

Date: 10/01/2025

Subject: Invitation to Bid for Laptop and Desktop Procurement - 2025

Dear Service Provider,

UBI Services Limited (UBISL) is pleased to invite your esteemed organization to participate in the bidding process for the procurement of laptops and desktops for the year 2025. Detailed terms, conditions, and specifications are outlined in the attached bid document.

We look forward to receiving your competitive proposals and working together to fulfil our technology procurement needs for the specified period. Please ensure your bid adheres to the guidelines provided in the bid document and is submitted before the stipulated deadline.

For the Bid details you have to visit our site <https://ubisl.co.in/tender.aspx>

Thank you for your interest in partnering with UBI Services Limited.

Sincerely,

UBI Services Limited

1. Introduction

UBI Services Limited (UBISL) is seeking strategic partnerships for the procurement of laptops and desktops for the year 2025. The procurement period will run from January 10, 2025, to December 31, 2025. We invite eligible service providers to submit their bids based on the specifications, terms, and conditions outlined in this document.

2. Scope of Work (SoW)

The selected bidder will be responsible for supplying and installing laptops and desktops as per the required configurations and considering top two company brands, along with Microsoft office 365 Business Standard Edition. The procurement will be executed in lots of 10 units each, with an estimated total of 50 systems over the year. The supplied hardware must meet the specifications detailed in the Configuration section below and include installation, delivery, and warranty services.

3. Mode of Submission of Tenders and Last Date

- All quotations must be submitted in a sealed envelope via Registered Post (AD) to the address mentioned below:

To: UBI Services Limited
504-506, 5th Floor, Centrum,
S. G. Barve Road,
Wagle Estate, MIDC,
Thane (W), Pin Code - 400604

- Last Date for Submission: 24/01/2025

4. Validity Period of Bid

- All submitted bids must remain valid for a period of three months from the date of submission and there will be no price negotiations during this time.

5. Rates / Prices

- The rates must be quoted in Indian Rupees (₹).
- Rates should be valid for three months.
- Prices must include delivery, installation, warranty and support.

6. Penalty

The bidder must supply and install the items within the stipulated timeframe (weeks' time) after issuance of the purchase order. Failure to do so will result in the following penalties:

- In the event of further delays, UBISL reserves the right to procure the items from other sources. Any cost difference will be recovered from the bidder.
- Persistent delays may lead to blacklisting of the bidder.

7. Purchaser's Rights

- UBISL reserves the right to accept or reject any bid, in full or in part, without assigning any reason.
- UBISL reserves the right to accept / reject any or all the bids in whole or in part and annul the bidding process without assigning any reason whatsoever and is not bound to accept the lowest tender.
- UBISL reserves the right to blacklist a bidder for a suitable period in case the bidder fails to honour its bids without sufficient grounds.
- 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 UBISL will not be responsible for any loss to the concerned supplier for such supply.
- If the bidder is not able to supply the original and genuine items, appropriate action may be taken against them i.e., Imposition of penalty, cancellation of rate contract with the cancellation of the contract including blacklisting the bidder.
- If the services of the bidder are found unsatisfactory or if the bidder is not able to supply the goods within specified timeframe, the tender will be entrusted to any other bidder / supplier at the risk of defaulting bidder/supplier.

8. Delivery

- The required quantity must be supplied and installed within the specified period upon receipt of the supply order.
- If the bidder fails to meet the delivery schedule, UBISL may procure the material from other sources and recover the cost difference from the bidder.

9. Guarantee / Warranty

- The bidder will be responsible for ensuring the OEM warranty is honoured. This includes attending to complaints as per the terms of the warranty, even if the OEM authorizes another service centre for the same.

10. Mode of Payment

- Payment will be made within 30 days of receipt, inspection, and satisfactory performance of the supplied items.
- Payment will be made online via direct bank transfer.
- No advance payments will be entertained.
- The bidder must submit an invoice and installation report certified by UBISL's IT Department.

19. Basis of awarding the contract

- The contract shall ordinarily be awarded to the lowest (L1) evaluated bidder, whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the tender terms and conditions.
- UBISL reserves the right to award the contract to more than one bidder on the basis of lowest rates.

