



**REQUEST FOR PROPOSAL (RFP)
FOR ANNUAL MAINTENANCE CONTRACT (AMC) OF
COMPUTER HARDWARE, SOFTWARE, PRINTERS, AND OTHER
PERIPHERALS AT ALL PAN-INDIA BRANCHES/OFFICES OF REPCO HOME
FINANCE LIMITED**

RHFL/Admin/RFP-26/2025-2026

DT. 31-12-2025

**Invitation for Quotations: Annual Maintenance of Computers, Software, and
Peripherals - Pan India for Repco Home Finance Ltd.**

I.INTRODUCTION

REPCO HOME FINANCE LTD (RHFL):

RHFL is a professionally managed housing finance company headquartered in Chennai, Tamil Nadu. The company was incorporated in April 2000 to tap the growth potential in the housing finance market. We have been registered with the National Housing Bank. As of now, RHFL is operating through 200+ locations across pan India. All the branches and satellite centers are connected to the corporate office through a core banking platform.

II. REQUIREMENT DETAILS:

Repco Home Finance Limited (RHFL) invites proposals for the Annual Maintenance Contract (AMC) for the listed computer hardware, to ensure efficient operations and enhanced productivity across all RHFL offices and branches across India.

The AMC will cover the maintenance of the following IT assets: **Desktop, Laptops, LaserJet Printers, Inkjet Printers, and Scanners.**

Details of Requirements are as follows:

S. No.	Asset type and Brand	Quantity	Required AMC
1	Desktop		
	DELL	650	Yes
2	Laptop		
	DELL	3	Yes
	LENOVO	66	Yes
3	Printer		
	HP (LaserJet)	250	Yes
	Epson (Inkjet)	95	Yes
4	Scanner		
	KODAK	295	Yes

Upon finalization, the L1 (selected) vendor will be provided with comprehensive data covering exact serial numbers and locations of all desktops, printers, and scanners.

III. SCOPE OF WORK:

1) Coverage of Equipment

The AMC will cover the maintenance of the following IT assets:

- a) Desktops
- b) Laptops
- c) Printers
- d) Scanners

2) Services to be Provided

a) Preventive Maintenance:

- 1. The vendor shall visit all RHFL Branches and SAT Centers once every quarter to carry out preventive maintenance services under the AMC.
- 2. Preventive maintenance shall include, but not be limited to, cleaning and basic health checks of desktops, laptops, printers, and scanners.
- 3. A preventive maintenance service check shall be conducted once every three (3) months, and completion of the service check shall be mandatory prior to the release of the quarterly payment invoice.
- 4. The vendor shall update, verify, and validate IT asset details at each location, as required by the Admin Department.
- 5. After completion of the quarterly preventive maintenance, the vendor shall submit a consolidated report to the Admin Department in the prescribed Excel format.

S.No	Branch Name	Item	Model	Serial Number	Working Status
1	Chennai	Desktop	OptiPlex 3070	MONITOR: J8LMCZ2 CPU: DX5GJ13	Yes
2	Chennai	Printer	EPSON M100	S2XY038835	No
3	Chennai	Scanner	ScanMate i1150	53921551	Yes

- 6. The payment will be released only after all branch reports have been received and verified.

b) Corrective Maintenance:

On-site support for troubleshooting and rectification of hardware issues as and when call log raised /reported by RHFL.

c) Response & Resolution Time:

- 1. **Response Time:** Within 3-4 hours of complaint logging by any individual during business hours.
- 2. **Resolution Time:** Within 24 hours for minor issues; 48 hours for major issues requiring part replacement.

d) Replacement/Repair:

1. Repair or replacement of defective components for all desktops, printers, and scanners shall be strictly covered under the AMC.
2. The AMC shall cover **all spare parts** for desktops, printers, and scanners.
3. Coverage shall include all major spare parts, except those under manufacturer warranty or damaged due to accidental events such as fire, flood, or other force majeure.

e) Software Support and Data Management.

Installation or reinstallation of the operating system (OS) is required for all RHFL systems, whether under warranty or out of warranty, that require software support.

❖ **Pre-Installation Activities**

1. Verification of system details and warranty status.
2. Backup of user data and critical system information. **(If required)**
3. Prior confirmation from the Regional IT Coordinator before OS installation.

