GeM_Open Tender Ref No. GEM/2026/B/8079828

IFCI Financial Services Limited

Chennai

Request for Proposal

REQUEST FOR PROPOSAL FOR BULK PROCUREMENT, INSTALLATION & Support of i7--13700 OR HIGHER Latest PROCESSOR BASED DESKTOPS AT IFCI FINANCIAL SERVICES LIMITED.

Corporate Office: IFCI Financial Services Limited (IFIN), NO 12A KAMAK TOWER, 4th floor,
SOUTH PHASE, NEAR HALLMARK TOWER, CHENNAI, TAMIL NADU - 600032.

GeM_Open Tender Ref No. GEM/2026/B/8079828

i) Date of issue/opening/publish of Tender document : 25th September, 18:00:00

ii) Last date of receipt of Tender : 24th October, 18:00:00

Disclaimer

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants, whether verbally or in documentary form, by or on behalf of **IFCI Financial Services Limited (IFIN)**, is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by **IFCI Financial Services Limited (IFIN)** to any parties other than the applicants who are qualified to submit the bids ("bidders"). The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and, where necessary, obtain independent advice.

IFCI Financial Services Limited (IFIN) makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. **IFCI Financial Services Limited (IFIN)** may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information contained in this RFP.

RFP Document Details

Sr. No.	Description	Remarks
1	Name of Organization	IFCI Financial Services Limited (IFIN)
2	RFP Reference Number	To be provided by IFIN
3	Requirement	Bulk Purchase of Supply, Installation and Maintenance of Intel Core i7- 13700 or Higher Latest processor-based Desktops at IFCI Financial Services Limited (IFIN). Quantity of Desktops: 30 numbers
4	Interest Free Earnest Money Deposit (EMD)	To be specified by IFIN
5	Email ID for Queries	it@ifinltd.in
6	Date of Issue of RFP Document	24-Sep-2026, 17:52:31
7	Date, Time and Place for Pre-Bid Meeting	24-Oct-2026. For participation in the pre-bid meeting, bidders shall send an email for the meeting details/link to it@ifinltd.in on or before 24-Oct-2026. 12:00:00 to be specified by IFIN.
8	Last Date for Submission of Pre-Bid Queries	24-Oct-2026
9	Last Date for Submission of Bid	24-Oct-2026. 18:00:00.
10	Date of Opening of Bid	25-Oct-2026. 11:00:00.

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Overview

IFCI Financial Services Limited (IFIN) has its office at Guindy, Chennai, and intends to procure 30 quantity of Tower Desktop PCs for its business and operational requirements.

Submission of Proposal

IFCI Financial Services Limited (IFIN) invites e-tender through the GeM Portal, under a Two Bid System (Technical Bid and Commercial Bid), from bidders having sufficient experience in the supply, installation and maintenance of Desktop PCs.

Submission of Bids

The online bids will have to be submitted within the time specified on the GeM Portal in the following manner:

1. Technical Bid (.pdf files)
2. Commercial Bid (.pdf files)

Objective of the RFP

The objective of this RFP is to procure 30 Tower Desktop PCs in bulk from a qualified bidder for the supply, installation, and maintenance of Intel Core i7-13700 or higher latest processor-based Desktop PCs at IFCI Financial Services Limited (IFIN), Guindy, Chennai.

Desktop model and detailed technical specifications are mentioned in Annexure – 3.

Due Diligence

The bidder is expected to examine all instructions, Forms, Terms, Conditions and Specifications in this RFP. Bids shall be deemed to have been made after careful study and examination of this RFP with full understanding of its implications.

The Bid should be precise, complete and contain all details required as per this RFP document. Failure to furnish all information required by this RFP or submission of a Bid not conforming to the RFP requirements shall be at the bidder's risk and may result in rejection of the Bid.

The decision of IFCI Financial Services Limited (IFIN) in this regard shall be final, conclusive and binding.

Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of its Bid. IFCI Financial Services Limited (IFIN) shall in no case be held responsible or liable for such costs, regardless of the conduct or outcome of the bidding process.

Clarifications Regarding RFP Document

- Before bidding, the bidders are requested to carefully examine the RFP Document and the Terms and Conditions specified therein. If there appears to be any ambiguity, contradiction, gap(s) and/or discrepancy in the RFP Document, the bidder should forthwith refer the matter to IFCI Financial Services Limited (IFIN) for necessary clarification.

- A bidder may obtain clarification for queries relating to this RFP through email at it@ifinltd.in.
- IFCI Financial Services Limited (IFIN) shall not be responsible for any delays caused by any external agency.
- IFCI Financial Services Limited (IFIN) reserves the sole right to carry out any amendments, modifications or changes in the bidding process, including issuance of any addendum/corrigendum to this RFP.
- At any time before the deadline for submission of bids/offers, IFCI Financial Services Limited (IFIN) may, for any reason whatsoever, whether on its own initiative or in response to a clarification requested by bidders, modify this RFP Document.
- Notices regarding corrigendum, addendum, amendments, responses to bidders' queries, etc., shall be published through the applicable GeM Portal and/or IFIN's official communication channel. Prospective bidders shall regularly check the same for any changes/developments relating to this RFP.
- IFCI Financial Services Limited (IFIN) reserves the right to extend the deadline for submission of bids, if required. However, no request from bidders for extending the deadline for submission of bids shall be binding on IFIN.
- IFCI Financial Services Limited (IFIN) reserves the right to reject any or all responses to the RFP/Bids received in response to this RFP at any stage without assigning any reason whatsoever and without being liable for any loss/injury that the bidder might suffer due to such rejection.
- The decision of IFCI Financial Services Limited (IFIN) shall be final, conclusive and binding on all parties directly or indirectly connected with the bidding process.
- It may be noted that the term “Bidder” mentioned in this document may refer to an OEM / Authorized Distributor / Dealer / System Integrator (SI), as applicable.

A. Bid Preparation and Submission Details

1. Eligibility / Technical Bid

(Annexure – 2 & Annexure – 3)

a. The required documents for Eligibility Criteria must be submitted/uploaded online through the GeM Portal. Eligibility Criteria documents should be complete in all respects and contain all information asked for in this RFP document.

b. The bidder shall submit details of the proposed Desktop make and model as part of the Technical Bid. If the proposed model does not meet the specifications prescribed by IFCI Financial Services Limited (IFIN), IFIN reserves the right to reject the proposed model/Bid.

Reverse Auction shall be carried out only for those bids shortlisted by IFCI Financial Services Limited (IFIN) after evaluation of the Technical Bid, wherever applicable through the GeM procurement process.

c. There shall not be any hidden or conditional costs in the bids. In the event of any such hidden or conditional costs being identified, the Bid shall be liable for rejection.

d. No indication pertaining to price or commercial terms shall be made in the Technical Bid submission.

e. No open-ended or conditional Bid shall be entertained and such bids shall be liable for rejection.

2. Commercial (Indicative Price) Bid

a. The bidder shall submit/upload the Commercial (Indicative Price) Bid online through the GeM Portal, as per the format prescribed in Annexure – 4.

b. The final price (L1) shall be decided upon successful completion of the Online Reverse Auction, wherever applicable, as per the GeM procurement process.

3. Submission of Bids

a. The required documents for Eligibility Criteria and Technical Bid and the Commercial (Indicative Price) Bid must be submitted/uploaded online through the GeM Portal.

The Technical Bid and Commercial (Indicative Price) Bid should be complete in all respects and contain all information required under this RFP document.

b. The offer shall remain valid for a period of at least 90 days from the date of submission of the Bid.

c. The bidder shall fulfil all statutory requirements as prescribed under applicable laws, rules and Government notifications. The bidder shall be solely responsible for any failure to fulfil such statutory obligations and shall indemnify IFCI Financial Services Limited (IFIN) against all liabilities arising out of the bidder's failure to fulfil such statutory obligations.

d. The bidder shall be solely responsible for any injury, damage or accident involving personnel/workmen employed by the bidder and for any loss or damage caused to equipment/property in the areas of work as a result of negligence or carelessness of its deployed personnel.

e. No request for any further extension of the prescribed deadline shall be entertained unless specifically approved by IFCI Financial Services Limited (IFIN). Delayed and/or incomplete bids shall not be considered.

f. All employees/personnel engaged by the bidder shall be adequately insured against accidents and injuries by the bidder at its own cost.

g. Bidders are advised to submit their online Eligibility, Technical and Commercial Bids well before the last date and time prescribed for submission.

B. Evaluation of Bids

IFCI Financial Services Limited (IFIN) will evaluate the bids submitted by the bidders under this RFP.

The Eligibility Bid submitted by the bidder shall be evaluated against the Eligibility Criteria set forth in this RFP. The bidder shall comply with all the eligibility criteria mentioned in the RFP to qualify for further evaluation.

Non-compliance with any of the mandatory eligibility criteria may result in outright rejection of the bidder's proposal.

