

THE NEW INDIA ASSURANCE COMPANY LIMITED
 DEHRADUN REGIONAL OFFICE
 430, 2ND FLOOR, NIRANJANPUR,
 SAHARANPUR ROAD, DEHRADUN-248171



Tender Description	e-TENDER FOR AMC-FMS OF COMPUTER HARDWARE & PERIPHERALS (DEHRADUNRO/ITD/AMC-FMS/2024-25/01)
Date of publishing of tender	November 22, 2024
Last date and time for Bid submission	December 12, 2024 up to 4pm
Last date for Queries	November 29, 2024 upto 2pm
Date and Time of Technical Bid Opening	December 12, 2024 at 4:30pm
Date and Time of Commercial Bid Opening	Will be informed later to Technically qualified bidders
Address for Communication	The New India Assurance Company Limited Dehradun Regional Office, 430, 2 nd Floor, Niranjapur Saharanpur Road, Dehradun - 248171
Tender Fees (Non-Refundable)	Rupees 3,540/- (inclusive of 18% GST) is to be sent to NIACL bank account bearing no. 510101002002451, IFS Code UBIN0556459, Union Bank of India, Patel Nagar, Dehradun.
EMD (Refundable)	Rupees 20,000/- is to be sent to NIACL bank account bearing no. 510101002002451, IFS Code UBIN0556459, Union Bank of India, Patel Nagar, Dehradun.



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e-Tender for AMC-FMS of Computer Hardware & Peripherals

INTRODUCTION

The New India Assurance Company Limited – Dehradun Regional Office (hereinafter called “NIACL”) invites ONLINE BIDS for Annual Maintenance Contract and Facility Management Services (AMC-FMS) of Computer Hardware and Peripherals for a period of 1 (ONE) year which may be extended for 2 (1+1) more years, subject to satisfactory performance.

This invitation to Tender is for: Maintenance of Desktops, Printers, Scanners, Laptops, LAN Components and other peripherals of different makes, which are being used by The New India Assurance Company Limited in the offices at different locations (as per Annexure-6) of Uttarakhand and Uttar Pradesh under DEHRADUN REGIONAL OFFICE.

The tender document will be available on official website of NIACL (<https://newindia.co.in>) as well as E-procurement portal <https://tenderwizard.in/NIAEPROC>

The bidder has to use the portal <https://tenderwizard.in/NIAEPROC> for participating in the tender. Refer Annexure-5 for e-tendering instructions.

TERMS AND CONDITIONS

1. ONLINE SUBMISSION

The online bids under two bid system comprising of (1) The Technical bid and (2) Commercial bid should be submitted online on website <https://tenderwizard.in/NIAEPROC> on or before **4 pm, December 12, 2024**.

The technical bid, apart from the online template filled up, should contain the scanned copies of following documents-

- a. Payment proof of Tender fees of Rs. 3,540/- (inclusive of 18% GST)
- b. Payment proof of Earnest Money Deposit (EMD) of Rs. 20,000/- (Rupees Twenty Thousand only).
- c. All the documents required in Eligibility Criteria.
- d. Any other supporting documents as per the tender requirement.
- e. If the bidder submits any Tender fee exemption certificate, the certifying authority should clearly mention in its letterhead that the certificate submitted by the bidder is applicable for this tender and the line of items mentioned in this tender.
- f. If the bidder submits any EMD exemption certificate, the certifying authority should clearly mention in its letterhead that the certificate submitted by the bidder is applicable for this tender and the line of items mentioned in this tender.

At any time prior to the last date of receipt of bids, NIACL may, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidders, modify the tender document by clarifications.

The clarifications (if any) issued by NIACL at any time before the due date of submission of the bid will become a part of the tender document and would be notified on the official website of NIACL (<https://newindia.co.in>) as well as on <https://tenderwizard.in/NIAEPROC>. Bidder should keep checking these two websites for further changes in tender document if any.

2. TENDER OFFER

- a) The Committee constituted by the NIACL will open the technical bid electronically.
- b) Each and every aspect in the Eligibility Criteria and Technical Bid including deviations, if any, would be discussed by the Committee.
- c) The Commercial Bids of only the technically qualified bidders will be opened by the Committee. Any commercial bid incomplete in any respect will not be considered. If amount is not mentioned it will be considered as Rs. 0/- (Rupees Zero only).
- d) The commercial bids will be scrutinized and accordingly the Lowest Commercial Bid (L1 bidder) will be identified. This procedure is subject to changes, if any, and the procedure adopted by the NIACL for opening the tender shall be final and binding on all the parties.

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- e) The Committee reserves the right to reject the vendor without giving any reasons if it feels the support infrastructure, services, reputation and image of the bidder/vendor in the industry is poor.

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

- a) The participating online bidders should pay an Earnest Money Deposit (EMD) of Rs. 20,000/- (Rupees Twenty Thousand only) to NIACL bank account bearing no. 510101002002451, IFS Code UBIN0556459, Union Bank of India, Patel Nagar, Dehradun.
- b) Scanned copy of EMD submission proof is to be uploaded online at the time of bid submission.
- c) The EMD will not carry any interest.

