



**GIC HOUSING FINANCE LTD**

**REQUEST FOR PROPOSAL**

**FOR**

**THE SUPPLY OF PRINTERS ALONG WITH  
CARTRIDGES FOR OUR CORPORATE OFFICE  
& BRANCH OFFICES PAN INDIA**

**RFP Reference Number- REF:GICHF: 2023-24/ 02**

**Dt. 01.11.2023**

## RFP for Printers Contract

ACTIVITY SCHEDULE		
S.NO.	ACTIVITY	DETAILS
1	Release of RFP	10 <sup>th</sup> November 2023
2	Address for Receipt/Submission of Bid document	GIC HOUSING FINANCE LTD National Insurance Building, 6th Floor, 14, J. Tata Road, Churchgate, Mumbai – 400020.
3	Bid Submission	<b>Sealed</b> - Technical & Commercial Bids
4	Last Date & Time for submission	27 <sup>th</sup> November 2023
5	Bid Opening Date, Time & Venue	4 <sup>th</sup> December 2023 National Insurance Building, 6th Floor, 14, J. Tata Road, Churchgate, Mumbai – 400020.
6	Contact Details	Mr. Suraj Gupta Phone: 9004940898 Mr. Manish Abhishek Phone:7739215866
7	E-mail ID's	<a href="mailto:itadmin@gichf.com">itadmin@gichf.com</a> <a href="mailto:manish.abhishek@gichf.com">manish.abhishek@gichf.com</a> <a href="mailto:ram@gichf.com">ram@gichf.com</a>

## **RFP for Printers Contract**

### **About GIC Housing Finance Ltd :-**

GIC Housing Finance Ltd (GICHFL) is a company registered under Section 25 of the Companies Act, 1956 with its Registered Office at Royal Insurance Building, 6th Floor, 14, Jambhedji Tata Road, Churchgate, Mumbai – 400020 and its 72 Branch Offices are located across PAN India.

Our Promoters are General Insurance Corporation of India, The New India Assurance Company Ltd, United India Insurance Company Ltd, The Oriental Insurance Company Ltd and National Insurance Company Ltd.

### **Objective of RFP :-**

#### **Synopsis:**

GIC Housing Finance Ltd proposes RFP for the Supply of Printers and Cartridges on need basis for our Corporate Office and the branch offices located across India. At present, we are engaged with a vendor for Printers and Cartridges on rental basis for around 117 quantities in use across India and around 110 quantities are owned by the GICHFL. But they have turned obsolete with time and therefore we are in process to refresh the devices across India.

The Bidder is therefore responsible for providing Printers at rental basis with comprehensive maintenance support for the Printers and providing the cartridges as per the requirement.

We therefore require Single Function Printers for Cheque printing facility and Multi-Functional Printers (MFP) for common printing facility at Corporate Office and the Branch Offices PAN India.

## RFP for Printers Contract

### SCOPE OF WORK:-

The Bidder shall supply Cartridges for our Printers located across PAN India Branch offices and offer Comprehensive Maintenance Support including Spare parts with replacement for the entire Contract period of 5 years.

The Bidder shall supply and maintain Single and Multifunctional(MFP) Printers for our Corporate office and Branch offices according to the Technical requirements on chargeable basis either on Pay per Page or Pay per Cartridge options.

The Bidder shall supply only new printers which are recently manufactured after year 2022 onwards and ensure that the Printer is under OEM Support for Spare parts replacement readily available for the period of engagement, say 5 years from the signing of contract.

The Bidder shall provide Comprehensive Support Services for all Branch offices within Same day if call placed within 2 pm otherwise on a next day (including Saturday). Any Spare parts replacement should be arranged on a next day (including Saturday) of call attended, failing which penalty of Rs.1000/- per day will be imposed if time taken beyond 3 days (including Saturday) until printer brought to working condition.

The Technical Specifications required for Multifunction Printers are mentioned herewith below:

### Minimum Requirements:

- The branches are divided into categories as per their portfolio and the requirements are specific to the categories mentioned below:
  - Branch Count :- 35. Category A: Multi-function printers which can support upto 8000 prints in a month.
  - Branch Count :- 24. Category B: Multi-function printers which can support upto 5000 prints in a month.
  - Branch Count :- 13. Category C: Multi-function printers which can support upto 3000 prints in a month.
  