❖ **Post-Installation Activities**

1. Restoration of backed-up data, as applicable.
2. Installation of required applications and security updates as per RHFL norms.
3. Assisting Regional IT Coordinator in Rejoining Systems to the Organizational Domain
4. Verification of overall system functionality and successful user sign-in

f) Geographical Coverage

AMC services must be provided at all RHFL locations across PAN-India, including remote branches.

g) Spare Parts Coverage

1. The AMC vendor shall provide coverage for all spare parts.
2. All spare parts replaced by the AMC vendor must be **OEM**. Second quality, refurbished, or non-branded spare **parts shall not be accepted**.
3. Any spare parts replaced based on request or prior approval must be obtained.
4. The quoted prices for such spare parts shall remain **fixed and valid for the entire AMC contract period**, vendor shall not increase or decrease the quoted amounts during the contract period.
5. The AMC vendor must submit a complete quotation list for all spare parts at the time of participation in the AMC bidding/contract process.

h) Reporting & Documentation

1. Repco Maintenance/Service Call reports to be submitted after each visit. *("Please find the Repco service report attached as ANNEXURE-I for your reference.")*
2. Quarterly consolidated report of preventive and corrective maintenance

activities.

IV. PERIOD OF CONTRACT

- The contract will remain valid for one year, starting from the date of Empanelment.

V. PARTICIPATION METHODOLOGY:

- The vendor must submit the proposal directly and should not delegate or appoint a representative or third party to submit on their behalf.
- Submission made through intermediaries, agents or any party acting on behalf of the vendor will stand ineligible and will not be considered for evaluation.
- The Company requires a direct line of communication and accountability with the vendor throughout the tender process to ensure transparency, authenticity and adherence to procurement policies.
- Interested Vendors are advised to go through the entire document before submitting their proposals to avoid any chance of elimination. The eligible vendors desirous of taking up the project are invited to submit their proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful vendor will be entirely at RHFL's discretion. This RFP seeks proposals from vendors who have the necessary experience, capability and expertise for disposing of unserviceable/ obsolete hardware assets, adhering to RHFL's requirements outlined in this RFP.

VI. PRE-QUALIFICATION CRITERIA

1. Partnership Firm/ Public or Private Limited Company / Government Institutions / Public Sector / Private Companies / Any other entity, those have completed FIVE years of business after the date of incorporation of business.
2. Minimum turnover of Rs.5 crores in the last three financial years.
3. Applicant must be an OEM/ Authorized dealer/ Partner of OEM with good credentials. (i.e., Gold or Platinum Grade Partners). Copies of the same should be enclosed.
4. The vendors having their Corporate Office / Branch Office in Chennai will be advantageous.
5. The participating vendors should submit a declaration that they have not been blacklisted by any organization elsewhere for a minimum period of proceeding FIVE years from the date of submitting the proposals. Any vendor who has been blacklisted and has appealed against the blacklisting and is

awaiting a final verdict will be considered ineligible to participate in this process.

6. The participating vendors must have valid Registration of GST and PAN. Copies of the same should be enclosed.

VII. METHOD OF SUBMISSION:

1. A large-size cover containing the following Technical and Commercial details should be submitted to the General Manager, Corporate Office. In case of any clarification, please contact Shri. Vimal Kumar M, Assistant General Manager, 9940337383 or email to admin@repcohome.com.
2. The sealed envelopes should be submitted to the following address in a large size sealed envelope super scribing with **"Proposal for the AMC of IT Assets - Pan India" on or before 15-01-2026, 05:00 pm by Speed Post/Courier.**
3. **Proposals can also be dropped in the box available at the Corporate Office within the working hours on or before 15-01-2026, 5:00 PM.**

The General Manager
Repco Home Finance Ltd.,
Third Floor, Alexander Square,
2, Sardar Patel Road,
Guindy, Chennai - 600 032.

VIII. Selection of Vendor:

a. Preliminary Scrutiny:

- ❖ The Company will scrutinize the technical proposals received to determine whether they are complete in all aspects, the documents have been properly signed & items are offered as per RFP requirements and technical documentation as required to evaluate the offer has been submitted.
- ❖ Prior to detailed evaluation, the Company will determine the substantial responsiveness of each proposal to RFP. Substantial responsiveness means that the proposal conforms to all terms and conditions, scope of work and the proposal is submitted without any deviations.
- ❖ Proposals will be rejected if any of the submitted documents stand unclear/deceptive.

b. Clarification of offers:

- ❖ During the process of scrutiny, evaluation and comparison of offers, the Company may, at its discretion, seek clarifications from all the vendors /any

of the vendors on the offer made by them. The vendor has to respond to the company and submit the relevant proof /supporting documents required against clarifications, if applicable. The request for such clarifications and the vendor's response will necessarily be in writing and it should be submitted within the time frame stipulated by the Company.