4. FORFEITURE OF E.M.D

The EMD submitted by the bidder will be forfeited, if –

- a. The bidder qualifies as L1 and backs out of the L1 quotes/tender specification/tender terms & conditions.
- b. The bidder signs the Agreement and furnishes the Security Deposit but backs out of their tender bid.
- c. The bidder withdraws their tender after acceptance.
- d. The bidder withdraws their tender before the expiry of the validity period of the tender.
- e. The bidder violates any of the provisions of the terms and conditions of this tender specification.

5. REFUND OF E.M.D

In case of unsuccessful bidders, the EMD will be returned to them after finalization of the L1 vendor.

The EMD will be returned to the L1 bidder, only after signing of the contract and submission of Performance Guarantee, completion of formality etc. in all respects to the satisfaction of the NIACL.

6. NIACL RESERVES THE RIGHT TO

- a) Accept/reject any of the tenders.
- b) Revise the quantities at the time of placing the order.
- c) Add, modify, relax, waive or alter any of the conditions stipulated in the tender specification wherever deemed necessary.

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- d) Reject any or all the tenders if –
- i. The bid is not signed by the duly authorized person or
 - ii. The bid submitted is unsigned or partially unsigned or
 - iii. The bid is not in conformity with the instructions mentioned herein or
 - iv. The bid is not properly signed by the bidder or
 - v. The bid is received after the expiry of the due date and time or
 - vi. The bid is evasive or incomplete including non-furnishing the required documents or
 - vii. The bid is quoted for period less than the validity of tender or
 - viii. The bid is received from any blacklisted bidder or whose past experience is not satisfactory or
 - ix. The technical Bid doesn't full the requirement.

7. VALIDITY OF BID

The bid should be valid for acceptance for a period of at least **180 days** from the last date of submission. The offers with lesser validity period would be rejected.

8. PERFORMANCE GUARANTEE

The successful bidder will have to furnish a performance guarantee to the tune of 3% of the value of the Contract for proper fulfillment of the contract in the form of a Bank Guarantee (BG) obtained from a nationalized/scheduled bank that should be valid for 15 months from the date of purchase order. This Bank Guarantee shall be released after the expiry of validity.

9. PRICE

- a. The vendors should quote the base unit price exclusive of taxes. GST will be paid as actuals.
- b. The price shall be all inclusive of labor cost, ex-factory price per unit, packing, forwarding, freight, transit insurance, excise duty, other duties, if any, including state levy, delivery, installation, commissioning and testing charges. No other charges shall be payable.
- c. There shall be no escalation in the prices once the prices are fixed and agreed to by the NIACL and the L1 vendor. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty & taxes after the prices are fixed and before the agreement should be passed on to the NIACL.
- d. The Warranty equipment will be covered under AMC on pro-rata basis after the warranty expires.

10. CLARIFICATION/QUERIES

- a) A prospective bidder, requiring any clarification of the bid documents shall notify the NIACL through e-mail (bss34@newindia.co.in) and response to query will be through e-mail. No queries will be accepted on telephone or through any means other than e-mail.
- b) Any clarification issued by the NIACL in response to query raised by prospective bidders shall form an integral part of bid document and it may amount to an amendment of relevant clauses of bid document.
- c) The queries received via any mode other than email and on email id other than mentioned above will not be entertained.
- d) The NIACL shall not be responsible for ensuring that the bidders' queries have been received. Any requests for clarifications received after the indicated date and time may not be entertained.

11. ADDENDUM/CORRIGENDUM

The vendors are advised to regularly check the NIA website (<https://newindia.co.in>) as well as E-procurement portal (<https://tenderwizard.in/NIAEPROC>) for addendum/corrigendum, if any, to be published only on these websites.

12. PAYMENT TERMS

- a. Payment will be released on quarterly basis in arrears on satisfactory performance and after deduction of penalty, if any.
- b. No advance payment will be made in any case.
- c. Quarterly Preventive Maintenance (PM) report submission is mandatory.

13. SCOPE OF WORK (SOW)

Comprehensive AMC-FMS for Computer hardware and peripherals of different makes installed in Dehradun Regional office, Auto Hubs (ATHOOs), Claim Hubs, Legal Hubs and Business Offices under Dehradun Regional Office spread across Uttarakhand/Uttar Pradesh.

Repairs and Maintenance Services (Hardware):

The vendor shall maintain the equipment (Desktop, Printers, Scanners, Projectors, etc.) in good working conditions. The details of the equipment are provided in the Technical bid as per Annexure-2. The vendor will be required to provide the following services:

- The vendor shall correct any faults/failures in any equipment during the office hours i.e. from 9:30 AM to 6:30 PM on all working days. The vendor shall also work after office hours and on holidays if required by the NIACL at no extra cost.

