

Sl.Nr.	Query / Comment from bidders	Procurement Team - YRGCARE responds
1	RFQ Reads "RFQ for Laptops and Printers". But there are no specifications for Printers! Instead Lot 2 is for Tablets. Kindly clarify.	ERRATA: Title of RFQ is Procurement of Laptops and Tablets.
2	Any preferred OEM for Laptop or we can quote any brand meeting the tender specification?	None. Kindly specify the model you offer with your best price.
3	3 Years Warranty – OEM will provide 1 year Battery warranty only...!	Kindly state the battery warranty also clearly.
4	Windows 10 - Windows 10 Pro / or 11 Pro ...?	Windows 10 or 11 Professional
5	Is it ok if we provide Win 11 Home?	NO. Home Edition not acceptable.
6	You want Notebooks with win 10 home/SL or Win 10 pro...?	Windows 10 or 11 Professional - SL (English Single Language is fine).
7	You want Microsoft Office Home and Business (Charitable) preloaded or keys No separately.	If Preloaded that is fine, else we can install the same.
8	Current available - Office LTSC Standard 2021 – Charity (from Microsoft H&B will not come for Charity)	If the price is right, then that should be right for us. Office LTSC Standard 2021 - Charity is acceptable.
9	Tender has asked for Microsoft Office Home and Business (Charitable Organization Pricing) and MS office H&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.	Paper License is fine as long as we get the key to install.
10	Anti-Virus Bitdefender Total Security – or - Bitdefender Gravity zone...?	Bitdefender Gravity Zone (Bidding Format - Lot 1 should read as Bitdefender Gravity Zone).
11	As nowadays Windows is providing inbuilt Windows Defender. Is it still mandatory? It'll impact bid cost...	YES, It is mandatory.
12	In RFP you mentioned specification for laptop with pre-installed softwares like MS Office & 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.	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.
13	MS Office: MS office Trial version will be provided along with OS. Is it still a mandatory requirement to provide MS office H&B? It'll impact bid cost...	YES, It is mandatory.
14	i3 laptops do not come with graphic cards, only with intel inbuilt graphics	Kindly do the pricing for intel inbuilt graphics hardware.