



**GIC HOUSING FINANCE LTD**

**REQUEST FOR PROPOSAL**

**FOR THE SUPPLY, INSTALLATION & MAINTENANCE**

**OF VERTIV (EMERSON BRAND) UPS**

**FOR GICHFL - CORPORATE OFFICE &**

**BRANCH OFFICES PAN INDIA**

**RFP Reference Number- REF:GICHF: 2023-24/ 03**

**Dt. 22.11.2023**

## RFP for UPS Supply & Installation

ACTIVITY SCHEDULE		
S.NO.	ACTIVITY	DETAILS
1	Release of RFP	23 <sup>rd</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	28 <sup>th</sup> November 2023
5	Bid Opening Date, Time & Venue	29 <sup>th</sup> November 2023 National Insurance Building, 6th Floor, 14, J. Tata Road, Churchgate, Mumbai – 400020.
6	Contact Details	Mr. Suraj Gupta Phone: 9004940898
7	E-mail ID's	<a href="mailto:itadmin@gichf.com">itadmin@gichf.com</a> <a href="mailto:ram@gichf.com">ram@gichf.com</a>

## **RFP for UPS Supply & Installation**

### **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, Jamshedji 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 VERTIV (Brand- Emerson) UPS and its installation and maintenance cum support through Warranty for GICHFL - Corporate Office and the Branch offices located across India.

At present, we have multiple old UPS (APC make) along with batteries (Exide / Rocket/Amaron) in use at a branch office. Some UPS models are found to be replaced considering old asset and few UPS along with its batteries to be upgraded.. We thereby, seek Vertiv Brand UPS Models with SNMP Card For the 72 locations of GICHFL.

### **SCOPE OF WORK:-**

1. The successful bidder is responsible for Supply and installation of the New VERTIV (Brand) UPS Models along with Network SNMP Card as per Branch wise requirement attached as Annexure-1.
2. The Bidder should install New Vertiv UPS models along with the Existing Batteries available at Branch Offices which are presently connected with the existing APC Brand UPS models.
3. It is the responsibility of the successful bidder to ensure New Vertiv Brand UPS models are connected with existing Batteries at Branch offices and proper power backup solution has been provided.
4. The Bidder should provide entire support towards Delivery, Installation and its Warranty support for the period according to the UPS model supplied at our GICHFL Corporate Office and Branch offices.
5. The Bidder shall provide Comprehensive Maintenance Support including Spare parts for the entire Contract period of Warranty.
6. 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).

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7. The Bidder should reach concern authority at Head Office immediately if the existing Batteries are found to be replaced.
8. GICHFL shouldn't be billed for multiple visits arranged by the Bidder. Its bidder's responsibility to close the 1<sup>st</sup> time installation or subsequent installation or Service calls either at single or multiple visits.

### Minimum Requirements:

- The quantities and the required capacities of the batteries are provided below via a tabular form:

PRODUCT	HSN/SAC	QUANTITY
1KVA VERTIV GXT MT+ CX (36V) LB ONLINE UPS 2 YEAR ON SITE WARRANTY	85044090	1
2KVA VERTIV GXT MT+CX (72V) LB ONLINE UPS 2 YEAR ON SITE WARRANTY	85044090	4
3KVA VERTIV GXT MT+ CX (72V) LB ONLINE UPS 2 YEAR ON SITE WARRANTY	85044090	52
6KVA VERTIV MAKE 1/1 GXT MT+ ONLINE UPS 1 YEAR ON SITE WARRANTY	85044090	15
SNMP CARD	85049090	72

### Important Requirements: -

- The SNMP card should be installed for each of the UPS batteries for tracking and receiving the alert for any malfunction, outage etc.
- The Vertiv UPS Models of various Capacity - 1KVA , 2KVA, 3KVA & 6KVA should be the new one and inspected thoroughly before delivery.

### TERMS & CONDITIONS: -

1. The Bidder shall provide Proper PAN India Level Support & Escalation Matrix for any complaints/issues/ Service Requests.
2. The Bidder should facilitate any Portal facility / Email / Telephone Nos. for registering the Complaints / issues / Service Requests.
3. The Bidder should provide the Comprehensive Maintenance Support for the UPS as per the Warranty period.
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.
5. The Bidder should provide detailed MIS Reports monthly which will be verified.
6. The Bidder should provide SNMP card to track the status and health of UPS & each of

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the batteries installed.

7. 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.

### Compliance Terms :-

S.No.	Terms to be agreed upon	Bidder 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 .	
4	The aforesaid Terms and Conditions are agreed by us .	
5	The Payment will only be released once all New UPS are delivered and installed with existing Batteries and made to a Working condition with power backup solution provided.	
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.	
7	The Bidder has to submit the OEM Authorization letter mentioning the validity period mandatorily.	

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### **PAYMENT TERMS: -**

1. Payment will be made on post successful completion of Delivery, Installation with existing Batteries and made as proper working condition with power backup solution.
2. No Advance Payment will be made.
3. 40% on Delivery of all New UPS Models at all locations and 60% payment on successful completion of entire Installation along with existing Batteries and brought to a proper working condition ensuring power backup solution provided.
4. Delivery Challan and Installation Report for each UPS installation are mandatory for clearing the payments.
5. Payment mode will be made thru RTGS/NEFT transfer.

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