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- **The AMC for various items details as mentioned below –**

- i. Printers and All-in-One printer: - Comprehensive AMC and repair excluding only toner, ribbon and cartridges.
- ii. Laptop, Desktop & Server: - Comprehensive AMC and repair excluding CMOS battery and laptop battery & adapter.
- iii. Scanner and Label Printer: - Comprehensive AMC and repairs.
- iv. Projector: - Comprehensive AMC and repairs.
- v. Comprehensive maintenance of the hardware and system software shall include installation, upgradation, repairing, reloading and restoration of operating systems, Windows 7/8/10/11, and office productivity software (Microsoft Office 2000/2007/2010/2013/2016 & any new version and open office), Java & oracle installation and basic networking work for Servers, Laptops, network printer and Desktop; taking back-up during reloading of operating systems. Periodical application of system software patches/service packs/upgrades etc. shall also be a part of comprehensive maintenance. Resolving OS related issues including re-installation of OS for any reason.
- vi. Installation of antivirus software provided by NIACL. All calls related to virus scanning and cleaning should be attended and rectified.
- vii. Repairs or Replacement of parts of Desktops, Printers, Scanners, Projectors, Servers, and all other peripherals as well as components/parts (non-consumables) of Desktops, Printers, Scanners and all other peripherals.
- viii. Comprehensive Maintenance of Desktops, Printers, Scanners, Projectors, Servers and all other peripherals as well as components/parts (non-consumables) of Desktops and other peripherals.

- **The vendor has to deploy 1 (One) well trained and qualified resident hardware engineer at Regional Office** for AMC support, call log and asset management. The vendor shall be required to furnish the proof of qualification / experience of its AMC Engineers to us before deploying them for AMC work.
- For certain critical cases the vendor will be required to provide specialist to repair /diagnosis at no extra cost to the NIACL.
- The vendor shall provide a substitute engineer, in case of non-availability of engineer.
- Field engineer provided by the vendor should be available at any time to attend the calls for NIACL offices.
- The support staff provided to NIACL, Regional office, shall be responsible for all the calls related to Regional Office, Operating Office and Regional Training Centre.
- The support staff will be required to travel to provide services to locations such as local

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Operating office at their own cost. No payment will be borne by NIACL on local conveyance.

- Faulty equipment is taken by vendor for repair, and if repair time exceeds 3 days, the standby equipment arrangement will be allowed for a maximum of 7 days only. If any equipment is not repaired/attended or the standby equipment exceeds the allotted period of 7 days, penalty will be deducted as per the penalty clause or NIACL can get the same repaired from outside and recover the cost from AMC vendor from the quarterly payment.
- The vendor shall ensure the originality of the parts/components in the machines. The vendor has to keep spare parts/systems like SMPS, RAM, motherboard, keyboard, mouse and other at NIACL store house at Regional Office. In case of replacement/standby, the vendor shall replace the items with the same or better configuration. The vendor shall maintain an inventory of frequently required spares/components at NIACL Regional Office.
- The vendor shall perform preventive maintenance on quarterly basis.
- The vendor shall attend to all calls related to IT Hardware. Installation, up gradation, repairing and reloading of operating systems, formatting desktops, taking backup and installing of antivirus, software like Microsoft Office, Open Office, adobe, etc., and database like oracle, SQL, etc. Taking backup during formatting and reloading of O/S.
- The vendor shall assist in the recovery of data backup to the extent possible in case of Hard Disk Crash or any other problems.
- On expiry/termination of the contract, the vendor shall handover all the equipment under the contract in good working condition, before the release of that quarter payment.
- The vendor may be required to install the new hardware procured by NIACL. The vendor shall do data transfer, data backup as instructed by NIACL.
- IT inventory for all location covering AMC is to be completed within 30 days from the date of Purchase order and also regular updating of inventory is to be maintained.
- **FMS (Facility Management Services) Support comprises of**
 - I. **Help Desk Management**
 - II. **Desktop Management**
 - III. **Asset Management**
- i. **Help Desk Management:** - The help desk management services should undertake the following responsibilities –
 - Logging a user call and issuing a trouble ticket
 - Tracking each call to resolution. SLA Management
 - Escalating calls, if necessary.
 - First level hardware support for the equipment. Should have overall knowledge of Microsoft and their installation, configuration and troubleshooting, virus prevention and cleaning in Desktops.
 - Updating records for Install, Move, Add or Changes at the client level as per the requirements.
 - Generating call reports.

ACTIVITY DESCRIPTION:

- Allow users to call log through online or telephone, track or close calls on completion. In case of telephonic calls, the users are to be intimated call ID. NO: and resolution time as per Severity levels.
 - Assign critically to each call. Track each call to resolution.
 - Monthly calculation of availability of different category of equipment and overall availability of all system covered under the contract.
 - Monthly IMAC (Install, Move, Add, Change) report.
 - Generation of Management Information System Reports.
 - Daily Report: - Complete Report Call Details
 - Quarterly Call Reports which include downtime, call trend and Call Resolution details.
- ii. **Desktop Management:** - The module ensures the coverage of all Desktops, printers, scanners, projectors and other IT peripherals. It comprises of moving, adding, configuring, loading of software, standardization and optimization of configuration

ACTIVITY DESCRIPTION:

- Installation and configuration of operating system, desktop client application software, office packages, antivirus, etc. as and when required.
- Providing services such as relocation of desktops and IT peripherals.
- Maintaining record of all new machines installed, configuration of machine, changes in the configuration, movement of machines within the site.
- Performing any Install, Move, Add or Change (IMAC) at client level.
- Configuration of printers and solving all printing problems of users.
- Configuration of scanners and any other peripheral if required.
- Loading of drivers of desktops and other peripherals. Downloading and arranging the device drivers of equipment as and when required.
- Installing, configuring, reloading, reconfiguring of any desktop, office automation software, browsers, email clients, applications, etc. as and when required.
- Configuration and reconfiguration of client machines to ensure optimum network connectivity and application service availability for users.
- Re-establishing the network connectivity and application availability after any hardware and software failure.
- Arrangement to update all software bug fixes, patches, upgrades, etc.
- Shall make all possible attempts to retrieve the data in case of any disk failure.

