REQUEST FOR PROPOSAL (RFP)

Supply, Delivery and Installation of Laptops and Printers

Issued By:	National Institute For Smart Government
RFP Reference No.:	NISG/IT/DEL/Khelo India Scheme/2026-27/03
Date of Issue:	26th November 2026
Pre-Bid Clarification:	Send by 30th November,2026 on email: virendra.singh@nisg.org
Last Date of Physical Bid Submission (2 Packets):	On or Before 4th December 2026 at NISG Reception Counter till 5:30 PM
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1. INTRODUCTION AND BACKGROUND

National Institute For Smart Government (NISG) invites proposals and competitive quotations from reputed IT hardware suppliers, authorised dealers and system integrators for the supply, delivery and installation of laptops and printers for its office requirements.

The objective of this procurement is to strengthen the organisation's IT infrastructure by providing employees with reliable business-class laptops and ensuring adequate printing, scanning and copying facilities across the office.

The organisation intends to engage a suitable vendor who can provide genuine, branded products, competitive pricing, timely delivery, installation assistance and appropriate manufacturer warranty and after-sales support.

Interested vendors are requested to carefully review the requirements mentioned in this document and submit their technical and commercial proposals.

Vendors may suggest suitable brands and models, provided the products meet or exceed the minimum technical specifications mentioned in this RFP.



2. SCOPE OF REQUIREMENT

The selected vendor will be responsible for supplying (PAN India Offices) the required laptops and printers, along with standard accessories, delivery, installation and warranty support.

The tentative requirement is as follows:

S. No.	Description	Quantity
1	Business-Class Laptops	353
2	Multifunction Laser Printers	36

Note: The quantities are provisional and may be revised at the time of purchase order issuance. Final delivery locations and quantities will be communicated to the selected vendor.

The vendor may quote for both categories or category separately. The organisation reserves the right to place separate orders for laptops and printers depending on the quotations received.

3. TECHNICAL SPECIFICATIONS

Vendors are required to propose products that meet the following minimum technical requirements.

3.1 Business-Class Laptops

The organisation requires business-class laptops suitable for regular office operations, including document preparation, spreadsheets, presentations, internet browsing, online meetings, business applications and multitasking.

S. No	Item	Recommended specs
1	Form Factor	Clamshell
2	Chassis	Full metal body with metallic hinges
3	Processor	Intel Core Ultra5 or AMD Ryzen5 220 series Processor or higher
4	Memory	1 x 16GB DDR5 5600MT/s and minimum 1 slot empty for future upgrade
5	Storage	512GB PCIe NVMe SSD drive
6	Graphics	Intel Graphics or AMD Radeon Graphics
7	Audio	Integrated audio controller with internal speaker
8	Camera	5MP Image Signal processing and AI Presence Detection + IR Camera
9	Battery	56 WHr or higher Long Life battery
10	Operating System	Windows11 Professional (64 bit) OEM Factory preloaded
11	Networking	Integrated Gigabit 10/100/1000 Ethernet Controller
		Wi-Fi 6 +Bluetooth 5.3 or higher (integrated, no dongle / external adaptors allowed)
12	Ports	Onboard Ethernet RJ-45, 2x USB Type C with 10Gbps (with Power delivery, Display Port), 2x USB Type A or higher ports, 1HDMI port or higher
13	Keyboard	Backlit + Spill resistant Keyboard
14	Weight	Under 1.5Kg
15	Security	Hardware based endpoint security controller TPM 2.0, Fingerprint Reader, Tamper Lock, Security slot, Camera Privacy Shutter
16	Certifications	Microsoft Windows 11 certified
		FCC, RoHS Compliance, UL, EPEAT India, BEE/Energy Star, MIL STD 810H (18 tests qualified)
		ISO 9001, 14000, 20000, 27000
17	Display	14 inches FHD (1980x1200) WUXGA, Anti-glare, Low Blue light, Min 300 Nits
18	Warranty	3 Years onsite including battery with 3 year ADP.

