



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 Notice

Tender No.36/Estate & Estab/23-24

Date: 21st February 2024

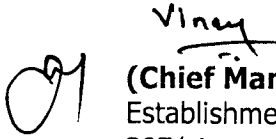
It is proposed to enter into Comprehensive Annual Maintenance Contract for Panasonic make EPABX system of Model TDA-600 of our Head Office premises situated at The New India Assurance Building, 87, M. G. Road, Fort. Mumbai- 400001

e-Tender is requested from manufacturer/ authorized dealers/ system integrator to maintain the above system under Comprehensive Annual Maintenance Contract. Bidders are requested to submit their bids under **two Bid Systems** i.e. Technical and Commercial. Commercial bids will be opened of those bidders who qualify in Technical Bid.

Pre-qualification criteria to qualify in technical bid with instructions are attached herewith.

The last date for submission for BID is on or before 11th March 2024, before 11.00 am.

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


(Chief Manager)
Establishment Department
307/air cond/23-24



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THE NEW INDIA ASSURANCE CO. LTD. MUMBAI (H.O.)

ELIGIBILITY CRITERIA

1. Bidder should have completed the similar nature of works atleast for last three year.
2. Bidder should have one similar work costing not less than 2 Lacs.
3. Bidder must have an established service base in Mumbai or should have a service center in Mumbai. Please give details of service center contact details.
4. Bidder should not be black listed by any PSU/Banks/Govt. organizations. Self-declaration should be submitted by the authorized official of the company.
5. A declaration named " **Bid Security Declaration**" state as " I accepting that if , we withdraw or modify the bid during period of Validity etc, NIA has the power to suspend us for submission in tender /future tenders."
6. A declaration that spare parts like **line cards, PRI cards** etc (compatible to Panasonic EPABx model TDA-600) , will be kept as standby at site for replacement.
7. Tender fee of Rs.1000/- + GST in form of DD/PO in the name of The New India Assurance Company Ltd., payable at Mumbai

Note:- Please upload the proof of above documents for technical evaluation. Also submit the filled form of Annexure "A" on bidder's letterhead.



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Annexure "A"

Name of the Firm	
Address	
Name of the Contact Person/s with Phone/ Mobile/Fax No./Email	
Year of Establishment	
Experience in last 5 years	
GST No.	
Maintenance Experience (with work order)	
Bank Details: Name of Bank	
Account No.	
IFSC No.	
PAN no.	
Whether break down Service call will be entertained in case of emergency at any time.	
DD/PO details of Tender Fee	
(Signature with Seal)	
Date:	



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THE NEW INDIA ASSURANCE CO. LTD. MUMBAI (H.O.)

Scope of work

1. To service, maintain and repair of Panasonic make EPABX system of Model TDA-600 with digital telephone instruments including all hardware equipment mentioned in Annexure "B". The Annual Maintenance Contract is comprehensive including repair and replacement of defective parts.
2. The work consist of maintenance and repair of EPABx system installed at The New India Assurance Co. Ltd. in accordance with technical specifications, terms and conditions mentioned in tender documents.
3. **One Engineer should visit the site every week to check the system Condition and to confirm that all the lines are working and system is healthy.**
4. It shall be ensured that the spare parts/ items used for repair and maintenance are fault free. The materials supplied shall be of Panasonic make only.
5. The New India Assurance Co. Ltd. administration will not be responsible for any loss or damage to service provider's materials, equipments, tools, etc.
6. The prices quoted in the financial Bid should be inclusive of taxes. The bidder should quote the prices for providing complete Comprehensive annual maintenance with spares. The New India Assurance Co. Ltd. will not pay extra amount which is not mentioned in the financial Bid.
7. The TDS will be deducted as per provision of the Income Tax law.
8. On receiving complaint about any fault to any of the extension/ intercom / PRI failure/ direct line / any other fault in System, the bidder has to promptly respond and repair/replace any part or provide required services within 12 hours.
9. It is the duty of the bidder to co-ordinate with Service Provider (MTNL/ Vodafone) for direct lines and PRI lines in case of non-working of lines.
10. Currently 450 ports are in use including 34 digital extensions.
11. Three PRI lines are connected to the system.
12. Recording software of 4 intercoms in PC (working at one of our Department)



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**Name of Work: Comprehensive Annual Maintenance contract for
Panasonic EPABx System contain following equipments**

Annexure -B

Sr. No.	Item Description	Qty
1	TDA-600	1
2	TDA-620	2
3	TDA0103	1
4	TDA0104	2
5	TDA0172	2
6	TDA0177	16
7	TDA0190	1
8	TDA0192	2
9	TDA0193	2
10	TDA0290	3
11	TDA6110	2
12	TDA6111	2
13	TDA6178	7
14	TDA6181	3
15	KX-DT453	2
16	Digital Telephone instruments(KS-T7665)	32
17	Software of system	one
18	Call billing software	One
19	At present 450 ports are in use including 34 digital lines	
20	Intercom recording software	4 intercoms

Signature of the bidder with Company/firm's seal

Date:



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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 time of submission deadline.



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However, no bid can be modified after the deadline for submission of bids.

- iv. 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.
- v. 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.
- vi. 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. In case of any clarification pertaining to e-Procurement process, the vendor may contact the following agencies /personnel:

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

(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 :- Comprehensive Annual Maintenance Contract for
Panasonic make EPABX system of Model TDA-600 at HO 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:



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Price Bid

FINANCIAL BID		
S.No	Description of Items	Amount
1	Comprehensive Annual Maintenance Contract for TDS-600 EPABx System with equipments mentioned in Annexure B for the period of one year from 1 st April 2024 to 31 st March 2025.	
2	Same as above but for the period from 1 st April 2025 to 31 st March 2026	
3	Same as above but for the period from 1 st April 2026 to 31 st March 2027	

Note:

1. The rate should be including GST

Signature of the bidder with Company/firm's seal

Date: