



दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड

(भारत सरकार का उपक्रम)

THE NEW INDIA ASSURANCE COMPANY LTD.

(Govt. of India Undertaking)

पंजीकृत एवं प्रधान कार्यालय : न्यू इन्डिया एश्योरन्स बिल्डिंग, 87, महात्मा गांधी मार्ग, फोर्ट, मुंबई - 400 001.

Regd. & Head Office : New India Assurance Bldg., 87, M.G. Road, Fort, Mumbai - 400 001.

CIN No. L66000MH1919GOI000526



Phone : 022 2270 8100

022 2270 8400

Website : www.newindia.co.in

Tender no 27/Estate & Estab/23-24

Date: 12th December 2023

**E-Tender Notice for Comprehensive Annual Maintenance Contract for
Audio and Video Equipment at HO**

It is proposed to enter into Comprehensive Annual Maintenance Contract for Audio and Video Equipment at Head Office premises situated at 87, M G Road, The New India Assurance Building, Fort Mumbai.

e-tender are requested from manufacturer/ authorized dealer's/ system integrator of the Audio and Video Equipment's system, to submit their bids in Two Bid Systems i.e. Technical and Commercial.

Commercial bids (Price Bid) of only technically qualified bidders will be opened. Bids should be submitted on or before 28th December 2023 before 11.00 am on our e-procurement portal www.tenderwizard.com/NIAEPROC.

For any clarification or site visit, you may Contact Engineering and Maintenance Department, The New India Assurance Building, Basement, 87, M G Road, Fort, Mumbai 400 001.


(Chief Manager)
Establishment Department



SPECIAL INSTRUCTIONS TO BIDDERS FOR E-TENDERING

1. Tender document with detailed terms and conditions is available on our Website www.tenderwizard.com/NIAEPROC .Interested participants may download and participate in the tender as per the instructions given therein, on or before the due date of the tender. The tender should be submitted online through the e-Procurement system on www.tenderwizard.com/NIAEPROC.
2. As a pre-requisite for participation in the tender, vendors are required to obtain a valid Digital Certificate of Class IIB (with both signing and encryption component) and above as per Indian IT Act from the licensed Certifying Authorities (For ex. N-codes, Sify, E-mudra etc.) operating under the Root Certifying Authority of India (RCIA), Controller of Certifying Authorities (CCA). The cost of obtaining the digital certificate shall be borne by vendor. In case any vendor so desires, he may contact our e-Procurement service provider M/s. Tender Wizard, for obtaining the Digital Signature Certificate.
3. Corrigendum / amendment, if any, shall be notified on the site www.tenderwizard.com/NIAEPROC. In case any corrigendum / amendment is issued after the submission of the bid, then such vendors, who have submitted their bids, shall be intimated about the corrigendum/amendment by a system-generated email (In case of open tender corrigendum / amendment will be on the public dash board and no mail will be fired for the vendor who has not participated by that time). It shall be assumed that the information contained therein has been taken into account by the vendor. They have the choice of making changes in their bid before the due date and time.
4. Vendors are required to complete the entire process online on or before the due date of the tender.
5. The Commercial/Price bid of only those vendors shall be opened whose Technical bid is found acceptable to us. The schedule for opening the price bid shall be advised separately.
6. Directions for submitting online offers electronically against e-Procurement tenders directly through internet:
 - i. Vendors are advised to log on to the website www.tenderwizard.com/NIAEPROC and arrange to register themselves at the earliest.
 - ii. The system time (IST) that will be displayed on e-Procurement web page shall be the time considered for determining the expiry of due date and time of the tender and no other time shall be taken into consideration.
 - iii. Vendors are advised in their own interest to ensure that their bids are submitted in e-Procurement system well before the closing date and time of bid. If the vendor intends to change/revise the bid already entered, he may do so any number of times till the due date and



- iv. time of submission deadline. However, no bid can be modified after the deadline for submission of bids.
- v. Once the entire process of submission of online bid is completed, the vendors are required to go on dashboard and take the print of the receipt as a proof of submitted bid.
- vi. Bids / Offers shall not be permitted in e-Procurement system after the due date / time of tender. Hence, no bid can be submitted after the closing due date and time of the Tender.
- vii. No manual bids / offers along with electronic bids / offers shall be accepted.
7. **Once the Commercial/Price bids are opened, vendors can see the rates quoted by all the participating bidders by logging on to the portal under their user ID and password and clicking on other bid view.**
8. No responsibility will be taken by the e-Procurement service provider for any delay due to connectivity and availability of website. **They shall not have any** liability to vendors for any interruption or delay in access to the site irrespective of the cause. It is advisable that vendors who are not well conversant with e-tendering procedures, start filling up the tenders much before the due date /time so that there is sufficient time available with him/her to acquaint with all the steps and seek help if required so. Even for those who are familiar with this type of e-tendering, it is suggested to complete all the activities before due date. It should be noted that the individual bid becomes viewable only after the opening of the bid on/after the due date and time. Please be reassured that your bid will be viewable only to you and nobody else till the due date/ time of the tender opening. The non-availability of viewing before due date and time is true for e-tendering service provider as well as New India Assurance officials.
9. New India Assurance and/or the e-Procurement service provider shall not be responsible for any direct or indirect loss or damages and or consequential damages, arising out of the bidding process including but not limited to systems problems, inability to use the system, loss of electronic information etc.