The decision of IFCI Financial Services Limited (IFIN) in this regard shall be final and binding on all bidders participating in this RFP.

IFCI Financial Services Limited (IFIN) may accept or reject an offer without assigning any reason whatever. The bidder is required to comply with all requirements mentioned in the RFP. Non-compliance may lead to disqualification of the bidder at the discretion of IFIN.

a. All information and supporting documents required under this RFP shall be provided. Incomplete information may lead to non-consideration of the proposal.

b. The information and documents provided by bidders in response to this RFP document shall become the property of IFCI Financial Services Limited (IFIN).

Evaluation Process

Stage 1 – Eligibility Criteria and Technical Compliance

The Eligibility Criteria Bid documents and Technical Compliance shall be evaluated.

Only those bidders who qualify and comply with all the requirements specified under Annexure – 2 (Eligibility Criteria) and Annexure – 3 (Technical Compliance) shall be eligible for Commercial Bid Evaluation.

Stage 2 – Commercial Bid Evaluation

Only those bidders who have been found eligible and technically compliant in Stage 1 shall be considered/invited for Commercial Bid Evaluation.

Eligibility Criteria Evaluation – Stage 1

The bidder meeting the Eligibility Criteria as per Annexure – 2 and Technical Compliance as per Annexure – 3 shall be considered for Commercial Evaluation.

Any credential/supporting information mentioned in Annexure – 2 – Eligibility Criteria and not accompanied by relevant documentary evidence shall not be considered for evaluation.

All credentials and supporting documents should be appropriately identified, labelled and submitted against the respective eligibility and technical requirements.

IFCI Financial Services Limited (IFIN) may seek clarifications from any or each bidder as part of the evaluation process.

All clarifications received within the stipulated time shall be considered for evaluation. In case the required clarification is not received within the stipulated time, the respective eligibility/technical compliance parameter may be treated as non-compliant, and the decision to qualify or disqualify the bidder shall accordingly be taken by IFCI Financial Services Limited (IFIN).

Commercial Bid Evaluation – Stage 2

The Commercial offers of only those bidders who are shortlisted after successful completion of Stage 1 – Eligibility Criteria and Technical Compliance Evaluation shall be opened/evaluated.

The format for quoting the Commercial Bid shall be as prescribed in Annexure – 4 – Commercial Bid Format.

Online Reverse Auction

Bidders whose Commercial/Price Bids have not been rejected or disqualified by IFCI Financial Services Limited (IFIN) shall be invited to participate in the Online Reverse Auction, wherever applicable as per the GeM procurement process.

The L1 bidder shall be determined on the basis of the lowest evaluated price quoted/offered in the Online Reverse Auction, subject to compliance with all the terms and conditions of this RFP and applicable GeM conditions.

IFCI Financial Services Limited (IFIN) may accept or reject any offer without assigning any reason whatsoever at any stage of the bid evaluation process.

The bidder is required to comply with all the requirements mentioned in this RFP. Non-compliance with any mandatory requirement may lead to disqualification of the bidder at the discretion of IFCI Financial Services Limited (IFIN).

C. Eligibility Criteria

Only those bidders who fulfil the following eligibility criteria shall be eligible to respond to this RFP. Documents in support of all eligibility criteria are required to be submitted along with the Technical Bid / Technical Compliance.

Offers received from bidders who do not fulfil any of the following mandatory eligibility criteria are liable to be rejected.

Criteria – Documents to be submitted online along with Technical Compliance

Table A

SN.	Criteria	Documents to be Submitted by Bidder
1	The bidder should be a company registered under the Indian Companies Act, 1956 or the Companies Act, 2013, and	Documentary proof such as Certificate of Incorporation / Registration to be attached. Self-declaration regarding

SN.	Criteria	Documents to be Submitted by Bidder
	should have a minimum of 3 years of experience in the supply, installation and maintenance of Desktop PCs / Laptops / IT Hardware.	relevant experience on the bidder's letterhead, duly signed by the Authorized Signatory, shall also be submitted.
2	The bidder should have minimum average annual turnover of at least ₹30 Lakhs per annum during the last 03 audited financial years, i.e., 2023-24, 2024-25 and 2025-26. The turnover should be of the individual bidding company and not of the Group of Companies turnover.	Certificate from Chartered Accountant (CA) mentioning annual turnover or Audited Financial Statements / Balance Sheets for the last three financial years.
3	The bidder should have positive net worth during the last 03 audited financial years, i.e., 2023-24, 2024-25 and 2025-26.	Certificate from CA mentioning Net Worth or Audited Balance Sheets for the last three financial years.
4	The bidder should not have been blacklisted / debarred by any Government Department, Government Body, PSU, Bank, Financial Institution, Autonomous Body or other Public Sector Organization for any reason as on the date of submission of the Bid.	Self-declaration on the bidder's letterhead, duly signed and stamped by the Authorized Signatory.
5	The bidder should have experience in the supply and installation of Desktop PCs / Laptops / similar IT hardware during the last 3 years to Banks / Financial Institutions / PSUs / Government Organizations / reputed organizations in India.	Copies of relevant Purchase Orders / Work Orders / Completion Certificates / Client Certificates, duly signed / certified by the bidder. Active contracts/work orders may also be submitted as supporting experience documents.
6	The bidder should be an Authorized Partner / Dealer / System Integrator of the proposed OEM in India.	Valid OEM Partnership / Other relevant documentary evidence.
7	The bidder / OEM should have an office / authorized service support facility in Chennai / Tamil Nadu to provide timely installation and warranty support to IFCI Financial Services Limited (IFIN), Guindy, Chennai.	Details of office / authorized service centre, complete address, contact person, telephone number and email ID shall be submitted.
8	The OEM shall ensure that the proposed	Undertaking / Certificate from the OEM to

SN.	Criteria	Documents to be Submitted by Bidder
	Desktop PC model is a current production model and shall not reach End of Sale (EOS) within the next 5 year. The OEM shall also ensure availability of support for a minimum period covering the required warranty/support period.	be submitted.
9	The bidder should have technically qualified engineers / support personnel having adequate expertise to undertake installation, configuration and support of the Desktop PCs supplied to IFIN.	Self-declaration on the bidder's letterhead along with details/list of technical personnel and their relevant expertise/certifications, duly signed by the Authorized Signatory.
10	The bidder shall provide a Service Support and Escalation Matrix containing details of support personnel and escalation authorities for service-related issues during the warranty period.	Service Escalation Matrix containing Name, Designation, Contact Number and Email ID, duly signed and stamped by the bidder.
11	The bidder shall submit the required Integrity Pact / Bidder Declaration, if applicable, in the prescribed format provided in the RFP.	Signed and stamped Integrity Pact / Declaration as per the applicable Annexure, duly signed by the Authorized Signatory.

Introduction

IFCI Financial Services Limited (hereinafter referred to as “IFIN”), which expression unless repugnant to the context or meaning thereof shall mean and include its successors and assigns, intends to issue this Request for Proposal document, hereinafter referred to as the “RFP”, to eligible vendors, hereinafter referred to as “Bidder/s”, to participate in the competitive bidding process for the Supply, Installation and Maintenance of Desktop PCs.

(1) Requirement

This Request for Proposal (RFP) document has been prepared solely for the purpose of enabling IFCI Financial Services Limited (IFIN) to select a bidder for the Supply, Installation and Maintenance of Desktop PCs at its Corporate Office.

For this purpose, IFIN invites proposals from eligible bidders who are interested in participating in this RFP and are in a position to comply with the technical requirements specified under the Project Scope and Technical Specifications. In addition, the bidder shall agree to and comply with all the terms and conditions specified in this RFP.

The selected bidder is expected to supply, install and provide maintenance for 30 Tower Desktop PCs equipped with Intel Core i7-13700 or higher latest processor, to meet IFIN's business and operational requirements and ensure performance and future readiness.

All 30 Tower Desktop PCs shall be supplied at the Corporate Office of IFCI Financial

Services Limited (IFIN), Chennai, including necessary installation, configuration

The supplied Desktop PCs shall be covered under a comprehensive on-site warranty for a period of 03 years, including Desktop PC, Monitor, Keyboard and Mouse, along with support for Operating System installation/re-installation and related issues during the warranty period, as specified in this RFP.

(2) Project Scope

The purpose of this RFP is to supply, install and maintain 30 Tower Desktop PCs with 03 years comprehensive on-site warranty at the Corporate Office of IFCI Financial Services Limited (IFIN), Chennai.

IFIN desires to select a suitable vendor for the Supply, Installation and Maintenance of Desktop PCs as per the technical specifications and terms and conditions stipulated in this RFP.

The summary of the requirement is as follows:

Location	**Quantity**
IFCI Financial Services Limited (IFIN) Corporate Office: No. 12A, KAMAK Tower, 4th Floor, South Phase, Near Hallmark Tower, Chennai, Tamil Nadu – 600032	30 Tower Desktop PCs
Total	30 Tower Desktop PCs

(3) Scope of Work

3.1 Detailed Configuration and Total Quantity of Required Desktops

The successful bidder shall supply, install, configure and maintain 30 Tower Desktop PCs at IFCI Financial Services Limited (IFIN), Corporate Office, Chennai, as per the minimum configuration specified below.

