



14-11-2023

**E-Tender for Annual Maintenance Contract of Computer
Hardware & other Peripherals**

(Tender No - NIA/DRO-II/ ITD/ e-Tender/HARDWARE_AMC/10-2023/02)

The New India Assurance Co. Ltd. invites bids in two bids system (technical and commercial bids) for short-listing of vendors and awarding the annual maintenance contract of Hardware such as servers/desktops/printers and other peripherals, which are installed in various offices of the Company under Delhi Regional office-II.

Details are given in the tender document which can be downloaded from our website [www://newindia.co.in](http://www.newindia.co.in) or www.tenderwizard.com/NIAEPROC

The participating vendors must quote through E-procurement portal at URL www.tenderwizard.com/NIAEPROC. The last date for submission of tender is 30 November 2023 by 12 P.M. and technical bids will be opened on the same day at 3.PM & commercial bids will be opened after opening of technical bids. The date and time would be informed to the qualified technical bidders accordingly.

The management of this company (NIACL) reserves the right to accept or reject any or all the tenders without assigning any reasons thereof.

[Handwritten signature]

REGIONAL MANAGER
IT/BSS DEPARTMENT

Date 17.11.2023





TENDER DOCUMENT

E-tender for AMC of Computer Hardware & Peripherals
for the period One year from the date of PO

(Tender No - NIA/DRO-II/ ITD/ e-Tender/HARDWARE_AMC/10-2023/02)

TENDER SUMMARY

Sl. No.	Description	Remarks
1	Tender Type	e-Tender with Two Bid System i.e. Technical Bid & Commercial Bid
2	Tender Fees	Rs.1500/- (Non-Refundable)
3	Earnest Money Deposit (E.M.D.)	Rs.10,000/- (Refundable)
4	Tender Closing Date	30 November 2023, 12:00 pm
5	Technical Bid Opening	30 November 2023, 03:00 pm
6	Commercial Bid Opening	Commercial bids will be opened after opening of Technical bids. The time and date would be intimated to the bidders accordingly.
7	Tender Validity	90 (Ninety) Days
8	Tender Location	The New India Assurance Company Limited Delhi Regional Office II 10 th Floor, Core I, Scope Minar , Laxmi Nagar district Centre, Laxmi Nagar , Delhi-110092





SECTION -I

INSTRUCTIONS/GUIDELINES TO BIDDERS

1. The Tender Offer

This New India Assurance Co. Ltd invites tenders for maintenance of Desktops, Laptops, Printers, LAN Components and other peripherals of different makes, which are being used by The New India Assurance Company Limited in the offices under **Delhi Regional office**
II. For the period of one year.

- The Scope of Work is as per **Annexure 'A'**.
- The specimen contract mentioning terms and conditions is as per **Annexure 'B'**.
- Format for quotation is as per **Annexure 'C'**.
- The detailed list of equipments to be maintained is as per **Annexure 'D'**
- The list of locations is as per **Annexure 'E'**.
- Bank Details of vendor required for electronic payment is as per **Annexure 'F'**

2. Eligibility criteria: The Bidders

The bidders should meet the following minimum qualification criteria to submit their offer towards this tender notice. The bidders need to submit supporting documents to substantiate their eligibility.

S. No	Description	Eligibility Condition	Required Supporting Document to be submitted
		(i) The bidder should be a company incorporated in India for more than 7 years.	Copy of Incorporation certificate.
		(ii) Undertaking in respect of "The bidder should have own office in at least 10 State Capitals" before the award of work.	Certificate on company letter head with details





1	Experience and past experience	(iii) The bidder should have at least 5 projects in Banking, Insurance and financial sector. Proof of the same is required. Order value should be not less than Rs. 5 Lacs	Copies of LOI/ PO/ WO/ agreement.
		(iv) The company should be serving this field of IT sector dealing with maintenance of Hardware for not less than 5 years.	Copies of PO/ WO/ agreement.
		(v) The bidder should have a satisfactory performance certificate regarding AMC/FMS from similar works at least 5 to be submitted.	Certificate for the same needs to be submitted.
2	Capability	(vi)The bidder should have their own service center or repair center set up in Delhi-NCR and they should have complete tools for support/repair of computers and peripherals.	Physical inspections to be done by Officials.
		(vii) The bidder should have IT Technical manpower resource strength of minimum 100 Technical persons on its roll on the date of Submission of bid in Delhi/NCR & minimum 1000 Technical person in company across India.	Under taking need to submitted
		(viii)The bidder should not have been black listed by any of Government Authority or Public Sector Undertaking (PSUs). The bidder shall give an undertaking (on their letter head) that they have not been black listed by any of the Govt. Authority or PSUs.	Under taking need to submitted
	Requirement/ Support	(ix) The resident Engineer onsite should meet minimum criterion of educational qualification of Graduation/Diploma in Information Technology or Computer Sciences. (x) The Resident engineer should have minimum 5 years of experience of handling such projects in banking, financial and Insurance Sector.	Under taking need to submitted





		The bidder should have office at Agra, Aligarh and Meerut, so that the response/resolutions of calls in concern branches under these regions will be attended on same day.	Address of such offices on Co.'s letter head needs to be provided.
3	Quality	(xi) The bidder should submit a certificate in support of valid ISO 9001:2015 for AMC & FMS support , ISO 20000-1:2011 and ISO/IEC 27001:2013	Copies of valid certificates to be attached.
4	Financial standing	(xii)Annual turnover of the bidder firm during last three financial years ending 31.03.2023 should be more than Rs.5 Crores in every financial year. The Annual turnover of the bidder should be more than 5 crores in field of maintenance services of computers and peripherals. (This should not include sale of care packs.)	Proof of the same must be attached in form of Balance sheets with CA Certificates.
		(xiii)Bidder firm should not have suffered any financial loss for more than one year during the last three financial years ending 31.03.2023.	Copies of audited Balance Sheet/CA certificate.
		(xiv) The net worth of the firm must be positive in the last three financial year ending 31.03.2023.	Copies of audited Balance Sheet/CA certificate.
5	Statutory Docs	(xv) The bidder Must Have valid PAN & GST registration.	Copies of valid certificates to be attached.
		(xvi) The Bidder should be complying with all the applicable Labor Laws and other relevant laws related to the operations of the Bidder.	An affidavit is to be submitted in this regard.

All experience, past performance and capacity/capability related/ data should be certified by the authorized signatory of the bidder firm. The credentials regarding experience and past performance to the extent required as per eligibility criteria submitted by bidder should be certified by customers.

All financial standing data should be certified by certified accountant's e.g. Chartered Accounts (CA) in India and Certified Public Accountant/Chartered Accountants of other countries. Bidder to furnish stipulated documents in support of fulfillment of qualifying





criteria. Non-submission or incomplete submission of documents may lead to rejection of offer.