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- Install, Move, Add or change (IMAC) Monthly report.

iii. **Asset Management:** - Managing and updating asset records for all the locations mentioned in the tender.

ACTIVITY DESCRIPTION: -

- Manual register entry record of all computer hardware and peripherals and software.
- Maintaining and keeping registry records of all application software licenses.
- Asset movement tracking.
- Updating record.
- Maintaining and keeping records of AMC and Warranty details for all the computer hardware and peripherals.
- Quarterly reports and Assets Inventory to be submitted.

14. SERVICE LEVEL AGREEMENT (SLA)

The vendor shall provide on-site AMC-FMS support from **9.30 AM to 6.30 PM** on all working days. The vendor support shall also work on holidays if required by the company at Regional Office and other sites as listed in the tender document.

SEVERITY LEVEL	RESPONSE TIME	RESOLUTION TIME
LEVEL 1	15 MINUTES	2 HOURS
LEVEL 2	1 HOUR	48 HOURS
LEVEL 3	2 HOURS	72 HOURS

SEVERITY LEVEL 1: - Problems related to Hardware of RO Incharge, Regional Managers and Managers at RO premises.

SEVERITY LEVEL 2: - Problems related to all Desktops, Printers, Scanners, Projectors and other IT peripherals at Regional Office, Operating Office, Regional Training Centre.

SEVERITY LEVEL 3: - Problems related to all IMAC activities of Desktop, Printers, Scanners, and other IT peripherals at Regional Office, Regional Training Centre, Operating Office.

Response Time: - Defined as time taken by the helpdesk to respond the concerned user over the service desk tool, phone or in person and acknowledge the problem.

Resolution Time: - Defined as time taken to resolve a problem or escalate it to respective vendor or to provide standby.

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PENALTY CLAUSE

- ❖ Delay in implementation of Software tools Rs. 500/- per day if vendor has not provided substantial reason in advance.
- ❖ Absence/Late attendance of engineer/helpdesk person Rs. 500/- per day.
- ❖ Rs. 500/- per Day will be deducted for call escalation for more than 48 hrs. from the time of call logging.
- ❖ If Preventive Maintenance is not carried out for any quarter at any office, Rs.1500/- will be deducted as a penalty for each office.

S.N	Severity Level	Response Time	Resolution Time	Penalty
1	LEVEL 1	15 Minutes	2 hours	Rs. 500/- per day
2	LEVEL 2	1 hour	48 hours	Rs. 300/- per day
3	LEVEL 3	2 hours	72 hours	Rs. 250/- per day
4	If standby is given at immediate on or before Resolution time			NIL
5	If standby provided period exceeds 7 days			As per Severity Level
6	Non-submission of call reports by the vendor			10% of quarterly payment
7	Non-submission/Incomplete IT Asset Inventory report within 30 days from the date of purchase order			Rs 300/- per day, Subject to Maximum 10% of order value
8	Non submission of Quartely Updated Asset report			10% of quarterly payment
9	For any other deviations of terms & conditions not included in 1,2,3,4,5,6,7 & 8 above:			a) Rs. 2,000/- per instance b) Rs. 3,000/- if the same instance is repeated
10	For S.N 1,2 & 3			Penalty is Subject to Maximum 10% of quarterly payment

15. EXCLUSIONS

The maintenance agreement does not include:

- a) Electrical work external to the equipment or maintenance of accessories, attachments machines or other devices.
- b) Damage resulting from fire, lightning, transportation, cost of repair or replacement due to these factors.
- c) Furnishing platens, accessories, paintings or refinishing the machines or furnishing the

materials thereof, making specific changes.

16. TERMINATION CLAUSE

If at any point of time, the services of vendor are found to be non-satisfactory the contract will be terminated, giving 3 (Three) months' notice in advance. Either party, giving 3 (Three) months' notice in advance, may terminate the agreement prior to expiry of contract period.

17. 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 NIACL against any claims thereof.

18. RELOCATION OF SYSTEMS

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

19. GENERAL TERMS

- a) The agreement shall be in force for one year which and may be extended for two more years (1+1) subject to satisfactory performance.
- b) The bidders are advised to regularly check the NIA website (<https://newindia.co.in>) or <https://tenderwizard.in/NIAEPROC> for addendum/corrigendum, if any, to be published only on these websites/portals. NIA reserves the right to cancel the RFP/Tender at any time without incurring any penalty or financial obligation to any bidder or potential bidder.
- c) The bidders responding to this RFP must comply with the format requirements given in various annexure of the RFP. Bids submitted in any other format/type will be treated as non-compliant and may be rejected.

