

Tender Ref No: MSU/IT/PROC/2026/01

Date: 05/03/2026

REQUEST FOR PROPOSAL (RFP) FOR Procurement of 500 Laptops
Issued By: Medhavi Skills University

1. Introduction

Medhavi Skills University (MSU) invites proposals from eligible OEMs and/or authorized channel partners for the supply, delivery, and support of 500 laptops for academic and administrative deployment.

The procurement is intended to support academic delivery, faculty usage, administrative operations, and industry-integrated learning environments under MSU's Outcome-Based Education and Work-Integrated Skill-Based Education framework.

2. Scope of Work

The selected vendor shall be responsible for:

- Supply of 500 brand-new laptops as per technical specifications
- Delivery to MSU campus location(s)
- Asset tagging and serial number documentation
- Warranty and Accidental Damage Protection (ADP) support
- Dedicated account management
- SLA-based service support for 3 years
- Replacement of defective units as per defined SLA
- Periodic service reporting and performance review

3. Quantity & Configuration Matrix

Total Quantity: **500 Laptops**

Vendors must quote separately for each configuration below:

Configuration Code	Processor	RAM	Storage	Warranty	Quantity (Indicative Allocation – Final May Vary)
Configuration A	Intel Core i3	8 GB	256 GB SSD	3 Years Warranty + 3 Years ADP	To be quoted
Configuration B	Intel Core i3	8 GB	512 GB SSD	3 Years Warranty + 3 Years ADP	To be quoted
Configuration C	Intel Core i5	8 GB	512 GB SSD	3 Years Warranty + 3 Years ADP	To be quoted

Configuration Code	Processor	RAM	Storage	Warranty	Quantity (Indicative Allocation – Final May Vary)
Configuration D	Intel Core i5	16 GB	512 GB SSD	3 Years Warranty + 3 Years ADP	To be quoted
Configuration E	Intel Core i5	16 GB	1 TB SSD	3 Years Warranty + 3 Years ADP	To be quoted

Final allocation across configurations will be decided at the time of Purchase Order issuance.

4. Mandatory Technical Specifications (Applicable to All Models)

All laptops must comply with the following minimum requirements:

- Brand new, latest generation models (not discontinued/end-of-life)
- Processor: Latest available generation (Intel i3/i5 as specified)
- Max Turbo Frequency above 4.6 GHz
- Performance-core Max Turbo Frequency above 4.6 GHz
- Storage: NVMe SSD only
- RAM: DDR5 and above, Expandable (minimum one additional slot preferred)
- Total Threads above 12
- Total Cores above 8
- Display: Minimum 14" Full HD (1920x1080)
- Anti-glare display preferred
- Integrated webcam (HD)
- Wi-Fi 6 enabled
- Bluetooth 5.0 or above
- Minimum 2 USB ports + HDMI port
- DOS Operating System (No Windows license required)
- OEM pre-installed diagnostics tools

Non-compliance will result in disqualification.

5. Warranty & Accidental Damage Protection (ADP)

Mandatory Requirement:

- 3 Years Comprehensive On-Site Warranty
- 3 Years Accidental Damage Protection (ADP)

Coverage must include:

- Liquid damage
- Electrical surge
- Accidental drop
- Screen damage

Service Level Requirements:

- Response Time: Maximum 8 Business Hours
- Resolution Time: Maximum 48 Business Hours
- Standby Unit Provision: Required if resolution exceeds 72 hours
- Spare Part Availability Commitment: Minimum 5 years

Vendor must provide detailed SLA documentation.

6. Delivery & Turnaround Time (TAT)

Vendor must provide:

- Manufacturing lead time
- Batch-wise delivery plan
- Maximum delivery timeline (preferred within 4–6 weeks from PO)
- Logistics responsibility (door delivery to MSU offices)

Penalty Clause:

- 0.5% of order value per week of delay (up to maximum 10%)

7. Deployment & Documentation Requirements

Vendor must:

- Provide serial number mapping sheet (Excel format)
- Asset tagging (MSU-provided format)
- Delivery challans with configuration-wise breakup
- Warranty registration confirmation
- Service contact details

8. Dedicated Account Management

Vendor must assign:

- One Dedicated Account Manager
- One Technical Support Lead
- Escalation Matrix (Level 1 to Senior Management)

Quarterly Business Review (QBR) meetings are mandatory.

9. Vendor Eligibility Criteria

Bidders must:

- Be OEM or authorized partner (authorization letter required)
- Have minimum 3 years of experience in institutional supply
- Have executed at least 3 orders of 200+ laptops in last 3 years
- Submit GST, PAN, CIN details
- Provide last 3 years audited financial statements
- Minimum annual turnover of INR 5 Crore (preferable)

10. Compliance Matrix (Mandatory Submission Format)

Vendor must submit a clause-by-clause compliance statement:

Clause No	MSU Requirement	Vendor Compliance (Yes/No)	Remarks
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Incomplete compliance matrix will lead to disqualification.

11. Commercial Bid Format

Vendor must provide:

- Unit price per configuration
- Total price (including GST)
- Freight and insurance cost (if applicable)
- Price validity (minimum 60 days)
- Bulk discount structure
- Additional discount for full 500-unit order

12. Payment Terms

Preferred Terms:

- 20% Advance against PO
- 65% Upon Delivery & Inspection
- 15% After Successful Installation & Documentation

Vendors may propose alternatives.

13. Evaluation Criteria

Technical Evaluation – 60%

Commercial Evaluation – 40%

Technical scoring parameters:

- Compliance with specifications
- SLA strength
- Brand reliability
- Institutional references
- Delivery capability
- Service network coverage

Lowest bid (L1) will not be the sole deciding factor.

14. Risk & Replacement Policy

- Dead on Arrival (DOA) replacement within 7 days
- Immediate replacement for recurring hardware faults (3 failures policy)
- No refurbished parts allowed during warranty

15. Data Security & Compliance

Vendor must certify:

- Devices are factory sealed
- No pre-installed third-party software
- Secure BIOS settings
- No telemetry or monitoring tools pre-configured

16. Important Dates

- RFP Release Date: 05/03/2026
- Last Date for Submission: 14/03/2026
- Technical Evaluation: 18/03/2026
- Commercial Opening: 20/03/2026
- Tentative PO Issue: 23/03/2026

17. Submission Instructions

Bidders must submit via email at procurement.lp@msu.edu.in:

- Technical Proposal
- Commercial Proposal
- EMD (if applicable)
- Authorization and compliance documents
- Payment of Rs 5,000 as a NON Refundable Tender Processing Fee via the below Payment link
<https://rzp.io/rzp/tender-processing-fee>

18. Right to Accept or Reject

Medhavi Skills University reserves the right to:

- Accept or reject any proposal
- Increase/decrease quantity
- Split order among multiple vendors
- Cancel RFP without assigning reason

Interested parties can submit their proposal with all required documents and payment proof of Tender Processing Fee via Email: procurement.lp@msu.edu.in

For Medhavi Skills University,



Sagar Bhowmik,
Registrar(I/c)