The bidder should comply the above mention eligibility conditions, if any bidder does not fulfills the same, they will be technically rejected.

3. **The tender offer should be submitted online through our e-procurement portal at URL is www.tenderwizard.com/NIAEPROC on or before tender closing date and time.**
4. Following documents are to be uploaded under "Technical Bid" (in pdf / zip / rar format).
 - (a) Scanned copy of Demand draft/Pay Order towards Tender Fees (as per clause 5) & EMD (as per clause 6).

Note: Original Demand drafts / Pay Orders is to be submitted at
Information Technology Department
The New India Assurance Company Ltd,
Delhi Regional Office-II.
Core I, 10th Floor, Scope Minar Complex
Laxmi Nagar District Centre, Laxmi Nagar, Delhi – 110092

In case, the cover containing a Pay Orders / Demand Drafts towards Tender Fees & E.M.D. is not received before opening of Technical Bids at e-Portal, then vendor's offer would be rejected.

- (b) Copy of company Registration & Memorandum.
- (c) Certified copy of PAN
- (d) GST Registration Certificate
- (e) Copy of audited balance sheets for the previous three financial years. In cases where annual turnover figures regarding sales and services are separately not specified in the balance sheet, the vendor may submit certificates from their Chartered Accountants, certifying the annual AMC figures (excluding sales) for the years in question and justified/ substantiated with the copies of AMC contracts entered in those years.
- (f) Details of service network including Windows/Oracle qualified service personnel employed across the region/state (including western UP). Give names and telephone numbers and locations.
- (g) Documents to prove eligibility as per clause 2 (1) to 2(5).

All the tender documents given should be submitted duly signed and stamped.





Note: Uploaded documents must be labelled / tagged / marked and serial clause wise.
Please note that it is mandatory to submit all documents in e-proc portal else bidder could be disqualified.

5. TENDER FEES

Bidder will have to deposit a Demand Draft / Pay Order of Rs. 1500.00 (Rs. One Thousand Five Hundred only), non-refundable towards Tender Fees in favour of "The New India Assurance Company Limited" payable at Delhi. MSME registered firms are exempted from paying the tender cost of Rs.1500/- on submission of valid certificate and the same shall be uploaded on portal.

6. EARNEST MONEY DEPOSIT(E.M.D.)

All bids must be accompanied by a Demand Draft/Pay order of Rs. 10,000/- towards Earnest Money Deposit in favour of **The New India Assurance Co. Ltd., payable at New Delhi.** The EMD will not carry any interest.

7. FORFEITURE OF REFUNDABLE E.M.D.

The EMD made by the bidder will be forfeited if –

- he withdraws his tender after acceptance;
- he withdraws his tender before the expiry of the validity period of the tender;
- he violates any of the provisions of the terms and conditions of this tender specification.

8. REFUND OF E.M.D.

- E.M.D. will be refunded to the successful bidder, only after signing of the contract and submission of performance guarantee and completion of all formalities to the satisfaction of the purchaser/company.
- In case of unsuccessful bidders, the EMD will be refunded to them after intimation is sent to them about rejection of their tenders

9.The company reserves the right to:

- Accept/Reject any of the Tender/s.





- b) Revise the quantities at the time of placing the order. Add, modify, relax or waive any of the conditions stipulated in the tender specification wherever deemed necessary.
- c) Reject any or all the tenders without assigning any reason thereof.
- d) Award contracts to one or more bidders for the item/s covered by this tender.

10. REJECTION OF TENDERS

The tender is liable to be rejected *inter alia*:

- i) If it is not in conformity with the instructions mentioned herein.
- ii) If it is not accompanied by the requisite EMD.
- iii) If it is not properly signed by the bidder.
- iv) If it is received by Fax or E-mail.
- v) If it is received after the expiry of the due date and time.
- vi) If it is evasive or incomplete including non-furnishing of the required documents.

11. VALIDITY OF TENDERS

Tenders should be valid for acceptance for a period of at least 90 (ninety) days from the last date for submission of bids. Offers with lesser validity period would be rejected.

12. PERFORMANCE GUARANTEE

The successful bidder/s will have to furnish a performance guarantee to the tune of 10% of the value of the Contract by way of Bank Guarantee of requisite amount for proper fulfillment of the contract. This performance Guarantee shall be released on the expiry of the period of AMC agreement.

13. ROYALTIES AND PATENTS

Any royalties or patents or the charges for the use or infringement thereof that may be involved in the contract shall be included in the price. Bidders shall protect the Company against any claims thereof.

14. AMC AGREEMENT

The successful bidder will have to enter into a contract with the Company as per annexure 'B' for a period of one year, with an option with the Company (NIACL) to renew the





contract on satisfactory performance for further one year or less on same terms and conditions.

SECTION -II

TECHNICAL BID

1.The bidders have to submit Technical Bids online through our e-procurement portal at URL www.tenderwizard.com/NIAEPROC on or before tender closing date and time.

2. Following documents are to be uploaded under "Technical Bid" (in pdf / zip / rar format).

- (a) Scanned copy of Demand draft/Pay Order towards Tender Fees (as per clause 5) & EMD (as per clause 6).

Note: Original Demand drafts / Pay Orders is to be submitted at
Information Technology Department
The New India Assurance Company Ltd,
Delhi Regional Office-II.
Core I, 10th Floor, Scope Minar Complex
Laxmi Nagar District Centre, Laxmi Nagar, Delhi – 110092

In case, the cover containing a Pay Orders / Demand Drafts towards Tender Fees & E.M.D. is not received before opening of Technical Bids at e-Portal, then vendor's offer would be rejected.

- (b) Copy of company Registration & Memorandum.
- (c) Certified copy of PAN
- (d) GST Registration Certificate
- (e) Copy of audited balance sheets for the previous three financial years. In cases where annual turnover figures regarding sales and services are separately not specified in the balance sheet, the vendor may submit certificates from their Chartered Accountants, certifying the annual AMC figures (excluding sales) for the years in question and justified/ substantiated with the copies of AMC contracts entered in those years.
- (f) Details of service network including Windows/Oracle qualified service personnel employed across the region/state (including western UP). Give names and telephone numbers and locations.
- (g) Documents to prove eligibility as per clause 2 (1) to 2(5).





Note: Uploaded documents must be labelled / tagged / marked and serial clause wise. Please note that it is mandatory to submit all documents in e-proc portal else bidder could be disqualified.