Make & Model / Configuration	**Quantity**
Processor: Intel Core i7-13700 or higher latest processor, with integrated graphics and business-class chipset offering comparable or better performance, security and manageability features. Minimum reference configuration: 14 Cores, 20 Threads, up to 4.8 GHz Turbo Frequency and 24 MB Cache.	30 Nos.
RAM: Minimum 16 GB DDR4 / DDR5 RAM (8x2 GB), with minimum one memory slot available for future expansion and total memory expandable to at least 64 GB. DDR5 preferred where supported by the offered platform.	
SSD: Minimum 1 TB PCIe NVMe M.2 or higher (512x2 GB), with provision for additional internal storage / SATA HDD or SSD, wherever supported by the offered model. No Optical Disk Drive (ODD) required.	
Graphics: Integrated Intel UHD Graphics 770 or higher/equivalent integrated	

Make & Model / Configuration	Quantity
graphics.	
Operating System: Licensed Microsoft Windows 11 Professional 64-bit, OEM certified, factory pre-installed and activated.	
Ports: Minimum 1 USB Type-C, minimum 3 high-speed USB Type-A ports, additional USB Type-A ports, headphone/microphone combo, HDMI, DisplayPort, RJ-45, power connector and required audio connectivity.	
Security: Trusted Platform Module (TPM) 2.0 or higher, Secure Boot, BIOS/UEFI security/password protection and physical security/lock provision.	
Network: Integrated 10/100/1000 Mbps Gigabit Ethernet RJ-45 with Wake-on-LAN support. Wi-Fi 6 or higher and Bluetooth 5.x or higher may be provided where included in the offered configuration / required by IFIN.	
Keyboard: Same OEM wired standard USB Keyboard.	
Mouse: Same OEM wired optical USB Mouse with scroll function and mouse pad.	
Monitor: Minimum 24-inch or Higher Full HD (1920 × 1080) IPS/LED Monitor, preferably same OEM as the Desktop PC.	
Form Factor: Business-class Tower / Small Form Factor (SFF) Desktop PC.	
Warranty: Comprehensive on-site warranty including Desktop, Monitor, Keyboard and Mouse for a minimum period of 03 years from the date of installation/acceptance of the last Desktop PC.	

Note: Refer **Annexure – 3** for detailed Technical Specifications / Technical Compliance.

3.2 Additional Requirement

The successful bidder shall maintain adequate availability of the offered Desktop model/configuration during the procurement and implementation period to meet any additional requirement of IFIN, if any.

Any additional procurement shall be made only against a separate Purchase Order issued by IFIN and shall be subject to IFIN's requirement and approval. IFIN does not provide any commitment for procurement of additional quantities.

3.3 Maintenance Support Duration

The successful bidder shall provide 03 years comprehensive on-site support for hardware, including Monitor, Keyboard and Mouse.

The bidder shall also provide installation/re-installation support for the Operating System, OEM drivers, patches, fixes and updates necessitated due to SSD failure or other covered hardware failures during the warranty period.

3.4 Warranty

The successful bidder shall provide 03 years comprehensive on-site OEM warranty and support from the date of installation/acceptance of the last Desktop PC.

The successful bidder shall submit a warranty declaration/confirmation from the OEM containing the serial numbers of the Desktop PCs and Monitors along with warranty start and end dates.

The warranty details should also be reflected on the OEM's support portal, wherever such facility is available. The IFIN reference similarly requires a three-year onsite warranty, serial-number-based OEM confirmation and warranty visibility on the OEM support portal.

3.5 Response Time

All service requests relating to the supplied and installed Desktop PCs shall be acknowledged on the same business day and attended to within the same business day or by the Next Business Day (NBD) from the time the issue is reported.

This service level shall remain applicable throughout the entire warranty period.

3.6 Resolution Time

All reported hardware/software-support issues covered under the contract shall be resolved within four (04) business days from the time of reporting.

Where resolution is not feasible within the stipulated period, the successful bidder shall provide a replacement/standby Desktop PC of the same or higher configuration, fully configured with the required Operating System, applications and peripherals to ensure continuity of IFIN's business operations.

Standard support hours shall be:

9:00 AM to 6:00 PM, Monday to Saturday, excluding declared holidays unless otherwise specified by IFIN.

3.7 Delivery

1. The successful bidder shall deliver the required quantity of 30 Intel Core i7-13700 or higher latest, processor-based Tower Desktop PCs within the delivery period specified in the Purchase Order. The delivery and installation shall be completed within a maximum period of 5 weeks from the date of Purchase Order, unless otherwise specified by IFIN.
2. Short shipment or incomplete shipment may be treated as delayed delivery.
3. All supplied Desktop PCs shall contain genuine, licensed and Microsoft Windows 11 Professional 64-bit Operating System.

4. IFIN may provide the required standard applications/security configuration to be installed on the Desktop PCs before deployment.
5. The successful bidder shall ensure that all devices supplied confirm to the make, model and technical specifications accepted by IFIN during technical evaluation.
6. All Desktop PCs supplied shall be new, unused and current production models and shall incorporate the latest applicable improvements in design and materials.
7. The bidder/OEM shall warrant that the supplied equipment is free from defects arising from faulty design, inferior materials or workmanship under normal operating conditions.

The source RFP similarly requires new/current models, Windows 11 Professional and delivery/installation against the awarded configuration.

3.8 Warranty Conditions

1. 03 years comprehensive on-site warranty and support shall be provided from the date of installation/acceptance of the last Desktop PC.
2. The successful bidder shall submit the warranty declaration/confirmation from the OEM.
3. Invoice, Delivery Challan and Installation Report shall be submitted to IFIN.
4. Warranty shall cover the Desktop PC, Monitor, Keyboard and Mouse, including labour and applicable replacement parts.
5. Any replacement component supplied during warranty shall be new and genuine OEM/OEM-approved material.

3.9 Installation & Support

The successful bidder shall provide the following services as part of comprehensive on-site installation and support:

1. Install and commission all 30 Tower Desktop PCs within the implementation timeline as specified by IFIN.
2. Replace any equipment found fault during installation the same to be replaced within 7 days, without any additional cost during the warranty period to IFIN.
3. Provide a Service Support Escalation Matrix, containing telephone numbers and email addresses of support personnel and escalation authorities.
4. Deploy suitably trained technical personnel for installation and configuration of the Desktop PCs.
5. Installation activities shall include configuration of required applications and migration of required business/work files from existing Desktop PCs, wherever instructed by IFIN.

6. Installation reports shall be duly completed by the engineer installing the Desktop PC and shall be signed by the concerned IFIN official/IT representative.
7. The date on which the installation report is accepted/signed by IFIN shall be treated as the installation/acceptance date of the respective Desktop PC.
8. IFIN shall report complaints through telephone/email/helpdesk mechanism based on the support contact details provided by the successful bidder.
9. The successful bidder shall provide a ticket/call/docket number for each complaint registered by IFIN.
10. During warranty, the bidder shall respond to and resolve hardware failures within the stipulated time mentioned in the SLA.
11. In case of Operating System issues, the bidder shall install/re-install/configure/reconfigure the OS with required OEM drivers, patches, fixes, updates and other necessary components.
12. If a Desktop PC is required to be taken to a repair centre, transportation, freight, labour and other related expenses shall be borne entirely by the successful bidder.
13. In case of SSD failure, IFIN shall have the right to retain the failed SSD for information/data-security purposes. The bidder shall provide a new replacement SSD without any additional cost to IFIN.
14. Where the original Desktop model is unavailable during the warranty period, the bidder shall provide an equivalent or higher configuration without additional cost.
15. All accessories shall be genuine OEM/OEM-approved products and shall meet the quality requirements applicable to the supplied Desktop PC.
16. The bidder shall perform required data migration from the existing Desktop PC to the newly supplied Desktop PC wherever instructed by IFIN.
17. The bidder shall verify the inventory of newly delivered Desktop PCs.
18. The bidder shall inspect the physical condition of all newly delivered equipment and immediately report damaged equipment to the IFIN IT Department.
19. The bidder shall conduct POST (Power-On Self-Test) before commissioning each Desktop PC.
20. The bidder shall connect the new Desktop PC to IFIN's network and configure it according to the process/instructions provided by the IFIN IT Department.
21. The bidder shall join the new Desktop PC to the Domain / Workgroup, as applicable and as instructed by IFIN.
22. Required security/endpoint protection software provided/approved by IFIN shall be installed and updated.
23. Email shall be configured as per IFIN's requirements.

24. Required OEM/business system-management and monitoring utilities shall be installed/configured wherever required.

25. Existing printers and scanners shall be configured on the newly supplied Desktop PCs wherever required.

26. A System Restore Point / Recovery facility shall be created, wherever applicable, prior to handover of the configured Desktop PC to the user.

