA shall be enclosed with the undertaking. OEM shall provide a detailed list of machine serial numbers along with the corresponding Windows 11 license details for all supplied systems. The department will verify the licensing details through the OEM's license verification portal. Accordingly, the OEM shall submit the relevant website link for verification. The department may also share the machine serial numbers and license details with Microsoft for independent verification and authentication. The offered model must be certified for Windows 11 (25H2 or latest version). The certification status must be publicly visible on the Microsoft website, and the OEM shall provide the relevant certification link. A tender-specific Manufacturer Authorization Form (MAF) from Microsoft shall be submitted, clearly mentioning the name, email address, and contact number of the authorized Microsoft representative. 2. Stockholding Logo should be available in the BIOS during System Boot 3. ISO 9000, 14001, 27001 and 45001. 4. OEM must be In top 5 IDC report	<u>Additional Clause:</u> The Laptop must be supplied with factory preloaded Windows 11 Professional (25H2 or latest available version). OEM shall submit an undertaking on official letter head duly signed by an authorised signatory with name and contact details confirming that all Windows licenses supplied are genuine and original. OEM shall provide a comprehensive list of Laptop serial numbers along with the corresponding Windows 11 license details for each delivered Laptops. StockHolding may verify the licensing details through the OEM's license verification portal. Accordingly, the OEM shall submit the relevant website link for verification. The offered model must be certified for Windows 11 (25H2 or latest version).
		Tender specific Microsoft MAF	<u>Clarification:</u> No Change

OEM Website Link/Part No for product verification. The OEM shall share the OEM website link with the buyer at the time of delivery. The offered model details/configuration should be available on their website. A unique device serial number shall also be provided at the time of supply, which is also mentioned on the product. The buyer/consignee shall be able to verify the complete product details, including configuration, through the shared OEM website link.

Additional Clause:

The Laptop must be supplied with Windows 11 Professional (25H2 or latest available version) factory preloaded. OEM shall submit an undertaking confirming that all Windows licenses supplied are genuine and original, duly signed by an authorized signatory. OEM shall provide a detailed list of machine serial numbers along with the corresponding Windows 11 license details for all supplied systems. StockHolding may verify the licensing details through the OEM's license verification portal. Accordingly, the OEM shall submit the relevant website link for verification. The offered Laptop model must be certified for Windows 11 (25H2 or latest version).

Ink Signed MAF

Revised Clause:

Bidders have to submit ink Signed MAF. This is to ensure quality and all the components are certified and manufactured from the same OEM.

27 Additional pointers to be added

Ink Signed and Stamped Declaration of Win 11 professional pre installed	<u>Additional Clause:</u> The Laptop must be supplied with factory preloaded Windows 11 Professional (25H2 or latest available version). OEM shall submit an undertaking on official letter head duly signed by an authorised signatory confirming that all Windows licenses supplied are genuine and original. OEM shall provide a comprehensive list of Laptop serial numbers along with the corresponding Windows 11 license details for each delivered Laptops. StockHolding may verify the licensing details through the OEM's license verification portal. Accordingly, the OEM shall submit the relevant website link for verification. The offered model must be certified for Windows 11 (25H2 or latest version).
Ink Signed and Stamped Declaration of Service Escalation Matrix and Service Centres	<u>Clarification:</u> Bidders have to submit ink Signed Declaration on the OEM Letterhead.
Bidder Turnover should be 70% of RFP Value	<u>Clarification:</u> No Change
Ink Signed and stamped Declaration of OEM letterhead for Make In India Declaration	<u>Clarification:</u> Ink Signed and stamped Make In India Declaration for the quoted model on the OEM's Letterhead.

Ink Signed and stamped declaration on OEM Letterhead: Technical Compliance

Additional Clause:

Bidder to provide Ink Signed Declaration on the OEM Letterhead for all the components of the Laptop including the adaptor mentioning the GeM Number. This is to ensure quality and all the components are certified and manufactured from the same OEM with 03 years onsite comprehensive warranty

OEM Online diagnostics tool should be available for the quoted model (third party not allowed).

Additional Clause:

The quoted laptop model must feature native OEM-provided hardware diagnostics tools (available via pre-boot environment/BIOS and/or operating system level) for hardware health checks and troubleshooting. Diagnostics provided by third-party software vendors shall not be accepted.

FCC,CE, RoHS, UL, EPEAT India Gold, Energy Star, TCO 10, MIL STD 810H

Additional Clause:

The quoted laptop model must comply with international safety, environmental, and durability standards, holding valid certifications for FCC, CE, RoHS, UL, BIS India,Energy Star, MIL-STD 810H, EPEAT India Gold (or Silver), and TCO 9.0 / 10.0 (or equivalent global sustainability certifications)

Ink Signed and stamped declaration of ai powered asset management on OEM Letterhead

Clarification:

No Change