SECTION -III

GENERAL

1. This Tender Document is not transferable.
2. PROCEDURE FOR PROCESSING THE TENDER DOCUMENT
 - (h) Original Demand drafts / Pay Orders of Tender Fees & E.M.D. are to be submitted at **Information Technology Department
The New India Assurance Company Ltd,
Delhi Regional Office-II.
Core I, 10th Floor, Scope Minar Complex
Laxmi Nagar District Centre, Laxmi Nagar, Delhi – 110092**
 - (b) In case, the cover containing a Pay Orders / Demand Drafts towards Tender Fees & E.M.D. are not received before opening of Technical Bids at e-Portal, then vendor's offer would be rejected. **However, MSME registered firms are exempted from paying the tender cost of Rs. 1500/- on submission of valid certificate before the tender closing date and the same shall be uploaded on portal.**
 - (c) The committee will open "Technical Bids" on date as mentioned in "TENDER SUMMARY". In case of non-availability of committee, members on the given date & time, new schedule for opening of technical bids would be intimated to the bidders.
 - d) The committee will open Commercial bids after opening of technical bids. Only those vendors, who qualify in technical bid, shall be eligible for evaluation for the Commercial Bid. The time and date for opening of commercial bids would be intimated to the bidders.
 - (e) The vendor who has quoted the least on L1 basis shall be awarded the purchase order. In the event of more than one vendor quoting the L1 price, the company reserves the right to award the contract to any one vendor at its discretion.
 - (f) Any Technical / Commercial bid incomplete in any respect would not be considered.





- (g) This procedure is subject to changes and if so, the procedure adopted by the Company, for opening the tender shall be final and binding on all the parties.
- (h) The company reserves the right to relax, waive or alter any provisions of the tender document.



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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 parties may download the same and participate in the tender as per the instructions given therein on or before the due date of the tender. The tender shall have to 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 the vendor. In case any vendor so desires, he may contact our e-Procurement service provider M/s. Antares Systems Limited, Bengaluru 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 corrigendum / amendment will be on the public dashboard 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 closing of the tender.
5. The Commercial / Price bid of only those vendors shall be opened whose Technical bid is found to be 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 cognizance.
 - 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 time of submission deadline. However, no bid can be modified after the deadline for submission of bids.

- iv. Once the entire process of submission of online bid is complete, the vendors are required to go to option own bid view through dashboard and take the print of the envelope 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 due date and time of submission has elapsed.
 - vi. No manual bids / offers along with electronic bids / offers shall be permitted.
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 and / or 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 they so require. Even for those who are conversant with this type of e tendering, it is suggested to complete all the activities ahead of time. 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:

Sr. No	Particulars	Company Name	Contact Details
1	For e-Tendering Support	M/s. Antares Systems Limited	080-40482100 (Mr. Lokesh) 09923972175 (Mr. Sushant) lokesh.hr@etenderwizard.com sushant.sp@etenderwizard.com
2	For Tender Related Queries	The New India Assurance Co. Ltd. DRO-II, Laxmi Nagar, Delhi-110092	011 – 40054639/38/59



V-1 P



Annexure A

SCOPE OF SERVICE

The New India Assurance Co. Ltd. (NIACL) intends to enter into a comprehensive AMC for Servers, Desktops, Laptops, Printers, LAN Components and other peripherals of different makes, installed in offices under **Delhi Regional office II.**

The scope of the work is defined further in this Section.

1. Should have engineers on their payroll qualified in Windows/Oracle, attach annexure containing details like number of engineers and number of years of continuous service in the same area, employee-wise
2. The vendor shall exclusively name one Resident Engineer. This engineer shall be earmarked solely to provide services to offices of NIACL Delhi RO II only. This engineer shall be posted at RO Floor permanently. He will attend to hardware problems of RO Floor. He will not move out of RO Floor except in extreme case of exigency as asked by IT Dept.
 - a) The resident engineer onsite should meet minimum criterion of educational qualification of graduation/diploma in Information technology or Computer Sciences.
 - b) The Resident Engineer should have minimum 5 years of experience of handling such projects in banking, financial and Insurance sector.
3. In case of the above engineer's non-availability, vendor will provide back-up engineer arrangement.
4. The vendor is to give **daily call reports as on date status** indicating date and time for each complaint reported & resolved.
5. The maximum time for response and rectification of calls must be ensured as per clause no 2 A (iii), (iv) of the agreement otherwise penalty clause 2 A (v), (vi) will be imposed on the vendor.





6. The complaints related to Hardware, Network including cabling, operating system & office productivity software (Including Formatting of hard disks as and when required) and virus scanning, and cleaning would be required to be attended and rectified.
7. In the event of Server crash or formatting OS shall be loaded by the engineer of the vendor.
8. The vendor shall assist in the recovery of data up to the extent possible in case of Hard disk crash or any other problem.
9. The vendor will have to take AMC on comprehensive basis i.e. the vendor has to take care of all the machines mentioned in Annexure D. If any parts/components become faulty/unserviceable, the vendor shall replace the same at his own cost except exclusions such as printer heads, plastic knobs and ribbon/cartridges in printers and data cartridges in Servers & PCs.
In case part of the Server/computer/printer is not immediately repairable and the machine becomes non-functional, then vendor should arrange for standby Server/printer/computer (of same configuration/equivalent make) till the original equipment is repaired.
10. The scheduled preventive maintenance shall have to be carried out half-yearly as per a mutually agreed schedule to reduce time. It will attract penalty if it is not carried out in time to the tune of Rs. 500/- per office per half year.
11. The vendor shall ensure the originality of the parts/components in the machines. In case of replacement, the vendor shall replace the items with original/genuine parts/components of the same brand and quality. In case, the same brand and quality is not available, the vendor shall have to submit documentary proof procured from the representative of manufacturer in this regard and only in such cases the equivalent part/component replacement would be allowed.
12. The vendor shall maintain an inventory of frequently required spares/components like Hard Disks/ SMPS SWITCHES/RJ-45 connectors CAT-V cables 2mtr length etc. at a mutually agreed site.





13. If at any point of time, the services of vendor are not found to be satisfactory the contract will be terminated by giving three months' notice in advance.
14. The AMC payment shall be made on completion of each quarter.
15. No charges will be payable for the movement of engineer from one location to another for attending to service calls.
16. No charges will be payable for carrying the spares/equipment's from site to vendor's works and back.
17. If selected, the vendor shall have to submit and sign an Annual Maintenance Contract as per Annexure 'B' on a Stamp Paper of requisite amount.
18. The engineer should always be equipped with the requisite tools like crimping tools, network testing tools to check connectivity and should have the necessary skill to execute the same.