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S. No	Item	Recommended specs
Additional Specification Parameters - Laptop Computers		
19	OEM LOGO	Power Adaptor (USB Type C, 65W or higher) must be from the same OEM as the Laptop and OEM logo /trademark embossed on them; no sticker allowed.
20	OEM BIOS	BIOS Should be developed and managed by the OEM of the quoted hardware. Provision for central BIOS Update, BIOS Settings and BIOS Password should be there.
21	System Diagnostics	OEM must have online system hardware diagnostics facility or BIOS based hardware diagnostics facility. OEM must have the facility to download the updates of preinstalled Software, device drivers and firmware from its website.
22	Recovery Media	OEM must support recovery media creation through its website to re install the operating system when required and bring the computer back to its original factory condition as configured by the OEM.
23	Certification Bidder is required to submit the following certificates:	a). Valid ISO 9001, 14000, 20000, 27000 Certificates.
		b). Data Sheet of the quoted product.
		c). RoHS Compliance, BEE/Energy star, UL, FCC, EPEAT Gold India, TCO 10 or higher for the product offered
		d). The confirmation from OEM for preloaded Windows operating system need to be submitted along with Bid.
24	OEM Authorization	1 The ink signed bid specific MAF from OEM needs to be submitted along with the bid documents.
		2 Technical Documents including datasheet, Technical Compliance to be submitted on OEM letterhead duly signed and stamped by the authorised signatory
		3 Bid specific OEM Authorization from Microsoft to be enclosed
25	Preloaded OS	There should be digital product key for Windows11 embedded in the mother board and OS should be OEM factory pre-loaded. Bid specific declaration on OEM letterhead.
26	MII Content	Bid specific local Content declaration on OEM letterhead for the product offered.
27	Warranty	OEM Onsite 3 Years Warranty Declaration on letterhead to be enclosed.

Additional requirements:

- All laptops must be brand-new, unused and sourced through authorised OEM channels.
- The vendor must clearly mention the brand, model number, processor model and generation.
- The vendor must provide the official product datasheet or brochure.
- The quoted configuration must meet the minimum specifications without reducing any of the required parameters.
- Any additional features or upgrades should be clearly identified separately.
- The vendor must provide genuine operating system licensing and warranty documentation.
- Selected items/ contract applicable in the future requirement.
- Compliance of the quoted model should be validated by OEM.



3.2 Multifunction Laser Printer

The organisation requires reliable multifunction laser printers suitable for regular office printing, scanning and photocopying requirements.

S. No	Technical Parameters	Specifications
1	Cartridge Technology	Composite Cartridge
2	Printing Technology	Laser
3	Type of Printing	Mono
4	Paper Size	A4
5	Print Speed per minute as per ISO/IEC 24734 in (A4) Size - Mono	29
6	Resolution (Dpi)	600x600
7	Memory (MB)	64
8	Processor Speed	500 MHz
9	Duplexing Feature	Yes
10	Duplex Print Speed (IPM)	18
11	Network Connectivity	Yes
12	Network Interface, if available	Ethernet 10/100
13	Wireless Connectivity	Yes
14	If Yes, Type of Wireless Connectivity	Wireless (802.11 b/g/n)
15	USB Port	Yes
16	Number of Main Paper Trays	1
17	Each Main Paper Tray Capacity	150
18	Other Certifications Available	RoHS,UL,CE
19	On site OEM warranty (Years)	1
20	Inbox Toner Yield	1000 pages or higher

Additional requirements:

- Printers must be brand-new and from recognised OEM brands.
- The vendor must provide the make, model and detailed technical datasheet.
- Original or OEM-approved toner cartridges must be used.
- The vendor must mention the estimated toner yield per cartridge.
- Automatic duplex printing and duplex scanning through the document feeder must be supported.
- The printer must support network connectivity for office use.
- The vendor must provide details of consumables, their prices and availability.
- Compliance of the quoted model should be validated by OEM.

4. SCOPE OF WORK AND VENDOR RESPONSIBILITIES

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The selected vendor will be responsible for the following activities:

4.1 Supply of Equipment

- Supply the required quantity of laptops and printers as per the approved purchase order.
- Ensure that all products are new, unused, genuine and supplied in original manufacturer packaging.
- Ensure that the supplied products match the approved brand, model and technical specifications.

- Provide all standard accessories, power adapters, cables, laptop bags and other items included in the quotation.
- Provide product serial numbers and relevant OEM documentation.