- ❖ The Company may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. Company's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the vendors, and the Company reserves the right for such waivers.

c. Evaluation:

- ❖ After the closing date, the Company will evaluate the proposal submitted by the vendors under this RFP. The proposal will be evaluated by a committee of officers of RHFL. If warranted, the company may engage the services of an external consultant for evaluation of the proposal. It is the Company's discretion to decide at the relevant point of time.
- ❖ The offer in commercial proposal must be made in Indian Rupees only.
- ❖ The commercial should explicitly contain a percentage of applicable tax.
- ❖ The Price mentioned in the empanelment order should have a Validity for the period of one year from the date of empanelment.

d. Award of Work:

- ❖ On completion of the evaluation process of Indicative Technical & Commercial proposals, the purchase order will be issued to the vendors, who are technically competent and commercially viable, post negotiation, if required.
- ❖ The work order shall be awarded, and the order shall be provided to the selected L1 vendor.
- ❖ The selected vendor shall submit the acceptance of the order within seven days of the date of receipt of the order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected vendors shall be the date of acceptance of the order by the vendor.
- ❖ Company reserves its right to consider at its sole discretion the late acceptance of the order by selected vendor.
- ❖ The shortlisted vendors will be required to customize the services as per requirement of the Company at the rates not higher than the agreed rate finalized under this RFP.
- ❖ The Company 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.

e. Penalty

- ❖ Ordered licenses should be delivered within one week from the date of placing the order. In the event of the licenses not being delivered within stipulated time, an amount of Rs.100/- (Rupees One Hundred only) will be levied as penalty for delaying every day.

IX. GENERAL CONDITIONS:

- 1) This RFP is not an offer by RHFL, but an invitation to receive responses from the eligible vendors. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized official(s) of RHFL with the selected vendor.
- 2) The purpose of this RFP is to provide the vendor(s) with information to assist preparation of their technical/commercial proposals. RHFL may in its absolute discretion update, amend or supplement the information in this RFP.
- 3) RHFL, its employees and advisers make no representation or warranty and shall have no liability to any person, including any applicant or vendor under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this process.
- 4) RHFL, also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any vendor upon the statements contained in this RFP.
- 5) The issue of this RFP does not imply that RHFL is bound to select a vendor or to appoint the selected vendor for the Purchase process and RHFL reserves the right to reject all or any of the vendors or proposals without assigning any reason whatsoever.
- 6) Failure to furnish any or all information required by the document or to submit a proposal not substantially responsive to the RFP in all respects will be at the vendor's risk and may result in rejection of the proposal.

X. RESOLUTION OF DISPUTES:

All disputes and differences of any kind whatsoever, arising out of or in connection with this offer or in the discharge of any obligation arising under this

offer (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably, the matter may be referred to a sole arbitrator mutually agreed upon after issuing at least 30 days' notice in writing to the other party clearly setting out there in the specific disputes. In the event of the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators; one to be nominated by each party and the said arbitrators shall appoint a presiding arbitrator. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration. The venue of arbitration shall be Chennai, INDIA.

XI. LEGAL DISPUTES AND JURISDICTION OF THE COURT:

The Company Clarifies that the Company shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain vendor/prospective vendor from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Company may have at law or in equity, including without limitation, a right for recovery of any amounts and related costs and a right for damages. All disputes and controversies between RHFL and the vendor shall be subject to the exclusive jurisdiction of the courts in Chennai and the parties agree to submit themselves to the jurisdiction of such court as this RFP/contract agreement shall be governed by the laws of India.

XII. 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.

XIII. 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.**

ANNEXURE - I



REPCO SERVICE REPORT

Call No.: _____

Date: ____ / ____ / ____

CALL DETAILS

Call Type: ☐ AMC ☐ Warranty ☐ Paid Service (Bill No. _____)

Service: ☐ Installation ☐ Preventive Maintenance ☐ Corrective Maintenance

BRANCH DETAILS

Branch Name: _____

Address: _____

Phone: _____

Reported By: _____

Date: ____ / ____ / ____ Time: ____

Call Attended By (CSE): _____

SYSTEM / MACHINE DETAILS

| Machine Model / Serial No. | _____

PROBLEM DESCRIPTION

ACTION TAKEN / RECOMMENDATIONS

JOB STATUS

☐ Open ☐ Closed ☐ Spare Required ☐ Quotation Shared

Engineer Sign

BM Sign