Annexure B

HARDWARE MAINTENANCE AGREEMENT

1. SCOPE OF AGREEMENT

This agreement made on this _____ day of _____ between _____ hereinafter called the "**VENDOR**" and **THE NEW INDIA ASSURANCE CO. LTD.**, hereinafter called "**THE COMPANY**" sets forth the terms and conditions for the maintenance of **Hardware equipment** as specified in **Annexure D**, at locations mentioned in **Annexure 'E'** of this agreement

2. TERMS AND CONDITIONS

A. OBLIGATIONS OF THE VENDOR:

- i. The vendor shall provide the following service to keep the equipment in good working condition.
 - a. The vendor shall carry out scheduled preventive maintenance on half yearly basis, as per mutually agreed time schedule.
 - b. The vendor shall also be responsible for any unscheduled on call corrective and remedial maintenance services to set right the malfunctions of the system. This may include replacement of unserviceable parts.
- ii. The system maintenance does not include the cost of consumables like printer heads, ribbons, magnetic tapes, floppy, sprockets, levers and knobs, plastic parts and battery for real time clock.
- iii. The vendor shall attend on call services within 12 working hours of lodging a complaint and get any error or fault corrected within 3 working days. In case due to unavoidable circumstances, if the problem cannot be resolved within 3 working days, the vendor must provide standby arrangement for the same.
- iv. If the Vendor doesn't attend the complaint within the time frame as mentioned in the clause 2(A) iii of this agreement, a penalty of Rs. 100/- per call shall be imposed on the vendor and the same shall be deducted from the dues of AMC.



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- v. **PENALTY:** If the Vendor doesn't resolve/ rectify the lodged call within the time frame as mentioned in the clause 2(A) iii & iv of this agreement, a penalty of Rs. 500/- per day for server related call and Rs. 200/- per day for other call (other than server) shall be imposed on the vendor
- vi. And the same shall be deducted from the dues of AMC, subject to a cap of Rs. 1000/- per pc/, printer etc. In addition to this, NIA reserves the right to deduct Rs. 1000/- from the payment of AMC charges for each instance of delay of 15 days from the date of registration of call, wherein the work of the Company had to suffer due to inordinate delay in attending to the call by the representative/engineer of the vendor and/or rectification of the malfunctioning of the system/equipment. The decision of the company with regard to such deduction shall be binding on the vendor.
- The scheduled preventive maintenance shall have to be carried out half yearly as per a mutually agreed schedule to reduce down time. It will attract penalty if it is not carried out in time to the tune of Rs. 500/- per office per half year.
- vii. If the machines supplied are not attended for repair or problems are not rectified within 15 days from date of registration of call, the company reserves the right to get such defective machines repaired from third party vendor and the amount spent for such repairs would be deducted from the AMC charges.
- viii. The vendor shall not sub-contract or permit any third party other than the vendor's personnel to perform any work, service or other performance required of the vendor under this agreement without the prior written consent of company.
- ix. The vendor shall submit consolidated report furnishing the detailed breakdown of calls attended and status on monthly basis. The vendor shall exclusively name one Resident Engineer. This engineer shall be earmarked solely to provide services to offices of NIACL Delhi RO II only. This engineer shall be posted at RO Floor permanently. He will attend to hardware problems of RO Floor. He will not move out of RO Floor except in extreme case of exigency as asked by IT Dept.
- x. The vendor shall provide a substitute in case the engineer is not available.
- xi. The vendor shall make AMC services available on all working days as and when requested by the Company.





- xii. The vendor shall maintain an inventory of enough Hard Disks, SWITCH, SMPS, RJ-45 connectors and cables 2 m length etc for any contingent circumstances that may arise at any time. And in the event of formatting, OS shall be loaded by the engineer of the vendor.
- xiii. The vendor is to adhere all other terms and condition defined in scope of work in the attached Annexure A.
- xiv. The vendor should have their own service center setup in Delhi/NCR and they should have complete tools for support/repair of computers and peripherals. The engineer should always be
- xv. equipped with the requisite tools like crimping tools, network testing tools to check connectivity and should have the necessary skill to execute the same
- xvi. **Vendor should note that price of AMC as mentioned should be inclusive of all taxes and any other charges and the price will remain the same throughout the period of AMC**

B. OBLIGATIONS OF THE COMPANY

- i. The company will pay Annual Maintenance Charges as mentioned in the attached **Annexure C** for the equipment specified in **Annexure D**. The said charges shall be paid only in respect of the actual equipment (No. of desktops, printers required to be covered under the contract) covered for the (proportionate) period of their coverage under this contract. The maintenance charges are payable quarterly in arrears (at the end of quarter) after statutory deductions, if any.
- ii. The company is to ensure that as far as possible, power source, air conditioning and dust free environment are provided to sites where systems are installed (only for Server Network).
- iii. The company would intimate to the vendor, if any additional attachments, features or devices are to be directly or indirectly, connected to the equipments.



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- iv. The company would ensure that rats, insects etc., do not invade the site and damage the systems, especially cables etc.

3. ENHANCEMENT/UPGRADATION OF EQUIPMENT

The company shall have the right to make changes or attachments to the equipments provided such changes or attachments do not prevent proper maintenance from being performed, or unreasonably increase the vendor's cost of performing repair and maintenance services. Wherever, any changes or enhancement in the equipment, results in an adjustment of maintenance charges, the same, shall be payable from the date of installation of additional features/enhancement.

Individual items of equipment may be added to or withdrawn from Annexure 'D', of this agreement by mutual written consent of both parties, provided always that such consent is not unreasonably withheld. All such additional equipment shall be deemed to have been covered if no confirmation of vendor is received within 15 days. If individual items of equipment are added to Annexure 'D' it may involve additional maintenance charges. If individual items of equipment are withdrawn from Annexure 'D', as described herein, then any amount prepaid on such equipment shall be held to the credit of the Company's account. AMC charges shall be paid only in respect of the equipment covered and that too, on proportionate basis for the period for which is covered under this AMC arrangement.





4. WORKING HOURS

The maintenance services shall be rendered on all days subject to the company's requirement to keep the equipment in good working condition and order. The service consists of corrective and preventive maintenance and includes carrying out of necessary repairs to the installed equipment.

5. REPLACEMENT OF PARTS

The vendor shall replace any parts of the hardware on failure with hardware parts having similar or equivalent functional capabilities. Parts required for the maintenance of the equipment and/or correction of faults will be supplied at no extra cost to the company. Parts removed from the system belong to the vendor. However, the company can retain the new/removed/repaired parts and use at its own sole discretion to maintain the equipment subject to the payment of its value to the vendor.

6. RELOCATION OF SYSTEMS

During the maintenance agreement in force, the company may relocate the system and keep the vendor informed. In case of relocation of equipment, transport and other incidental charges will be borne by company.

7. EXTENSION OF MAINTENANCE PERIOD

If the vendor does not attend to each breakdown and malfunction of equipments (including operating systems and compilers) supplied within the time specified in clause 2 A (iii) & (iv) of the agreement and make all efforts to rectify the same and get the system in proper

Working condition within seven days thereafter, the maintenance period shall be extended by





a period equal to number of days taken to set right the system.