20. VIOLATIONS BY VENDOR

The Selected Vendor may be blacklisted for future in case serious violations are observed and NIACL's decision in this matter will be final and binding on the vendor.

21. AGREEMENT

The successful bidder shall enter into a detailed Agreement with NIACL. The draft agreement will be shared with the successful L1 bidder.

22. NON-DISCLOSURE AGREEMENT (NDA)

The successful bidder shall submit a non-disclosure agreement to NIACL. The draft NDA format will be shared with the successful L1 bidder.

23. ENCLOSURES

Annexure-1 (Eligibility Criteria for bidders)

Annexure-2 (Technical Bid)

Annexure-3 (Commercial Bid)

Annexure-4 (Undertaking Regarding Non-Blacklisting)

Annexure-5 (Special Instructions to bidders for e-Tendering)

Annexure-6 (List of offices under Dehradun RO)

- 24.** The Vendor will not sub-contract or permit any personnel other than vendor's engineers to perform any service or other activities required by NIACL without prior permission from NIACL.
- 25.** The vendor should maintain the confidentiality of the data stored on computer system. No engineer / staff of the vendor shall carry any personal floppy, USB drives, Blank CDs inside the NIACL premises.
- 26.** NIACL will provide enough working place, communication system for the vendor without any extra cost.

ELIGIBILITY CRITERIA FOR BIDDERS

S.N.	Particulars	Compliance (Yes/No)
1.	The bidder should be of reputed background having established in IT Hardware support in India for the last 5 years as on 01.11.2024 (Proof of registration to be submitted) .	
2.	GSTN and PAN (Proof to be Submitted) .	
3.	The bidder should have an Annual Turnover of Rs. 2 Crore for the last 3 financial years i.e. FY21-22, FY22-23 & FY23-24 (CA certified Annual Turnover document to be submitted) .	
4.	Net profit after tax to be positive in at least 2 years out of last 3 financial years i.e. FY21-22, FY22-23 & FY23-24 (CA certified document to be submitted) .	
5.	The bidder should have executed minimum 2 nos. of AMC-FMS contract (excluding NIACL) with a minimum of 1 (one) order from a Government organization (State, Central, BFSI & PSU) for a value not less than Rs. 15 Lakh/annum during the last 3 financial years i.e. FY21-22, FY22-23 & FY23-24 (Documentary proof to be submitted) .	
6.	2 (Two) nos. of letters of satisfactory performance of AMC-FMS support services in the last 3 financial years i.e. FY21-22, FY22-23 & FY23-24. At least 1 letter should be from a Government organization (State, Central, BFSI & PSU) (Documentary proof to be Submitted) .	
7.	The bidder should have minimum 30 nos. of engineers on payroll across Uttarakhand/Uttar Pradesh having expertise in IT hardware support (Documentary proof to be Submitted) .	
8.	The bidder should not have been disqualified, blacklisted, de-empanelled, left/abandon the work for whatsoever reason from any of the Government organizations during the period from 1 st April 2021 until last date of this tender (Undertaking to be submitted on vendor letterhead as per Annexure-4) .	
9.	The bidder should have at least 1 no. of full-fledged service Centre in Bareilly/Meerut/Lucknow and 1 no. of full-fledged service Centre in Dehradun Region with adequate stocks of spares and sufficient number of qualified service engineers in their organization (Documentary proof to be Submitted) .	

Annexure-2TECHNICAL BID

Hardware Type	Make	Model	Type of AMC	Tentative Quantity	Compliance (Yes/No)
DESKTOP	ACER	VM 2610	comprehensive	99	
		VM6620G	comprehensive	47	
		ACER	comprehensive	4	
	HCL	HCL	comprehensive	3	
	HP	280 G1/G2/G4	comprehensive	64	
		PRO Z2 Tower	comprehensive	1	
		PRO AG2	Warranty (upto 21/01/2025 - 14 nos. upto 04/02/2025 - 5 nos. upto 09/02/2025 - 12 nos. upto 11/02/2025 - 16 nos. upto 13/02/2025 - 85 nos. upto 16/02/2025 - 46 nos. upto 18/02/2025 - 21 nos. upto 24/02/2025 - 11 nos. upto 26/02/2025 - 10 nos. upto 01/03/2025 - 3 nos. upto 10/03/2025 - 9 nos. upto 11/05/2025 - 7 nos. upto 17/05/2025 - 4 nos.)	243	
LAPTOP	ACER	ACER	comprehensive	17	
		Travelmate P214-53	Warranty (upto 03/06/2025)	3	
		Travelmate 214-54	Warranty (upto 07/03/2027)	3	
	HP	14S DQ2535TU	comprehensive	2	
		240-G8	Warranty (upto 27/03/2026)	19	
		240R-G9	Warranty (upto 22/09/2027)	3	
PRINTER	CANON	4350D	comprehensive	1	
		4450D	comprehensive	1	
		LBP 151DW	comprehensive	23	
		LBP 2900	comprehensive	6	
		LBP 6018 B	comprehensive	51	
		MF 3010	comprehensive	14	
	HP	DJ 1050	comprehensive	2	
		LJ 1020	comprehensive	4	
		LJ 1022	comprehensive	14	

