



Quotation Call Letter for the Annual Maintenance Contract (AMC) for Desktop Computers and Laser-jet Printers for Corporate Office and various branch offices located across the country.

I. About Repco Home Finance Ltd (RHFL):

RHFL is a professionally managed housing finance company head quartered in Chennai, Tamil Nadu. The company was incorporated in April 2000 to tap the growth potential in the housing finance market. We had been registered with National Housing Bank. As of now, RHFL is operating through 144 branches and 24 satellite centres in Tamil Nadu, Andhra Pradesh, Telengana, Jharkhand, Kerala, Karnataka, Maharashtra, Madhya Pradesh, Gujarat, Odisha, West Bengal and Puducherry.

II. REQUIREMENT DETAILS

Awarding of Annual Maintenance Contract (AMC) for the following computer hardware items for the FY 2019-20.

- i. Around 245 numbers of desktop computers
- ii. Around 132 numbers of laser-jet printers
- iii. Around 5 numbers of Ink-jet printers

III. AMC Period:

The AMC period of the aforesaid computer hardware items will be for twelve months ie from 01.04.2019 to 31-03-2020. In some of the hardware items, where the warranty period expires during the middle of the year, the AMC coverage should be applicable from the date of expiry of warranty period to 31.03.2020.

IV. SCOPE OF WORK:

- The Vendor shall provide comprehensive maintenance including spare Parts but excluding consumables for a period of one year.
- The scope of work also includes software issue like Operating system (Windows), reinstallation of OS, Antivirus, software patches, configuration of machine as if required taking Data Backup before formatting the machines, configuring printers, bringing PC to Company domain after reinstallation of PC, installation/configuration of all software's provided by Company like Antivirus, software patches, MS office, Acrobat, Java patches, Google Chrome and Windows live mail configuration.
- The vendor should ensure that the equipment reported down (including due to OS related problems) on any working day is set right within 48 hours of reporting the complaint and in no case, later than three working days. In case, the hardware cannot be repaired within the stipulated period, the vendor should provide stand-by of the same till the hardware is returned duly repaired at no extra cost to Company.
- All spares to be used shall be genuine or compatible spare parts (in that order) and the same shall be procured from the authorized dealers or Manufacturers.

- Parts like Printers Plastic Parts, Printer heads, Toner cartridges, Drum unit Assembly and Fuser kit Assembly shall be treated as consumable and not covered under AMC.
- Complaint can be registered either telephonically or by e-mail by respective branch/Office and proper record of the complaints to be maintained by the AMC Vendor. Escalation matrix and name of persons coordinating AMC jobs should be submitted to our EDP Department, Corporate Office Chennai immediately after AMC is awarded.
- The Vendor shall maintain service log book and record the nature of service rendered during each trouble shoot by the service representative and the same shall be duly signed by our RHFL official.
- Well trained engineers for Hardware and Software (wherever applicable) are to be arranged by the Vendor.
- **Service Window & Call registration: 9.00 a.m. – 6.00 p.m. (Monday to Saturday)**
- **Response: Within 2 hours.**
- **Resolution: Before Next Business Day.**

V. PRE-QUALIFICATION CRITERIA

1. Partnership Firm/ Public or Private limited Company / Government Institutions / Public Sector / Private Companies / Any other entity, those have completed 5 years of business after the date of incorporation of business.
2. Minimum turn over of Rs.2 crores in any two years of the last three financial years.
3. The vendor / agency must be in the business of providing AMC support for Desktop computers, printers and scanners to Govt Institutions / Public sector Banks / private sector Banks / large corporates across the country. A Satisfactory supply completion letter from customer to be provided.
4. The agencies must have their Corporate Office / branch office in Chennai.
5. The vendor or their Principal (OEM) must have service network in major cities of Tamilnadu, Andhra Pradesh, Telangana, Karnataka, Kerala, Maharashtra, Gujarat, Madhya Pradesh, Jharkand, Odisha, West Bengal and Puducherry.
6. The participating vendors should submit a declaration that they have not been blacklisted by any organization elsewhere for a period of not less than proceeding five years from the date of submitting the proposals.
7. The participating vendors must have valid Registration of GST and PAN. Copies of the same should be enclosed.

VI. Method of Submission:

Full description of the computer hardware items to be covered under AMC can be collected from EDP department by

- i. By sending email to edp@repcohome.com
- ii. By contacting Mr. Pandiarajan K, Head – EDP department at 044-42106650 on any working day between 10AM and 5PM
- iii. By Visiting our office on any working day between 10AM and 5PM with prior appointment.

The proposal (clearly describing the company profile, past work history and client list, proof of eligibility criterion No.V), including commercials, should be submitted in a sealed envelope (super scribing the envelope with "Quotation for AMC of Computers and Printers for FY 2019-20") to the below mentioned address on or before 23-03-2019, 05:00 PM by Speed Post/Courier:

**The Chief Executive Officer,
Repco Home Finance Ltd.,
III Floor, Alexander Square,
#2, Sardar Patel Road, Guindy,
Chennai – 600 032.**

Proposals can also be dropped in the box available at the Corporate Office on or before 23-03-2019, 5.00PM

VIII. Disclaimer:

RHFL reserves the right not to consider the proposals submitted by any vendor without assigning any reason whatsoever.

RHFL shall be under no obligation to accept the lowest or any other offer received in response to this tender and shall be entitled to reject any or all offers without assigning any reason whatsoever. Further, the company can scrap the project at any time without assigning any reason whatsoever. Canvassing in any form will lead to disqualification.

IX. GRIEVANCE MECHANISM:

Any Vendor participating in this process but aggrieved by the decision of the Company may submit his/her representation in writing (within 10 days of completion of the process) to:

**The Chief Executive Officer,
REPCO HOME FINANCE LTD,
Third Floor, Alexander Square,
New No: 2, Sardar Patel Road, Guindy,
Chennai - 600 032.**