10.

S.N	Particulars	Company Name	Contact Details
1	For e-Tendering Support	Tender wizards	08040482100 Mr Lokesh H R 9923972175 Mr Sushant SP Lokesh.hr@etenderwizard.com
2	For Tender related Queries	The New India Assurance Co. Ltd	022-22708291/299



Annexure "A"

TECHNICAL BID

Bidder to submit the following documents / confirmations along with bid documents, and following clauses are applicable. The Bid will be e-Bid and kindly follow e-Bidding guidelines as given in tender notice.

1. Tenderer must submit at least two similar type of work executed by them in last 3 years in India, indicating location, value, name of client, scope of work and completion certificate.
2. Tenderer must have a minimum average financial turnover of 30% of AMC amount during the last three financial years.
3. Tenderer must have an established service network in Mumbai.
4. Tenderer should not be black listed by any PSU/Banks/Govt. organizations. Self-declaration should be submitted by the authorized official of the company.
5. New India Assurance Co. Ltd being a Public Sector undertaking all CVC (Central Vigilance Commission) guidelines is applicable.
6. Bid Security Declaration.

Note: Please submit (upload) the above required documents as a proof for above criteria or otherwise they will be disqualified in technical bid process. Price bids will be opened of only those bidders who qualify in Technical Bid process.



Vendor's Details

1	Name of the Firm	
2	Work carried out for Public Address System , Video system and Signage system.	
3	Address	
4	Name of the Contact Person/s with Phone/ Mobile/Fax No./Email	
5	Year of Establishment	
6	Nos. of units (addressable system) sold in India as well as in Mumbai region for last 3 years	Submit in separate sheet year wise
7	Total Nos. of units under maintenance contract in Mumbai region for last 3 years	Submit in separate sheet year wise
8	Service Organization Chart to be provided)	
9	Locations of service centres in Mumbai and around Mumbai City.	
10	PAN NO:	
11	GST IN No:	
12	EMD, DD/PO Bank name & no. Tender Cost DD/PO Bank name & no. And Declaration	
13	Bank details	Account Number Name of Bank Branch
14	Singed copy of scope of work on letterhead	

Date:

**Signature of the Bidder
With Company's Seal**

Note: Upload the filled document



TERMS & CONDITIONS:-

1. The work consist of maintenance and repair of Public Address System, Signage system, TV display unit installed at The New India Assurance Co. Ltd. in accordance with technical specifications, terms and conditions mentioned in tender documents.
2. Tenderers are to service, maintain and repair all hardware as well software of Public Address System, Signage system and display units. The Annual Maintenance Contract is of comprehensive nature that includes repair and replacement of all defective parts excluding cables.
3. Conditional/Unsolicited tender shall not be considered.
4. It shall be ensured that the spare parts/ items used for repair and maintenance are fault free i.e. free from material, workmanship and manufacturing defects. The goods supplied shall be of the Make of the system and highest quality, consistent with the established and generally accepted standard.
5. The New India Assurance Co. Ltd. administration will not be responsible for any loss or damage to service provider's materials, equipment's, tools, etc.
6. The prices quoted in the financial Bid should be exclusive of GST. The service provider should quote the prices for providing complete annual maintenance, services, replacement of defectives parts, conveyance or any other charges etc. The New India Assurance Co. Ltd. will not pay extra amount other than mentioned in the financial Bid. For cabling payment will be as per use of cable.
7. The TDS will be deducted as per provision of the Income Tax law.
8. Quotation received after stipulated time will not be entertained.
9. Offers vaguely described or incomplete offers are liable to rejection.
10. Further, The New India Assurance Co. Ltd. will apply penalty as below in case of discrepancy in service during contract period:
 - a. On receiving complaint about any fault to any of the Public Address System, Security system, Signage system, the service provider will promptly respond and repair/replace any part or provide required services within 24 hours.
- 11 The company reserves the right to cancel any or all tender without assigning any reason whatsoever.