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		LJ 1108	comprehensive	2	
		LJ 126NW	comprehensive	15	
		LJ 136NW	comprehensive	1	
		LJ 1505N	comprehensive	46	
		LJ M202DW	comprehensive	68	
		LJ M329DW	comprehensive	13	
		LJ M1005	comprehensive	2	
		LJ P1007	comprehensive	11	
		LJ M1136	comprehensive	1	
		OJ 4500	comprehensive	1	
		OJ 8610	comprehensive	1	
	RICOH	SP300DN	comprehensive	1	
SCANNER	SAMSUNG	LJ 2851 D	comprehensive	6	
	HP	SJ 5590	comprehensive	15	
		SJ N6350	comprehensive	1	
		SJ N6310	comprehensive	1	

COMMERCIAL BID**1. AMC Price**

Hardware Type	Make	Model	Type of AMC	Tentative Quantity	AMC Rate (B)	Total (C=A*B)
DESKTOP	ACER	VM 2610	comprehensive	99		
		VM6620G	comprehensive	47		
		ACER	comprehensive	4		
	HCL	HCL	comprehensive	3		
	HP	280 G1/G2/G4	comprehensive	64		
		PRO Z2 Tower	comprehensive	1		
		PRO AG2	Warranty (upto 21/01/2025 - 14 nos. upto 04/02/2025 - 5 nos. upto 09/02/2025 - 12 nos. upto 11/02/2025 - 16 nos. upto 13/02/2025 - 85 nos. upto 16/02/2025 - 46 nos. upto 18/02/2025 - 21 nos. upto 24/02/2025 - 11 nos. upto 26/02/2025 - 10 nos. upto 01/03/2025 - 3 nos. upto 10/03/2025 - 9 nos. upto 11/05/2025 - 7 nos. upto 17/05/2025 - 4 nos.)	243		
LAPTOP	ACER	ACER	comprehensive	17		
		Travelmate P214-53	Warranty (upto 03/06/2025)	3		
		Travelmate 214-54	Warranty (upto 07/03/2027)	3		
	HP	14S DQ2535TU	comprehensive	2		
		240-G8	Warranty (upto 27/03/2026)	19		
		240R-G9	Warranty (upto 22/09/2027)	3		
PRINTER	CANON	4350D	comprehensive	1		
		4450D	comprehensive	1		
		LBP 151DW	comprehensive	23		
		LBP 2900	comprehensive	6		
		LBP 6018 B	comprehensive	51		
		MF 3010	comprehensive	14		
	HP	DJ 1050	comprehensive	2		

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		LJ 1020	comprehensive	4		
		LJ 1022	comprehensive	14		
		LJ 1108	comprehensive	2		
		LJ 126NW	comprehensive	15		
		LJ 136NW	comprehensive	1		
		LJ 1505N	comprehensive	46		
		LJ M202DW	comprehensive	68		
		LJ M329DW	comprehensive	13		
		LJ M1005	comprehensive	2		
		LJ P1007	comprehensive	11		
		LJ M1136	comprehensive	1		
		OJ 4500	comprehensive	1		
		OJ 8610	comprehensive	1		
	RICOH	SP300DN	comprehensive	1		
	SAMSUNG	LJ 2851 D	comprehensive	6		
SCANNER	HP	SJ 5590	comprehensive	15		
		SJ N6350	comprehensive	1		
		SJ N6310	comprehensive	1		
AMC Total (D)						

2. FMS Price

S.N.	Description	Nos.	FMS Price without GST (E)
1.	FMS Engineer	1	

Description	AMC Total (D)	FMS Price (E)	Total (D+E)
AMC-FMS TOTAL WITHOUT GST			

Note-

- L1 will be decided on the basis of the AMC-FMS Total without GST.

UNDERTAKING REGARDING NON-BLACKLISTING

Tender Ref: DEHRADUNRO/ITD/AMC-FMS/2024-25/01

We, M/s _____, participating in the tender, confirm that we have not been disqualified/blacklisted/de-paneled by any Central/State Government Department/Public Sector Banks/Financial Institutions in India including NIACL during the last three financial years starting from 1st April, 2021 till the last date of submission of this tender.

Dated: _____

Location: _____

Signature of the Competent Authority:

Name:

Designation:

Name & Address of the company:

Seal of the Company

SPECIAL INSTRUCTIONS TO BIDDERS FOR E-TENDERING

1. Tender document with detailed terms and conditions is available on our website <https://www.tenderwizard.in/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 <https://www.tenderwizard.in/NIAEPROC>

2. As a pre-requisite for participation in the tender, vendors are required to obtain a valid Digital Certificate of Class III (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 Ltd, Bangalore for obtaining the Digital Signature Certificate.

