<table>
<thead>
<tr>
<th>Sl.Nr.</th>
<th>Query / Comment from bidders</th>
<th>Procurement Team - YRGCARE responds</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>RFQ Reads &quot;RFQ for Laptops and Printers&quot;. But there are no specifications for Printers! Instead Lot 2 is for Tablets. Kindly clarify.</td>
<td>ERRATA: Title of RFQ is <em>Procurement of Laptops and Tablets</em>.</td>
</tr>
<tr>
<td>2</td>
<td>Any preferred OEM for Laptop or we can quote any brand meeting the tender specification?</td>
<td>None. Kindly specify the model you offer with your best price.</td>
</tr>
<tr>
<td>3</td>
<td>3 Years Warranty – OEM will provide 1 year Battery warranty only...!</td>
<td>Kindly state the battery warranty also clearly.</td>
</tr>
<tr>
<td>4</td>
<td>Windows 10 - Windows 10 Pro / or 11 Pro…?</td>
<td>Windows 10 or 11 Professional</td>
</tr>
<tr>
<td>5</td>
<td>Is it ok if we provide Win 11 Home?</td>
<td>NO. Home Edition not acceptable.</td>
</tr>
<tr>
<td>6</td>
<td>You want Notebooks with win 10 home/SL or Win 10 pro...?</td>
<td>Windows 10 or 11 Professional - SL (English Single Language is fine).</td>
</tr>
<tr>
<td>7</td>
<td>You want Microsoft Office Home and Business (Charitable) preloaded or keys No separately.</td>
<td>If Preloaded that is fine, else we can install the same.</td>
</tr>
<tr>
<td>8</td>
<td>Current available - Office LTSC Standard 2021 – Charity (from Microsoft H&amp;B will not come for Charity)</td>
<td>If the price is right, then that should be right for us. Office LTSC Standard 2021 - Charity is acceptable.</td>
</tr>
<tr>
<td>9</td>
<td>Tender has asked for Microsoft Office Home and Business (Charitable Organization Pricing) and MS office H&amp;B doesn’t come for charitable organizations. Microsoft gives charitable discounted prices only in paper licenses form for MS home and business . You charitable registration number need to be verified by Microsoft for special pricing so please share the same to get it verified by Microsoft for further process.</td>
<td>Paper License is fine as long as we get the key to install.</td>
</tr>
<tr>
<td>10</td>
<td>Anti-Virus Bitdefender Total Security – or - Bitdefender Gravity zone...?</td>
<td>Bitdefender Gravity Zone (Bidding Format - Lot 1 should read as Bitdefender Gravity Zone).</td>
</tr>
<tr>
<td>11</td>
<td>As nowadays Windows is providing inbuilt Windows Defender. Is it still mandatory? It'll impact bid cost….</td>
<td>YES, It is mandatory.</td>
</tr>
<tr>
<td>12</td>
<td>In RFP you mentioned specification for laptop with pre-installed softwares like MS Office &amp; Anti-Virus but in Price format for the same product you asked for separated quote. If you need pre-installed software from OEM then there will be one quote for only laptop with all accessories will be included in this.</td>
<td>In our past experience and since we are charitable institution, Office package are provided at a substantial discounted rate, hence we have asked that way. If the OEM provides all inclusive at the rate is attractive, we will certainly go for that.</td>
</tr>
<tr>
<td>13</td>
<td>MS Office: MS office Trial version will be provided along with OS. Is it still a mandatory requirement to provide MS office H&amp;B? It'll impact bid cost….</td>
<td>YES, It is mandatory.</td>
</tr>
<tr>
<td>14</td>
<td>i3 laptops do not come with graphic cards, only with intel inbuilt graphics</td>
<td>Kindly do the pricing for intel inbuilt graphics hardware.</td>
</tr>
</tbody>
</table>