8 EXCLUSIONS

The maintenance agreement does not include:

- i. Electrical work external to the equipment or maintenance of accessories, attachments machines or other devices.
- ii. Damage resulting from accidents, fire, lightning, transportation, cost of repair or replacement due to these factors. These will be charged for labour as well as parts.
- iii. Furnishing platens, accessories, paintings or refinishing the machines or furnishing the materials thereof, making specific changes.
- iv. Work done for alteration in the equipment by persons other than the vendor's personnel (except for minor rectification by company's in-house systems engineer after intimating the vendor)
- v. Any work external to the equipment such as maintenance of non-vendor attachments, accessories etc.

9 VALIDITY OF AGREEMENT

This agreement is valid for the period of one year from _____ to _____ with an option with the company (NIACL) to extend the contract for a further period of one year or less on the same terms and conditions.

10. CANCELLATION

Either party, giving three months' notice in advance, may terminate the agreement prior to expiry of contract period.

11 JURISDICTION/ARBITRATION

In case of any dispute or any difference arising at any time between the parties in respect of this agreement, the same shall be resolved by mutual discussion and if not resolved then in accordance with and subject to the provision of the Indian Arbitration Act 1940 and only Courts of the Delhi shall have jurisdiction in all matters arising out of or connected with this agreement. Further, this agreement is subject to laws of India only.





12 FORCE MAJEURE:

The vendor shall not be liable for any delay or failure of performance of any of its Obligations under or arising out of this contract, if the failure or delay results from any of the following Act of God, refusal of permissions or other Government Act, fire, explosion, accident and the like which renders it impossible or impracticable for the vendor to fulfill its obligations under the contract or any other cause or circumstances of whatsoever nature beyond vendor's control.

13 LIABILITIES & INDEMNITIES

The vendor represents and warrants that the repair and maintenance of services/products hereby sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The vendor agrees that it will and hereby does, indemnify the company from any claim, directly or indirectly resulting from or arising out of any breach or claimed breach of this warranty.

14 CONFIDENTIALITY

The vendor acknowledges that all materials and information which has or will come into its possession or knowledge in connection with this agreement of the performance, hereof, consists, of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to company. The vendor agrees to hold such material and information in strictest confidence not to make use thereof other than for the performance of this agreement, to release it only to employees requiring such information, and not to release or disclose it to any other parties. The vendor shall take appropriate action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement are fully Satisfied.

IN WITNESS WHEREOF THE PARTIES HERE TO have signed and subscribed their respective hands and seals the day and year herein above mentioned





- a) SIGNED SEALED & DELIVERED BY THE
WITHIN NAMED INSURANCE COMPANY
By the hands of

In the presence of

Shri _____

Shri _____

- b) SIGNED SEALED & DELIVERED BY THE
WITHIN NAMED (VENDOR)

By the hands of

In the presence of

Shri _____

Shri _____





Annexure – C

Format for Quotation of Hardware items

Regional Manager
The New India Assurance Co.Ltd.
Regional Office-II
10th Floor, Core-I, Scope Minar Complex
Laxmi Nagar District Centre
Delhi – 110 092.

RE: AMC OF HARDWARE ITEMS OF OFFICES UNDER DELHI RO – II

S.no.	Item Description	No. of units	Rate per Unit (incl. of taxes)	Total (incl. of taxes)
1	HP Desktops Pro A G2 for FMS support	284		
2	Desktops ACER Veriton M2640G(Windows 10) for FMS Support	104		
3	Desktop HP 280G1(WIN 8.1) MT BUSINESS PC	56		
4	Acer desktop (Acer Veriton M200-H61)	180		
5	Printers HP LaserJet M1136 / Printer HP LaserJet 132 MFP for Micro Office/ Printer HP LaserJet 1005 MFP/ HP Ink Tank 319(all in one),TVS MSP-355 XI Classic 24 pin 136 column DMPs, Others	21		
6	Printers HP LaserJet Pro M202dw	57		
7	HP LaserJet 1505/1505N	40		
8	HP LaserJet 1010, 1018, 1020, 1022 P1007 P1008, P1107, P1108, Others	46		
9	Canon LBP 151 Laser Jet Network Printer	36		
10	Canon LaserJet Printer - Mono LaserJet LBP6018B	29		
11	Ricoh LaserJet NW Printer - Aficio SP 300DN	02		
12	Samsung Laser Printer ML- 2850 & 2851 ND	04		
13	Samsung ML 2161	14		
14	HP Scanjet 5590 Scanners	30		





15	HP Scan Jet N 6310	11		
16	DELL LATITUDE 3410	35		
17	Apple-13''Macbook chip 8 core CPU MGN63HN/A, sl.no.- C17FX12RQ6L4	01		
18	DELL INS 7420	01		
19	HP 450G6 , 5CD926OWON	01		
	TOTAL (Incl. of all taxes)			

Note:

1. Quantities mentioned here above are approximate. The Company reserves the rights to increase/ decrease the quantity during the contract period.
2. In case it is found that some machines are added/ removed during the AMC contract period, then the applicable AMC rate will be increased/decreased accordingly.
3. Vendor should note that price of AMC as mentioned above should be inclusive of all taxes and any other charges and the price will remain the same throughout the period of AMC.
4. In some of the machines, if the hard disk capacity is upgraded, upgraded hard disk capacity shall apply.
5. In case it is found that the machine in the list is not there at the place specified, then the same shall be excluded from the AMC and AMC charges adjusted accordingly, unless the Co has notified re-location of the machine to the vendor.
6. Cables/connectors connected with the machine are covered under the AMC.
7. Total nos. of Desktops, Laptops, Printers, scanners etc. are as per Annexure "D" and it can be verified location-wise. In case at some places, the make of the machine differs, then the same shall be corrected at the time of giving/awarding the contract.
8. In case it is found that some machines are added, then the AMC rate applicable will be added for this on proportionate basis from the date the same are covered under AMC.