27. The bidder shall obtain an Installation Report/Acceptance Sign-off from the concerned IFIN official/IT representative.

28. Technical support personnel shall remain available during the implementation period and coordinate with the IFIN IT Department until successful completion and sign-off.

29. The bidder shall comply with all applicable labour laws, safety regulations and statutory requirements.

30. Any technical problem shall be resolved within the timelines prescribed under the Response Time and Resolution Time clauses, including time required for procurement/replacement of spare parts.

These installation obligations are adapted from the detailed IFIN deployment/support scope, including migration, POST, network/domain configuration, security software, email, printers/scanners, recovery point and installation sign-off.

(4) Delivery and Implementation

The successful bidder shall complete the delivery, installation, configuration, commissioning and implementation of all 30 Tower Desktop PCs within a period of 15 days from the date of Purchase Order, unless a different timeline is specifically mentioned by IFIN in the Purchase Order.

(5) Payment Terms

Sr. No.	Milestone	Activities / Payment
1	Delivery	60% payment upon successful delivery of the Desktop PCs and submission of original Tax Invoice and Delivery Challan duly acknowledged/certified by IFIN.
2	Installation & Warranty Confirmation	40% payment after successful installation and commissioning of all Desktop PCs, submission of Installation Reports, asset/serial-number details and confirmation of 03-year OEM warranty. Warranty details shall be reflected on the OEM support portal wherever applicable.

(6) Taxes & Levies

Applicable taxes shall be payable at actuals as per the prevailing rates and applicable Government notifications.

Any statutory deduction, including TDS or other applicable deductions, shall be recovered/deducted from payments as per prevailing laws.

(7) Penalty Structure

No.	Task	Penalty Structure
1	Delivery Delay	IFIN may impose a penalty of 0.5% of the purchase value of the delayed equipment per day, subject to a maximum of 5%, for delay beyond the stipulated delivery schedule.
~~2~~	Installation Delay	IFIN may impose a penalty of 0.5% of the purchase value of the uninstalled equipment per day, subject to a maximum of 10%, for delay beyond the stipulated installation schedule.
~~3~~	Support / SLA Delay	IFIN may impose a penalty of 1% of the purchase value of the affected equipment per day for delay in adhering to the Response, Resolution and Support SLA, subject to an overall maximum of 10% of the Purchase Order/Contract Value.

Note:

a. Applicable taxes, if any, on penalty amounts shall be payable as per statutory requirements.

b. The total penalty under the contract shall be subject to a maximum of 10% of the total Contract Value.

These percentages follow the penalty structure in the source RFP.

(8) Site Not Ready Clause (SNR)

Where installation cannot be carried out due to IFIN dependencies, including site readiness, power/network availability or other infrastructure dependencies, the successful bidder shall obtain written confirmation from the concerned IFIN authority.

Upon IFIN informing the bidder that the site is ready, the successful bidder shall complete the pending installation within one week, or within such period as may be mutually agreed.

(9) Contract Duration

The Contract and Support Duration shall be 03 years, covering the comprehensive warranty/support period from the date of installation/acceptance of the last Desktop PC.

(10) Validity of Bid

The Bid shall remain valid for a minimum period of 30 days from the date of submission of the Bid.

(12) Force Majeure

Neither IFCI Financial Services Limited (IFIN) nor the bidder shall be responsible for failure to fulfil any contractual obligation to the extent that such performance has been delayed or temporarily prevented by a Force Majeure event beyond the reasonable control of the affected party.

Force Majeure events may include acts of God, flood, drought, lightning, fire, earthquake, strikes or lockouts beyond the affected party's control, acts of Government or competent authority, war, terrorist activities, military operations, riots, epidemics, civil commotion or other similar events beyond reasonable control.

The affected party shall notify the other party in writing within 5 days of occurrence of such event and shall take all reasonable measures to mitigate its effects.

If the delay continues for an extended period, IFIN and the successful bidder shall mutually discuss an appropriate course of action. The decision of IFIN, subject to applicable contractual provisions, shall be final and binding.

The source RFP uses a five-day notification requirement and a detailed force-majeure mechanism.

(13) Dispute Resolution

In the event of any dispute arising out of or in connection with the RFP, Purchase Order or Contract, both parties shall endeavor to resolve the matter amicably.

If the dispute cannot be resolved amicably, the matter shall be subject to the jurisdiction of the competent courts at Chennai, Tamil Nadu.

(14) Right to Alter RFP

a. IFCI Financial Services Limited (IFIN) reserves the right to alter the RFP terms and conditions at any time before the deadline for submission of bids.

b. IFIN reserves the right to modify, amend, alter, postpone or cancel the RFP, in whole or in part, at any stage in accordance with applicable procurement rules.

The decision of IFIN in this regard shall be final and binding on the bidders.

(15) Integrity Pact

Where applicable, the bidder shall enter into an Integrity Pact with IFCI Financial Services Limited (IFIN) in the prescribed format provided as the relevant Annexure to this RFP.

The bidder shall submit the Integrity Pact duly signed and stamped by its Authorized Signatory.

(16) Non-Disclosure Agreement (NDA)

The successful bidder shall, if required by IFIN, execute a Non-Disclosure Agreement (NDA) with IFCI Financial Services Limited for the applicable Contract Period.

The bidder shall maintain confidentiality of all IFIN information, systems, configurations, data, credentials, documents and other information accessed or obtained during installation, migration, maintenance or support activities.

(17) Indemnity

The bidder shall indemnify, protect and hold harmless IFCI Financial Services Limited (IFIN) against claims, losses, costs, damages, expenses, actions, suits and other proceedings resulting from infringement of patents, trademarks, copyrights or other statutory/intellectual-property rights relating to equipment/products supplied by the bidder.

Any publicity or communication by the bidder using the name/logo of IFCI Financial Services Limited (IFIN) shall be undertaken only with prior written approval from IFIN.

(18) Termination of Contract for Convenience

IFIN reserves the right to terminate the Contract, in whole or in part, for its convenience by providing 30 days' prior written notice to the successful bidder.

The notice shall specify the extent of termination and its effective date.

The bidder shall be entitled to payment for goods/services duly supplied/rendered and accepted by IFIN up to the effective date of termination, subject to applicable contractual terms.

(19) Termination Clause

IFIN reserves the right to terminate the Contract by providing 30 days' prior written notice, including under the following circumstances:

a. Where the cumulative penalty reaches 10% of the total Contract Value.

b. Where the services/performance of the successful bidder are found to be consistently unsatisfactory.

c. Where the successful bidder violates the applicable Sub-Contracting Clause.

d. Where the successful bidder materially breaches the terms and conditions of the RFP/Purchase Order/Contract.

IFIN may also terminate the Contract if the successful bidder becomes bankrupt, insolvent or is otherwise unable to fulfil its contractual obligations.

IFIN reserves the right to recover any amount payable by the successful bidder from pending bills, security deposits and/or Performance Bank Guarantee, wherever applicable.

(20) Exit Management

In the event of expiry or termination of the Contract, the successful bidder shall provide all reasonable assistance required by IFIN to ensure an orderly transition and continuity of services.

The bidder's obligations shall include:

- Continuation of contracted support during the agreed exit period.
- Handover of relevant records, warranty information and support documentation.
- Submission of configuration details, service logs, support records and applicable SOPs.
- Knowledge transfer to IFIN IT personnel or IFIN's nominated service provider.
- Cooperation with any third party appointed by IFIN for transition.
- Settlement/handover of IFIN-owned data, documents or assets in the bidder's possession.
- Continued compliance with confidentiality, warranty, liability and dispute-resolution obligations that survive termination.

Failure to comply with applicable Exit Management obligations may result in recovery of dues or other contractual action by IFIN.

(21) Sub-Contracting

No sub-contracting shall be permitted for the core scope of work under this RFP without prior written approval of IFCI Financial Services Limited (IFIN).

(22) Performance Bank Guarantee (PBG)

The successful bidder shall submit a Performance Bank Guarantee (PBG), if applicable, in accordance with the percentage, validity, format and timeline prescribed in the GeM Bid / Purchase Order / Contract.

The PBG may be invoked by IFIN in the event of non-performance, breach of contractual obligations or other circumstances specified under the Contract.

The PBG shall be released/discharged after satisfactory fulfilment of the bidder's contractual obligations, subject to applicable terms and conditions.

(23) Assignment

Neither party shall assign or transfer its material rights or obligations under the Contract to any third party without the prior written consent of the other party, except where such assignment is permitted under applicable law or agreed contractual provisions.

Any permitted assignee shall agree to assume the applicable responsibilities and obligations of the assigning party under the Contract.

Annexure – 1 – Details of Bidder's Profile

(To be submitted along with Technical Compliance on Company Letterhead)

Details filled in this form must be accompanied by sufficient documentary evidence in order to verify the correctness of the information.

