



GIC HOUSING FINANCE LTD

**REQUEST FOR PROPOSAL
FOR THE SUPPLY & INSTALLATION OF DESKTOPS AT
OUR CORPORATE OFFICE & BRANCH OFFICES**

RFP Reference Number:REF:GICHF:2018-19/02, Dt. 18.04.2018

ACTIVITY SCHEDULE		
S.NO.	ACTIVITY	DETAILS
1	Release of RFP	18 th April, 2018
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	Sealed - Technical & Commercial Bids
4	Last Date & Time for submission	30th April, 2018 04:00 pm
5	Bid Opening Date, Time & Venue	30th April, 2018 04:30 pm National Insurance Building, 6th Floor, 14, J. Tata Road, Churchgate, Mumbai – 400020.
6	Contact Details	Mr. Ramanathan B Sr. Executive IT Ms. Krishna Mahida Executive IT Ph:022-22831578
7	E-mail ID's	ram@gichf.com krishnamahida@gichf.com

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, J. Tata Road, Churchgate, Mumbai – 400020 and its 70 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:-

GIC Housing Finance Ltd proposes to purchase desktops for our Corporate Office and branch offices located across India.

SECTION 1 - SCOPE OF WORK:-

The Bidder shall supply and do installation of Desktops along with its peripherals to the listed PAN India Branch offices mentioned in Section -7. The Bidder should provide comprehensive onsite Support and maintenance during the warranty period of 3 years with next business day response and resolution time.

GICHFL reserves the right to place the Purchase Order to the successful Bidder for any further requirement of Desktops at the agreed unit Rate i.e. the rate contract, for a period of six months from the date of first purchase order.

Single Point of Contact:-

The selected Bidder shall appoint a Single Point of Contact, with whom GICHFL will deal, for any activity pertaining to the requirement of this RFP.

SECTION -2 ELIGIBILITY CRITERIA**Pre-requisite:**

The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described in the tender document. The Bidder should also possess the technical know-how and the financial wherewithal that would be required to complete the scope of work. The bid must be complete in all respects and should cover the entire scope of work as stipulated in the document. Bidders not meeting the Eligibility Criteria will not be considered for further evaluation.

Eligibility Criteria:

The invitation to bid is open to all bidders who qualify the Eligibility Criteria as given below. Failure to provide the desired information and documents may lead to disqualification of the Bidder.

S.No	Pre-Qualification Criteria	Required Details	Submitted (Yes / No)
1	Average of Turnover of the bidder should be Rs.50 Cr. each year for the last 3 years (2015-16, 2016-17 & 2017-18). If 2017-2018 not Audited then (2014-15, 2015-16 & 2016-17)	Audited Balance Sheet	
2	The bidder and its subsidiary should be a registered company as per Companies Act, 1956, in operation continuously for the last 3 years. Copy of registration certificate should be enclosed in support of the above.	Attach Copy of Certificated for Registration No. , PAN , TAN , GST No.	
3	The Bidder should have minimum 5+ years of experience in the area of IT Facility Management Service and maintaining IT equipment's with similar organizations etc. With same magnitude and complexity of work. The bidder should have experience in working with Windows Desktop and Server Operating Systems.	Copies of Work Orders/relevant document as proof, Completion Certificate for relevant submitted order/Purchase order.	
4	The bidder shall have relevant Quality Certification of ISO 9001 relevant for Computer Systems, LAN, WAN, Facility Management of IT infrastructures and IT services.	Copies of Work Order/certifications.	
5	The bidder should meet all statutory compliances for manpower deployment and service support.	Self-Declaration confirming the compliance	
6	The bidder should have a fully operational helpdesk where GICHFL can log a call through e-mail/telephone. All these modes for call logging should be available.	Self-Declaration for with details of Helpdesk and Escalation matrix	
7	The Bidder should have support offices spread all over India.	List of offices required.	
8	The bidder should have partnership with the OEM and OEM should be supporting for bidding in this tender.	Letter from OEM required	
9	The bidder should not be currently blacklisted by any bank / institution in India or abroad.	Self-Declaration Letter on the Company's Letter Head.	