- We require one printer dedicated for Cheque printing facility (without scanning feature) at the branch offices.

## RFP for Printers Contract

### Technical Specification requirements for Multifunction Printers: -

- Standard Features – Copy, Print, Scan, Fax, Network & Email.
- Network enabled support and manageable.
- Duplex Printing Feature.
- Auto Duplex Printing
- Auto Duplex Scanning Feature.
- Duty cycle:

The branches are divided into categories as per their portfolio and the requirements are specific to the categories mentioned below:

- Category A: printers which can support upto 8000 prints in a month.
- Category B: printers which can support upto 5000 prints in a month.
- Category C: printers which can support upto 3000 prints in a month.

- Paper – A4 & Legal size.
- AD integration and enabling report features to monitor the usage.
- OS Compatibility: - Microsoft Windows - 10,11.

### Technical Specifications for Single Function Printers:

- Standard Features – Copy, Print, Scan, Fax, Network & Email.
- Network enabled support and manageable.
- Auto Duplex Printing
- Scanning Feature.
- USB/Network with both side Printing

### TERMS & CONDITIONS: -

1. The Bidder shall supply Printers and Cartridges for all our Branch offices located across India within same Business Day or Next Business Day at most.
2. The Bidder shall provide Fixed Commercial Values for the Cartridges, Multifunction printers for the entire Contract period of 5 years.
3. The Bidder should cover all the Spare Parts under Comprehensive Maintenance for the printers owned by GICHFL as well as supplied to us.
4. The Bidder shall provide Comprehensive Support Services for HO and all Branches within Same day if call placed within 2 pm otherwise on a next day (including Saturday). Any Spare parts replacement should be arranged on a next day (including Saturday) of call attended, failing which penalty of Rs.1000/- per day will be im-

## RFP for Printers Contract

posed if time taken beyond 3 days (including Saturday) until printer(s) brought to working condition.

5. The Bidder should provide MIS Reports on Cartridge Consumption, Paper usage details on monthly basis in form on web portal, which will be verified before payment process.
6. The Bidder should provide the devices integrated with Active Directory with Azure to enhance the controllability centrally.
7. The Bidder shall provide web portal facility to order Cartridges / Printers / Raising a Service request, Tracking the Service Requests, etc.
8. GICHFL reserve the Rights to vary the quantity as per the requirement at any time and also may Terminate the Agreement in the event the bidder repeatedly fails to maintain the service levels prescribed by GICHFL in scope of work of this RFP.

### **Notification of Award/Purchase Order:**

After selection of the L1 bidder and after obtaining internal approvals and prior to expiration of the period of Bid validity, GICHFL will send Notification of Award/Purchase Order to the selected Bidder.

### **Signing of Purchase Order:**

- Within 2 days of receipt of Purchase order the successful Bidder shall accept the Purchase Order.
- Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award.

### **Taxes and Duties:**

- All taxes deductible at source, if any, at the time of release of payments, shall be deducted at source as per then prevailing rate while making any payment.
- Commercial Bid should be inclusive of GST, duties, charges and levies of State or Central Governments as applicable, VAT/Sales Tax, insurance, service taxes, Octroi etc.
- The benefits realized by bidder due to lower rates of taxes, duties, charges and levies shall be passed on by the bidder to GICHFL.

## RFP for Printers Contract

### Compliance Terms:-

S.No.	Terms to be agreed upon	Compliance (Yes / No)
1	The price quote should be only in Indian rupees.	
2	The prices quoted should also include charges towards freight, forwarding, delivery, installation, transit insurance charges till installation, commissioning of equipment. Delivery and Installation to be made at our branches located across PAN India.	
3	The aforesaid Scope of Work points are agreed by us for the period of 5 years or until the contract exists.	
4	The aforesaid Section-4 Terms and Conditions are agreed by us for the period of 5 years or until the contract prevails.	
5	The prices should be valid for the entire Contract period of 5 years.	
6	Vendor must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the contract period. During the contract period, vendor shall maintain the equipment and repair/replace all the defective components at the installed site, at no additional charges.	

### PAYMENT TERMS: -

1. Payment will be made on Arrear basis Monthly/Quarterly after evaluating the usage.
2. Payment mode will be made thru RTGS/NEFT transfer.

-----END OF DOCUMENT-----