3. Corrigendum/amendment, if any, shall be notified on the site <https://www.tenderwizard.in/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 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:

a. Vendors are advised to log on to the website (<https://www.tenderwizard.in/NIAEPROC>) and arrange to register themselves at the earliest.

b. 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.

c. 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

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

d. Once the entire process of submission of online bid is complete, the vendors are required to go to edit attachment for own bid and to take the print of the acknowledgment as a proof of submitted bid.

e. 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.

e.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 competitors Bid Sheets.

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:

1.	For e-Tendering support	M/s. Antares Systems Ltd.	080-40482100/9731468511 lokesh.hr@etenderwizard.com raghuprashanth@etenderwizard.com sushant.sp@etenderwizard.com
2.	For Tender related queries	The New India Assurance Co. Ltd	Email:bss34@newindia.co.in

LIST OF OFFICES UNDER DEHRADUN REGIONAL OFFICE

S.no.	OFFICE CODE	OFFICE NAME	ADDRESS OF THE OFFICE
1	340000	DEHRADUN Regional Office	2nd Floor 430, Niranjanpur, Saharanpur Road, Dehradun - 248171
2	340100	BAREILLY ATHOO	148,Shahid Bhagat Singh-Marg, Bareilly - 243001
3	340101	PILIBHIT Medium Business Office	Near Chhattri Chauraha, Bye-Pass Road,Pilibhit - 262001
4	340102	SHAHJAHANPUR Medium Business Office	Mohanganj, Behind Shaheed Park, Shahjahanpur - 242001
5	340103	BAHERI Medium Business Office	Hindustan Petrol pump,Main Nainital Rd.,Baheri - 243201.
6	340104	C.B.GANJ Medium Business Office	Near Kavisha Motors, Mini By-pass C.B.Ganj, Bareilly - 243502
7	340105	FARIDPUR Small Business Office	Opp.Ramlila Maidan, Main Road, Faridpur, Bareilly (U.P.) - 243201
8	340111	NAGARIA PARIKSHIT Small Business Office	NAGARIA PARIKSHIT, Nainital Road, 44 Nandanvan - 243001 DISTT- BAREILLY
9	340200	BAREILLY Large Business Office	2nd Floor,Raghuvanshi Complex, 85-A Civil Lines,Bareilly - 243001.
10	340201	BADUAN Medium Business Office	MAHINDRA AGENCY, BAREILLY ROAD,BADUAN
11	340202	AONLA Medium Business Office	IFFCO TOWNSHIP-AONLA DISTT- BAREILLY
12	340206	PANCHSHEEL Small Business Office	NAVEEN MARKET-MAIN ROAD, KAKRALA, UP
13	340300	HALDWANI Large Business Office	Opp. Vishal Mega Mart, Nandi Towers, Above Bata Show Room, IInd Floor, Nainital Road, Haldwani Nainital -263139
14	340301	HALDWANI ATHOO	Shanta Tower, 1st Floor, Near Gandhi School, Bareilly Road, Haldwani Dist. Nainital -263139
15	340302	ALMORA Medium Business Office	L.R.Shah Bldg., M.G.Marg, Almora - 263 601.
16	340303	RUDRAPUR Medium Business Office	Hotel Sidhu Palace, Nainital Road,Rudrapur- 263 153
17	340304	PITHORAGARH Small Business Office	Diwan Niwas, Tildukari,wadda Road, Pithoragarh - 262 501
18	340305	LALKUAN Small Business Office	Railway Bazaar Ward No. 6 Bareilly-Lalkuan Road Distt- Nainital
19	340309	RTO HALDWANI Small Business Office	RTO ROAD, KUSUM KHERA, HALDWANI - 293139

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20	340400	MORADABAD ATHOO	Shirangar Mandap Compound, Delhi Road, Moradabad -244001
21	340401	MORADABAD CITY Medium Business Office	2nd Floor, Eleven Associates, Near Circuit House, Delhi Road, Moradabad-244001
22	340403	RAMPUR Medium Business Office	Sameer Gas Bldg., Behind Roadwaya, Rampur - 244901
23	340404	CHANDAUSI Small Business Office	Bharat Mill Colony, Opp. Roadways, Chandausi,
24	340405	SIRSI Small Business Office	Opp. RTO Office Near SBI ATM Moradabad, Distt Moradabad - 244001
25	340500	MORADABAD Large Business Office	105 Shanti Nagar, Civil Lines, Moradabad - 244001
26	340503	AMROHA Small Business Office	Opp. Roadways Stand, Joya Road, Amroha, Distt. J.P.Nagar - 244 236
27	340600	KASHIPUR Large Business Office	Upper Ground Floor, Guru Gobind Singh Market, Bazpur Road, Opp. CWHC, Kashipur-244713
28	340601	BIJNOR Medium Business Office	Near Pankar Hotel, Civil Lines, Bijnor-246701
29	340602	RAMNAGAR Medium Business Office	Chhimwal Bldg.,Kashi Road Ramnagar - 244715
30	340603	NAJIBABAD Medium Business Office	Opposite Gayatri Shakti Peeth, Bijnor Road, District Bijnor(UP), Pin 246763
31	340605	BAZPUR Small Business Office	Pahari Colony ,Ram Raj Road -BAZPUR, DIST- US NAGAR- 262401
32	340700	MUZZARFARNAGAR Large Business Office	First Floor,183, North Civil Line, Railway Road, Near Omega Hotel, Muzaffarnagar.
33	340701	SAHARANPUR Medium Business Office	Delhi Road, Near Maharaja Wedding Point, Opp. DIG Police Res., SAHARANPUR - 247 001
34	340702	DEOBAND Medium Business Office	Subhash Chowk, Railway Road, Deoband , Distt. Saharanpur-247554
35	340703	KHATAULI Medium Business Office	1st. floor, G.T. Road, Near Post office., KHATAULI - 251201
36	340704	SHAMLI Small Business Office	1st Floor Raghunath Mandir Punjabi Colony Shamli - 247776
37	340711	MIRANPUR Small Business Office	Ground floor opp. Prajapati dharamshala meerut road Miranpur
38	340800	DEHRADUN KBO	GH TOWER, OPP. VIYOMPRASTH COLONY GMS ROAD DEHRADUN - 248 001.
39	340801	DEHRADUN Medium Business Office	Neshvilla Road, DEHRADUN - 248 001
40	340802	DEHRADUN Medium Business Office	9, Subhash Road, Nr. Kanak Cinema, Dehradun -248 001
41	340804	VIKAS NAGAR Small Business Office	Dakpatthar Road, Laxman Chowk, Vikas Nagar, Distt- Dehradun