Sl. No.	Parameters	Response
1	Name of the Firm/Company	
2	Year of Incorporation in India	
3	Names of the Partners/Directors	
4	Company PAN No.	
5	Company GSTIN No. (please mention applicable registrations)	
6	Name and Address of the Principal Banker	
7	Addresses of Firm/Company	
	a) Head Office	
	b) Local Office / Authorized Service Support Facility in Chennai / Tamil Nadu	
8	Authorized Contact Person	
	a) Name and Designation	
	b) Telephone Number	
	c) E-mail ID	
9	Financial Parameters	
	Business Results (Last Three Audited Financial Years)	Annual Turnover (₹ in Crores) / Net Worth (₹ in Crores)
	2023-24	
	2024-25	
	2025-26	
	(Only Company figures need to be mentioned. Group/Subsidiary Company figures shall not be included.)	*(Mention the above amount in INR only)*

Sl. No.	Parameters	Response
	Details of Reference Customers	
	Customer Name and Contact No.	Brief Details of Hardware Supplied / PO Number and Date (Attach PO with masked price)
	1	
	2	
	3	

N.B.: Enclose copies of Audited Balance Sheets / CA Certificate along with supporting documents.

Dated this ______ Day of ______________ 2026

Signature: ____________________________

Name: _______________________________

Designation / Capacity: ________________________________

Duly authorized to sign the Bid with seal for and on behalf of:

Name & Address of the Bidder:

Company Seal

Note:

1. Letter of Authorization shall be issued by the competent authority of the bidder authorizing the signatory to submit and sign the Response to the RFP/Tender.
2. All self-certificates shall be duly signed and stamped by the Authorized Signatory of the bidder, unless specified otherwise.
3. Bidder's response should be complete. Merely mentioning "Yes / No / Complied" shall not be considered sufficient wherever detailed information is required.
4. Details of reference customers and relevant contact details are mandatory. The bidder shall obtain necessary approval from the customers, wherever required, before submission of such information.

Annexure – 2 - Eligibility Criteria

(Documents to be submitted online along with Technical Compliance)

SN.	Criteria	Documents to be submitted by bidder
1	The bidder should be a company registered under Indian Companies Act, 1956 or the Companies Act, 2013 having minimum of 3 years of experience of supply, installation and maintenance of desktops/laptops.	Documentary Proof to be attached (Certificate of Incorporation) and Self-declaration from bidder on their letter head duly signed by authorized signatory for experience.
2	The bidder should have an average annual turnover of at least Rs. 50 lakhs per annum for last 03 (three) audited financial years (i.e. 2023-24, 2024-25 and 2025-26). It should be of individual company and not of Group of Companies.	Certificate from CA mentioning annual turnover or Balance Sheet for last three financial years.
3	The Bidder should have Positive Net Worth for each of the last 03 (three) audited financial years (i.e. 2023-24, 2024-25 and 2025-26).	Certificate from CA mentioning net worth or Balance Sheet for last three financial years.
4	Bidder should not be blacklisted by any Government, Government Body, PSU, Bank, Autonomous Body and any other entity for any reasons.	Self-declaration by the bidder on its Letter Head duly signed by the Authorized Signatory.
5	The bidder should have experience in supply and installation of Desktop PCs/Laptops in the past 3 years to Commercial Banks / Financial Institutions / PSUs / Govt. Organizations in India. Note: Active Contract / Work Order which is still active and not closed can also be shared.	Purchase Order / Completion Certificate should be attached and signed by Authorized Signatory.
6	The Bidder should be an authorized partner of OEM in India.	Valid Partnership Certificate or any relevant document to be submitted.
7	Bidder to submit MAF (Manufacturer Authorization Certificate) from OEM with tender reference number.	MAF from OEM to be submitted clearly mentioning the RFP Number.

SN.	Criteria	Documents to be submitted by bidder
8	Bidder & OEM should have office / authorized service support facility in Chennai / Tamil Nadu.	List of office / service support address along with contacts.
9	OEM must ensure that the Hardware to be supplied will not be End of Sale in next 1 year and End of Support in next 5 years.	Certificate from OEM to be submitted.
10	The bidder should have technically qualified Engineers who have expertise and certification to support the installation of Desktop PCs.	Self-declaration by the bidder on its Letter Head, accompanied by a list of employees along with their respective expertise / certifications, duly signed by the Authorized Signatory.
11	Bidder to provide Service Escalation Matrix with sign and stamp.	Details of escalation matrix to be submitted.
12	Bidder to submit signed and stamped Integrity Pact as per Annexure-5.	Self-declaration from bidder duly signed by Authorized Signatory.

Note:

a. All self-certificates shall be duly signed and stamped by Authorized Signatory of the Bidder Firm unless specified otherwise.

b. Bidder response should be complete; Yes/No answer is not acceptable.

c. Details of clients and relevant contact details are mandatory. Bidders may take necessary approval of the clients in advance before submission of related information. IFCI Financial Services Limited (IFIN) will not make any separate request for submission of such information.

Dated this .... Day of 2026

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder).

Annexure – 3 – Technical Compliance

Technical Specification of Desktop for Intel Core i7-13700 or higher Latest Processor

Sr. No.	Component	Specification	Compliance (Y/N)	Deviation (if any)
1	URL for Verification	Bidder to provide OEM Product URL for verification of the offered Desktop model and specifications.		
2	Cabinet	Business-class Tower Desktop with power cord.		
3	Processor	Intel Core i7-13700 or higher latest, with integrated Intel UHD Graphics, or equivalent/better processor with integrated graphics and business-class chipset offering comparable or better performance, security and manageability features. Minimum reference specification: 14 Cores, 20 Threads, 24 MB Cache and up to 4.8 GHz Turbo Frequency. It should support Wake-on-LAN and required business system management features.		
4	Chipset	Business-class chipset compatible with the offered processor, supporting required security and manageability features.		
5	Memory	Minimum 16 GB DDR4 (8x2 GB) / DDR5 RAM or higher with 16 GB populated memory, expandable up to minimum 64 GB. DDR5 preferred where supported by the offered platform.		
6	Memory Slots	Minimum 2 DIMM Slots for Memory.		
7	Graphics Adapter	Integrated Intel UHD Graphics 770 or higher / equivalent integrated graphics.		
8	Display Port	Minimum 1 × HDMI and 1 × DisplayPort (DP) supporting audio/video and dual-display operation. VGA may be provided, if available in the offered model.		
9	Monitor	Minimum 24" or Higher Full HD (1920 × 1080) IPS / LED Panel, preferably same		

Sr. No.	Component	Specification	Compliance (Y/N)	Deviation (if any)
		brand/OEM as Desktop, along with required HDMI/Display and power cables.		
10	Hard Disk Drive / Internal Storage	Minimum 1 TB (512x2 GB) PCIe NVMe M.2 or higher, with provision for additional internal HDD/SSD expansion. No ODD required.		
11	SATA Ports	Minimum 1 SATA 6.0 Gb/s port or higher, wherever supported by the offered Desktop model, for additional internal storage expansion.		
12	Bay for SATA Device	Provision for additional 3.5" / 2.5" SATA HDD/SSD, wherever supported by the offered form factor.		
13	Keyboard	Same OEM Wired USB Keyboard.		
14	Mouse	Same OEM Wired Optical Scroll Mouse with Mouse Pad.		
15	Network Adapter	10/100/1000 Mbps Integrated Gigabit Ethernet Controller (RJ-45) with Wake-on-LAN support.		
16	Security	Hardware TPM 2.0 or above, Secure Boot, BIOS/UEFI security/password protection and chassis lock/security slot support.		
17	Power Supply	180 Watt or higher, or OEM-rated power supply adequate for the offered configuration, with high-efficiency power supply and power cable.		
18	Ports	Minimum 1 × USB Type-C, minimum 3 × high-speed USB Type-A, additional USB Type-A ports for business use, 1 × Headphone/Microphone Combo, 1 × HDMI, 1 × DisplayPort, 1 × RJ-45, audio connectivity and power connector.		
19	Operating System	Windows 11 Professional 64-bit		

Sr. No.	Component	Specification	Compliance (Y/N)	Deviation (if any)
20	OS Support	Installation /re-installation support for Operating System in case of OS corruption due to any part/hardware failure during the warranty period.		
21	OS Image	OEM shall provide OS recovery image / recovery partition / OEM recovery mechanism for Operating System recovery in case of OS corruption.		
22	Data Transfer	Bidder shall perform required data transfer/migration from the existing Desktop PC to the newly supplied Desktop PC, as instructed by IFIN.		
23	Energy Efficient / Compliance	EPR, RoHS, BIS, Energy Star / BEE compliant, as applicable.		
24	Warranty	Comprehensive on-site warranty including Desktop PC, Monitor, Keyboard and Mouse for a minimum period of 03 years from the date of installation of the last Desktop PC.		
25	Warranty Confirmation	OEM and Bidder shall provide confirmation on Letter Head for 03 years comprehensive on-site warranty for the supplied Desktop PCs with the above terms and conditions.		
26	Factory OS Original OEM License Confirmation	Bidder shall provide confirmation on Letter Head confirming that the supplied Desktop PCs are certified and configured with factory-installed genuine OEM license of Windows 11 Professional 64-bit.		

