



**Quotation Call Letter for AMC on Desktop Computers, Laser-jet Printers and Scanners 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 132 branches and 32 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 2018-19.

- i. Around 440 numbers of desktop computer
- ii. Around 132 numbers of laser-jet printers
- iii. Around 91 numbers of Scanners.

Vendors can drop a mail to [edp@repcohome.com](mailto:edp@repcohome.com) or visit our corporate office to collect the asset details.

**III. AMC Period:**

The AMC period of the aforesaid computer hardware items shall be for twelve months from 01.04.2018 to 31-03-2019. In some of the hardware items, where the warranty period expires during the middle of the year, the AMC coverage should be done from the date of expiry of warranty period to 31.03.2019.

**IV. SCOPE OF WORK:**

- i. One Preventive maintenance checks should be covered during the AMC.
- ii. Call should be attended on High Priority basis.
- iii. List of Items covered /not covered under AMC may be listed in your quotations.

**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 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.

**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](mailto:edp@repcohome.com)
- ii. By contacting Mr. Pandiarajan K, Head – EDP department at 044-42106650 on any working day between 10AM and 5PM
- iii. Visit our office on any working day between 10AM and 5PM with prior appointment.

Commercial proposals (clearly describing the company profile, past work history and client list, proof of eligibility criterion No.V) shall be submitted in a sealed envelope (super scribing the envelope with **“Quote for AMC for the FY 2018-19 (Name of the hardware item)”**) to the below mentioned address on or before 23-03-2018, 05:00 pm by Speed Post/Courier (NOT BY HAND):

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

**VIII. Disclaimer:**

RHFL reserves the right not to consider the proposals submitted by any vendor without assigning any reason whatsoever. Bringing any outside influence 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 Operating Officer,  
REPCO HOME FINANCE LTD,  
Third Floor, Alexander Square,  
New No: 2, Sardar Patel Road, Guindy,  
Chennai - 600 032.**

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