ANNEXURE D

OFFICE CODE	OFFICE NAME	DESKTOP				PRINTER										SCANNERS		LAPTOP	ANNEXURE
		ACER H61	ACER M2640	HP 280 MT	HP AG2	Canon LaserJet Printer - Mono LBP6018B	Canon LaserJet Network Printer	HP LASER JET M202	HP LASER JET PT505N	HP LaserJet 1010, 1018, 1020, 1022, P1007, P1107, P1108	HP LaserJet M1136/1 32/HP laserJet/1005 MFP/HP Ink Tank 319,TVS MSP, 355XI	Ricoh LaserJet NW Printer - Aficio SP 300DN	Samsung Laser Printer ML- 2850 &2851 ND	Samsung ML 2161	HP Scan Jet N 6310, HP 2401, HP 3400	SCANJET 5590	DELL LATITUDE 3410, INS 7420, APPLE I3 MA MI CHIP 8- CORE, HP 450G6		
320000	DELHI REGIONAL OFFICE II	22	15	8	55	1	1	7	1	12	3	0	0	0	0	5	8	11	149
326001	LEGAL CELL MATHURA	0	2	1	6	0	1	1	1	0	0	0	0	0	0	0	0	1	13
326002	LEGAL CELL MEERUT	1	1	3	6	0	1	1	1	0	1	0	0	0	0	1	0	1	16
320100	AZADPUR BUSINESS OFFICE (DO)	13	3	2	3	3	0	3	3	3	0	0	1	1	0	0	1	1	33
320103	MODEL BASTI BUSINESS OFFICE (BO)	7	4	0	2	0	1	2	2	1	1	0	0	0	0	0	2	1	23
320105	BAWANA BUSINESS OFFICE (MO)	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	2
320106	NARELA BUSINESS OFFICE(MO)	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2
320107	BURARI BUSINESS OFFICE(MO)	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	3
320200	NARAINA AUTO TIE UP HUB	16	3	2	5	1	2	3	3	0	1	0	2	0	0	0	0	0	40
320204	POCHANPUR BUSINESS OFFICE(MO)	1	0	0	0	0	0	1	1	0	0	0	0	0	0	0	2	0	22
320205	JANAKPURI BUSINESS OFFICE(BO)	8	2	0	4	0	1	1	3	1	0	0	0	0	0	0	0	1	45
320300	SHAHADARA BUSINESS OFFICE(DO)	13	6	3	10	1	2	3	3	2	0	0	0	0	0	0	1	1	21
320302	LAXMI NAGAR BUSINESS OFFICE (BO)	7	2	1	4	0	2	1	2	0	0	0	0	0	0	0	1	1	23
320303	KANTI NAGAR BUSINESS OFFICE(BO)	2	3	0	10	0	1	2	1	2	0	0	0	0	0	1	0	1	3
320305	WAZIRABAD BUSINESS OFFICE(MO)	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
320307	PATPARGANJ BUSINESS OFFICE(MO)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
321100	MEERUT AUTO TIE UP HUB (DO)	5	4	6	14	2	3	3	3	0	0	0	0	0	0	0	0	0	2
321104	HAPUR BUSINESS OFFICE(BO)	0	2	2	8	0	1	1	2	0	0	0	0	0	0	0	0	0	41
321110	MODINAGAR BUSINESS OFFICE(BO)	0	1	3	5	0	0	2	1	1	0	0	0	0	0	0	1	1	20
321300	ALIGARH BUSINESS OFFICE(DO)	16	0	1	11	4	0	4	0	0	1	0	0	0	0	0	1	1	15
321302	ETAH BUSINESS OFFICE(BO)	0	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	39
321303	MATHURA BUSINESS OFFICE(BO)	0	2	2	8	0	0	0	0	1	1	0	0	0	0	0	1	1	9
321305	HATHRAS BUSINESS OFFICE(BO)	0	2	0	6	1	0	1	0	0	0	0	0	0	0	0	1	1	18
321306	MATHURA REFINERY BUSINESS OFFICE(MO)	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	1	13
321310	KOSI KALAN BUSINESS OFFICE(MO)	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
321318	HARDUAGANJ BUSINESS OFFICE(MO)	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
321321	SASNI BUSINESS OFFICE(MO)	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
321600	GHAZIABAD BUSINESS OFFICE(DO)	11	1	4	13	5	0	1	2	4	0	1	1	2	0	1	0	0	3
321603	BULANDSHAHAR BUSINESS OFFICE(DO)	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	1	47
321608	KHURJA BUSINESS OFFICE(MO)	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2
321610	DADRI BUSINESS OFFICE(MO)	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	2
321612	PILKHUWA BUSINESS OFFICE(MO)	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	2
321619	MOHAN NAGAR BUSINESS OFFICE(MO)	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2
322200	MEERUT BUSINESS OFFICE(DO)	2	8	0	11	0	0	0	0	0	1	0	0	0	0	0	0	0	2
322202	MEERUT METRO PLAZA BUSINESS OFFICE	0	3	1	6	0	0	2	0	1	0	0	0	0	0	1	0	0	2
322205	PARTAPUR BUSINESS OFFICE(MO)	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	1	0	32
322900	AGRA BUSINESS OFFICE (DO)	8	6	0	21	3	2	1	1	4	0	0	0	0	0	0	1	1	15
322901	AGRA AUTO TIE UP HUB OPERATING OFFI	0	5	0	10	0	3	0	2	0	0	0	0	0	0	0	1	1	50
322903	AGRA BUSINESS OFFICE (BO)	0	4	0	6	0	2	0	1	0	0	0	0	0	0	0	1	1	22
322904	FEROZABAD BUSINESS OFFICE(BO)	0	2	0	6	1	0	1	1	0	0	0	0	0	0	0	1	1	15
322905	SADAR BAZAR BUSINESS OFFICE(MO)	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	1	13
322906	SHIKOHABAD BUSINESS OFFICE(MO)	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0	3
322907	ACHHNERA BUSINESS OFFICE(MO)	0	0	0	1	0	0	0	0	1	0	0	0	0	0	1	0	0	2

ANNEXURE-E

OFFICE CODE	ADDRESS OF THE OFFICE	INCHARGE & DESIGNATION	CONTACT DETAILS
320000	DELHI REGIONAL OFFICE-II Scope Minar, 10th floor , Core-1 , Laxmi Nagar District Centre, Delhi- 110092	Sanjay Uppal General Manager Deputy	Tel: 011-40054601/40054677 Email: sanjay.uppal@newindia.co.in Mob: 9824043649
		Manju Batra Manager Regional	Tel: 011-40054602 Email: manju.batra@newindia.co.in Mob: 9899231178
		Ajay Kumar Manager Regional	Tel: 011-40054604 Email: ajaykumar@newindia.co.in Mob: 8986760069
326000	DRO II LEGAL CELL Scope Minar, 10th floor , Core-1 , Laxmi Nagar District Centre, Delhi- 110092	Prabha Malhotra, Manager	Email: prabha.malhotra@newindia.co.in Mob: 9891948340
326001	LEGAL CELL MATHURA 1409, Junction Road, Mathura - 281 001.	Meena Luthra, Manager	Email: meena.luthra@newindia.co.in Mob: 9971881605
326002	LEGAL CELL MEERUT 195, Soti Ganj, Meerut - 250 001.	Abhinav Chaudhary, Manager	Email: abhinav.chaudhary@newindia.co.in Mob: 9711442604
326003	LEGAL CELL AGRA 87, Bye Pass Road, Agra (U.P.) 282 005.	Mahesh Chandra, Assistant Manager	Tel: 0562-2854779 / 2523278(D) Email: mahesh.ch@newindia.co.in Mob: 9927730771
320100	AZADPUR BUSINESS OFFICE. 2/3, Lusa Tower, Azadpur, Delhi - 110033. Email: nia.320100@newindia.co.in	A- Veena Jain, Manager	Tel: 27670655 (D) / 27671220 / Email: veena.jain@newindia.co.in Mob: 9873453035
320103	FILMISTAN BUSINESS OFFICE 30, Third Floor, Community Centre, Naraina Industrial Area, Phase-I, New Delhi-110028 Email: nia.320103@newindia.co.in	C- Veena Chhabra, Deputy Manager	Email: veena.chhabra@newindia.co.in Mob: 9818048385
320105	BAWANA BUSINESS OFFICE 1016, FIRST FLOOR, KHASRA NO 199, LAL DORA ABADI DEH, MAIN ROAD , VILLAGE BAWANA , DELHI 1100039	Sunil Dahiya, Assistant	Email: sunil.dahiya@newindia.co.in Mob: 8053560116
320106	NARELA BUSINESS OFFICE 2361-T, FIRST FLOOR, BAWANA ROAD, NARELA DELHI -110040	Ashwini Kaushik, Assistant	Email: ashwini.kaushik@newindia.co.in Mob: 9896918877