SECTION – 3 SCOPE OF WORK (DURING & AFTER INSTALLATION)

1. Service Window & Call registration: 9.00 a.m. – 6.00 p.m. (Monday to Saturday). Saturday will be a Working day.
2. Call Registration Process: Via Web, Phone & mail.
3. Desktops should be installed with Downgradable version - Windows 7 Professional- 64 bit OS even though purchased with Windows 10 professional OS.
4. The Vendor shall attend unlimited breakdown calls on receipt of complaints. No Spares or any other Items will be supplied by GICHFL.
5. 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.
6. Service offered shall be in accordance with the service instructions and standard practice of original manufacturer.
7. 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 the GICHFL official.
8. To co-ordinate with OEMs for support for configuration issues, hardware replacement etc.
9. Up gradation: - The successful bidder shall guarantee long term availability of upgraded versions of hardware/software to GICHFL for the full life of the equipment. The Software operating system shall be updated at the time of installation with all the released patches and service packs.
10. The above shall be applicable during the warranty free of any additional cost to GICHFL.
11. Obsolescence: The bidder shall guarantee that the equipment's quoted and supplied shall not be obsolete or proclaimed as "End of Life" by the OEM for the Period of at least 6 years from the date of first purchase order issued.
12. The bidder shall guarantee that the equipment shall be supported with necessary spares by the OEM during the warranty Period.
13. To provide support for the Computers in case they are shifted to other locations.
14. All Goods shall have the comprehensive On-site warranty of 36 months from the date of delivery of Goods, with 4 hours response and next business day resolution time.

15. Operating System Support: The supply is comprehensive inclusive of OS Support on all the systems supplied and installed under this contract. Any problem related with OS Maintenance, reloading of OS with all device drivers, OS upgrade, device drivers, system configuration and network configuration (if required) shall be attended to and rectified by the supplier. The supplier shall also keep a copy of all device drivers.
16. Bidder guarantees the whole of the Goods against any defects or failure, which arise due to faulty materials, workmanship or design.

If during the Warranty Period any Goods are found to be damaged or defective or not acceptable, they shall promptly be replaced or rectified /re-furnished or rendered by Bidder at its own cost (including the cost of dismantling and reinstallation) on the request of GICHFL and if removed from the Site for such purpose, Bidder has to repair or replace / re-furnish, rendered all goods shall be removed and re-delivered to GICHFL by Bidder at its own cost.

1. Response: Within 4 hours.
2. Resolution:
 - a. In class A cities (Tier 1 and Tier 2 cities) for Hardware related calls the call logged should be resolved before end of next business day.
 - b. In class B cities (Tier 3 cities) Resolution For remote locations call logged should be resolved within 2 business days.

For Desktops major parts replacement which will be limited to Hard Disk, Mother board and SMPS one additional business day for resolution.

SECTION - 4 SUBMISSIONS OF BIDS

The Bidder shall provide us the sealed quote satisfying the below mentioned Technical Specification requirements from only leading brands like HP, Dell, Lenovo, Acer, etc. The Bids sealed in accordance with the Instructions to Bidders should be delivered at the address as mentioned in the Activity Schedule. The Bid shall be in 2 separate envelopes, Envelope A and B. The contents of the Envelopes are mentioned below:

Envelope – A:-

1. Eligibility Criteria and supportive Documents as per Section – 2.
2. Technical Compliance Sheet as per Section - 6.
3. Customer References with their contact Details (preferable, if BFSI customers).
4. RFP document duly signed by the authorized signatory.

Envelope – B:-

1. Commercial proposal as per Price Format given in Section – 7.

GICHFL reserves the right to accept or reject or modify, in full or in part, any or all the offers without assigning any reason whatsoever.

GICHFL may at its discretion abandon the process for the selection of vendor for Supply and Installation of Desktops at any time before notification of award.

SECTION 4 – TERMS & CONDITIONS:-

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.

Delivery Schedule:-

The hardware shall be delivered within 3-4 weeks of receipt of the Purchase Order and installed within 10- 15 days from date of delivery.

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. The list of deliverable Locations are indicated in Section -	
3	The prices should include entire warranty period for both Hardware and Operating Systems for Desktops. The offer must include comprehensive on-site warranty support from the date of installation and commissioning of the equipment's.	
4	Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of equipment, accessories etc. covered by the offer.	
5	Vendor must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. During the warranty period vendor shall maintain the equipment and repair/replace all the defective components at the installed site, at no additional charges.	
6	Warranty should not become void if GICHFL buys any other supplemental hardware from a third party and installs it with this equipment's. However, the warranty will not apply to such hardware items installed. The vendor is expected to ensure same maintenance standards clause	
7	Once awarded with the Purchase Order, Vendor has to supply and do installation of the desktops at the offered L1 price to us for the further requirement within 6 months.	

SECTION 5 - PAYMENT TERMS:-

1. No advance payment will be made against purchase order.
2. 60% of the value of the Computer Hardware will be paid after delivery at per site basis. The payment will be made against delivery challans and invoices duly signed by us.
3. Balance 40% of the value of the equipment's will be paid on completion of installation on per site basis. Payment will be made against Installation reports.
4. Payment mode will be made thru RTGS/NEFT transfer.

Price & Repeat Order:-

1. There shall be no increase in price for any reason whatsoever during the period of 6 months from the date of the Purchase Order.
2. GICHFL reserves the right to place Purchase Orders with the Supplier for any or all of the goods at the agreed unit rate, i.e. the rate contract for a period of six months from the date of notification of award / Purchase Order.