11. Required Hardware and Software Configurations

The following table lists the required hardware configurations:

Hardware Type	Processor	RAM	Storage	Operating System
Laptop	Core i5, 13th Gen	16 GB	512 GB SSD	Windows 11 Pro
Laptop	Core i5, 13th Gen	8 GB	256 GB SSD	Windows 11 Pro
Desktop	Core i5, 13th Gen	8 GB	512 GB SSD	Windows 11 Pro

Software Type	Details	Operating System
Microsoft	Office 365 Business Standard (Desktop versions of Word, Excel, PowerPoint, and Outlook)	Windows 11 Pro Compatible

(Please refer to Annexure I for the detailed Checklist of System Hardening requirements)

12. Technical Evaluation

The technical evaluation of the bids will be conducted based on the following criteria:

- Compliance with the required hardware configurations.
- Demonstrated ability to meet delivery schedules.
- Past performance and experience in similar procurement projects.
- Warranty and after-sales support provided by the bidder.
- **Bank Support Experience:** Bidders with demonstrated experience in providing hardware and software support for banking or financial institutions will be given preference. This includes experience in supporting hardware support in IT infrastructure and ensuring minimal downtime for banking operations.
- **Regional Office Presence:** Bidders with regional offices (Mumbai/Thane) in proximity to UBISL's locations will be preferred, ensuring faster response times for support and maintenance.
- **Relationship with OEMs:** Bidders who have authorized partnerships or strong relationships with Original Equipment Manufacturers (OEMs) will be prioritized. This ensures genuine products and better after-sales support.
- **Warranty and Support Terms:** Evaluation will include the quality and duration of warranty services provided, as well as the comprehensiveness of after-sales support.
- **Price Assurance:** Bidders who can guarantee price stability for the specified Three-month period without variations will be preferred.
- **Additional Value-Added Services:** Any proposed value-added services, such as extended warranties, training sessions, or on-site support, will also be evaluated.

Only bidders meeting the technical requirements will be considered for the financial evaluation.

13. Schedule of Bidding Process

The schedule for the bidding process is as follows:

Activity	Date	Venue / Mode
Release of Bid Document	10/01/2025	UBISL WEB site (https://ubisl.co.in)
Last Date for Submission of Bids	24/01/2025	
Pre-Bid Meeting	27/01/2025	Virtual/Online
Opening of Technical Bids	30/01/2025	
Evaluation and Shortlisting	06/02/2025	
Financial Bid Opening	07/02/2025	

UBISL reserves the right to modify the schedule as necessary and will notify all participants of any changes.

13. Validity Period of bid

- The bid shall remain valid and open for acceptance for a period of 15 days from the last date fixed for receiving the same.

14. Rejection of incomplete and conditional tenders

- The Incomplete and conditional tenders will be rejected by UBISL.

15. Non-acceptance of the tenders received after the last date and time:

- Tenders received after the closing date and time prescribed in the tender enquiry shall NOT be accepted / considered under any circumstances.

16. Request for Information / Clarifications

- Respondents are required to direct all communications related to this RFP: 504-506, CENTRUM IT PARK, S.G. BARVE ROAD, WAGLE ESTATE (MIDC) THANE (WEST)-400604 Phone : +91 8880141068 Email- tenders@ubisl.co.in. The Company, may, in its absolute discretion seek additional information or material from any Respondents after the RFP closes and all such information and material provided must be taken to form part of that Respondent's response. The Company is not bound to reply to the queries not pertaining to this RFP. Replies shall be at Company's discretion. Company's replies shall be final and acceptable to all bidders.

17. Request for Partnership

UBI Services Limited looks forward to receiving competitive and comprehensive proposals from eligible service providers. The successful bidder will be an integral partner in fulfilling our technology procurement needs for 2025.

Annexure I

Checklist of System Hardening

The selected partner will provide the laptops/desktops and ensure the delivery of systems with the removal of the following services from the Windows operating system-

Services to Be Removed:

- Copilot
- Microsoft Store
- My HP System Tray
- HP Support Assistant
- OneDrive System
- Microsoft Network (MSN)
- Terminal Service (RDP)
- Mobile Devices
- Xbox
 - Xbox Game Bar
 - Xbox Console Companion
- Your Phone (Phone Link)
- Microsoft Solitaire Collection
- Candy Crush Saga (or other pre-installed games)
- TikTok
- Spotify
- Facebook, WhatsApp or other social apps (if pre-installed)
- Remote Desktop Services
- Windows Remote Management (WinRM)
- Bluetooth Connectivity
- Bluetooth Support Service
- USB Ports
- Any trialware or OEM-specific apps pre-installed by device manufacturers (e.g., antivirus trials or performance monitoring tools)
- Unnecessary third-party tools that do not align with organizational needs (e.g., non-standard browsers or media players)

Services/Applications to Be Pre-Installed:

- Microsoft Windows 11 Professional
- Installation and update of version 24 H2
- Internet Browser (Google Chrome)