320107	BURARI BUSINESS OFFICE KH NO.137/17/2 & 18, A-2- BLOCK, OPP.SANT HOSPITAL, WEST SANT NAGAR, BURARI, DELHI – 110084	Kishore Aggarwal, Senior Assistant	Email: kishor.aggarwal@newindia.co.in Mob: 9899156509
320200	NARAINA AUTO TIE UP HUB OPERATING OFFICE C-30, Community Centre, Naraina Phase I, New Delhi - 110028. Email: nia.320200@newindia.co.in	Anil Kumar Sharma, Manager	Tel: 25793399 (D) Email: anilkumar.sharma@newindia.co.in Mob: 9871202390
320204	POCHANPUR BUSINESS OFFICE S-106, 2ND FLOOR, MANISH GLOBAL MALL, SEC.22, DWARKA, NEW DELHI - 110075	Hoshiar Singh Rawat, Assistant Manager	28051629 Email: hoshiar.rawat@newindia.co.in Mob: 9911909078
320205	JANAKPURI BUSINESS OFFICE B-8, 2nd fl, Comm. Center, Comm. Complex, Janak Puri, NEW DELHI 110058 Email: nia.320205@newindia.co.in	Kushal Raj, Deputy Manager	25508155(D) Email: kushal.raj@newindia.co.in Mob: 9015588148
320300	SHAHNAGAR BUSINESS OFFICE 487, Second Floor, Zulfe Bengal, GT Road, Dilshad Garden Delhi - 110095. Email: nia.320300@newindia.co.in	Saroj Aggarwal, Manager	Tel: 011-22594225/22594230 Email: saroj.aggarwal@newindia.co.in Mob: 9871501277
320302	LAXMI NAGAR BUSINESS OFFICE D- 8, Laxmi Nagar, Chander Shekhar, Azad Marg, New Delhi - 110092. Email: nia.320302@newindia.co.in	Bipul Kumar Tripathi, Deputy Manager	Tel: 222541969(D), 22541244 Email: bipulkumar.tripathi@newindia.co.in Mob: 9968722242
320303	KANTI NAGAR BUSINESS OFFICE A-74, Main Road, Kanti Nagar, N. Delhi - 110051. Email: nia.320303@newindia.co.in	Sandeep Kumar, Deputy Manager	Tel: 22097220 D Email: s.kumar@newindia.co.in Mob: 8454059211
320305	WAZIRABAD BUSINESS OFFICE Shop No. 22, Ground Floor, Pocket B, CSC, East of Loni Road DELHI-110093	Sanjeev Kumar, Deputy Manager	Tel: 011-22812519 Email: sanjeev.kumar@newindia.co.in Mob: 9810411263
320307	PATPARGANJ BUSINESS OFFICE FIRST FLOOR, RISHABH IMPEX MALL, NEAR MAX HOSPITAL IP EXTN. DELHI-110092	Jitender Arya, Assistant Manager	Email: jitender.arya@newindia.co.in Mob: 9818296567
321100	MEERUT AUTO TIE UP HUB OPERATING OFFICE 195, Soti Ganj, Meerut - 250 001. Email: nia.321100@newindia.co.in	Mahaveer Singh, Manager	Tel: 0121-2661540, 2661545, 2661208 Email: mahaveer.singh@newindia.co.in Mob: 9897001315
321104	HAPUR BUSINESS OFFICE Timber Nagar, Delhi Garh Road, Hapur - 245101. Email: nia.321104@newindia.co.in	Neeraj Sharma, Assistant Manager	Tel: 0122 - 2313201(D) Email: neeraj.sharma@newindia.co.in Mob: 8860015720
321110	MODINAGAR BUSINESS OFFICE Above Bank of Maharashtra, Near Amber Cinema, Delhi Meerut Road, Modinagar, Ghaziabad, Pin :201204 Email: nia.321110@newindia.co.in	Sunil Kumar, Deputy Manager	Tel: 01232-229015/229016 Email: sunilkumar@newindia.co.in Mob: 9897007978