SECTION – 6 TECHNICAL SPECIFICATIONS:-

S.NO.	DESCRIPTION	TECHNICAL SPECIFICATION
1	Processor	Intel Core i5 with 6 TH Generation.
2	Chipset	Intel H110 Chipset Motherboard or Higher
3	Expansion slots	Minimum 2 PCI Express slot
4	Memory	4 GB DDR4 RAM @2400 MHz (supporting maximum Memory up to 32 GB)
5	Hard Disk Drive	1 TB 3.5" HDD – SATA.
6	Optical Drive	DVDRW, slim ODD tray type 9.5mm
7	Display	[18.5" Wide TFT Monitor with TCO'05 Certification and Minimum resolution of 1024 x 768] or higher.
8	Graphics	On board Graphics.
9	Keyboard	104 Keys USB Keyboard
10	Mouse	Two Button Optical Scroll USB Mouse.
11	LAN	10/100/1000 Mbps Network Card Supporting IPv6; Integrated 10/100/1000M Gigabit Ethernet Controller with Realtek RTL8111G-CG
12	Ports	USB 2.0 / USB 3.0 ports of which 2 ports at Front and 6 ports at Rear End of CPU, 1 PS2/USB keyboard port, 1 PS2/USB Mouse port. Microphone/Headphone Combo Jack – Front & Rear Panels, One (1) VGA port, One Serial Port, One (1) RJ45 network connection.
13	Form Factor	Tower Type
14	SMPS	200 W or less power supply
15	Operating System	Paper License of Microsoft Windows 10 Professional version required in the name of "GIC Housing Finance Ltd". However, Downgradable version - Windows 7 Professional 64 bit Operating systems to be installed in all the Desktops. Windows 10 Pro media kit to be supplied.
	OS Certification	Genuine Microsoft Licenses (GML) certification OR Certificate of Authenticity (COA) for Certified Microsoft windows 10 Professional 64 bit. The vendor will have to provide the serial numbers of Windows 10 Professional 64 bit licenses, Serial numbers of Desktops & Monitors (hard copy & soft copy) at the time of delivery / installation of the Desktops.
16	Microsoft Office	Microsoft Office 2016 Standard Paper Licenses SNGL OLP NL (021-10554) for Commercial Purpose.
17	Compliance	DMI 2.0 Compliant, ROHS (Restriction of Hazardous Substances), Energy Star Compliant (Documentary proof should be submitted) or U/L or FCC
18	Designed for / Compatible with	Microsoft Windows 10 Logo
19	Warranty	Three years On-site Comprehensive warranty including OS support like recovery of OS after crash.

SECTION 7 – LIST OF DELIVERY LOCATIONS:- (Quantity & Location may vary according to GICHFL requirements). Refer our website – www.gichfindia.com for Contact details.

SR. NO.	ZONE	NAME OF BRANCH	OFFICE ADDRESS	DESKTOP
1	EAST	BARASAT	Second Floor, Kailash Bhavan,74/37 Jessore road, Sir Kunja, SBI Bank, Barasat, Kolkata- 700 127.	1
2	EAST	BHUBANESHWAR	Narula Market, 2nd Floor, Plot No 501 Unit 3, Post : Kharavel Nagar, Bhubaneswar -751001 State – Orissa.	1
3	EAST	DURGAPUR	Plot no MNAV-20, Ground floor, North Avenue, Bengal, Ambuja, P.S., Durgapur-713216.	1
4	EAST	GARIA	Garia Station Road, Kolkata-700084, West Bengal	1
5	NORTH	CHANDIGARH	SCO – No 44, Sector 31–D, Chandigarh – 160031	1
6	NORTH	DELHI	UGF - 10A-E Kanchanjunga Building, 18 Barkhamba Road Opp. Metro Station, Connaught Place, Delhi- 110001	1
7	NORTH	GHAZIABAD	Shop No – 3, 1st Floor, Astoria Boulevard , RDC, Rajnagar, Ghaziabad – 201002	2
8	NORTH	GURGAON	Unit 3001-3002, MGF Metropolis, M.G. Road, Gurgaon, Haryana - 122001	3
9	NORTH	INDORE	Apt.No.309, 3rd Floor, Commerce House, 7 Race Course Road, Indore, Madhya Pradesh – 452 001	1
10	NORTH	JODHPUR	Ground Floor,P.No.947 10th D Road, Sardarpura, Jodhpur – 342003	1
11	NORTH	LUCKNOW	3rd floor, 3C, Centre Court Bldg, 5 Park Road, Thapar House, Lucknow 266001 State-Uttar Pradesh	1
12	NORTH	PITAMPURA	305, 3rd Flr., ILT Twin Towers, B-09, Netaji Subhash Place, Pitampura, New Delhi – 110034	2
13	NORTH	SILIGURI	H.NO.43/138/117, Word No.XI of SMC, 3rd floor, Hill Cart Road, Siliguri, West Bengal- 734001.	2
14	SOUTH	CHANDANAGAR	Shop No.2, 2nd floor, H.No.4-92/6,J N Rao Complex, Opp. BSNL telephone exchange, Mumbai highway, Chandanagar, Hyderabad - 500050.	1
15	SOUTH	COIMBATORE	No. 383, 2nd Floor, Jaya Complex, 100 Feet Road, Opp. to Ganga Yamuna Theatre, Above Jayasri Electronics, Gandhipuram, Coimbatore - 641012	1
16	SOUTH	ELECTRONIC CITY	No-9, 1st Floor, “Aditya Complex”, 2nd Cross, 1st Phase, Near Infosys, Electronic City, Hosur Road, Bangalore – 560 100.	1