Note:

a. Bidder to provide Product Data Sheet along with the Technical Bid.

b. The bidder must mention details of the product being offered against the specified technical specifications and not simply mention “Complied” or “Yes/No”. Responses should include detailed proposed specifications along with justification for the offered specification, for both complied and non-complied cases against the specifications mentioned in the above table.

c. During the warranty period, if any problem arises with the Operating System, the bidder shall install / re-install / configure / re-configure the Operating System with required patches / fixes / service packs / updates / upgrades / device drivers, etc., at site.

Dated this .... Day of 2026

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder).

Annexure – 4 – Commercial Bid Format

Sl. No.	Make & Model	Onsite Warranty & Support Period	Unit Price (Rs)	Quantity	Total Price (Rs) Excl. GST
1	Intel Core i7-13700 or higher latest processor-based desktops	03 years Onsite Comprehensive Warranty & Support from the date of installation of the last Desktop		30	
				Total Cost Excluding GST (Rs)	
				GST (Rs)	
				Total Cost with GST (Rs)	

Note:

a. Above prices should be exclusive of taxes & levies.

b. The bidder will submit Commercial Bid for Total Cost with GST (Rs) on GeM Portal as per the format given.

c. The final price (L1) will be decided only on successful conclusion of the Online Reverse Auction.

d. The date and time of the Online Reverse Auction (RA) will be intimated to the eligible bidders on GeM Portal.

Dated this .... Day of 2026

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder).

Annexure – 5 – Integrity Pact

(To be executed on plain paper and submitted only by the successful bidder)

IFCI Financial Services Limited (IFIN)
RFP No.: ___________________
For: Supply, Installation and Maintenance of Intel Core i7-13700 or higher latest Processor-Based Desktop PCs

This pre-bid pre-contract Integrity Pact (Agreement) (hereinafter called the "Integrity Pact" / "IP") is made on ______ day of _____________________, 2026, between, on one hand, IFCI Financial Services Limited (IFIN), a company incorporated under the Companies Act, having its Corporate Office at No. 12A, KAMAK Tower, 4th Floor, South Phase, Near Hallmark Tower, Chennai, Tamil Nadu – 600032, acting through its authorized officer (hereinafter called the "Principal"), which expression shall mean and include, unless the context otherwise requires, its successors and assigns, of the First Part;

AND

M/s. ____

(complete address and contact details)

represented by Shri/Smt. ____ (hereinafter called the **"Counter Party / Bidder"**), which expression shall mean and include, unless the context otherwise requires, its successors and permitted assigns, of the Second Part.

AND WHEREAS

The Principal values full compliance with all relevant laws of the land, rules and regulations, economic use of resources, fairness and transparency in its relationship with Bidder(s) / Contractor(s) / Counter Party(ies).

AND WHEREAS, the Principal proposes to procure the goods/services and the Counter Party is willing to supply/has offered to supply the goods and/or services.

AND WHEREAS, the Counter Party is a Private Company / Public Company / Government Undertaking / Partnership / other legally constituted entity in accordance with the applicable laws.

NOW THEREFORE, in order to avoid all forms of corruption by following a system that is fair, transparent and free from any influence or prejudiced dealings prior to, during and subsequent to the tenure of the Contract, the parties hereby agree to enter into this Integrity Pact as follows:

I. Commitment of the Principal / Buyer

1. The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:

a) No employee of the Principal, personally or through any of his/her family members, shall, in connection with the Tender (RFP), procurement of goods/services or execution of the Contract, demand, take a promise for, or accept for self or any third person, any material or immaterial benefit to which the person is not legally entitled.

b) The Principal shall, during the Tender (RFP) process, treat all Bidder(s) / Counter Party(ies) with fairness and equity. The Principal shall provide the same information to all bidders and shall not provide confidential/additional information to any particular bidder through which such bidder could obtain an unfair advantage in relation to the Tender (RFP) process or execution of the Contract.

c) The Principal shall endeavour to exclude from the Tender (RFP) process any person whose conduct in the past has been of a biased or improper nature.

2. If the Principal obtains information regarding conduct of any of its employees which constitutes an offence under applicable anti-corruption laws or is in violation of the principles mentioned herein, or if there is substantive suspicion in this regard, the Principal may initiate appropriate action in accordance with applicable laws and its internal policies and procedures.

II. Commitments of Counter Parties / Bidders

1. The Counter Party commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of the Bid, pre-contract stage or execution of the Contract.

2. The Counter Party shall not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, material or immaterial benefit, commission, fee, brokerage or inducement to any official of the Principal connected directly or indirectly with the bidding process, or to any person, organization or third party related to the Contract, in exchange for any advantage in bidding, evaluation, contracting or implementation of the Contract.

3. The Counter Party further undertakes that it has not given, offered or promised to give, directly or indirectly, any bribe, gift, consideration, reward, favour, material or immaterial benefit or other advantage, commission, fee, brokerage or inducement to any official of IFCI Financial Services Limited (IFIN) for obtaining or executing the Contract or any other Contract with IFIN.

4. The Bidder / Counter Party shall disclose the names and addresses of agents and representatives, if any, handling the procurement/service Contract.

5. The Bidder / Counter Party shall disclose payments to be made to agents, brokers or any other intermediaries, if any, in connection with the Bid/Contract.

6. The Bidder / Counter Party shall confirm and declare to IFIN that it has not engaged any individual, firm or company, whether Indian or foreign, to improperly intercede, facilitate or recommend the award of the Contract, nor has any amount been paid, promised or intended to be paid for any such improper intercession, facilitation or recommendation.

7. The Bidder / Counter Party shall submit the declarations and documents required under the Eligibility Criteria and other relevant Annexures of this RFP.

8. The Bidder / Counter Party, while presenting the Bid, during pre-contract negotiations or before signing the Contract, shall disclose any payments made, committed or intended to be made to officials of IFIN, their family members, agents, brokers or other intermediaries in connection with the Contract, along with details of services agreed upon for such payments.

9. The Bidder / Counter Party shall not collude with other parties interested in the Contract so as to impair the transparency, fairness and progress of the bidding process, Bid evaluation, contracting or implementation of the Contract.

10. The Bidder / Counter Party shall not accept any advantage in exchange for any corrupt practice, unfair means or illegal activity.

11. The Bidder / Counter Party shall not improperly use, for purposes of competition or personal gain, or pass on to others, any information provided by IFIN as part of the business relationship regarding plans, proposals, systems or business details, including information contained in electronic form.

12. The Bidder / Counter Party shall refrain from making any complaint without supporting the same with full and verifiable facts.

13. The Bidder / Counter Party shall not instigate or cause any third person, including its competitor(s), to commit any of the actions mentioned above.

14. If the Bidder / Counter Party, its employee or any person acting on its behalf, directly or indirectly, is a relative of any official/employee of IFIN, or if any relative of an official/employee of IFIN has a financial interest/stake in the Bidder's firm/company, the same shall be disclosed by the Bidder at the time of submission of the Tender/RFP.

15. The term "relative" for this purpose shall have the meaning assigned to it under the applicable provisions of the Companies Act, 2013.

16. The Bidder / Counter Party shall not lend to or borrow money from or enter into any improper monetary dealings or transactions, directly or indirectly, with employees/officials of IFIN.

17. The Bidder / Counter Party declares that no previous transgression has occurred during the last three years immediately preceding the signing of this Integrity Pact in respect of corrupt practices that could justify its exclusion from the Tender/RFP process.

18. If the Bidder / Counter Party makes any incorrect or false statement in relation to the above, it may be disqualified from the Tender/RFP process or, if the Contract has already been awarded, the Contract may be terminated.**III. Disqualification from Tender (RFP) Process and Exclusion from Future Contracts**If the Bidder / Contractor / Counter Party, either before award or during execution of the Contract,

commits a transgression through violation of Article II above or in any other form that puts its reliability or credibility in question, IFCI Financial Services Limited (IFIN) shall be entitled to disqualify the Bidder from the

Tender/RFP process or terminate the Contract, if already executed, and may take further action in accordance with applicable rules and policies.

1. The Bidder / Contractor / Counter Party accepts and undertakes to respect and uphold IFIN's right to take such action in accordance with the terms of this RFP/Contract and applicable law.
2. IFIN may also take appropriate action relating to banning/suspension of business dealings with the Bidder / Counter Party / Contractor as deemed appropriate and permissible under applicable rules.
3. Where the Bidder / Contractor / Counter Party demonstrates that it has adequately remedied the circumstances leading to such action and implemented appropriate preventive measures, IFIN may consider the same in accordance with its applicable procedures.

