

सशक्तिकरण
ऊर्जा संचार
निरंतर विस्तार

EMPOWER
ENERGIZE
EXPAND



PRE-BID MEETING
RFP FOR DOT MATRIX PRINTERS



RFP for

- 1. Empanelment of Vendors for Supply, Installation and Maintenance of Dot Matrix Printers.**
- 2. Supply, Installation and Maintenance of Dot Matrix Printers – Quantity: 15000**

RFP Ref: LIC/CO/IT-BPR/HW/2025-26/02 Dated: 01.12.2025



Activity	Details
Bid Processing fee (non-refundable)	Rs. 11,800 (INR 10000 + GST @ 18%) must be deposited through online NEFT/RTGS to the account of LIC. The bank details are given in Annexure- VII
Address for submission of hard copies of documents	The Executive Director (IT/DT), LIC of India, Central Office, IT Department, Jeevan Seva Annexe 2nd floor, SV Road, Santacruz West, Mumbai – 400 054.
Last date and time for receiving queries on Bid	9th December, 2025
Bid Submission Date & Time	30th December 2025, latest by 3:00 pm
Eligibility Bid opening date/ time/ venue	30th December 2025, at 3:30 pm, at the above address.
Technical Bid Opening	The Technical Bids of the bidders who are declared successful after the Eligibility Bid Evaluation will be opened on the notified date.
Commercial Bid Opening	The Indicative Commercial Bids of the technically qualified bidders will be opened on the notified date.

Eligibility Criteria :

Experience and financial strength of Bidder:

- The bidder should have presence/ offices/ service centers in at least 4 out of 8 Zonal Headquarters of LIC.
- The bidder should have executed Purchase Orders for supply of endpoint computer systems and peripherals (desktops/ laptops/ printers) of a cumulative value of minimum Rs. 10 crores in India, in the last three Financial Years – 2024-25, 2023-24, 2022-23.
- The Bidder should have minimum 100 engineers on its rolls.
- The bidder should have minimum annual turnover of Rs. 18 crores in the last three Financial Years – 2024-25, 2023-24, 2022-23.
- The bidder should have positive PAT in the last three financial years-2024-25, 2023-24, 2022-23.
- The bidder should have positive net-worth as per the latest audited financial statement of 2024-25.

➤ **Project Experience of OEM:**

- The OEM should have service centers in at least ten states.
- The OEM should have supplied a minimum of 12000 DMPs under a single RFP in any one of the last five years – 2024-25, 2023-24, 2022-23, 2021-22, 2020-21.

➤ **POC:** Bidders to submit the model proposed to be quoted for a Proof of Concept (POC) at LIC Central Office IT Department, well before the last date for bid submission.

➤ **Earnest Money Deposit (EMD):**

Rupees 48 Lacs in the form of Bank Guarantee.

➤ **Performance Bank Guarantee (PBG):**

PBG payable at Mumbai to the tune of 5% of the approved L1 prices of Part-I items shall be submitted by the selected bidder.

Important Terms and Conditions

➤ **Documents to be uploaded**

- Eligibility and Technical bid
- Indicative Commercial bid
 - Indicative Commercial bid as per the format given in Annexure-Commercial to be submitted
 - Annexure-Commercial contains 2 sheets
 - i. Quote for DMP – ORA will be conducted only for this.
 - ii. Quotes for buyback. The floor price is Rs.150. The H1 price will be frozen and all the bidders desirous of participating in the ORA should mandatorily match this price. No ORA will be conducted for this.

➤ **Evaluation of bids:** Shall be done in two stages – Eligibility and Technical bid evaluation, Commercial bid evaluation

Commercial Bid Evaluation: To be done in two stages - Indicative Commercial bid opening and Online Reverse Auction (ORA).

Important Terms and Conditions – contd.

➤ Timelines for delivery and installation and penalties for delay

Delivery period		Installation period	Penalty for delay in delivery	Penalty for delay in installation	Maximum penalty for both delivery and installation put together
Rest of India	J&K, NE States(*), Uttarakhand, Andaman & Nicobar				
90 days	100 days	7 working days	@ 0.5% per day for delay upto 10 days and then @ 1.0% per day	@ 0.5% per day for delay upto 10 days and then @ 1.0% per day	10% of the cost of the undelivered item

In case, delivery and installation is completed within 100/ 110 days, no penalty will be charged. For delay beyond. 100/ 110 days, the penalty will be charged separately for delivery and installation

Important Terms and Conditions – contd.

- **Transit Insurance:** Transit insurance against any loss or damage shall be valid for 10 more days from the date of delivery at LIC's offices, at no extra cost.
- **Hardware Engineers:** There should be at least one Engineer being resident at every DO and ZO. RM (IT) has the discretion to prescribe the exact number of engineers. The Engineers should be posted within one week from the date of delivery.
- **Preventive Maintenance:** During the warranty period of 3 years, preventive maintenance should be carried out by the vendor once in every quarter.
- **Payment Terms:**
 - 70% on delivery
 - 20% on installation
 - 5% on lifting of buy-back items
 - 5% at the end of the warranty period

Important Terms and Conditions – contd.

➤ Resolution time for breakdown complaints:

Class of City	Office	Resolution Time
Class A	All Zonal Offices All Divisional Offices All offices at Divisional HQ and offices having ≤ 4 hours travelling time from DO premises by bus/ train	Next working day
Class B	All offices other than Class A and Class C	2 working days
Class C	All BOs situated in the hilly regions of NE states, J&K, Uttarakhand, HP, Andaman & Nicobar. Manager (IT) may however include other branches in the concerned States in this category if deemed necessary.	3 working days

List of offices under class A, B & C will be available to the successful vendor

Changes proposed

- **Insurance** against any loss or damage shall be valid up to the date of **installation**, at no extra cost.
- **Payment Terms:**
 - 90% on installation
 - 5% on lifting of buy-back items
 - 5% at the end of the warranty period



Har Pal Apke Saath

Thank You