RFP for Supply & Installation of Desktops

SR. NO.	ZONE	NAME OF BRANCH	OFFICE ADDRESS	DESKTOP
17	SOUTH	HUBLI	Globus Patil's Avenue,1 st floor, Kusugal Main Road, Opp. Traffic Police station, Keshwapur, Hubli, Karnataka- 580023	2
18	SOUTH	L B NAGAR	H NO:3-3-124, Rajiv Gandhi Nagar, L B Nagar, Hyderabad-500060.	1
19	SOUTH	YELAHANKA	No.2071,16th Cross Road,3rd Stage, Bus Stand Road, Yelahanka, New Town, Bangalore - 560 064	1
20	WEST	AHMEDABAD	210 / 2nd Floor, Shangri La Arcade 100 feet Road, Near Shyamal Crossing, Near Prahlad Nagar Satellite area, Ahmedabad - 380015.	1
21	WEST	BOISAR	235, 2nd Floor, Harmony Plaza, Tarapur Road, Boisar West, Dist- Palghar -401 501	1
22	WEST	CHINCHWAD	Off. Nos. 202 & 203, Second Floor, Premier Plaza II, G - Wing, Next to Premier Ltd, Above Hastakala, Chinchwad, Pune-Mumbai Highway, Pune- 411019	1
23	WEST	CORPORATE OFFICE	National Insurance Building, 6th floor, 14, Jamshedji Tata Road, Churchgate, Mumbai - 400020. State : Maharashtra.	2
24	WEST	KOLHAPUR	C/12, 1st Floor, Royal Plaza, Dabholkar Corner, Kolhapur-416001.	1
25	WEST	MARGAON	Office No. C -115, I Floor, SGPDA market complex, Osia Commercial Arcade, Near KTC Bus Stand, Margao, Goa 403601.	1
26	WEST	NAVI MUMBAI	107/108, Arenja Corner, Plot No.71, Sector-17 Vashi, Navi Mumbai - 400703	1
27	WEST	NERE PANVEL	Mahalaxmi Nagar, Panvel, Matheran Road, Nere, Raigad District.	1
28	WEST	PANVEL	Shop No.2 to 6, Ground Floor, Suriya Kiran Building, Plot No.5, Sector no-5,Behind 'D' Mart, Opp. Neel Vardhaman, New Panvel East, 410206.	2
29	WEST	PUNE	Neelkanth, C.T.S. No. 1018,F.P. No. 870, Deep Banglow Chowk, Near Model Colony, Shivaji Nagar, Bhamburda, Pune - 411016	2
30	WEST	VASAI	B/101., 1st Floor, Kini Arcade, Near Stella Petrol Pump, Banampur Vasai - 401202	1
31	WEST	VIRAR	Sandeep House, 3 RD Floor, Near Vijay Vallabh hospital, Tirupati Nagar Phase -1,Virar (w)-401303.	1
32	WEST	THANE	Horizon Tower, 1st Floor, Near Hariniwas Circle, Opp to Monalisa Building, Bhakti Mandir Rd, Thane (W) - 400601.	1
TOTAL				41

Section – 7: Commercial Bid Format:-

SR. NO.	DESKTOP MODEL NO.	UNIT RATE (Rs.)	GST (Rs.)	SUB-TOTAL (Rs.)	QTY	TOTAL PLUS GST (Rs.)
1	DESKTOP MODEL NO. FOR i5 PROCESSOR				41	
2	WINDOWS 10 PAPER LICENSE (PERPETUAL USE)				41	
3	Microsoft Office 2016 Standard Paper Licenses SNGL OLP NL (021-10554)				41	
TOTAL (1+2+3)						

Dated this..... Day of.....2018

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

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