IV. Consequences of Breach

Without prejudice to any rights available to IFIN under law, the RFP, Purchase Order or Contract, IFIN shall have the following rights in case of breach of this Integrity Pact:

1. Forfeiture of EMD / Security Deposit

Where IFIN has disqualified the Bidder from the Tender/RFP process prior to award of the Contract, or terminated the Contract on account of breach, IFIN may, in addition to exercising its other legal/contractual rights, forfeit the Earnest Money Deposit (EMD) / Bid Security / Performance Security, wherever applicable, in accordance with the RFP/Contract conditions.

2. Legal / Criminal Liability

Where IFIN obtains knowledge or has substantive reason to believe that the conduct of a Bidder / Counter Party / Contractor, its employee, representative or associate constitutes an offence under applicable anti-corruption or other laws, IFIN may refer/report the matter to the appropriate authority and take such other action as may be permissible under law.

V. Equal Treatment of all Bidders / Contractors / Subcontractors / Counter Parties

1. The Bidder(s) / Contractor(s) / Counter Party(ies) shall ensure that any approved subcontractor, wherever permitted under the RFP/Contract, complies with the principles of this Integrity Pact. The Bidder/Contractor shall remain responsible for violations attributable to its subcontractors in relation to the Contract.
2. IFIN shall apply the applicable Integrity Pact requirements uniformly to all participating bidders/counter parties.

3. IFIN may disqualify Bidder(s) / Counter Party(ies) / Contractor(s) who fail to submit the duly signed Integrity Pact, wherever required, or who violate its provisions during the Tender/RFP process.

VI. Independent External Monitor (IEM)

Where an Independent External Monitor (IEM) is applicable/appointed by IFCI Financial Services Limited (IFIN) for this RFP, the details of the IEM shall be communicated separately or incorporated in the RFP by IFIN.

1. The task of the IEM shall be to independently and objectively review whether and to what extent the parties comply with their obligations under this Integrity Pact.
2. The IEM shall perform the assigned functions neutrally and independently and shall report to the competent authority of IFIN.
3. Subject to applicable rules, the Bidder / Contractor / Counter Party shall provide the IEM access to relevant Tender/RFP documentation and information necessary for review of compliance with this Integrity Pact. The IEM shall maintain confidentiality of information and documents received during such review.
4. IFIN shall provide the IEM with such information regarding the Tender/RFP and Contract as may be required under the applicable Integrity Pact/IEM framework.
5. Where the IEM observes or has reason to believe that a violation of this Pact has occurred, the IEM may inform the competent authority of IFIN and make appropriate recommendations.
6. The IEM may submit reports/recommendations to the competent authority of IFIN in accordance with the applicable procedure.
7. Where the IEM identifies a substantiated suspicion of an offence under applicable law, the matter may be dealt with/referred to the appropriate authority in accordance with applicable procedures.
8. The expression “IEM” shall include singular and plural, wherever applicable.

VII. Duration of the Integrity Pact (IP)

This Integrity Pact shall commence when legally signed by both parties.

For the successful Bidder / Contractor / Counter Party, it shall remain valid for 12 months after completion of the work under the Contract or until completion of the applicable warranty/defect liability period, whichever is later.

For unsuccessful bidders, it shall remain valid until completion of the Tender/RFP process and award of the Contract.

Any claim made or lodged during the validity period shall continue to remain valid until finally discharged/determined in accordance with the applicable provisions.

VIII. Other Provisions

1. This Integrity Pact shall be governed by Indian Law. The place of performance and jurisdiction shall be Chennai, Tamil Nadu, subject to the applicable terms of the RFP/Contract.
2. Any changes or supplements to this Integrity Pact shall be made in writing.
3. If the Contractor/Bidder is a partnership or consortium, this Integrity Pact shall be signed by the duly authorized representative(s) as required. In the case of a company, it shall be signed by a representative duly authorized by the company.
4. If one or more provisions of this Integrity Pact are held to be invalid or unenforceable, the remaining provisions shall continue to remain valid.
5. Any dispute or difference arising between the parties concerning this Integrity Pact shall be dealt with in accordance with the applicable provisions of the RFP/Contract and law.

IX. Legal and Prior Rights

All rights and remedies of the parties hereto shall be in addition to other legal and contractual rights and remedies available to the parties under the Contract and/or applicable law and shall be deemed cumulative and not alternative.

IN WITNESS WHEREOF

The parties have signed and executed this Integrity Pact at the place and on the date first mentioned above in the presence of the following witnesses.

For and on behalf of Principal

IFCI Financial Services Limited (IFIN)

Signature: ________________________________

Name: ___________________________________

Designation: ______________________________

Date: ____________________________________

Seal: _____________________________________

For and on behalf of Bidder / Counter Party / Contractor

Name of Bidder: ____________________________

Signature: ________________________________

Name of Authorized Signatory: _______________

Designation: ______________________________

Date: ____________________________________

Seal: _____________________________________

WITNESSES

1.

Signature: ________________________________

Name: __________________________________

Address: ________________________________

2.

Signature: ________________________________

Name: __________________________________

Address: ________________________________

Annexure – 6 – Compliance Statement

(To be submitted along with Technical Bid)

Subject: RFP No: ________________ dated 20-Aug-2026 for Bulk Procurement, Installation & Maintenance of Intel Core i7-13700 or higher latest Processor-Based Desktops at IFCI Financial Services Limited (IFIN)

DECLARATION

We understand that any deviations mentioned elsewhere in the Bid will not be considered and evaluated by IFCI Financial Services Limited (IFIN). We also agree that IFIN reserves its right to reject the Bid, if the Bid is not submitted in proper format as per the RFP.

Sr. No.	**Item / Clause of the RFP**	**Confirmed and Accepted by Bidder (Yes / No)**
1	Eligibility Criteria	
2	Service Level Agreement (SLA) / Scope of Work	
3	Non-Disclosure Agreement	
4	Payment Terms	
5	Bid Validity, Order Cancellation, Exit Clause	
6	IFIN's Right to Alter RFP	
7	Force Majeure	
8	Integrity Pact	
9	All General & Other Terms & Conditions in the RFP	
10	Requirement with Terms and Conditions	
11	Bid Formats – Technical & Commercial (Indicative Price) Bid	
12	Annexures in the RFP	

Dated this .... Day of 2026

(Signature)

(In the capacity of)

Duly authorized to sign Bid with seal for & on behalf of (Name & Address of the Bidder)

Annexure – 7 – Manufacturer Authorization Format

To be submitted on OEM's Letterhead / OEM Standard Format with ink-signed

Ref: ________________
Date: ________________

To

IFCI Financial Services Limited (IFIN)
Corporate Office
No. 12A, KAMAK Tower, 4th Floor,
South Phase, Near Hallmark Tower,
Chennai, Tamil Nadu – 600032.

Dear Sir/Madam,

Sub: Manufacturer Authorization for RFP No: _________ dated 20-Aug-2026

We, , having our registered office at , are an established and reputed manufacturer of .

We confirm that , having its registered office at , is our authorized partner / re-seller / dealer for our . We authorize them to quote for our equipment in the above-mentioned RFP.

Further, we assure that we would extend full support to them in all respects for supply, warranty and maintenance of our products. We also ensure to provide service support for the supplied equipment during the warranty period as per RFP terms.

We also undertake that in case of default in execution of this Contract by , will take all necessary steps for successful execution of this project as per RFP requirements at no additional cost.

Annexure – 8 – Location Details

Intel Core i7-13700 or higher latest Processor-Based Desktop Quantity and Delivery Location

Location	Quantity
IFCI Financial Services Limited (IFIN) Corporate Office, No. 12A, KAMAK Tower, 4th Floor, South Phase, Near Hallmark Tower, Chennai, Tamil Nadu – 600032	30
Total	30

Annexure – 9 – Format of Bank Guarantee

This Bank Guarantee is executed by ________________________ (Bank Name), a Banking Company incorporated under the applicable laws and a Scheduled Bank within the meaning of the Reserve Bank of India Act, 1934 and having its Head Office at ________________________ and Branch Office at ________________________ (hereinafter referred to as the "Bank", which term shall mean and include, unless repugnant to the context or meaning thereof, its successors and permitted assigns), in favour of IFCI Financial Services Limited (IFIN), a company incorporated under the Companies Act and having its Corporate Office at No. 12A, KAMAK Tower, 4th Floor, South Phase, Near Hallmark Tower, Chennai, Tamil Nadu – 600032 (hereinafter referred to as "IFIN", which term shall mean and include, unless repugnant to the context or meaning thereof, its successors and permitted assigns), at the request of ________________________, a Company incorporated under the Companies Act and having its Registered Office at ________________________ (hereinafter referred to as the "Service Provider", which term shall mean and include, unless repugnant to the context or meaning thereof, its successors and permitted assigns).

Whereas

A. IFIN has, pursuant to the Tender No. ________________, issued the Purchase Order dated ________________ to the Service Provider for providing ______________________________.