321300	ALIGARH BUSINESS OFFICE Danpur Place, Tikaram Mandir Crossing, Civil Lines, Centre Point, Aligarh - 202001. Email: nia.321300@newindia.co.in	Srikant Upadhyay, Deputy Manager	Tel: 0571-2402982 (D), 2508837 Email:shrikant.upadhyay@newindia.co.in Mob: 9319093672
321302	ETAH BUSINESS OFFICE 93, Aruna Nagar, G.T.Rd., Etah - 207 001. Email: nia.321302@newindia.co.in	Vinay Sharma, Assistant Manager	Tel: 0565-2505162(D), 0565-2406114 Email: vinay.sharma@newindia.co.in Mob: 9412133290
321303	MATHURA BUSINESS OFFICE 1409, Junction Road, Mathura - 281 001. Email: nia.321303@newindia.co.in	Sharad Srivastava, Deputy Manager	Email: sharad.shrivastava@newindia.co.in Mob: 8439820611
321305	HATHRAS BUSINESS OFFICE Shyam Press, Aligarh Road, Hathras - 204 106., Dist. Aligarh., Email: nia.321305@newindia.co.in	Nitin Bhatia, Deputy Manager	Tel: 05722-233569 (D), 236597 Email: nitin.bhatia@newindia.co.in Mob: 9897121899
321306	MATHURA REFINERY BUSINESS OFFICE Main Gate,Above SBI building, Mathura Refinery, Mathura 281005	Harendra Kumar, Assistant	0565-2480024 Email: harendra.kumar@newindia.co.in Mob: 9548423052
321307	SIKANDRA RAO BUSINESS OFFICE NAGLA SHEESHGARH, KASGANJ ROAD, PANT CROSSING, SIKANDRA RAO	Dharam Veer, Administrative Officer	Email: dharam.veer@newindia.co.in Mob: 9058789419
321310	KOSI KALAN BUSINESS OFFICE IOC PETROL PUMP, NH-2 KOSI KALAN MATHURA	Aman Sharma, Assistant Manager	Email: aman.sharma@newindia.co.in Mob: 8218321767
321318	HARDUAGANJ BUSINESS OFFICE Jain Market (Near Mandi), Ramghat Road.Harduagani. Aligarh - 202125	RamBabu Singh, Senior Assistant	Email: rambabu.singh@newindia.co.in Mob: 9219650145
321321	SASNI BUSINESS OFFICE Hari Complex, Near Sasni Bus Stand Sasni,	Suraj Singh, Senior Assistant	Email: suraj.singh@newindia.co.in Mob: 9058667404
321600	GHAZIABAD BUSINESS OFFICE R-1/89 RDC Rajnagar Ghaziabad UP Email: nia.321600@newindia.co.in	Harindra Sharma, Manager	Tel: 0120-2790515 (D), 0120-2791412 Email: harindra.sharma@newindia.co.in Mob: 9818573398
321603	BULLANDSHAHAH BUSINESS OFFICE 1st Floor,YS 51, Yamunapuram Shopping Complex Opposite RTO,Yamunapuram, Bulandshar - 203001 Email: nia.321603@newindia.co.in	Kumar Shubham, Administrative Officer	Email: kumar.shubham@newindia.co.in Mob: 9105574554
321608	KHURJA BUSINESS OFFICE GF Nagar Mkt., Opp. CGCRI, GT Road, Khurja Distt. G B Nagar 203131	Manish Sharma, Administrative Officer	Tel: 05738-233685 Email: manish.sharma@newindia.co.in Mob: 9837674865
321610	DADRI BUSINESS OFFICE 1st Floor,Sher Singh Market, Railway Road Dadri Distt. G B Nagar 203207	Sanjay Singh, Assistant	Tel: 0120-2662144 Email: sanjay.31766@newindia.co.in Mob: 9560268848
321612	PILKHUWA BUSINESS OFFICE GF Jaton Ki Madhaiyan, NH-24, Opp. Kissan Dharam Kanta, Distt. Hapur 245304	Anil Pundir, Assistant	Tel: 0122-2320037 Email: anil.pundir@newindia.co.in Mob: 9410805939
321619	MOHAN NAGAR BUSINESS OFFICE SHOP NO. 10,OMNAGAR MARKET ,BUSINESS OFFICEHAN NAGAR GHAZIABAD 201005	Ved Prakash, Senior Assistant	Email: vedprakash.25127@newindia.co.in Mob: 9540209557



323200	GULAB BHAVAN BUSINESS OFFICE 2nd Floor, Laxmi Insc. Bldg., Asafali Raod, New Delhi 110 002. Email: nia.323200@newindia.co.in	Ashwini Kumar, Deputy Manager	Tel: 011-430333758,41087378,45639650 Email: ashwini.prajapati@newindia.co.in Mob: 9769767428
323203	PITAMPURA BUSINESS OFFICE SHOP NO. 33,MP MALL, MP BLOCK PITAMPURA DELHI 110034	Sanjay Malhotra, Assistant Manager	Tel: 011-27322077 Email: sanjay.malhotra@newindia.co.in Mob: 9818057577
323204	NEHRU VIHAR BUSINESS OFFICE F-52A, First Floor, Vardhman Central Mall, Nehru Vihar Delhi - 110054	Jitendra Singh, Assistant Manager	Email: jitendra.singh1@newindia.co.in Mob: 8750188062
323800	SAHIBABAD KEY BUSINESS OFFICE H.NO 1 Sec 5 G.T Road, near police station, Sahibabad- 201005, Distt. Ghaziabad. Email: nia.323800@newindia.co.in	Daljeet Singh, Chief Manager	Tel: 01202898041 Email: daljeet.singh@newindia.co.in Mob: 9891349849
323801	KHEKRA BUSINESS OFFICE HOUSE NO.240, WARD NO.10 NEAR TANGA STAND , MAIN PATHSHALA ROAD KHEKRA BAGHPAT U.P 250101	Bhishm Kumar Sagar, Assistant Manager	Email: bhishma.sagar@newindia.co.in Mob: 9350980431
324000	OKHLA BUSINESS OFFICE A-64 Ground Flr,DDA Shed, Okhla Indl.Area,Phase IIND Email: nia.324000@newindia.co.in	Harish Notani, Deputy Manager	011- 26386571,26386572 Email: harish.notani@newindia.co.in Mob: 9654378439
324001	VAISHALI BUSINESS OFFICE C-1 3rd Floor, R K Tower Main Mkt.Sector-IV Vaishali, Gzb	Sunil Rastogi, Assistant Manager	Tel: 0120-4211518 Email: sunil.rastogi@newindia.co.in Mob: 9811511518
320001	DRO-II NON SUIT REGIONAL CLAIM HUB Core -1, 10th Floor, Scope Minar, Laxminagar District Centre, Delhi 110092. Email:ch32@newindia.co.in	Mahesh Malik,Manager	Email: mahesh.malik@newindia.co.in Mob: 9953828598
329001	AGRA NON SUIT CLAIM HUB Sky tower, Block-40, 2nd Floor,Sanjay Palace, Agra (U.P.) 282 002. Email: ch329001@newindia.co.in	Aanchal Agarwal, Assistant Manager	Email: aanchal.goel@newindia.co.in Mob: 9818847492
329002	MEERUT NON SUIT CLAIM HUB 195,SOTI GANJ, MEERUT -250001 Email: ch329002@newindia.co.in	Ritu Agarwal, Deputy Manager	Email: ritu.agarwal@newindia.co.in Mob:9411264915
329003	GHAZIABAD NON SUIT CLAIM HUB R-1/89 RDC Rajnagar Ghaziabad UP Email: nia.329003@newindia.co.in	Priya Sinha, Deputy Manager	Tel: 0120-2790515 (D), 0120-2791412 Email: priya.sinha@newindia.co.in Mob: 9650997591
329004	ALIGARH NON SUIT CLAIM HUB Tikaram Mandir Crossing, Civil Lines, Centre Point, Aligarh - 202001. Email: nia.329004@newindia.co.in	Deepak Arora, Manager	Email: deepak.arora@newindia.co.in Mob: 9811277860





Annexure- F

Particulars of the Vendor required for the payment through electronic mode (NEFT/RTGS)

Sr. No.	Description	Details
1	Vendor Name	
2	Complete Address	
3	Bank's Name	
4	Bank Account No.	
5	Bank Account Type	
6	Bank Branch Name	
7	Bank Branch Address	
8	IFSC Code	
9	NEFT/ MICR Code	

Note: Please attach CANCELLED Cheque