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42	340807	CLEMENTOWN Small Business Office	Transport Nagar, Saharanpur Road, Dehradun
43	340811	RAIPUR Small Business Office	Tapovan Chowk Near Ganga Cycle Store Raipur, Dehradun 248001
44	340900	HARDWAR Large Business Office	Ranipur More, HARDWAR - 249 401
45	340903	ROORKEE ATHOO	30, Civil Lines, 1st floor,ROORKEE-247 667
46	340904	KOTDWARA Medium Business Office	Ambey Complex, Najibabad Road, Kotdwara, GARHWAL- 246149
47	340906	BAHADRABAD Medium Business Office	BHEL Tiraha, Bahadarabad, Dist. Hardwar- 249402
48	340908	LAKSAR Small Business Office	Laksar, Dist. Hardwar (UK) - 247 663
49	340909	LANDAURA Small Business Office	LAKSAR ROAD, LANDAURA DISTT-HARIDWAR
50	340910	MOTICHUR Small Business Office	C-5, Shyamlok Colony, Motichur, Bhupatwala, Hardwar- 249410
51	341000	RISHIKESH Large Business Office	29, Bapu Asaram Palace, First Floor, Dehradun Road, Rishikesh - 249 201
52	341001	UTTARKASHI Small Business Office	Old Court Road, UTTARKASHI - 249193
53	341002	TEHRI Medium Business Office	Shop No 90 & 91 Mall Road New Tehri-249001
54	341003	DHALWALA Small Business Office	BYE PASS ROAD DHALUWALA, RISHIKESH DIST-DEHRADUN
55	341004	SRINAGAR Small Business Office	BADRINATH ROAD, SRINAGAR, DIST -PAURI
56	341006	DOIWALA Medium Business Office	A&S PLAZA DEHRADUN ROAD DOIWALA DISSTT-DEHRADUN-248140
57	341100	GAJRAULA Large Business Office	Paliwal Bhawan, NH/24, Delhi Road,GAJRAULA- 244 236
58	341101	SAMBHAL Medium Business Office	Behind Yashodhara Cinema,
59	341200	Dehradun ATHOO	188, 2ND FLOOR Niranjapur, Saharanpur Road, Dehradun- 248001
60	340001	Dehradun Parent Non suit Hub	2nd Floor,430-Niranjapur, Saharanpur Road, Dehradun - 248171
61	346000	Dehradun Parent Suit Hub	2nd Floor, 430-Niranjapur, Saharanpur Road, Dehradun - 248171
62	346001	Bareilly Suit Hub	2nd floor,Raghuvanshi Complex,85 A Civil Lines,Bareilly - 243001
63	346002	Haldwani Suit hub	Opp. Vishal Mega Mart, Nandi Towers, Above Bata Show Room, IInd Floor, Nainital Road, Haldwani, Nainital -263139

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64	346003	Saharanpur Suit Hub	A-8,AWAS VIKAS COLONY,PAGESUS HOSPITAL,DELHI ROAD,SAHARANPUR-247001
65	349001	Bareilly Non Suit Hub	2nd floor,Raghuvanshi Complex., 85 A Civil Lines,Bareilly - 243001
66	349002	Haldwani NonSuit hub	Opp. Vishal Mega Mart, Nandi Towers, Above Bata Show Room, 2nd Floor, Nainital Road, Haldwani, Nainital -263139
67	349003	Moradabad Non Suit Hub	Shirangar Mandap Compound, Delhi Road, Moradabad - 244001
68	349004	Muzaffarnagar Non suit Hub	First Floor, Town Hall Road, Opp. Peace Library, Muzaffarnagar -251002

Note:

- Offices can be merged/closed/shifted to new location in future.
- In case of change of location, new address will be provided to the L1 bidder.