4.2 Delivery and Logistics

- Arrange safe transportation and delivery of all equipment to the designated PAN India offices location(s).
- Ensure that products are properly packed and protected against transportation damage.
- Coordinate with the organisation's designated representative before delivery.
- Provide advance information regarding the delivery schedule.
- Bear responsibility for products damaged during transportation until they are delivered and accepted.

4.3 Installation and Configuration

For laptops:

- Perform basic power-on and hardware checks.
- Verify processor, RAM, storage and operating system configuration.
- Ensure that the operating system is properly installed and activated.
- Verify that standard device drivers are working.
- Provide the original charger and other applicable accessories.

For printers:

- Deliver printers at the designated locations.
- Install the required printer drivers.
- Configure USB or network connectivity as applicable.
- Test printing, scanning and photocopying functions.
- Demonstrate basic printer operations to the designated office representative.

Any additional configuration requirements will be communicated before the installation activity.

4.4 Documentation and Handover

The vendor must provide the following documents at the time of delivery:

1. GST tax invoice.
2. Delivery challan.
3. Brand and model details.
4. Product serial number list.
5. OEM warranty details.
6. Product datasheets and user manuals, wherever applicable.
7. Installation and handover confirmation from authorised officer in PAN India offices.

The organisation should receive a consolidated inventory of all supplied equipment for its internal records.

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5. WARRANTY AND AFTER-SALES SUPPORT

Warranty and after-sales support are important considerations for this procurement.

The vendor must provide the following warranty coverage:

Item	Required Warranty
Business-Class Laptops	Minimum 3 years onsite OEM warranty with ADP
Multifunction Laser Printers	1 year's comprehensive onsite warranty

5.1 Warranty Conditions

- Warranty must be provided by the respective Original Equipment Manufacturer (OEM).
- Warranty should cover manufacturing defects and hardware failures under normal usage.
- The vendor must provide the warranty registration details and relevant OEM support information.
- Any defective component covered under warranty must be repaired or replaced without additional cost.
- Warranty support must be available through authorised OEM service centres or authorised service partners.

5.2 Technical Support

The vendor must provide a contact person for warranty-related coordination and support.

In case of hardware failure or operational issues, the vendor should assist the organisation in raising complaints with the OEM and coordinating their resolution.

The vendor must clearly mention the available support channels, service locations and expected response time in its proposal.

6. DELIVERY TIMELINES AND ACCEPTANCE

The vendor is required to mention the expected delivery timeline in its quotation.

The expected delivery schedule will be finalised mutually at the time of purchase order issuance.

The following conditions will apply:

1. Delivery must be made to the location(s) communicated by the organisation within 4 to 6 weeks from the date of issue of work order.
2. Products will be checked against the approved specifications and purchase order.
3. The organisation reserves the right to inspect the equipment before accepting delivery.
4. Any product found damaged, defective or different from the approved configuration must be replaced by the vendor.
5. Final acceptance will be provided after successful verification of the products and completion of applicable installation activities.

The vendor must coordinate with the organisation's representative to ensure smooth delivery and handover.

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7. COMMERCIAL PROPOSAL AND PRICE QUOTATION FORMAT

Vendors are requested to submit their commercial quotations in the following format.

7.1 Price Schedule

S. No.	Item Description	Brand / Model	Qty.	Unit Price (₹)	Taxes (₹)	Total Amount (₹)
1	Business-Class Laptop		353			
2	Multifunction Laser Printer		36			
	Grand Total					

All prices must be quoted in Indian Rupees (INR).

The quotation should clearly mention:

- Basic unit price.
- GST and other taxes applicable.
- Transportation and delivery charges, if any.
- Installation charges, if any.
- Any other additional charges.
- Final price inclusive of all applicable taxes and charges.

7.2 Additional Commercial Information

Vendors must also provide the following details:

S. No.	Particulars	Vendor Response
1	Expected delivery timeline	
2	Quotation validity	
3	Laptop warranty	
4	Printer warranty	
5	Payment terms	
6	Delivery charges	
7	Installation charges	
8	Any exclusions or additional costs	

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7.3 Consumables and Accessories

For printers, vendors should separately quote the prices of original toner cartridges and other commonly required consumables.