- 12 One Engineer's visit is required once in a month at site for checking the functionality of equipment. Changing of timer setting as per sunset. Servicing/cleaning of all the equipments are mandatory. Service reports to be submitted after servicing.
- 13 EMD (Earnest Money Deposit): The tender should be submitted with a Demand Draft of Rs10,000/- (Rupees Ten Thousand only) in the name of "The New India Assurance Co. Ltd" in form of DD/Pay Order.
- Or
- 14 Tenderes can submit **Bid Security Declaration** if EMD DD/PO is not submitted.
- 15 Comprehensive AMC for the next 2 years after 8th January 2025 for all the equipment's mentioned in tender document.
- 16 Tender cost is Rs.1180/- (1000 + GST) to be submitted in form of DD/PO in favour of "The New India Assurance Co. Ltd" .
- 17 Tender document is available on website www.newindia.co.in and www.tenderwizard.com/NIAEPROC
- 18 Last date of submission of tender/ bid is 28th December 2023 before 11.00 am.

Date:

**Signature of the Bidder
With Company's Seal**



Scope of works under this AMC

1. Successful Tenderers will be responsible for the complete maintenance of Public Address System, Video Display Equipment's and sinages including hardware and software.
2. Repair/Replace the faulty part with branded spare parts within 24 hrs, no spares or other item will be provided by The New India Assurance Co. Ltd.
3. Carry out monthly preventive maintenance for all the equipments mentioned in Tender document.
4. Any software required for any connected PC or any other equipment's is to be brought by the vendor in AMC period. No extra cost will be paid by Company for conveyance and any software.
5. Any license required to be upgraded is the responsibility of the Vendor.
6. List of equipment's attached.
7. This is a Comprehensive Maintenance Contract hence no payment will be made to the Contractor for any spare or services other than AMC charges.
8. Cable tracing is responsibility of the contractor and only charges for replacement of cabling will be paid.
9. Quote for the AMC rate without GST.
10. Please check the system before quoting any defective items are to be replaced and system should run without any error.
11. Replacement of Batteries is also bidders' responsibility.
12. Need your Engineer to support for uploaded on LED display signage's writing, any software related mater in display units.
13. One Engineer's visit is required monthly at site for checking the functionality of equipment. Changing of timer setting as per sunset. Servicing/cleaning of all the equipments are mandatory. Service reports to be submitted after servicing.

Date:

**Signature of the Bidder
With Company's Seal**

Note: Upload this singed document on letterhead



**Name of Work: Comprehensive Annual Maintenance contract for
Public Address System, Video equipment and Signage installed at
The New India Assurance Co. Ltd., Fort. Mumbai 400 001**

Sr. No.	Item Description	Qty	Make	Model No.
1	EVAC compliant Voice Alarm Controller with accessories for handling 6 voicezones with all amplifiers 480w Amplifier of PA system supporting speakers. 6 Nos. 240w Amplifier of PA system supporting speakers 2 Nos. Honeywell 421 speakers with 2 MICs & DVD player	Entire system at all floors	HONEYWELL	
2	TV display units with PC connection Make Samsung 49 inch installed at ground floor lobby.	1	Samsang	
3	Signage at 7 th floor with its timer Size: One meter X 9 mtrs with 2 meter dia LOGO At 7 th floor	1		
4	LED display units at ground floor with P10 Quangli and controller with USB connectivity and software Size :16 ft x 1.5 ft At Ground floor	1		



Note: All cables like VGA, HDMI, USB etc are to be covered in AMC.

Network switches are to be covered under AMC.

All chargeable batteries are to be covered.

All timers are to be covered under AMC.

All software is to be arranged by vendor in AMC period.

One Engineer's visit is required monthly at site for checking the functionality of equipment. Changing of timer setting as per sunset. Servicing/cleaning of all the equipments are mandatory. Service reports to be submitted after servicing.

Only electrical and Cat6 cables are excluded and payment will be made as per use of it (in case of replacement is needed)

(On Bidder's Letter Head)



Form of Bid Security Declaration

Date:-

To,
Chief Manager
Estate and Establishment Dept.
Head Office,
The New India Assurance Company Ltd.
87, M.G. Road, Mumbai:- 400001

**Name Of Work:- E-Tender Notice for Annual Maintenance Contract for
Audio and Video Equipment at HO
at Head Office premises.**

I/We understand this Bid Security Declaration is in lieu of Bid Security (EMD) and I/We accept that if the bids are withdrawn or modified during the period of the validity, I will be suspended for one year from the date of issue of the suspension order.

Signature

Name:

Dated on _____ day of _____, _____

Seal of the contractor



Price Bid

Sr no.	Particular	Rate
1	Comprehensive Annual Maintenance Contract for above equipment's for the period from 9 th January 2024 to 8 th January 2025	Rs.
2	Comprehensive Annual Maintenance Contract for above equipment's for the period from 9 th January 2025 to 8 th January 2026	Rs.
3	Comprehensive Annual Maintenance Contract for above equipment's for the period from 9 th January 2026 to 8 th January 2027.	Rs.,

Date:

**Signature of the Bidder
With Company's Seal**