B. In terms of the said Tender, the Service Provider has agreed to furnish to IFIN a Bank Guarantee for Rs. ____________/- (Rupees ___________________________ only) till ________________ (date).

C. The Bank has, at the request of the Service Provider, agreed to give this Guarantee as under.

NOW IN CONSIDERATION OF THE FOREGOING:

1. We, the Bank, at the request of the Service Provider, do hereby unconditionally provide this Guarantee to IFIN as security for due performance and fulfilment by the Service Provider of its engagements, commitments, operations, obligations or liabilities including but not limited to any sums / obligations / claims due by the Service Provider to IFIN for meeting, satisfying, discharging or fulfilling all or any obligation or liability of the Service Provider under the said Tender / Purchase Order.
2. We, the Bank, hereby guarantee and undertake to pay IFIN up to a total amount of Rs. _________/- (Rupees ________________________ only) under this Guarantee, upon first written demand of IFIN and without any demur, protest and without any reference to the Service Provider.
3. Any such demand made by IFIN shall be conclusive and binding on the Bank as regards the amount due and payable notwithstanding any disputes pending before any Court, Tribunal or any other authority

and/or any other matter or thing whatsoever, as the liability of the Bank under these presents shall be absolute and unequivocal.

4. We, the Bank, agree that IFIN shall have the fullest liberty, without consent of the Bank, to vary the terms of the said Tender / Purchase Order or to postpone for any time or from time to time exercise of any powers vested in IFIN against the Service Provider and to forbear or enforce any of the Terms & Conditions relating to the said Tender / Purchase Order, and the Bank shall not be relieved from its liability by reason of any such variation or extension being granted to the Service Provider or for any forbearance, act or omission or any such matter or thing whatsoever.
5. We, the Bank, agree that the Guarantee herein contained shall be irrevocable and shall continue to be enforceable until it is discharged.
6. This Guarantee shall not be affected by any change in the Constitution of the Bank or the Service Provider or IFCI Financial Services Limited (IFIN).

NOTWITHSTANDING ANYTHING CONTAINED HEREIN ABOVE:

1. The liability of the Bank under this Guarantee is restricted to a sum of Rs. _________/- (Rupees _________________________ only).
2. This Bank Guarantee will be valid for a period up to _______________ (date).
3. A written claim or demand for payment under this Bank Guarantee on or before _______________ (date) is the only condition precedent for payment of part/full sum under this Guarantee.

For Issuing Bank

Name of Issuing Authority: _____________________________

Designation of Issuing Authority: _______________________

Employee Code: _____________________________________

Contact Number: ____________________________________

Email ID: ____

Annexure – 10 – Format of Non-Disclosure Agreement

This Non-Disclosure Agreement (hereinafter referred to as the "Agreement") is executed on this ______ day of __________, *20* by and between:

IFCI Financial Services Limited (IFIN), a company incorporated under the Companies Act and having its Corporate Office at No. 12A, KAMAK Tower, 4th Floor, South Phase, Near Hallmark Tower, Chennai, Tamil Nadu – 600032 (hereinafter referred to as "IFIN", which expression shall mean and include its successors and assigns), of the One Part;

And

, a company incorporated under the Companies Act and having its Registered Office / Corporate Office at (hereinafter referred to as "Company Name", which expression shall mean and include its successors and assigns), of the Other Part.

(IFIN and Company Name are individually referred to as "Party" and collectively as "Parties".)

The Party disclosing Confidential Information under this Agreement shall be referred to as the "Disclosing Party" and the Party receiving Confidential Information shall be referred to as the "Receiving Party".

1. Purpose

Whereas, the Parties wish to explore / undertake a business relationship, during which either Party may be required to disclose certain Confidential Information to the other.

2. Confidential Information and Exclusions

"Confidential Information" shall mean and include:

a. Any information received by the Receiving Party which is identified by the Disclosing Party as confidential or otherwise;

b. All information including technical, data security, cyber security, business, financial and marketing information, data, analysis, compilations, notes, extracts, materials, reports, drawings, designs, specifications, graphs, layouts, plans, charts, studies, memoranda or other documents, know-how, ideas, concepts, strategies, trade secrets, products or services, results obtained by using Confidential Information, prototypes, client or vendor lists, projects, employee information, future business plans and other information disclosed by the Disclosing Party, whether orally, electronically or in tangible form.

Confidential Information shall, however, exclude any information which:

a. is in the public domain;

b. was known to the Receiving Party before such disclosure or becomes known to the Receiving Party without breach of any confidentiality obligation;

c. is independently developed by the Receiving Party without use of the Confidential Information disclosed herein; or

d. is required to be disclosed pursuant to a judicial order, requirement of a Government agency or operation of law, provided that the Receiving Party gives the Disclosing Party written notice of such requirement, wherever legally permissible, and takes reasonable measures to limit such disclosure.

3. Confidentiality Obligations

The Receiving Party shall at all times maintain confidentiality and prevent disclosure of the Confidential Information of the Disclosing Party with at least the same degree of care as it uses to protect its own confidential information, but in no event with less than reasonable care.

The Receiving Party shall keep the Confidential Information and Confidential Materials, including copies thereof, secure so as to prevent unauthorized access by any third party.

The Receiving Party agrees not to disclose, transmit, reproduce or make available any Confidential Information to any third party and shall restrict disclosure only to its directors, concerned officers, employees, attorneys or professional advisors who need access to the Confidential Information for the purposes of providing or supporting the services and who are informed of its confidential nature.

The Receiving Party shall not use the Confidential Information for its own benefit or for the benefit of others, except for the purpose for which it has been disclosed, and shall not do anything prejudicial to the interests of the Disclosing Party.

The Receiving Party shall not make copies of Confidential Information except where reasonably necessary.

The Receiving Party shall immediately notify the Disclosing Party in the event of any unauthorized use or disclosure of Confidential Information and shall reasonably support the Disclosing Party in taking necessary remedial action.

4. No Warranty

All Confidential Information is provided "as is". Neither Party makes any warranty, express, implied or otherwise, regarding its accuracy, completeness or performance.

5. No License

Nothing in this Agreement shall be construed as granting any proprietary rights, license or other intellectual property rights in or relating to any Confidential Information.

6. Return of Confidential Information

The Receiving Party agrees that, on receipt of a written demand from the Disclosing Party, it shall:

a. Immediately return all written Confidential Information, Confidential Materials and all copies thereof provided to or produced by it or its advisers which are in its possession or under its custody and control.

b. To the extent practicable, immediately destroy all analyses, compilations, notes, studies, memoranda or other documents prepared by it or its advisers to the extent that the same contain, reflect or derive from Confidential Information relating to the Disclosing Party.

c. To the extent practicable, expunge Confidential Information relating to the Disclosing Party from any computer, storage device or other system in its possession or under its custody and control.

d. Where required, furnish a certificate signed by its Director or other responsible representative confirming that the requirements relating to return/destruction of Confidential Information have been complied with.

e. The Receiving Party shall endeavour, to the extent reasonably possible, to maintain physical and logical segregation of the Confidential Information of the Disclosing Party from data belonging to third parties.

7. Term

The term of this Agreement shall be ____ (___) years from ______________ (the Effective Date).

Either Party may terminate this Agreement by giving thirty (30) days' written notice to the other Party.

The confidentiality obligations stated in this Agreement shall survive for a period of three (3) years from the date of termination or expiration of this Agreement.

8. Remedies

The Confidential Information and Confidential Materials and all copies thereof, in whatsoever form, shall at all times remain the property of the Disclosing Party, and disclosure under this Agreement shall not confer upon the Receiving Party any rights whatsoever beyond those contained in this Agreement.

The Parties acknowledge that the Disclosing Party may suffer substantial and irreparable damage in the event of breach of this Agreement. Accordingly, the Disclosing Party shall be entitled, without limitation to any other remedies available under law, to seek an injunction or other equitable relief from a Court of competent jurisdiction.

9. Governing Law and Jurisdiction

This Agreement shall be governed and construed in accordance with the laws of India and shall be subject to the jurisdiction of the competent courts at Chennai, Tamil Nadu.

10. Miscellaneous

This Agreement constitutes the entire agreement between the Parties with respect to the subject matter hereof and supersedes all prior commitments/understandings in this regard.

This Agreement may not be amended or modified except by a written instrument signed by duly authorized representatives of both Parties.

This Agreement may be executed in several counterparts, whether in physical or electronic form, each of which shall be deemed an original and all of which together shall constitute one and the same instrument.

This Agreement may not be assigned or transferred except with the mutual written consent of both Parties.

For IFCI Financial Services Limited (IFIN) For

Name: ________________________	Name: ________________________
Title: ________________________	Title: ________________________
Signature: ____________________	Signature: ____________________
Seal: _________________________	Seal: _________________________

In the Presence of

Witness – 1	Witness – 2
Name: ________________________	Name: ________________________
Title: ________________________	Title: ________________________
Signature: ____________________	Signature: ____________________