For laptops, vendors may separately quote additional accessories such as docking stations, extended warranty and other optional items, wherever available.

Optional items should not be included in the mandatory equipment price unless specifically requested.

8. VENDOR ELIGIBILITY AND COMPANY DETAILS

Interested vendors should preferably be established IT hardware suppliers, authorised dealers, distributors or system integrators with experience in supplying laptops and printers.

Vendors are requested to provide the following basic information:

S. No.	Details Required	Vendor Information
1	Company / Firm Name	
2	Contact Person	
3	Designation	
4	Contact Number	
5	Email Address	
6	Registered / Office Address	
7	GST Registration Number	
8	PAN Number	
9	OEM Authorisation / Dealership Details, if applicable	
10	Relevant Supply Experience	

The vendor should also attach the following documents:

- Company profile or brief introduction.
- GST registration certificate.
- PAN details.
- Product brochures or official datasheets.
- OEM authorisation or dealership proof, if applicable.
- Warranty details.

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9. PRE-QUALIFICATION CRITERIA

Vendors must meet all of the following pre-qualification criteria and submit the listed supporting documents. Proposals from vendors who do not meet these criteria will not be considered for technical and commercial evaluation.

S. No.	Eligibility Parameter	Requirement	Supporting Document to be Submitted
1	Legal entity registration	Registered company / firm in India	Certificate of Incorporation / Partnership Deed / Registration Certificate, as applicable
2	Minimum average annual turnover	At least ₹7 crore average annual turnover over the last 3 financial years	Audited financial statements for the last 3 financial years
3	Positive net worth	Net worth must be positive	Latest audited balance sheet
4	Similar supply experience	At least 3 similar projects executed in India	Company profile with details of at least 3 projects, supported by copies of purchase orders or completion certificates
5	OEM authorisation	Authorised by the OEM for the quoted products	OEM Manufacturer Authorisation Form (MAF)
6	Technical compliance	Quoted products must meet the minimum technical specifications	Compliance statement from the OEM against the required specifications
7	OEM warranty and support	Warranty and support as specified in this RFP	OEM certificate for warranty and support
8	GST registration	Valid GST registration	Copy of GST registration certificate
9	PAN	Valid PAN	Copy of PAN card
10	Non-blacklisting	Not blacklisted or debarred by any Government department, PSU or organisation	Self-declaration on company letterhead, signed by the authorised signatory
11	Make in India, if applicable	Compliance with applicable Make in India provisions	Self-declaration on company letterhead, signed by the authorised signatory
12	Acceptance of tender terms	Unconditional acceptance of all RFP terms and conditions	Signed declaration of acceptance on company letterhead

All pre-qualification documents must be submitted along with the sealed techno-commercial bid / commercial proposal.

10. EVALUATION AND VENDOR SELECTION

The organisation will review the sealed quotations received in two packet Bid (Technical & Commercial) from interested vendors.

The evaluation will primarily consider:

1. Compliance with the minimum technical specifications.
2. Brand reputation and product quality.



3. Overall commercial competitiveness.
4. Warranty coverage and after-sales support.
5. Delivery timelines and availability of stock.
6. Vendor experience and service capabilities.

The organisation may seek clarification or additional product information from vendors before making its final decision.

The lowest quotation will not automatically guarantee selection. The final decision will be based on the overall suitability of the product, pricing, warranty and vendor support.

The organisation also reserves the right to negotiate prices and place orders for one or both categories separately.

11. SUBMISSION OF PROPOSALS

Interested vendors are requested to submit their technical and commercial proposals (2 Packets Bid) along with the required supporting documents.

Submission Details

Particulars	Details
Organisation	[Organisation Name]
Contact Person	[Name / Designation]
Email Address	[Official Email Address]
Contact Number	[Phone Number]
Last Date for Submission	[Date and Time]
Submission Method	Physical Submission at NISG office.

The organisation reserves the right to accept or reject any quotation, request revised quotations, negotiate commercial terms or cancel the procurement process, as considered appropriate.

For National Institute For Smart Government



Authorised Signatory

Name: Shri Vineet Gaur

Designation: Head-IT

Date: 25th November 2026